

# seed

Social innovation **e**cosystem **d**evelopment



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This project has received financial support from the European Union Programme for Employment and Social Innovation (EaSI) (2014-2020) and the European Social Fund under Grant Agreement VP/2020/010/0139. For further information please consult: <http://ec.europa.eu/social/easi> and <http://ec.europa.eu/esf>

## SEED PILOT GREECE 1

### PROJECT DETAILS

Project title	SEED - Social innovation EcosystEm Development
Call	VP/2020/010
Project start date	May 17 <sup>th</sup> , 2021
Duration	24 months
GA Number	VS/2021/10191

### DELIVERABLE DETAILS

Deliverable WP	WP3
Deliverable Task	Task 2.3
Deliverable Identifier	SEED_D2.3
Deliverable Title	SEED Pilots
Editor(s)	SEED Greek team
Reviewer(s)	VS/2021/10191
Submission Date of Delivery	16/05/2023
Status	<i>Final</i>
Version	2.0
File Name	SEED_D2.3_SEED Pilots_Greece_1

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# 1. INTRODUCTION

As in all of the SEED consortium countries, and due to its high usability and testing considerations, the Greek Social Innovation Network has designed, prepared and publicly established its GSIN collaborative platform, “**GSIN HUB**”. This open and collaborative platform-a tool for democratising technology and making community-driven policy design, opt and realistic- is an open, modern, interoperable digital platform connecting social innovation actors, communities, academia with public and private sector organisations and social investors. The GSIN HUB works in a very flexible, team-centered structure, including a series of very future-oriented services. The fundamental triangle of the platform, diffused in all its modularities is the **LEARN-NETWORK-INNOVATE** notion. It represents all the strategic level scopes and national operations and mainly the new mindset that it attempts to ingrain to the social innovation ecosystem. Together with the creation of a portfolio of alternatives, through specific space for developing SI policy proposals, the GSIN HUB offers some very new, distinguished and very needs-oriented functionalities e.g. SI Matching mechanism for funds allocated for social scope reasons and measures.

## 2. MAIN OBJECTIVE

GSIN HUB has put as top priority objectives three specific activities, condensed in the Fundamental Triangle referred above: **EARN-NETWORK-INNOVATE**. The utmost goal is to handle collectively and effectively serious social challenges. How can this be achieved?

**Learn Pillar** is strongly engaged with constant capacity building tasks and measures, as well as the exploitation of the “knowledge bank” or the learning repository modularities. In this pillar all supplementary learning and deepening activities around Social innovation are included.

**Network Pillar** is associated with the national and international collaboration, networking and bonding activities with other National Competence Centers and Organizations around the global, including inter alia, transfer knowledge and twinning activities.

**Innovate Pillar** comes as the applied power of knowledge of all the above in terms of radical SI policy proposals including creativity, vision and social scope, data driven planning.

Under these three fundamental pillars the strategic goal is to disseminate the idea and the results of the project but mainly of the SI to a wider community level, and to engage as many interested parties as possible in the project activities as well as to ensure the support of all the stakeholders and sustainability.

- Home page
- Presentation of the project
- Presentation of the partnership
- Activities and news
- Interactive Discussion Rooms - Interoperability with Slack Software
- Outputs section and publication of main project reports
- Press / dissemination section
- Contact form

- Links to twitter and Facebook accounts and the use of twitter hashtags of cities
- Links to other related initiatives
- Entrance door to the platform.

## **Our starting point /Where we are?**

Up to this point of time in Greece, there is not one official state entry point/interactive and collaborative platform for the Social Innovation Ecosystem. There isn't either an updated, modern interactive registry including active digital participation of the Stakeholders. Additionally there is not a digital space for creating and connecting social innovation initiatives within Greece, but internationally also. This triple conclusion paved the way for the GSIN HUB platform, in order to unite powers, expertise and knowledge in a simple, multilevel but inclusive and democratic way of handling serious social challenges.

## **What added value do we want to bring through the pilot? /Where do we want to go?**

Our platform, GSIN\_Hub make reality the innovative idea of an omnichannel, interactive and collaborative platform, operating under the following identities: site, knowledge bank, networking cospace and knowledge bridges. The above identities align fully with needs for social innovation escalation and share benefits towards social innovation stakeholders (Social Startups, Social Entrepreneurs, Managing Authorities, Local Actors, NGO's, Chambers etc). Gradually it will include **"TALENT BASIS"**, a very modern methodological software matching approach, for connecting high prospective talents, compound knowledge, experiences and techniques from experts towards innovative initiatives within the social innovation spectrum. Upon the full deployment of the Hub we intent to establish also a digitally operationalize Social Market Place

Our platform, now as a pilot, and later on, under the Greek Social Innovation Competence Center will constitute the digital operational brain included of course in the digital media strategy which consists of using all kinds of social media to promote and exploit project activities and results.

Within the time period as a pilot, the GSIN HUB platform tests a part/proportion of the portfolio services that the oncoming Greek Social Innovation Competence Centre will provide. It is of high importance and validity to make full use of the existing room and time for experimentation and failure lessons. Pilot is going to gain valuable feedback through its launch and help us realise what is working well, which characteristics apply to the communities. In other words, we believe firmly in experiential learning as a complementary approach of developing SI skills, through a hybrid way of interacting with communities.

This can be assessed and evaluated through the introduction of a KPI framework. These KPI's are also transferred in the operational workflow of the Competence Center. In this way, we are upscaling all the existing evaluating data basis on the next level. The GSIN HUB platform also acts as a refinement tool, providing the most crucial services in the "social innovation- ecosystem".



### Step 8

## Pilot Evaluation

Here are the 10 KPIs we are using



A very important trait, transferred as an approach to the CC is the simplicity and flexibility of the coordinating activities. Through its digital structure our platform can be monitored by 2-3 persons in practical terms. Regarding the Governance of the CC, it is now in deep consultation with relevant bodies and authorities. Regarding the Geographical area of the action beneficiaries, the platform offers services at a local, regional, national, international and global level, physically and digitally.

Engagement and activation of the community/actors of the third sector in the platform is achieved in our platform through a very fast registration process of the existing entities and the indeed personalised communication with each of them . Additionally, GSIN HUB gives the opportunity of a SI team Creation as well as the creation of atypical communities and teams, and entities and team that unite forces for a social project. This is something that is highly evaluated by the Stakeholders as a modularity for the CC

### **EXCEPTED OUTPUTS**

- Growing Social Impact
- Green, social, digital tailor-made measures Deeper and wide social impact
- Creation of collaborative culture
- Growth mindset used in all functions and interactions
- Bridging talents
- Better satisfaction and result in MA's Si, social actors
- Knowledge Transfer
- Dense networking and creation of an SI universe
- Communities of the codesign process and in evaluation phase.

## EXPECTED OUTCOMES

- Sustainable and qualitative measures –together with upscaling perspectives for all
- More jobs, more green, open and resilient results of the measures
- government agencies towards EU: better and smarter more inclusive social policies
- Better SROI for communities and individuals
- National co design culture against future coming challenges
- Better citizen experience

## 3. HOW DO WE GET THERE

### *Overall workplan description*

#### **Action 1:** Detection of need for GSIN hub

- searching/detecting for the existence of an official digital entry point/an interactive and collaborative platform/ digital space for the Social Innovation Ecosystem. Market exploring for these types of modern SI digital spaces, expanding geographical limitations. Mapping exercise for this reason in and out of Greece. List of criteria and characteristics for the platform discussed and evaluated.

#### **Action 2:** GSIN hub structure/design

- Consultation with Greek Partners and stakeholders about the structure of the pilot, the modularities, services, operation, workflows, visuals and diffusion techniques. Consultation on the mindset on the content and context of the platform , the connection and the links, the techniques for becoming more appealing and usable.
- How the fundamental triangle could be integrated in this platform, together with the creation of discussion rooms for co-creating policy proposals and the ecosystem.
- Analysis of the structure, workflow and content, through Kanban and Waterfall tools, and technical possibilities of visualising the tasks and activities of the GSIN so far.
- This phase took into consideration all the feedback and information, derived from the National Workshop, as well as the mapping task and deliverable of SEED. Global Benchmarking Analysis (task 2.2.) was also taken into consideration.

#### **Action 3:** GSIN hub development and establishment

- All the necessary technical and coding activities for the development of the GSIN platform.
- A series of BETA TESTS, internally and out of the Creating Team of the Platform.
- Showcase of the Platform in relevant stakeholders for valuable feedback
- Refinements, corrections and optimizations in the Platform
- First official public launch

#### **Action 4- Final step:** Evaluation of the Platform and upscaling for multiple use within the CC.

### 3.1 Action 1

<b>Action Num.</b>	1	<b>Action Name</b>	Detection of need for GSIN HUB		
<b>Lead actor</b> (Main responsible & monitoring agent)	<b>Key actors</b> (External / internal support)	<b>Outcomes</b> (Measure the change in the situation)	<b>Cost of delivery</b> (Investment needed, HR cost, procurement)	<b>Resources available</b> (Local budget / assets to dedicate)	<b>Timescale</b> (Implementation period)
M.O.L.	SCIFY NGO	Positive feedback on the purpose of creating HUB, List of operations to have included in th pilot-platform	3.000 euros approximately	SEED budget	2-3 months
<b>Main activities the action entails</b> (Include time)		searching/detecting for the existence of an official digital entry point/an interactive and collaborative platform/ digital space for the Social Innovation Ecosystem. Market exploring for these types of modern SI digital spaces, expanding geographical limitations. Mapping exercise for this reason in and out of Greece. List of criteria and characteristics for the platform discussed and evaluated.			
<b>Milestones</b> (Main achievements that show action progress towards the expected result)		<ol style="list-style-type: none"> <li>1. Detection and verification of need for this type of platform</li> <li>2. Feedback from National Workshops</li> <li>3. Feedback from market exploring in these issues</li> <li>4. Feedback from Global Benchmarking Analysis</li> </ol>			
<b>Deliverables and KPIs (quantitative output expected as a result of the action, e.g. number of beneficiaries, number of sub-actions implemented etc.)</b>					



The first written draft/ document of the need for a platform, with specific recommendations			
<b>Risks</b>	Time consuming, budget restrictions and people working load	<b>Proposed mitigation measures</b>	<b>risk</b> Use ready made tools and templates

## 3.2 Action 2

<b>Action Num.</b>			<b>Action Name</b>			
	2		<b>Action 2:</b> GSIN hub structure/design			
<b>Lead actor</b> (Main responsible & monitoring agent)	<b>Key actors</b> (External / internal support)	<b>Outcomes</b> (Measure the change in the situation)	<b>Cost of delivery</b> (Investment needed, HR cost, procurement)	<b>Resources available</b> (Local budget / assets to dedicate)	<b>Timescale</b> (Implementation period)	
M.O.L.	SCIFY NGO	Concrete operational structure and workflow of the platform	2.000 euros approximately	SEED budget	3 months	

<p><b>Main activities the action entails</b> (Include time)</p>	<ul style="list-style-type: none"> <li>● Consultation with Greek Partners and stakeholders about the structure of the pilot, the modularities, services, operation, workflows, visuals and diffusion techniques. Consultation on the mindset on the content and context of the platform , the connection and the links, the techniques for becoming more appealing and usable.</li> <li>● How the fundamental triangle could be integrated in this platform, together with the creation of discussion rooms for co-creating policy proposals and the ecosystem.</li> <li>● Analysis of the structure, workflow and content, through Kanban and Waterfall tools, and technical possibilities of visualising the tasks and activities of the GSIN so far .</li> <li>● This phase took into consideration all the feedback and information, derived from the National Workshop, as well as the mapping task and deliverable of SEED. Global Benchmarking Analysis (task 2.2.) was also taken into consideration.</li> </ul>		
<p><b>Milestones</b> (Main achievements that show action progress towards the expected result)</p>	<ol style="list-style-type: none"> <li>1. Logos and visuals designs, discussed and decided</li> <li>2. Content, domains, pages and operational structure discussed and decided</li> <li>3. Chain of paged and visual transfers</li> <li>4. KPIS discussed and decided</li> <li>5. Feedback and concrete appealing techniques from Global Benchmarking Analysis</li> <li>6. BETA TESTS</li> <li>7. Refinements and Developments</li> <li>8. Connection with the Dissemination Plan, as a very crucial Awareness tool</li> <li>9. Creation of Relevant FB Official Page</li> </ol>		
<p><b>Deliverables and KPIs (quantitative output expected as a result of the action, e.g. number of beneficiaries, number of sub-actions implemented etc.)</b></p>			
<p>The first written draft/ document of the need for a platform, with specific recommendations</p>			
<p><b>Risks</b></p>	<p>Time consuming, budget restrictions and people working load</p>	<p><b>Proposed mitigation measures</b></p>	<p>risk Shortcut/ elimination of procedures</p>

### 3.3 Action 3

<b>Action Num.</b>	3	<b>Action Name</b>	<b>Action 2:</b> GSIN hub development and establishment		
<b>Lead actor</b> (Main responsible & monitoring agent)	<b>Key actors</b> (External / internal support)	<b>Outcomes</b> (Measure the change in the situation)	<b>Cost of delivery</b> (Investment needed, HR cost, procurement)	<b>Resources available</b> (Local budget / assets to dedicate)	<b>Timescale</b> (Implementation period)
M.O.L.	SCIFY NGO	Coding and site developing with concrete operations, flows and services	3.000 euros approximately	SEED budget	1,5 months
<b>Main activities the action entails</b> (Include time)		<ul style="list-style-type: none"> <li>● All the necessary technical and coding activities for the development of the GSIN platform.</li> <li>● A series of BETA TESTS, internally and out of the Creating Team of the Platform.</li> <li>● Showcase of the Platform in relevant stakeholders for valuable feedback</li> <li>● Refinements, corrections and optimizations in the Platform</li> <li>● First official public launch</li> </ul>			
<b>Milestones</b> (Main achievements that show action progress towards the expected result)		<ol style="list-style-type: none"> <li>1. Version A feedback and assessment</li> <li>2. Version b. feedback and assessment</li> <li>3. Version c. feedback and assessment</li> <li>4. BETA TEST - internal and limited</li> <li>5. Public Launch</li> </ol>			
<b>Deliverables and KPIs (quantitative output expected as a result of the action, e.g. number of beneficiaries, number of sub-actions implemented etc.)</b>					

The first written draft/ document of the need for a platform, with specific recommendations			
<b>Risks</b>	Time consuming, budget restrictions and people working load	<b>Proposed mitigation measures</b>	<b>risk</b> Shortcut/ elimination of procedures

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