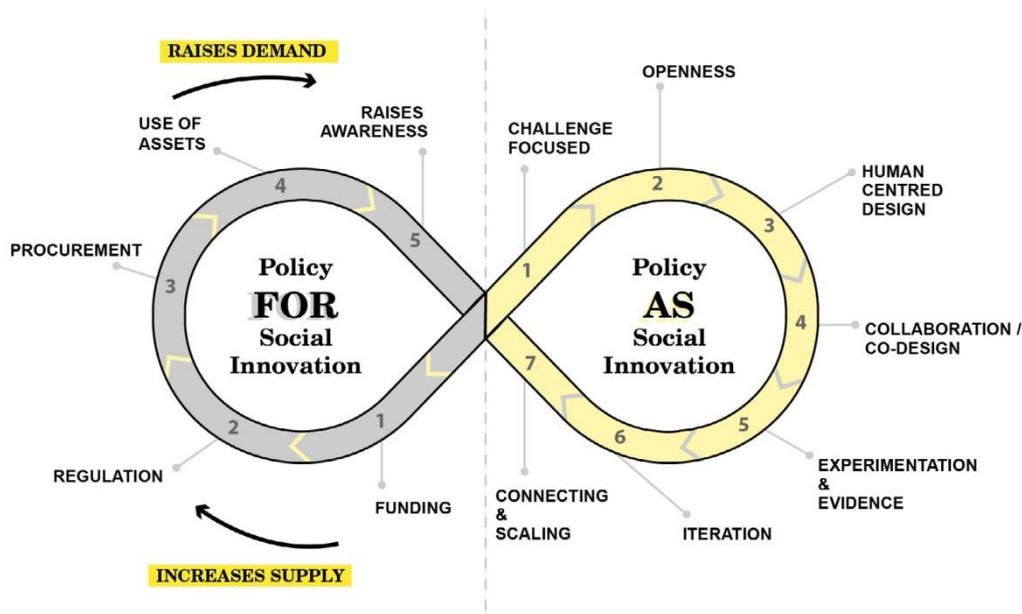




## SOCIAL INNOVATION POLICY

The following graphic created by the SIC Community (Social Innovation Community Flyer, updated from Reynolds, Gabriel, & Heales, 2017) reflects the dual approach to Policy and Social Innovation in a comprehensive manner, and shows various tools and methods that could serve and inform both approaches.



In the following two sections the tools and methods are listed and reflected taken from (Reynolds, Gabriel, & Heales, 2017).

### Suggested tool(s) and method(s) for Policy FOR Social Innovation

#### 1. Funding

Public funds are needed to boost social innovation in various phases of the life cycle of an initiative, aiming if possible for sustainability on the long-term. Funding and supporting schemes - grants, loans, even awards, etc. - shall be integrated into a wider, comprehensive incentive system. Funding could be linked to various success factors (including the schemes of Impact Investing, see above), and its schemes shall be open and inviting to the private sector and philanthropists for co-investing. However, policymakers shall accept that innovation is somewhat risky, even if done with all the necessary cautiousness, an initiative could fail eventually.

#### 2. Regulation

This component reflects primarily to the traditionally available legal forms and other regulations that socially innovative initiatives do not necessarily fit well into (e.g. social enterprises). New regulations that create new business models could boost innovative ideas to materialise. By creating regulation sandboxes to allow experimentation free from the consequences of “tougher” real-life regulations could spur innovative ideas to be tested.



### 3. Procurement

Appropriate procurement processes could open up possibilities for non-standard but socially innovative products and services to be compliant with the procurement rules, and thus help satisfying social needs better and more efficiently.

### 4. Use of Assets

Sharing access to public assets with social innovators (datasets, amenities, tools, etc.) could lead to a better and socially purposeful use of these assets and make the most out of them for delivering improved social outcomes.

### 5. Raises Awareness

Public authorities could be the primary sources of raising awareness of social innovation, knowledge sharing and building capacities in the SI ecosystem in many ways, e.g. highlighting social problems/policy goals that require new solutions, creating challenges, commissioning research, promoting citizen engagement, organising events, etc. Also, setting up incubators and accelerators could contribute to capacity building, and authorities could play a matchmaking role among the various stakeholder users groups there as well.

## Suggested tool(s) and method(s) for Policy AS Social Innovation

### 1. Challenge Focused

In particular complex policy challenges and the so-called wicked problems need new challenge-focused policymaking.

### 2. Openness

Openness to new solutions and being self-reflective about standard processes and services is crucial. This involve acquiring innovative perspectives, re-formulating problems and creating new forms of knowledge, applying new methods, forming alliances and partnerships, involving a broad range of stakeholders, etc. are all require openness from public authorities.

### 3. Human Centered Design

This refers to the need of putting the beneficiary citizens (users) and their needs in the middle of the product or service design. Methods that could inform policymaking include ethnographic research methods, storytelling, interviews, customer journey mapping (see above at Technology for Social Innovation), and deliberative methods, etc.

### 4. Collaboration / Co-Design

Co-creation, co-design - inclusive policymaking. These are among the most famous socially innovative ideas. They consider citizens and other involved stakeholders equal in the collaborative partnership that builds on the particular expertise, insights and vested interests of all stakeholders, in particular citizens (see Design Thinking section above).

### 5. Experimentation & Evidence

Evidence-based policymaking - where output is not conflated with outcome (see Impact Assessment section above) - shall be mainstreamed to strengthen appropriateness, efficiency and legitimacy of policies, services, and systems.

Experimentation is inherent in innovation, where often untried solutions are implemented, or tried solutions in an untried environment. Prototypes, experiments and pilots could inform



policymaking, service design as to what works and what not, and whether the solution could be mainstreamed and scaled up.

## 6. Iteration

Iteration refers to the integrated tracking and feedback mechanisms that inform refinement and fine tuning of the service provided (service delivery, rules of entitlement, scope, duration, possible integration with other services, its administrative burden, etc.).

## 7. Connecting & Scaling

Scaling up of a tried and tested policy or service is challenging, as challenges may change along with the broadening of any aspect (Geographical / administrative area, beneficiaries, scope of the service, etc.). Scaling up requires continuous tracking and monitoring to test efficiency and effectiveness of an initiative.

The alignment with these seven Policy AS Social Innovation principles could be tested by using the following toolkit by the SIC Community (2016):

[Policy prompt sheet. Applying the seven principles of social innovation to policy](#)