



In collaborazione con



International Conference

*Participatory local welfare, citizenship and third sector organizations. What is at stake?*

Pisa, 31<sup>st</sup> January – 1<sup>st</sup> February, 2013

## Call for Papers

### STREAM 5

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**The risks of exclusion embedded in the institutional processes and within the street level practices aimed at promoting social participation**

*Stream Coordinator*

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The policies, programmes, services and interventions aimed at promoting the social inclusion and participation of people in paid work as well as, in a broader sense, in society, have increasingly become embedded in complex governance and institutional structures. These structures involve a variety of governmental, non-governmental, corporate and community actors in policy delivery and service provision processes; and their interactions and collaborations are shaped by the variety of principles that form the foundations of various forms of governance: hierarchy, competition and cooperation in, respectively, the 'traditional' public administration model of policy implementation and delivery; quasi-markets for the provision of social services; and inter-organizational and inter-professional service networks. In addition, processes of decentralization have strengthened the role of regional and local actors, although patterns of centralized and decentralized policy making and policy

implementation are dynamic and differ considerably in an international perspective.

As discussed in literature, these complex service provisions models, are expected to provide more effective opportunities to solve social problems: they may contribute to more tailor-made solutions for the 'wicked problem' of unemployment and social exclusion, they may promote and support multi-actor and multi-professional interventions in order to deal with the multi-problem situations many socially excluded people are confronted with, etcetera. But the risks are clear as well: organizational concerns may come to dominate client and service concerns; inadequate steering, coordination and resource allocation can frustrate collaboration and the provision of effective services and interventions; clients may become the plaything of institutional interests and powers instead of the empowered citizens in control of their own lives and inclusion initiatives, etcetera. What is more: there is sometimes disagreement about whether certain developments should be interpreted as risks or opportunities. Is policy and service differentiation in the context of decentralization and deregulation an opportunity to put an end to standardized, one-size-fits-all solutions? Or does it strengthen inequalities between citizens and fragmentation of services?

This stream not only looks at the 'meso-level' of institutions and institutional structures, but also at the 'micro-level' of street-level practices. As is well-known from, for example, the street-level bureaucracy literature, exclusion risks are not merely produced by institutional structures but also by the way in which the frontline workers and professionals working in the organizations involved in service provision and policy delivery act and cope with the constraints they experience. In the context of this stream, we are interested in how new institutional and governance structures influence street-level professional practices, how frontline workers and professionals are equipped to operate in these structures and, most importantly, how this affects their interventions and services aimed at promoting social participation. How do frontline workers deal with complex institutional structures? What are the consequences of service networks and service markets for their work, and how do they deal with these consequences? How does inter-organizational and inter-professional collaboration take place in the context of networks and service markets? What risks of exclusion manifest themselves in these newly structured street-level practices?

***Please remind that:***

- a) The deadline **to send an abstract proposal is 15th September 2012**. Abstract proposals must be sent both to [r.vanberkel@uu.nl](mailto:r.vanberkel@uu.nl) and to [info@volontariatoepartecipazione.eu](mailto:info@volontariatoepartecipazione.eu)
- b) The abstracts must include the research question, methods, results and any of the main references (for a maximum length of **3000 characters**), besides the author's name, affiliation and contact information.
- c) The **notification of selected abstracts** will be given no later than **8th October 2012**.
- d) The **deadline to submit a Paper is 7th January 2013**.