



ANNUAL GENERAL MEETING 2025

PARIS



AGENDA



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Tuesday | 1st April

Afternoon Arrivals and Eurodiaconia Supervisory Board Meeting

18:00 - 19:00 Opening service

Lead by pastor Christian Krieger, President of the French Protestant Federation

19:00 - 20:30 Welcome drink reception

Wednesday | 2nd April

8:00 - 9:00 Registrations and welcome coffee

9:00 - 9:30 Morning Worship

9:30 - 10:00 Welcome session: Setting the scene

Isabelle Richard, President, Fédération de l'Entraide Protestante

Olli Holmström, Chairperson of the Eurodiaconia Supervisory Board

Member representative (to be confirmed)

10:00 - 11:00 Plenary: Panel 1: How do we measure impact beyond economic indicators?

How to measure impact beyond traditional economic indicators? Our panel will look at both the economic return on investment and the often-overlooked social returns, while also addressing the value of initiatives that may not yield quantifiable financial benefits. The conversations will aim to empower Eurodiaconia members to better communicate their contributions to society.

Speakers

Olivier de Schutter, UN Special Rapporteur on extreme poverty and human rights

Aileen McLeod, Senior Adviser on the well-being economy, European Policy Centre and former Member of the European Parliament

Facilitator: Heather Roy, Secretary General, Eurodiaconia

11:00 - 11:30 Coffee break

11:30 - 12:30 Capacity building workshops (first part)

In parallel workshops participants will explore the essential principles and practices of impact measurement tailored specifically for diaconal organisations. We will cover topics such as defining impact, selecting appropriate metrics, and how to communicate impact compellingly, ensuring that the value of diaconal work is clearly articulated. This session aims to build capacity within organisations, enabling peer exchange to empower Eurodiaconia members to better demonstrate their contributions to society.



Impact measurement basics: What to measure, how to measure, and why to measure?

This workshop will equip participants with a comprehensive understanding of impact measurement for diaconal organisations, learning how to define impact within their work, identify key outcomes and select relevant evaluation metrics. Drawing from the methodology developed by the FEP and FONDA for the EN ACT experiment ('Together for Access to Work for Undocumented Migrants'), we will explore methods to align impact measurement with strategic objectives. The methodology aimed to analyse the tangible effects of the regularization of migrants into the labour market to inform advocacy and potential legislative reforms. Through this case study, participants will gain practical knowledge on assessing the social and economic impact of their projects to define advocacy, external reporting, as well as for continuous improvement.

Speakers

Guilhem Mante, Project Coordinator, Fédération de l'Entraide Protestante
Representative from FONDA Foundation (to be confirmed)

Facilitator: Andrea Sánchez Caballero, Policy Officer, Eurodiaconia

How to measure impact through economic and social return on investment?

This workshop offers an exploration of the concept of Social Return on Investment equipping participants with background knowledge on measurement methodologies, data collection, and the diverse scope of returns within various social services. The expert speaker(s) will provide insights into the latest developments, research, and common challenges in the field. Participants will have the opportunity to engage in interactive discussions, sharing their own experiences and perspectives, and discussing the linkage between financial investment and social outcomes of their own work and how to incorporate the topic into their advocacy strategies.

Speakers

To be confirmed

Facilitator: Annika Sparrer, Policy Officer, Eurodiaconia

Quality in social services and impact measurement

This workshop aims to enhance understanding of quality in social services and the significance of involving users in impact measurement. We will share practical examples of assessing social services and measuring impact effectively while taking into account the users' perspectives. Participants will also be equipped with tools needed to measure social impact in social services.

Speakers

Philip Isard, Senior Project Specialist, Quality Matters

Facilitator: Kewan Mildred, Senior Policy Officer, Eurodiaconia



Principles for communicating impact - how to value the work we are doing?

In this workshop participants will explore effective strategies on showcasing the value of their work to various stakeholders. The session will cover practical tips for quantifying and communicating your work through transparency, storytelling, and data-driven insights. Attendees will exchange what they have learned from their successful (and less successful!) attempts to resonate with donors, partners, and the public. By the end of the workshop, participants will be equipped to articulate the valuable contributions of their organisations more effectively, enhancing visibility and reinforcing their mission's value.

Facilitators: Donal Brady, Communications Officer and Lana Pope Communications Assistant, Eurodiaconia

The programme is under development. We envisage two more parallel workshops led by Eurodiaconia members.

12:30 - 14:00 Lunch

14:00 - 15:00 Capacity building workshops (second part)

Continuation of the morning workshops after the lunch break.

15:00 - 15:30 Coffee break

15:30 - 17:00 Networking session & regional meetings

Using the open space technology, we will offer a space for Eurodiaconia members for networking. Participants will be able to suggest and facilitate conversations on topics they find relevant or timely. More information will follow. In parallel some of our regional platforms might decide to hold their annual meetings.

18:00 - Optional walking tour (& free evening)

We will have a free evening for participants. Those who wish to explore the centre of Paris on foot, will be able to sign up for a walking tour coordinated by the Host.

Thursday | 3rd April

8:30 - 9:00 Morning worship

9:00 - 10:00 Plenary: "In conversation with ..." - Measuring what counts, delivering results in a scarce public funding context

Two Eurodiaconia members will be interviewed and debate on what impact means for their organisations. Representing different perspectives, from service providers to church-based support, the discussion will explore what impact is, and how to measure or prioritise it while delivering essential services. The aim is for participants to gain new ideas on how different organisations can consider impact, navigate financial constraints and maximise social value.

Speakers

Martin Schenk, Deputy Director of Diakonie Österreich and Expert in Social Policy



10:00 - 10:30 Coffee break

10:30 - 12:30 “Going the extra mile” workshops

These parallel workshop sessions invite participants to engage in critical discussions about the complexities of measuring impact in a rapidly evolving landscape. Focusing on trade-offs between different types of impact, the role of artificial intelligence in data collection and analysis, and the opportunities and challenges in social impact measurement in the Social Economy, our conversations will challenge Eurodiaconia members to think creatively about their practices. Participants will discuss case studies to debate balanced rigorous measurement with the need for flexibility and adaptability. The sessions aim to equip organisations with forward-thinking strategies that address emerging challenges while maximising their social impact.

What perspectives for AI and new tech to measure impact of social and health services?

AI has the potential to revolutionise impact measurement in social and healthcare services by providing more accurate, timely, and actionable insights. However, it is crucial to address ethical considerations to ensure that AI's deployment benefits all stakeholders. This workshop will focus on the integration of AI in measuring the impact of social and healthcare services. Discussions will centre on innovative approaches, ethical considerations, and practical applications of AI in these fields.

Speakers

To be confirmed

Facilitators: Kewan Mildred Senior Policy Officer and Joao Verdelho Policy Assistant, Eurodiaconia

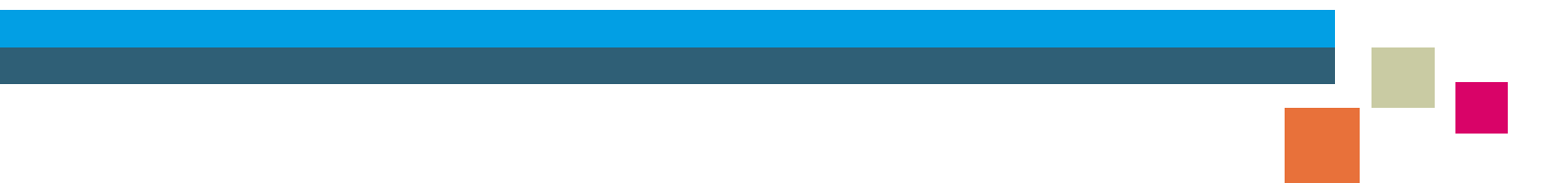
Diaconal identity and impact measurement: what added value?

Not for profit organisations have provided social work and social justice advocacy in Europe for many years and emphasise engagement and participation by and with local communities as one of their unique points of difference. However diaconal organisations and churches bring an added element of their Christian foundation and how this shapes approaches to social engagement and change. In this workshop we will look at how our Christian identity shapes our impact and the distinctive characteristics it brings. We will look at the questions of difference with other values-based actors and how to communicate our distinctive identity based on how our faith is translated into actions for people of all faiths and none.

Speakers

Representative of Fondation John Bost (To be confirmed)
Dr Andrew Orton, Associate Professor, Durham University

Facilitator: Heather Roy, Secretary General, Eurodiaconia



Conciliating environmental and social impact in youth inclusion

Empowering young people from disadvantaged neighbourhoods to take an active role in their communities, not only improves their immediate social environment and wellbeing, but also creates opportunities to drive sustainable social change by addressing broader social challenges - such as environmental sustainability or economic development. In this workshop, we aim to tackle questions such as "What can we learn from an integrated approach and how can it be implemented and scaled up in other countries?" "How important is external evaluation and measurement?" "And how can we actively include the target group to reach the impact goals?" Join us for an engaging discussion about the intersection of social, economic, and environmental impact!

Speakers

Martin Callmeryd, Project Manager Trygga Orten, Östergötland City Mission

Facilitators: Annika Sparrer, Policy Officer and Andrea Sánchez Caballero, Policy Officer, Eurodiaconia

Social Impact measurement in the Social Economy and Implications on the Ground

This workshop will look into the opportunities and challenges of Social Economy organisations in measuring their social impact from the perspective of the EU Social Economy Action Plan. It will also cover the implications of social impact measurement on earning political support from policymakers, gaining funding opportunities and strengthening the Social Economy as a whole. Finally, the workshop will delve into how these initiatives translate to the objectives and work of social service providers and the people they serve.

Speakers

Karel Vanderpoorten, Policy Officer Social Economy, DG GROW European Commission

Jeanette Bauer, CEO, Kirkens Korshær (to be confirmed)

Facilitator: Glenis Balangué-Dalkiran, Membership and Capacity-building Officer, Eurodiaconia

The programme is under development. We envisage two more parallel workshops led by Eurodiaconia members.

12:30 - 14:00 Lunch

14:00 - 17:30 Study visits

As part of the conference programme, participants will have the opportunity to sign up to one of the study visits. The hosting organisations will be confirmed at a later stage. Among the hosts there will be for example a work assistance centre for people with disability, a family shelter, a community social and education centre, a nursing home for dependent elderly people, assistance services for the homeless, a medical care facility and a women employment integration project.

19:00 - 21:00 Dinner



Friday | 4th April

9:00 - 9:30 Morning worship

9:30 - 11:30 Business Session

11:30 - 11:45 Closing blessing

11:45 - 12:30 Closing networking coffee break

