

# DETECTING THE TECHNOLOGICAL INNOVATION NEEDS OF THE SOCIAL PROFIT SECTOR

## Portugal - Country Scenario

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## 1. PORTUGAL Context

### 1.1 The work field

Partners to work together with to reach the social profit organizations and poll for project proposals and to follow up on successful project.

#### Government institutions

- *Ministério da Solidariedade, Emprego e Segurança Social* (<http://www4.seg-social.pt/>)

#### Umbrella organisations social profit sector

- *União das Misericórdias Portuguesas* ([www.ump.pt](http://www.ump.pt))
- *União das Mutualidades Portuguesas* (<http://www.mutualismo.pt/>)
- *Confederação Nacional das Instituições de Solidariedade* ([www.cnis.pt](http://www.cnis.pt))
- *Banco Alimentar* ([www.bancoalimentar.pt](http://www.bancoalimentar.pt))

#### Social profit sector

- *EAPN Portugal* (<http://www.eapn.pt/>)
- *Fundação EDP* ([www.fundacaoedp.pt](http://www.fundacaoedp.pt))
- *UPTEC* (<http://uptec.up.pt/en>)
- *AMI* ([www.ami.org.pt](http://www.ami.org.pt))
- *ANDITEC* ([www.anditec.pt](http://www.anditec.pt))

#### Contact with social profit sector from within the University

- *GAS Porto* ([www.gasporto.pt](http://www.gasporto.pt))
- *Research projects*
- *Volunteering*
- *CIRIEC* (<http://ciriec.iscte.pt/index.php>)

#### Advocacy organizations for vulnerable target groups

- *ACIDI* (<http://www.acidi.gov.pt/>)

#### Consultancy organisations - vulnerable target groups

#### Organization of the subsector

#### Specialized institutions active on a specific theme (e.g. autism, equal rights, traffic...)

- *Ordem dos Engenheiros* ([www.ordemdosengenheiros.pt](http://www.ordemdosengenheiros.pt))
- *Ordem dos Arquitectos* ([www.arquitectos.pt](http://www.arquitectos.pt))

#### Business and profit organizations active/working for the social profit sector

#### Other institutions specialized in technology for social profit sector (RVO-Society does)

### 1.2. Towards a local scenario

#### Choice of the sector/themes/issues

*Social profit and community service engineering is a broad domain. What is your focus?*

- Inclusive design
- Assistive technologies for all age sectors
- Wellbeing and welfare for ageing and disabled persons
- Small scaled welfare technology

The target groups are inclusive (age, health, poverty, etc.). The projects and actions are designed to meet the needs of socially under placed populations.

**What kind of projects do you want?**

- 1) Profit and non-profit within the region around CSE.
- 2) The themes are planned as above: inclusive, assistive, wellbeing and small-scaled.
- 3) Looking for innovation projects using technological support, volunteering and use of ICT based technologies.
- 4) The projects should be participated by social partners.

**Describe your choices.**

The frames used in the Belgian CSE post-graduate course can serve as an example:

- Frame 1- technology for end users

Topic/Target group	Elderly	Intellectually Disabled	Physically Disabled	Sensory Disabled	Youth at Risk	People in poverty	People with a different migration background	Other (eg. addiction problems, detainees, families, long-term ill people)
Living								
Working								
Accessibility (websites, buildings, services, vehicles)								
Communication (oral, by telephone)								
Education: Reading, Studying, Maths,...								
Entertainment/leisure time								
Mobility (moving from place A to B)								
Seeing and/or hearing								
Activities of daily living (eating, drinking, personal hygiene, ...)								
Other								

*Frame 2- technology for organisations as entities*

Subsector/Topic	Adaptations of the workplace	Human resources & Training	Client administration	General management	Architecture and design of buildings	Physical and mental wellbeing of staff	Communication & Cooperation	Team building & Leisure	Other
Sheltered Workplaces									
Special Youth Care									
Centers for General Welfare									
Services to Persons with Disabilities									
Family Care									
Youth Welfare									
Child & Family									
Child Services									
Public Centres for Social Welfare									
Educational Institutions and Housing									
Rehabilitation Centres									
Community Development									
Socio-cultural Sector									
Social Workplaces									
Employment									
Home Care Services									
Residential and Care Centres									
Hospitals									
Other									

**Who will systematically poll the social domain?**

*We will you approach the social profit sector by:*

- Existing network contacts:
  - GAS Porto
  - UPTEC
  - Existing degree programs like the Master in Design.
- Using the activities and suggestions by teachers and students, involved or not in associations related with CSE.
- The cooperation departments of the university.

**Partnerships**

*Partnerships with representative organizations in the social profit sector is a good way to reach social profit sector. They will reach your target audience (social profit organizations) in ways you (as an engineering department) cannot. This has been a key success factor for Cera Award. Even if not straightforward, please consider this.*

## 2. Action plan:

### 2.1. How to reach out to the social profit sector

#### 2.1.1. Low threshold for entering project proposals

- Describe how social profit organizations should bring their ideas for projects to you.
  - a web announcement on the master program website
  - a round table conference with social profit organizations on related topics

#### 2.1.2. Communication channels

It is advised to have a communication mix to call out for projects to the social profit sector: your own communication channels, but very important!! also via communication channels of the sector itself.

##### **Sector communication channels**

Identify partners in the sector that are willing to publish your call for projects in their publications, on their websites/facebook, identify together with your partners in the sector events where you can present your call for proposals. They will probably be also interested in publishing results.

- N/A

##### **The projects own communication channels**

Describe your communication channels and how you will use them to engage the social profit sector. Examples of Cera Award (small film, mailing, ...) can be found in the train the trainer.

- Direct contacts will be established with potential partners.

### 2.2. How to reach out to the business sector

#### 2.2.1. Entering project proposals or setting up collaborations

- Describe how collaboration or projects could be set up.
- Describe what can be done to ensure outcome for the business partner ('going beyond the aim of 'merely' educating students').
  - The projects will be based on last year dissertations. The themes will be chosen in accordance with the CSE project guidelines. These themes will be accepted by the scientific committee of the master program. The social partner(s) will be involved from the inception of the theme or early during the thesis implementation.

#### 2.2.2. Communication channels

Describe the communication channels you use to get collaborations/projects and the communication channels during the partnership:

- N/A

### **Sector communication channels**

Identify partners in the sector that are willing to publish your call for projects in their publications, on their websites/facebook, identify together with your partners in the sector events where you can present your call for proposals. They will probably be also interested in publishing results.

N/A

### **The projects own communication channels**

Describe your communication channels and how you will use them to engage the social profit sector.

- University web repository
- Master program webpage
- University or college newsletter

## **2.3. Timing and frequency of the call for proposals**

How often and when will you call for projects.

- Every year for the dissertations semester aligned with student work.

## **2.4. Criteria for accepting project proposals**

Clearly decide on your criteria for accepting project proposals

Describe your criteria:

- Meets the definition of community service engineering
- Involves technological support or ICT applications
- Involves external social partner

## **2.5 Evaluation of project proposals**

## **3. Value chain approach - things to consider**

How will you handle a project once the student has finished his/her work. Remember that social profit organizations in general do not have the resources to continue the project and bring it to the next stage.

- The possibility of being accepted as possible development project with the social partner.
- Contact the university incubator to verify the possible implementation.
- Help students create a business plan.