

**Hot Spot**  
*Governance and  
Innovation in  
Social Services* (GAINS)



The core of IMR research is formed by the Hot Spots – six collaborative networks of researchers in different disciplines with a joint interest in a specific research topic.

**GOVERNANCE AND INNOVATION  
IN SOCIAL SERVICES**

Societal problems such as the self-reliance of multi-problem families, the elderly and other vulnerable groups in society call for different or new solutions. The challenge is to design social services in such a way that these problems are properly addressed. The researchers at GAINS focus on co-creation with new actors such as volunteers, in the following sectors:

- healthcare and prevention;
- long-term care;
- youth care;
- education, including special education;
- social housing;
- social work;
- labour market reintegration and employability.

Combining established practices with new ones generates inspiration, examples, and new knowledge. GAINS will make the latest scientific insights more broadly available for entrepreneurs in social services.

GAINS is made up of researchers with backgrounds in public administration, accounting, business administration, marketing and strategic human resource management.

[www.ru.nl/imr/gains](http://www.ru.nl/imr/gains)

We invite you to  
*change perspective*

**Institute for Management Research  
Radboud University**



# Governance and Innovation in Social Services

## WHAT DOES GAINS OFFER?

The complexity of today's social problems and the multiple needs of vulnerable groups, call for social innovations in our post-industrial welfare state. The challenge is to design customized yet bundled social services in such a way that these problems can be properly addressed. In collaboration with the relevant societal partners, GAINS studies innovations in (the governance of) capacitating social services in the following domains:

- problem and intervention analyses;
- policy and organisational assessments;
- process analyses, implementation research, monitoring and evaluation studies;
- scientific reflection, dialogue and advice;
- lectures, inspirational seminars, policy and organisation method training programmes.



"The welfare state is one large laboratory of social and technological innovations. There is no shortage of innovative ideas in the social domain. New primary processes are continually being found even in the neighbourhoods. Systematically monitoring existing and new services at all the relevant levels contributes to generating and disseminating our knowledge of successful and less successful care practices."

Dr. Jan-Kees Helderman, Coordinator

## EXTERNALLY FUNDED RESEARCH PROJECTS

Experimental governance in the Rotterdam neighbourhood teams

Charles Sabel and Jan-Kees Helderman and Marleen Bekkers

Third Sector Impact

European Commission FP7 - Taco Brandsen and Ulla Pape

Interaction by healthcare professionals in extramural healthcare in the Netherlands

HAN/ Radboud University - Sascha Kraus-Hoogeveen, Beatrice van der Heijden, Pascale Peters and Els van der Pool

Kijk op Duurzame Inzetbaarheid: visie en rollen voor stakeholders in een innovatief duurzaam inzetbaarheidsbeleid in Nederland

Facilicom – Pascale Peters, Beatrice van der Heijden and Anouk Bergers

Customer motivational drivers for co-creation in service delivery

Open University of the Netherlands and Radboud University - Carmen Neghina,

Marjolein Caniëls, José Bloemer and Marcel van Birgelen

Bestuurlijk-organisatorische evaluatie Nationaal Programma Preventie

ZonMw - Marleen Bekker and Jan-Kees Helderman

Learning from Innovation in Public Sector Environments (LIPSE)

European Commission FP7 - Taco Brandsen and Marieke van Genugten

Zorginstituut Nederland: een institutionele biografie

Zorginstituut Nederland - Jan-Kees Helderman, Johan de Kruijf, Jesper Verhey and Sandra van Thiel

Monitorstudie Goed Onderwijsbestuur in het Voortgezet Onderwijs

VO Raad - Marlies Honingh and Marieke van Genugten

## PROJECT INTEGRATED NEIGHBOURHOOD TEAMS IN THE SOCIAL DOMAIN

GAINS researchers are investigating the transitions in the social domain, such as the Social Support Act, youth care and the Participation Act. These transitions are among the most radical reforms of the Dutch welfare state in the last decades. The design and management of these decentralised schemes are complicated. Customisation, support and multidisciplinary teams may contribute to solutions. So far very little is known about the actual performance of these new practices. This is why GAINS researchers are developing knowledge about:

- the way in which professionals in multidisciplinary teams make decisions in actual situations;
- how these are monitored;
- how the resulting lessons impact upon their professionalism and policy;
- how this reduces the chance of escalation and stagnation.

GAINS is committed to identifying and understanding best practices which enable professionals in the social domain to put their knowledge and experience into practice.

## VISIT OUR DIGITAL MAGAZINE

NSM magazine is the online magazine of the Nijmegen School of Management. The magazine aims to inform our internal and external contacts of recent developments in our research.

[nsm-magazine.net](http://nsm-magazine.net)

Nijmegen School  
of Management

**NSM**  
magazine

Radboud University Nijmegen 

## IMR

It is the mission of the Institute for Management Research (IMR) to carry out state of the art research into complex problems of governance and management, with the aim of explaining the causes of these problems, and using that knowledge to create potential solutions. The complexity of the problems being studied calls for the combination of knowledge and expertise from multiple disciplines, and for collaboration with the societally relevant parties. IMR researchers achieve this mission by combining scientific excellence with societal relevance. This is reflected in the motto of IMR: creating knowledge for society.

## CONTACT

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