

WP T3

Knowledge management, stakeholder involvement and sustainability of project results

ACTIVITY A.T3.3

Action plans for the long-term operation of SBMSs and the mentoring of managed networks

Action Plan (D.T3.3.2)

Created by
Rzeszow Regional Development Agency (RRDA)
and
Regional Center for Social Policy in Rzeszow (ROPS)

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INTRODUCTION

The SENTINEL project measures have been taken to facilitate cooperation of social enterprises to promote their sustainability and to strengthen their role in social innovation and territorial cohesion through transnational knowledge exchange and local/regional stakeholder involvement. The project seeks to facilitate the emergence and sustainable operation of Social Enterprises in disadvantaged regions through specialised mentoring services.

The aim of Action Plans is to 1) define Social Enterprises support services, 2) define skill & knowledge development tools and 3) foresee actions for Social Enterprises cooperation facilitation to be provided by Project Partners organisations. Action Plans also describe the institutional settings and financial/business models necessary for the operation of SE mentoring services.

Based on the needs of Social Enterprises detected in AT1.2 and the Social Enterprises support and networking methodology designed (AT1.3 & 1.4.) and tested in pilot actions, Partners from Poland developed Action Plans (for the Podkarpackie Region) including roadmap and measures to set up and operate mentoring services dedicated to Social Enterprises as well as plans for networking facilitation.

GENERAL INFORMATION

Partner organisation: Rzeszow Regional Development Agency

Other partner organisations involved: Regional Center for Social Policy in Rzeszow

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STRUCTURE OF THE ACTION PLAN

1. BACKGROUND

1.1. Needs of Social Enterprises

The first task in the SENTINEL project was the preparation of the “Local and regional analysis of support needs and networking facilitation for Social Enterprises in the Podkarpackie Region”. The report describes the condition of the social economy in Podkarpackie voivodeship including business ecosystem, legal regulations, political context, regional strategies, financing, business support system etc. However, the most important part was the synthesis of findings based on the focus group interviews. These were carried out on 4 groups composed of representatives of Social Economy Entities, Social Economy Support Centres (OWES), media, science, Labour offices and local governments. The focus groups helped to identify the idiosyncratic nature of social economy entities in the region, their strengths and weaknesses, barriers and chances for their development as well as the importance of the support system for SE entities. According to the research the most important strength of social economy entities is their human resources. The employees of such entities are well-coordinated teams that demonstrate "willingness to fight", develop and have determination in action. The studies also included arguments that social economy created business with a "human face" and values such as the ability to reach out to another human being and to maintain positive relations between social economy entities what helps to solve various problems. It is not practiced in the private sector. On the other hand, the main weakness of the social enterprises is a negative stereotype rooted in the society concerning the beneficiaries of such entities, who very often are people with negative opinion in their local communities (e.g. former prisoners, alcoholics, unemployed,). Social economy is perceived by customers as a field for charity purchases to support a given organisation, rather than as a sector in which one can find a serious business partner. The social awareness of what social economy entities are and what they do is very low. Properly conducted the promotion of the sector could have an impact on changing this trend. Red tape can be considered a hurdle as well. This also involves a large number of reports e.g. for obtaining grants. The requirements are imposed on social economy entities regarding the employment of persons with a certain degree of disability (as is the case in Occupational Therapy Workshops) or lack of freedom to use funds obtained from the sale of products or services that need to be transferred, for example, for development purposes rather than for remuneration. Finally, co-financing for the start-up of social cooperatives is insufficient.

1.2. Social Enterprises supporting ecosystem in each region.

In Poland the main institution directly supporting social enterprises is Social Economy Support Centre (OWES). In order to provide support services for social enterprises OWES has to achieve accreditation by the Ministry of Family, Labour and Social Policy. In the Podkarpackie region there are three such institutions: Rzeszow Social Economy Support Centre, Podkarpackie Social Economy Support Centre in Przemyśl and Social Economy Support Centre in Jasło. Each provide diversified support services for emerging and already operating social enterprises in the form of:

- **Animation** aimed at supporting people and institutions intending to start up in the form of social enterprises or to encourage groups and environments to take up activities aimed at developing of the social economy;
- **Incubation** is carried out by key advisers whose activities focus on supporting the non-governmental organisations recommended by animators and initiative groups (natural persons or representatives of legal entities) intending to set up a social enterprise or a social economy entity.
- **Business services** support the identification of current needs, assistance in diagnosing the client's needs and expected impact, assistance in preparation of an action plan tailored to the specific needs of clients, implementing an action plan (training, consulting, financial support, etc.), involving the organisation and coordination of support, monitoring the implementation of the action plan, evaluating the results of the planned activities.
- **Trainings** in the field of social economy are conducted to prepare participants for setting up and running social enterprises.
- **Study visits** serve, above all, the exchange of experiences as well as the analysis of the applied solutions and the possibility of transferring them to the ground of their own social enterprise.
- **Specialist consultancy:** Marketing, personal, financial, tax and accounting, legal aid.
- **School of Leaders:** The participants gain skills related to running social economy entities and managing their potential. The School of Leaders is a free training for leaders, members, employees and volunteers of social economy entities.
- **Subsidies:** Receipt of funding for establishing a social enterprise and creating jobs
- Audit of a social enterprise.
- **Incubators:** A space which might be used by people, communities, non-governmental organisations that create initiatives intending to set up social enterprise. The support also includes the use of the technical and infrastructure facilities of these Incubators. This space can be used free of charge.

Another institution which plays an important role in the social economy environment of the Podkarpackie region is the Regional Centre of Social Policy in Rzeszow (ROPS). Since 2016 ROPS run a project called "Coordination of the social economy sector in

Podkarpackie voivodeship”. The main objective of the project is to increase the role of the social economy sector in the Podkarpackie voivodeship, strengthen cooperation between social economy entities (e.g. Social Enterprises, Centers for social integration (CIS), Professional Activity Establishments (ZAZ), etc) increase visibility of social economy entities as suppliers of products and services and to promote the social economy sector among the inhabitants of the region. ROPS directly supports social enterprises by organizing social economy fairs twice a year where social enterprises can promote and sell their products and services. In order to increase cooperation ROPS organises networks for each type of social economy entities. Networks enable the exchange of information, good practices, mutual support, develop solutions and taking joint actions and initiatives. To increase the visibility of the sector and to create a positive picture of the social economy ROPS organises a conferences each year with a regional scope (Social Economy Forum) and trans regional (Forum of Local Initiatives). During the conferences representatives of local and regional governments, social enterprises, NGOs, universities and journalists discuss about the state and future challenges of the social economy. The last main initiative run within the frame of this project, which indirectly supports social enterprises, is the Podkarpackie Committee for Development of Social Economy. The Committee is composed of 25 members representing local government units, clusters, social economy support centers, social enterprises, academia and the media. The main aim of this body is to lobby for favourable legal solutions for the social economy sector, develop new innovative solutions for challenges, current problems of social economy entities, etc., monitor the implementation of regional strategies, the identification of the barriers to the development and cooperation with other organisations forming the institutional cooperation network in the area of social economy.

An additional form of support for Social Economy Entities is the possibility to receive preferential loans for start or development. Loans for Social Economy Entities are implemented under the National Social Entrepreneurship Fund implemented in measure 2.9 Development of Social Economy from the funds of the Operational Program Knowledge and Education Development 2014-2020. The project aims to increase the number of Social Economy Entities using repayable forms of financing, e.g. loans. The project covers all voivodships and is managed by the Ministry of Family, Labour and Social Policy.

1.3. Outputs of WPT1: Handbook, Toolbox

One of the main results of the SENTINEL project were two documents which aim to improve support and networking services for social enterprises. The first one is “Handbook for the creation and operation of managed networks of social enterprises” (called HB or Handbook). The HB is meant for people working in Second Level Organisations, such as consortia, and Support Networks, such as incubators, co-workings, business angels, consultants, etc., but it can also be useful to SEs. The document provides

information about social enterprises networks: What is it? Why it is so important? What is their aim? What are the types of networks? etc. The most important part of the Handbook is the step by step guide on how to set up and manage the SE network. This process can be summarised in 3 parts and 10 steps: ecosystem analysis (ecosystem identification, mapping division into building blocks and conducting a Value Network Analysis), assessment of conditions (identification of barriers, resources and right partners), developing solutions (engagement of partners, deciding where to focus and setting up a road map). The document provides also information on how to create an enabling structure for the network to work efficiently and be sustainable over the time. The greatest value of the handbook is that it is universal and can be used in any country irrespective of the legal system.

The second document is the Toolbox for Social Business Mentoring Services in disadvantages regions (SBMS). It provides tools for organisations supporting social enterprises, which SENTINEL partners identified as highly relevant building blocks for the development of social enterprises. Each tool was used and tested in pilot actions implemented in frame of the project. The description of the tool provide a brief introduction to the topic, a step by step guide on how to develop a practical idea and arrive at key outcomes as well as answer to such questions as when to use it, how to use it and what is the time and resources needed. All the tools constitute an innovative way of sharing knowledge and experience in setting up and running a social enterprise e.g.: Auto-Diagnosis, Social Business Board Game, Lean Canvas, Validation Board or Matrix Map.

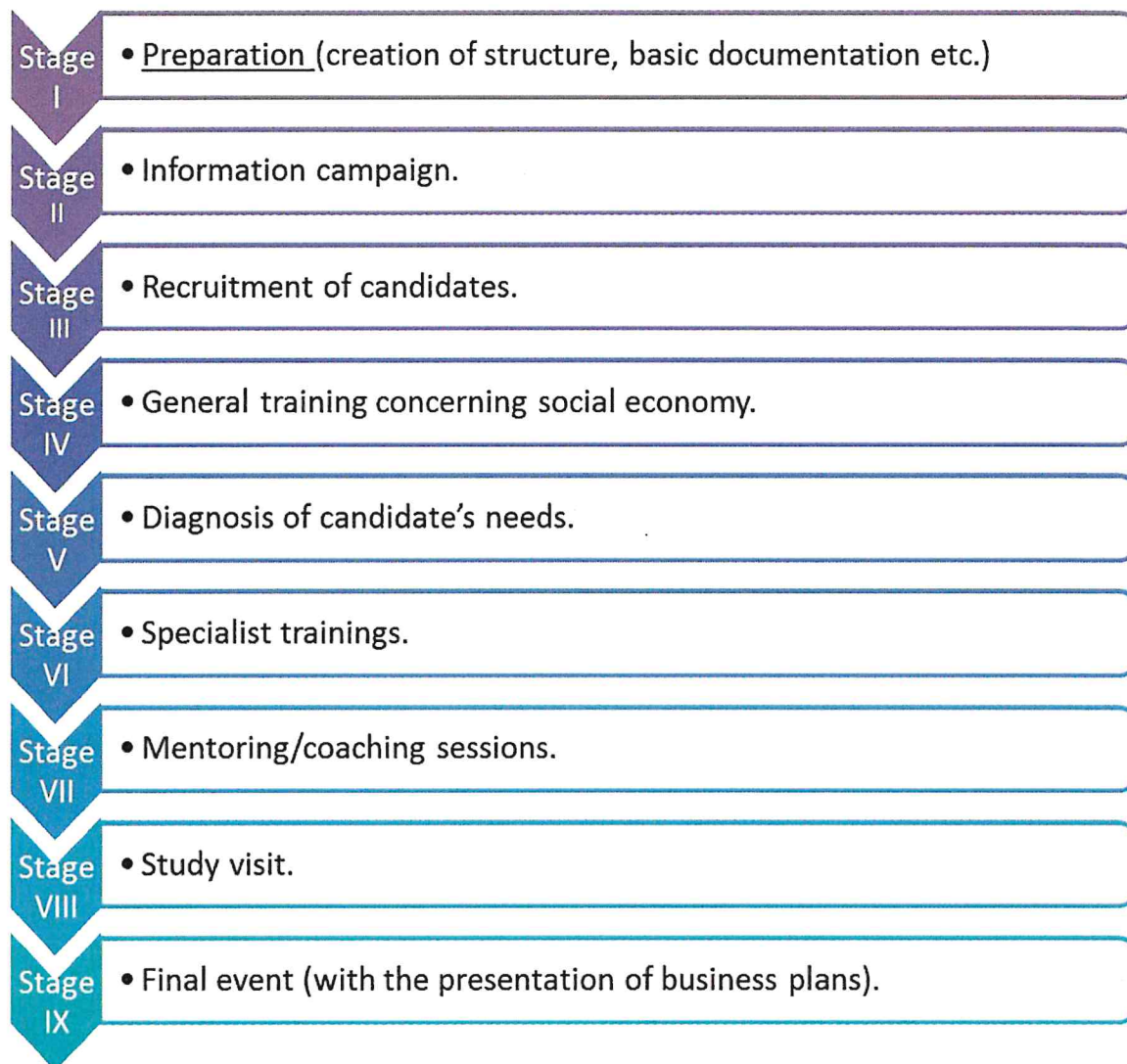
Both documents are invaluable assistance to the tools and methods already applied by organisations which supports social enterprises on a daily basis.

1.4. Pilot Actions – Description of each Pilot Action and their Outputs

According to the Application Form the Polish pilot's aim was to eliminate early stage barriers faced by social enterprises during its incubation process. The most important assumption of the pilot action was to test the new support path for emerging social enterprises. The pilot action was prepared and conducted in close cooperation with Rzeszow Social Economy Support Centre (ROWES). During the preparation phase the pilot action draft was discussed with the representatives of the social economy sector during the 2nd Stakeholders Roundtable as well as in face-to-face consultations. The main problem with the present support path indicated by ROWES was a lack of flexibility in the support system. This is due to the fact that it is based on cyclical projects co-financed by the EU. Once the social enterprise or initiative group sign in for OWES support, it has to participate in all offered support tools. This is the main problem especially for emerging enterprises as not all initiative groups which want to set up SE need all the support. It is a waste of time, resources and money. Due to the fact that some groups are very experienced, well organised and have clear objectives, they do not need most of support

offered by OWES. New support paths are more flexible, adjusted to the real needs of the emerging social enterprises and are based on the diagnosis of the SE needs.

The support path was tested by involving 6 emerging social enterprises (13 participants) in a simulation process. The pilot action consisted of the following stages:



Each part of the pilot action resulted from the previous one. The main and the most important part of the support path was a diagnosis of participants needs as this determined the further individual support path. Each participant had a short interview with the Expert's Committee. The committee consisted of the animator, a key advisor and a business advisor. Participants received a specialised training in the field of social business responsibilities, interpersonal communication, team building, marketing, sales techniques, fundraising, design thinking, canvas models, milestones and preparation of the business plan. This support was extended by a few hours of coaching/mentoring sessions. The main aim was to finalise participants' business plans and to work on their needs such as improve communication within the group, find their leader, to motivate

group or discuss the strengths and weaknesses of the group. Coaching/mentoring sessions were dedicated strictly to the individual needs of participants. However, some support was the same for all the participants, e.g. one-day study visits. The aim was to gather insights into the work of 6 social enterprises operating in the field of music (pub, concert hall), catering (bistro, restaurant, cafe), childcare (kindergarten, nursery) and beauty (beauty Salon). Participants met and talked to representatives of social enterprises who explained how the work in their companies look like, what are advantages and drawbacks of social enterprises, what are the main problems of SE, how social goals are implemented etc. Another common support was the Final Event. All participants presented the draft versions of their business plans to experts (OWES employees, representatives of social enterprises and representatives from the open labour market) whose remarks and comments helped to improve and polish the documents. During the event participants, organisers and experts played a board game – “Cooperatives”. The game was used in order to present participants what steps need to be taken to open and operate as a social enterprise and to check the participants knowledge.

1.5. Trends and future Challenges

The main and most important function of social enterprises in Poland at the beginning of its operation is to find a leader. It is about people who are able to act altruistically, have leadership skills and patience to cooperate with people who have deficits related to motivation and work culture. Such features are very difficult to develop through training, so an important task is to look for people with the right characteristics and who want to act as leaders. This could be one of the activities of Social Economy Support Centers.

Moreover, any initiatives enabling meetings of representatives of organisations from the social economy sector are indispensable. The networking of similar entities provides positive effects in the form of exchange of experiences, discovering new opportunities for cooperation and lobbying for changes in regulations. The current need of the social economy sector is to network social economy entities with other entities from the open market and budget institutions, so that supply chains can be created enabling the flow of products, services and human resources.

An important challenge for the social economy sector is the creation of social enterprises (especially in marginalized regions) but also the financial, capital and competence strengthening of existing social enterprises. Although the Polish model of social economy focuses on building entities with local activities, the economic weakness of Polish social enterprises is visible. Enterprises expect more support at the start and provide various financial and non-financial instruments dedicated to already existing entities, including ensuring access to high-quality services and training in line with the needs of entrepreneurs and the introduction of demand mechanisms into the support system of the social economy sector. It is necessary to think over the method of subsidy support, which should be considered, among others in the aspect of the catalogue of supported

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persons, the development phase of the enterprise. The current, normalized, low level of support largely hinders the creation of production companies that require a higher level of investment, which results in a much longer path to stable operation, and often threatens to fall right at the start. One of the significant challenges of the social economy sector is also to support social economy entities in their development and functioning so that they can become independent of funding.

One of the most important challenges of the social economy, apart from the issue of economic strengthening of social enterprises, is the social impact of social enterprises in the internal dimension (i.e. relating to the PS itself - including in particular membership, democratic management, reintegration of employees and members) and external (related to relations and the impact of PS on the environment - e.g. relationship with the local community).

2. Concept of the Social Enterprises Support Scheme/Services

As part of activities for the social economy sector in the Podkarpackie Voivodeship, the Rzeszow Regional Development Agency (RRDA) is responsible for the support and promotion of social economy entities. It undertakes activities aimed at the development of existing operations as well as support in the creation of new social economy entities. The Regional Center for Social Policy in Rzeszow (ROPS) is responsible for coordinating the social economy sector and creating a network of cooperation between Social Economy Entities. Thanks to many years of experience, but also the experience gained from the implementation of the SENTINEL project (including Pilot Action) Both institutions RRDA and ROPS (in cooperation with other entities) in the following years will undertake the following activities to support and develop the social economy sector.

2.1. Vision/ objectives and priorities/ timeline and funding programme/ expected results of the Action Plan

Institution conducting the action no. 1.	The Rzeszow Social Economy Support Center (ROWES) is a specialized organisational unit operating within the organisational structure of Rzeszow Regional Development Agency (RRDA)	
The action name	The "ROWES - support for the development of the social economy sector in subregion I" project implemented as part of the Regional Operational Program of the Podkarpackie Voivodeship for 2014-2020. Priority axis VIII Social integration, Measure 8.5 Supporting the development of the social economy sector in the region.	The "ROWES - support for the development of the social economy sector in subregion II" project implemented under the Regional Operational Program of the Podkarpackie Voivodeship for 2014-2020. Priority axis VIII Social integration, Measure 8.5 Supporting the development of the social economy sector in the region.

Timeline of implementation	01.01.2020 r.-31.12.2022 r.	
Objective	The main goal of the Rzeszow Social Economy Support Center is to support and promote social economy entities operating in the Podkarpackie Voivodeship. The key principle guiding the functioning of our Center is a social mission, understood as the primacy of acting for the benefit of people, over maximising profit.	
Type of activities / support	<ul style="list-style-type: none"> • Animators' support, • workshops on social economy and building partnerships, • study visits, • support of key advisers, • specialist and industry consulting, • vocational training for employees of Social Economy Entities, • training for people setting up a social enterprise (SE), • trainings providing and developing professional competences and qualifications needed to work in the social enterprise, • support of business advisors, • financial support for creating jobs in social enterprises, • financial support in the form of “bridging finance”, • financial support in the form of personalised services, • public procurement support, • support and consultancy in the field of social and professional reintegration for the benefit of SE employees. 	
Participants:	<ul style="list-style-type: none"> • social economy entities, social enterprises and their associations, • local government units, their associations, associations and organisational units, • legal persons interested in establishing or running a business in the social economy sector that have an organisational unit in the above-mentioned poviats, • partnerships for the development of the social economy and social enterprises, • natural persons or families at risk of poverty or social exclusion, • natural persons referred to in the definition of a Social Enterprise, • other natural persons not mentioned above, who are interested in establishing or running a business in the social economy sector, who live (within the meaning of the Civil Code) or study or work in the above-mentioned poviats, • local communities from the above mentioned poviats. 	
The results:	Strengthening the social economy sector in the sub-region I (5 poviats /districts of the region) in the years 2020-2022 through the creation of 315 jobs in social enterprises.	Strengthening the social economy sector in the sub-region II (in 6 poviats/districts of the region) in the years 2020-2022 through the creation of 358 jobs in social enterprises.
Financing Budget	The project is co-financed by the European Social Fund, under the Regional Operational Program of the	The project is co-financed by the European Social Fund, under the Regional Operational Program of the

Podkarpackie Voivodeship for 2014 2020, Priority Axis VIII "Social Integration", Action 8.5 "Supporting the development of the social economy sector in the region"	Podkarpackie Voivodeship for 2014 2020, Priority Axis VIII "Social Integration", Action 8.5 "Supporting the development of the social economy sector in the region"
20 743 360,00 PLN (apx 4 873 108,28 EUR - InforEuro course from January 2020)	23 584 902,00 PLN (apx 5 540 654,03 EUR - InforEuro course from January 2020)

Institution conducting the action no 2.	Rzeszow Regional Development Agency (RRDA)
The action name	Project Social Impact Vouchers
Timeline of implementation	01.03.2019 r. – 28.02.2022r.
Objective	The goal of the project is the integration and reintegration of the long-term unemployed and disadvantaged groups on the labor market. In addition, raising entrepreneurial skills and competences to support economic and social innovation in Central European regions.
Type of activities / support	In the face of challenges related to long-term unemployment and persistent difficulties in the integration of disadvantaged groups on the labour market, the SIV project will introduce an innovative instrument aimed at increasing the capacity of social and public enterprises to employ long-term unemployed. Restoration of the above mentioned groups on the labour market will be enabled thanks to the Social Impact Fund. The fund will be based on private capital supplied by investors. Small and medium-sized enterprises (SMEs) employing people who have been excluded from the labour market for a longer period of time will be supported by financial incentives based on a voucher system. The capital of the Social Impact Fund will be funded by philanthropic organisations, charity funds or funds such as social impact investing.
Participants:	The SIV project is an international project. Project SIV has 11 partners from 8 central European countries.
The results:	<ul style="list-style-type: none"> • Installation of a fund with private capital • Creating and financing an incentive system based on coupons for the unemployed or companies • Implementation of a platform combining the needs of the unemployed and enterprises
Financing Budget	The project is financed by the European Union from the European Regional Development Fund under the Interreg Central Europe programme.

Institution conducting the action no 3.	Rzeszow Regional Development Agency (RRDA)
The action name	Project Border Regions in Europe for Social Entrepreneurship
Timeline of implementation	01.08.2019 r. – 31.01.2023 r.
Objective	The BRESE project aims to deconstruct barriers, raise awareness and evaluate business policy frameworks and business support programmes for social enterprises by comparing and improving existing policy instruments in various European border regions. In this way, BRESE will summarise the existing framework and tailored support systems in partner regions, and improve regional policy instruments to better respond to the needs of social enterprises.
Type of activities / support	Social Enterprises have shown the ability to foster inclusive growth, address societal needs and build social cohesion and inclusion. They also bear the potential to promote more and better jobs counteracting high unemployment and youth unemployment rates that several regions in Europe are facing. Regardless of the great potential of Social Enterprises, the landscape of policy and legal frameworks tailored for Social Enterprises, as well as suitable business support Instruments are still very fragmented and rare among European countries. Moreover, Social Enterprises do not play a big role on the agenda of policy makers or the public yet.
Participants:	BRESE is a transnational project. Project Partners are six partner organisations from five Central European countries.
The results:	Improving existing policy instruments in various European border regions.
Financing	The project is financed by the European Union from the European Regional Development Fund under the Interreg Europe programme.

Institution conducting the action no. 4.	Regional Center for Social Policy in Rzeszow (ROPS)
The action name	Project "Coordination of social economy sector in the Podkarpackie Voivodeship".
Timeline of implementation	01.01.2020 – 31.12.2022
Objective	The main goal of the project is to increase the role of the social economy sector in the Podkarpackie voivodeship, strengthen cooperation of social economy entities, increase the visibility of social economy entities as suppliers of products and services, and promote the social economy sector among residents of the Podkarpackie province.
Type of activities / support	1. Coordination of the social economy sector in the region by continuing the operation of the Podkarpackie Committee for the Development of Social Economy, in accordance with the provisions of the National Program for Social Economy Development, whose task will be to transform the Regional Action Plan for Social Economy in the Podkarpackie voivodeship on the Regional (voivodeship) Social Economy Development Program. It has a consultative and

advisory function in activities for the development of the social economy.

The task of the Committee is, among others:

- setting vision and directions of social economy development in the region,
- identifying barriers to the development of the social economy and formulating recommendations for their elimination or reduction,
- developing new, innovative solutions for the development of the social economy in the province. The Committee will be composed of representatives of the voivodship self-government and the local self-government, science, media, as well as representatives of the social economy sector.

The committee consists of representatives of the following sectors:

- a) voivodship self-government,
- b) local governments,
- c) social economy,
- d) social economy support centers,
- e) science,
- f) business,
- g) media.

2. Educational activities in the area of social economy aimed at initiating cooperation of local government units with local social economy entities, increasing synergy of activities in the sector in the scope of creating local social economy development plans, applying social clauses or socially responsible public procurement or commissioning tasks with a social economy entity. These activities will be implemented through a series of seminars / workshops / meetings.

3. Creating a cooperation network - cooperation networks of particular types of social economy entities will be created, which are supposed to represent the interests of social economy entities, develop common standards for the functioning of entities, create a space for exchanging views and taking actions to represent common interests.

4. National study visits - familiarising network participants with good practices of social economy entities operating in the social economy sector in other regions. The visits will allow for the implementation of effective and / or innovative solutions used in the visited entities by entities from the Podkarpackie region, as well as for the exchange of information, experience and establishing long-term relationships between social economy entities.

5. Promotional activities - under the project, undertakings will be organised to increase the visibility of social economy entities as suppliers of products and services, and the sale of products and services provided by entities. Social Economy Fairs and Fairs will be organised to present the offer of social economy entities to local communities and to support their integration with the local economy. A competition will be held. "Social Economy Leader" allows to honour and reward the social economy entity, local government and animator, who in a special way contribute to supporting the social economy in the region.

6. Monitoring of the social economy in the Podkarpackie voivodeship - to properly implement an action against the social economy. This requires comprehensive and constantly updated knowledge about the state of the

	<p>social economy sector and its surroundings in the Podkarpackie province. To this end, annual reports will be carried out specifying changes and a description of the state of affairs arising from sector surveys. The report will include:</p> <ul style="list-style-type: none"> - description of the general situation of social entrepreneurship in the region, - data on the development of social entrepreneurship in the region based on the indicators of the Regional Program for the Development of Social Economy and KPRES, - data on the state of implementation of the Regional Program for the Development of Social Economy, - benchmarking comparison of support infrastructure activities in the region, - assessment of the sustainability of social economy entities and social enterprises, - recommendations for the development of the social economy.
Participants:	<ul style="list-style-type: none"> • social economy entities, social enterprises and their associations, • natural or legal persons (together with their representatives) interested in establishing and / or operating in the social economy sector, including a social enterprise, • partnerships for the development of the social economy and social entrepreneurship as part of coordination activities of the social economy sector.
The results:	Increased visibility of the social economy sector, strengthened cooperation among social economy entities and social enterprises, more important role of social enterprises in the Podkarpackie region economy.
Financing	<p>The project is co-financed by the European Social Fund under the Regional Operational Program of the Podkarpackie Voivodship for 2014-2020, Priority Axis VIII Social Integration, Action 8.6, plans to coordinate the social economy sector in the region.</p> <p>The project value is 2,160,000.00 PLN, including the value of EU funding under RPO WP 2014-2020 1,224,000.00 PLN.</p>

Institution conducting the action no 5.	Regional Center for Social Policy in Rzeszow (ROPS)
The action name	Conducting the competition for the award of the "Social Economy and Solidarity Economy Quality 2020" certificate announced as part of the project entitled "Quality certification system for social economy entities and local government units."
Timeline of implementation	2020 (annual initiative)
Objective	The aim of the action is to distinguish those entities that successfully combine economic activity with social involvement. The certificates will contribute to building the brand of specific entities and the entire social economy sector. Local governments will also be selected in one of the categories, which will support the social economy in a distinctive way and promote the ideas of social cohesion and solidarity. The award ceremony and presentation of the

	winners during a large nationwide event will be an excellent opportunity for social economy entities and local government units to promote their activities.
Type of activities / support	The competition is run in the following categories: a) Category I. Debut of the year, b) Category II. Best employer, c) Category III. Market success, d) Category IV. The Social Economy Entity project co-financed from ESF repayable funds, e) Category V. Socially responsible self-government.
Participants:	<ul style="list-style-type: none"> • social economy entities, • social enterprises, • local government units.
The results:	<p>The certificates will contribute to building the brand of specific entities and the entire social economy sector.</p> <p>The following support is provided for the winners of the Competition in categories I - IV in the 2020 edition:</p> <p>a) for taking 1-3 place - support package worth PLN 10,000 (winners); b) for awarding a quality mark certificate - a support package worth PLN 3,000 (certified entities).</p> <p>As part of the pool provided for a given package under categories I - IV, the laureate / certified entity will be able to benefit from consultancy, training and other forms of support for its activities provided for in the certification system. The packages will provide the opportunity to obtain services tailored to the needs of winners and certified entities. They can be training or consulting, but also legal or accounting services etc.</p> <p>In addition, categories I-IV provide for the possibility of participating in industry fairs for the winners' representatives (places 1-3 in each category). However, the winners in categories I-V are provided with the opportunity to take part in a foreign study visit and the production of promotional films about the winners (places 1-3 in each category).</p>
Financing	The competition for the Certificate of the Quality of Social and Solidarity Economy 2020 certificate is organized as part of the project entitled Certification system for quality marks for social economy entities and local government units, co-financed from EU funds. Implemented in partnership by: Ministry of Family, Labor and Social Policy - leader of the partnership; Bank Gospodarstwa Krajowego - partner; European Meeting Center - Nowy Staw Foundation - partner.

Institution conducting the action no 6.	Regional Center for Social Policy in Rzeszow (ROPS)
The action name	Implementation of the certification process of the Social Economy Sign "Prosocial Purchase" in the Podkarpackie Voivodeship.
Timeline of implementation	2020 (annual initiative)

Objective	<p>The possession of the Social Economy Promotional Sign "Social purchase" will distinguish those entities from among social economy entities operating in Podkarpackie, which exceptionally care about the quality of their products and services.</p> <p>The awarding of the mark aims to permanently strengthen the rank and image of social economy entities as a symbol of services and products of the highest quality, made in conjunction with exceptional care for the use of social potential.</p>
Type of activities / support	<p>The Promotional Social Economy Mark "Prosocial Purchase" is granted on the written application of the entity concerned.</p> <p>The paper application and the survey shall be submitted to the Regional Center for Social Policy in Rzeszow in person or by post to the address Hetmańska Street 9, 35-078 Rzeszow.</p> <p>The procedure for granting the "Pro-Social Purchase" Mark takes 3 months from the date of submission of complete documentation.</p> <p>The Social Economy Promotional Sign "Pro-Social Purchase" is granted through an exclusive license by ROPS for a period of one year.</p> <p>After the expiry of this period, the entity interested in the extension of certification submits an application to the ROPS for extension for a further period of 1 year.</p>
Participants:	<p>Certification may be subject to:</p> <ul style="list-style-type: none"> • social integration centers (CIS), • professional activity establishments (ZAZ), • social cooperatives, • cooperatives for the disabled and the blind, • non-profit companies, foundations, • associations • other entities that meet the definition of a non-governmental organisation within the meaning of the provisions on public benefit activities and volunteering, • legal persons and organisational units operating on the basis of the provisions on the State's attitude towards the Catholic Church in the Republic of Poland, about the State's attitude towards other churches and religious associations as well as guarantees of freedom of conscience and religion, provided that they carry out permanent and effective social activity as well as economic activity understood as a registered business activity, public benefit activity or other economic activity.
The results:	Increased visibility of the social economy sector.
Financing	Regional Center for Social Policy in Rzeszow (ROPS)

Institution conducting the action no. 7.	Rzeszow Regional Development Agency (RRDA), Regional Center for Social Policy in Rzeszow (ROPS)
The action name	Cooperation with the Lustration Union of Labour Co-operatives, Social Economy Clusters operating in the Podkarpackie Voivodeship and other

	entities supporting Social Economy Entities in organizing the Social Economy Fair.
Timeline of implementation	2020 (annual initiative)
Objective	Creating space for Social Economy Entities to promote their activities and creating the opportunity for them to sell their products. Promotion of the Social Economy sector.
Type of activities / support	Organisation of the Social Economy Fair in various cities of the Podkarpackie Voivodeship.
Participants:	Social Economy Entities/ Social Enterprises
The results:	Development and strengthening of social enterprises to maximize their impact in the economic and social sector.
Financing	Co-financing by various entities organizing the Fair.

Institution conducting the action no. 8.	Regional Center for Social Policy in Rzeszow (ROPS), Rzeszow Regional Development Agency (RRDA) with the SENTINEL Project Partners and institutions from the region.
The action name	SETAN (Transnational Social Enterprise Advocacy Network)
Timeline of implementation	2020 r. -.....
Objective	The process of networking and activities for social enterprises to promote Social Enterprises activities and products at national and international level.
Type of activities / support	-active participants in building networks at the regional and international level, - developing new solutions to strengthen the social economy sector, - organisation of local / regional / international meetings / workshops for social enterprises/ institutions supporting the social economy sector, - activities contributing to enabling mutual networking between Social Economy Entities and between traditional business entities as well as social and solidarity economy entities in order to build strong groups of producers and service providers.
Participants:	Social Economy Entities / Social Enterprises
The results:	- establishing cooperation between institutions operating in the social economy sector and undertaking joint actions to support social entrepreneurship,
Financing	Under development

3. EXPECTED RESULTS AND TRANSFERABILITY

3.1. Stakeholders and their Influence – Policy Recommendation

In the Podkarpackie voivodeship, just like in any other region in Poland (there are 16 voivodships in Poland all together), there are few institutions which are responsible for the development of the social economy and have an influence on social enterprises.

The most important institution in this area is the **Marshall Office**. It is a regional self-government body which prepares and adopts (by Podkarpackie Voivodship Board) regional resolutions. For example, one of the most important relevant documents is the "Development Strategy for the Podkarpackie Voivodship" - a leading strategic document pointing to areas, development priorities, goals and directions of activities. In 2007-2020, it covered four areas of intervention: 1. competitive and innovative economy, 2. human and social capital, 3. settlement network, 4. the environment and energy.-Currently, work is underway on the document for the next 2021-2030 perspective. Another important document is "Podkarpackie Program for the Development of Social Economy 2016-2020". The document captures the problems of the social economy sector as an important element of the voivodship's development, sets the directions of activities and aims to coordinate regional policy towards the social economy financed from structural funds, state budget funds, local government units and other units operating in the area of social economy. The document indicates **Regional Center for Social Policy in Rzeszow (ROPS)** as the coordinator of activities related to the area of social economy in voivodships. The unit supports Marshall Office in creation and implementation of social policy and coordinates the activities of public authorities in the implementation of the regional programs and substantively defines the directions, preferences and procedures for supporting the social economy and social enterprises under the Regional Operational Program of the Podkarpackie Voivodship.

Regional Labor Office (WUP) is another public institution which has a great influence on the social economy sector. WUP is an intermediate body for all the projects co-financed by EU funds within Regional Operational Program of the Podkarpackie Voivodship for the years 2014-2020. WUP focus on three priority axis: VII - Regional labor market (promoting sustainable and high-quality employment and supporting employee mobility), VIII - Social integration (promoting social inclusion, combating poverty and all discrimination), IX - Quality of education and competences in the region (investing in education, training and vocational training for the acquisition of skills and lifelong learning). WUP tasks include among others: selection of projects for co-financing; signing project co-financing agreements and monitoring the progress of program implementation and verification of the achieved ESF objectives; ordering payments to beneficiaries and verification of the correctness of their expenses, as well as information and promotion activities. So far over 250 projects were implemented within axis VIII Social integration.

Social Economy Support Centre (OWES) is an institution which received an accreditation from the Ministry of Family, Labour and Social Policy and offer a support for emerging and already operating social enterprises. OWES support is based on the cyclical projects co-financed with the European Union funds in frame of the Regional Operational Program of the Podkarpackie Voivodship. OWES directly support social enterprises so is the institution which could in the first place apply results of SENTINEL international cooperation. Due to the fact that OWES support is based on the projects, all the solutions

have to be included in the project documentation and approved by the intermediate body, in this case WUP.

Rzeszow Regional Development Agency S.A. is an institution conducting activities serving the comprehensive development of the Podkarpackie Voivodeship. The area of activity of RARR S.A. however, it is not only Podkarpacie, as many of the projects implemented by the Agency have a supra-regional and international scope. Its main goal is to support the development of the voivodship through: concentration and mobilization of the potential of local environments, integration of the region's economy with the economies of other countries, consulting and training activities for entrepreneurs and people starting a business. RARR S.A.'s mission is to support the development of the Podkarpackie Voivodeship, improve the quality and standard of living of the inhabitants, and promote the region's potential. RRDA was one of the first institutions that supported the creation of the first Social Enterprises in the region. He currently manages the Rzeszow Social Economy Support Center.

All the above mentioned institutions have a direct or indirect influence on the social economy sector. Action plan of SENTINEL project can be taken into consideration by institutions which create a policy facilitate development of the sector (e.g. Marshall Office), by institutions which grants subsidy for the projects connected to social economy (e.g. WUP) as well as by entities which directly support social enterprises (OWES). For example, WUP by organizing a contest for the projects which aim at social enterprises support can include in requirements solutions included in the SENTINEL Action Plan. OWES by receiving a subsidy is obliged to use certain solutions in their support path.

3.2. Transferability Potential

Due to the fact that both project partners operate in the Podkarpackie Voivodeship region, information about the Action Plan will be transferred to the institutions from this region which have direct or indirect influence on social enterprises e.g. Marchall Office, Regional Labour Office, Rzeszow Social Economy Support Centre, Podkarpackie Regional Social Economy Support Centre in Przemyśl and Social Economy Support Centre in Jasło. Such regional transfer of solutions elaborated by SENTINEL project will take place mainly by bilingual meetings or during regional conferences and networks organized by Regional Centre for Social Policy in Rzeszów in frame of the project "Coordination of social economy sector in the Podkarpackie Voivodeship". Within this project ROPS organises once a year a Social Economy Forum – regional conference where representatives of social enterprises, social economy entities, regional and local governments, universities, journalists etc. discuss about the state of social economy in the region, exchange new ideas and try to find solutions for the most important questions. ROPS also organises networks where social enterprises, social economy entities as well as social economy

support organisations meet, share their experience and try to elaborate common way of solving their problems.

In spite of the fact that the SENTINEL project was restricted in Poland to the Podkarpackie voivodeship, it would be beneficial to spread the results to the other regions. All planned activities included in point 2.1 after adaptation to the specifics of a given region / area can be transferred. The main recipient are just like in every regions in Poland institutions and organisations which have influence on social economy or which supports social enterprises e.g. Social Economy Support Centres, Regionals Centres for Social Policy, Marshall Offices, local and regional governments, city councils etc. The best way to reach representatives of those institutions is to attend national level conferences concerning social economy. For example each year 5 regions of eastern Poland – Podkarpackie, Świętokrzyski, Podlaskie, Lubelskie and Warmińsko-Mazurskie organise a conference Forum of Local Initiatives. During 3 days full of lecturers, workshops, working groups meetings and bilingual meetings the representatives of the above mentioned institutions exchange experience and discuss about present and new solutions in the field of social economy. The SENTINEL results will be shared with other institutions during this conference in 2020.

It is also essential to add that Action Plan with all the project results such as reports, Handbook and Toolbox will be available on the ROPS and RRDA websites. It will be free to download for all the institutions willing to use it in their work.

4. QUALITY ASSURANCE

The institutions implementing the activities set out in point 2.1, i.e. in both the Rzeszow Regional Development Agency (RRDA) and Regional Center for Social Policy in Rzeszow (ROPS), indicate persons who are responsible for monitoring and assessing the implementation of action plans.

Process indicators track the progress of the programme. They help to answer the question, “Are activities being implemented as planned?” Some examples of process indicators are:

- Number of Social Economy Entities that received support,
- Number of jobs created,
- Number of organised meetings / workshops.

The following methods will be used for monitoring and evaluation:

- Surveys,
- Interviews with support experts.

ANNEX I.

Declaration of intent

On behalf of the decision-making body of **Rzeszow Regional Development Agency** We, the undersigned, hereby declare, that the Action Plan designed in the framework of the SENTINEL Project was endorsed and adopted by our organisation.

Date: *29.05.2020r.*

Mariusz Bednarz President of the Board
Krystian Kapinos Vice President of the Board
Rzeszow Regional Development Agency

.....
Name and position
Name of the partner
organisation

WICEPREZES ZARZĄDU
Krystian Kapinos
PREZES ZARZĄDU
Mariusz Bednarz
.....
(Stamp and signature)

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ANNEX I.

Declaration of intent

On behalf of the decision-making body of Regional Centre for Social Policy in Rzeszow I, the undersigned, hereby declare, that the Action Plan designed in the framework of the SENTINEL Project was endorsed and adopted by our organisation.

Date: 27th of May 2020

Jerzy Jęczmienionka – Director of
Regional Centre for Social Policy in Rzeszow

.....
Name and position
Name of the partner
organisation

DYREKTOR
Regionalnego Ośrodka Polityki
Społecznej w Rzeszowie
.....
Jerzy Jęczmienionka
(Stamp and signature)

**REGIONALNY OŚRODEK
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