

THINK TANK

Deliberation process on the new futures of the welfare state: Working Document No. 12B

(29 September 2021)

Abstract: This working paper sets out the results of the deliberation on the White Paper and its validation process and the presentation and agreements with the Think Tank's Work Agenda (2021-2023).

A. Two Think Tank cycles

This document marks the launch of the second cycle of the Etorkizuna Eraikiz Think Tank Deliberation Group (2021-2023). The deliberation group on the Futures of the Welfare State began in 2021 and it is planned to continue its work through to 2023. This session will focus on the two cycles of the Think Tank and the definition of the working agenda for the 2021-2023 period.

First cycle (2020-2021): Generation of transitional social policies

The first cycle of the Think Tank focused on designing transition policies centring on the future of care. The central themes are the promotion of home care, attention and support, the processes of personalising social services, the generation of local care ecosystems, and the integration of users (current and potential), family members and relatives into the processes of design, monitoring and impact assessment in social policies. The discussion on jurisdictional models and financing systems is a key element in the debate on the future of care in Gipuzkoa.

Objectives of the first cycle: To take stock of the Covid-19 situation; to debate the future of care, attention and support for people in situations of social exclusion, fragility and dependence in Gipuzkoa, to explore the levers of transformation and innovation (including new technologies, local care ecosystems based on models of collaborative governance) and to offer recommendations for social policies to promote the transition.

Main activities: To hold 10 deliberation sessions based on an agenda of transformation that takes the situation generated by Covid-19 as an accelerator of the changes that were already being promoted in the social policy ecosystem prior to the pandemic.

Outputs: White Paper on Care, Guide to Personalisation of Social Services.

Second cycle (2021-2023): Evaluation of Social Policies

The second cycle of the Think Tank has focused on experimentation and evaluation of the recommendations arising from the White Paper and the Guide to Personalisation of Social Services. This cycle develops strategies for evaluation of social policy on two strategic levels of transition: a) personalisation of social services (emerging from the Personalisation Guide), b) inclusion of the recommendations of the White Paper in social policies. The aim is to strengthen the role of the Think Tank as a hub for evaluating social policies.

Objective of the second cycle: in this second cycle, we will promote the implementation of two key projects: a) Experimentation: to promote a pilot project to identify a system of personalisation indicators that take into account the perspective of users, professionals and family members; b) Monitoring: to promote a project to monitor integration and implementation of the White Paper's recommendations in the social policies promoted by the Department of Social Policies (Provincial Government).

Main activities: a) Design and implement a pilot project on personalisation indicators in social services that takes into account the perspective of users and family members / including potential users; b) Design and implement a follow-up project on the degree of inclusion and implementation of the White Paper's recommendations in social policies.

Outputs: Guide to Indicators of Personalisation of Social Services, Impact of the White Paper on social policies.

B. Think Tank Work Agenda 2021-2023

Table 1 shows the Think Tank's work agenda. A copy of the agenda was sent out in a form to allow each member to validate it and to determine the level of agreement with the topics proposed for 2021-2023. As the table shows, there was a high level of agreement with the topics proposed, except for one —the focus on technologies— which was felt to require a fresh approach.

Table 1: Think Tank Work Agenda (period 2021-2023)

Date	THINK TANK AGENDA: Deliberation group. The futures of the Welfare State	Agree (4-5)	Disagree (3-2-1)
29 September (2021)	Opening of the Second Cycle of the Think Tank (presentation of the work agenda validated by the Think Tank, via the answers to this questionnaire and formation of the work groups)		
25 November (2021)	White Paper: Guide to Indicators for Monitoring Transition Policies (how to monitor the recommendations of the White Paper)	100%	
13-14 December (2021)	Etorkizuna Eraikiz Think Tank International Congress	100%	

28 January (2022)	Provincial Care Evaluation System (White Paper Recommendation 12) (how to develop evaluation hubs to evaluate innovation and quality of care).	100%	
31 March (2022)	Guide to indicators for evaluating personalisation in social services (first proposal) (White Paper Recommendation 2)	100%	
26 May (2022)	Gipuzkoa Zaintza Lurraldea 2030 Strategy (Experimental Projects) (Care Ecosystems) (White Paper Recommendations 5, 7 and 9)	100%	
7 July (2022)	Guide to Indicators for Evaluating Personalisation in Social Services (final version of the Guide) (White Paper Recommendation 2)	100%	
29 September (2022)	Balance of progress in digitalisation of the Third Sector and Social Services (White Paper Recommendation 6)	70%	30%
24 November (2022)	Balance of the Home Care & Attention Strategy (White Paper Recommendation 3)	100%	
26 January (2023)	Balance of the Strategy Plans of the Public Administrations (White Paper Recommendations 5, 8, 9, 10 and 11)	100%	
30 March (2023)	Balance of the Strategy Plans of the Public Administrations (White Paper Recommendations 5, 8, 9, 10 and 11)	100%	
25 May (2023)	Conclusion of the Second Cycle of the Think Tank.	100%	

C. Deliberation and proposals

C.1. About the White Paper

a. New technologies linked to social services

Observation: The way digital technologies are addressed in the White Paper could be improved, especially by stressing that technologies are a means and not an end, and that the "person-to-person" approach to care and attention should be strengthened.

Proposal: To carry out a specific consultation with people specialised or experienced in digital technologies related to care and attention in social services. The White Paper will be amended/adapted on this topic on the basis of this consultation.

b. Deinstitutionalisation of care and attention

Observation: The deinstitutionalisation of care and attention is a key element in the White Paper on transitional social policies. It is a process that encourages community participation and strengthens the Public Administration's responsibility in care and attention. The strengthening of home care and attention and the development of local care ecosystems proposed in the White Paper are a step in this direction. However, there is tension over the concept of the "deinstitutionalisation" of care. This tension is related to ways of viewing the processes of deinstitutionalisation and their consequences for the relationship between Society, the State and the Market for care management.

Proposal: To make a conceptual balance and map empirical experiences in processes of deinstitutionalisation of care and attention in social services. This assessment will be developed within the framework of the pilot project on indicators of personalisation of care.

C.2. About future work groups (pilot project and monitoring project)

a. About the pilot project

Observation: For the next period it is proposed to develop a pilot project on personalisation indicators in which it is proposed to include users in the design and validation process. One of the central problems of this proposal refers to the way in which users are included in the process of designing and validating indicators.

Proposal: In the next session of the Think Tank (25 November) a methodological proposal will be discussed to include users and family members in the process of designing and validating personalisation indicators.

b. About the monitoring project

Observation: For the next period it is proposed to develop a project to monitor the way in which the recommendations of the White Paper are being implemented and integrated in social policies. The 2030 Agenda for Gipuzkoa operationalises these recommendations, integrating them into social policies. The transition monitor will facilitate monitoring of the recommendations.

Proposal: The next session of the Think Tank (25 November) will discuss a methodological proposal for monitoring and including the recommendations of the White Paper in the implementation of transitional social policies.