

**Agenda and time schedule
for the
CINEFOGO-Workshop:**

***Between State and Citizen – The Role of Civic Elements in the
Governance and Production of Social Services***

Venue: Faculty of Social Sciences
Room P8
Kardeljeva ploščad 5
1000 Ljubljana

Thursday 6 March 2008

19.30 Welcome Dinner

Friday 7 March 2008

08.30-09.00 Welcome by the hosts (*Prof. Dr. Zinka Kolarič* (Faculty of Social Sciences, Ljubljana, Slovenia) and by the organizers (*Prof. Dr. Adalbert Evers*, Justus-Liebig University Gießen, Germany; *Prof. Dr. Paul Dekker*, Social and Cultural Planning Office, Den Haag, Netherlands, *Dr. Taco Brandsen*, Radboud University Nijmegen, Netherlands)

09.00-9.45 *Prof. Dr. Paul Dekker* (Social and Cultural Planning Office, Den Haag, Netherlands): **Civiness: from civil society to civic services?**

09.45-10.15 Coffee break

10.15-11.00 *Prof. Dr. Adalbert Evers* (Justus-Liebig University Gießen, Germany):
Shaped by historical discourses - The civiness of social services

11.00-11.45 *Dr. Taco Brandsen* (Radboud University Nijmegen, Netherlands): **Civic qualities in service delivery: the interaction of professionals, management and clients**

11.45-12.30 *Prof. Dr. Bernard Enjolras* (Institute for Social Sciences, Oslo, Norway):
Between market and civic governance regimes: civiness in the governance of social services in Europe

12.30-14.00 Lunch break

14.00-14.45 *Mathias Maucher* (Solidar, Brussels, Belgium): **The EU political and legal framework for social services of general interest and civic elements, particularly in the evolving debate on service quality at European level**

14.45-15.30 *Dr. Kai Leichsenring* (European Centre for Social Welfare Policy and Research): **Introducing civicness in governance and organisation of social services. Cases from long-term care.**

15.30-16.00 Coffee break

16.00-16.45 *Dr. Evelien Tonkens* (University of Amsterdam, Netherlands) / *Monique Kremer* (Netherlands Scientific Council for Government Policy, Den Haag, Netherlands): **Clients as citizens, consumers and participants- what are the implications for professionals?**

16.45-17.30 *Dr. Håkon Lorentzen* (Institute for Social Sciences, Oslo, Norway): **From civil activity to public service - the process of serviceification**

17.30-18.15 Plenary Debate I

18.15 Close of Day

20.00 Official Dinner

Saturday 8 March 2008

09.00-9.45 *Prof. Dr. Victor Pestoff* (Mid-Sweden University, Sweden): **Democratic Governance: Citizen Participation and Co-Production in the Provision of Personal Social Services in Europe.**

09.45-10.30 *Sílvia Ferreira* (University of Coimbra, Portugal): **Old and new agendas for personal social services in the Portuguese welfare mix**

10.30-11.00 Coffee break

11.00-11.45 *Prof. Dr. Marthe Nyssens* / *Dr. Stéphane Nassaut* (Université Catholique de Louvain, Belgium): **Civicness and service governance: the case of the Belgian quasi-market in the field of proximity services**

11.45-12.30 *Prof. Dr. Michael Meyer* / *Michaela Neumayr* (Vienna University of Economics and Business Administration, Austria): **In search for civicness – after changes in the governance and provision of social services**

12.30-13.30 Lunch break

13.30-14.15 *Prof. Dr. Ota Leonardis* (University of Milano, Italy): **Organizational variables affecting civiness in the provision of social services**

14.15-16.00 Plenary Debate II (second round of debate on key questions and future agenda)

16.00 Scientific Seminar Close

17.00 Guided Tour around Ljubljana's City
