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Title:

The possible evolution of the Welfare State: case studies on different contexts of "Participative Welfare" in Italy (Parma, Emilia Romagna)

Abstract

This abstract present a "action research" - survey methodology based on interactions induced by the researchers in a project shared with other actors - in this case an "action researcher" involving together citizen and workers of social and health services and students of social service university cours (Corso di Laurea Servizio Sociale, Univ. di Parma). This research is intended to consolidate the knowledge of the new welfare models aimed at increasing the involvement of citizens and users in the management of public social, health and education Services.

The welfare models to which we refer covered by a more general study on the evolution of the institutions (the "public space") in the form of "common spaces" (in the sense of the Commons). Modern institutions today are experiencing a profound crisis of consensus but could evolve into forms of "participatory management" that characterize the Commons in terms of coordinated management of tangible and intangible assets, collective forms of exchange and mutual assistance between citizens *mediated by institutions* ("co-in-habitants systems"; "neighborhood networks" etc.). In this sense, the public's welfare state institutions change: no longer just the performance technique delivery contexts (health-related performance social or education they may be) but contexts where the interaction between "experts" (teachers, doctors, nurses, social workers, to mention a few) and "citizens" find new ways of co-management, and where the performance (the "taking charge" of social problems) is complemented by the resources of the citizens themselves.

The aim of our investigation is therefore to study the evolution of these participated forms of local welfare, with particular interest in the analysis of the mode of co-management of public space between citizens, social service workers and students, the types of people involved (for age, gender, level of education), and the types of "problems" faced with these modes.

More specifically, the focus of our analysis will be two forms "opposite" of *transition from public welfare to the "Common Welfare"* found in different forms but comparable:

1. Processes of participation stimulated by the institutions and are located at the level of "neighborhood": new local services ("Family Workshops"; "Nurseries Scambioteche"; "Health Participed Houses", Case della Salute Partecipate) where in fact is the public service to look for citizens (in the specific examples, the territorial poles of the social service and education systems

- for zero-6 years stimulate new forms of self-management and self-help among citizens, opening at local networks, associations and private citizens);
2. Processes of participation born to formal and informal associative forms of "neighborhood" and then developed in a stable form of relationship with institutions ("Community Points"; "Neighborhood Houses").

Finally, our analysis is qualitative and centered on two distinct moments of life of "participated" services:

a) *Facilitation of "joint planning"* with the service operators. Students (social work, university of parma) and citizens involved (methods of research-action in particular: *focus group, future lab, open space technology*) and evaluation of different forms of "joint planning" (*quantitative and qualitative analysis of activated participation processes*);

b) *Ethnographic observation* (method of "participant observation") of the settings of the everyday self-help activities.