



CATALOG OF BEST PRACTICES IN SUPPORTING SOCIAL BUSINESS AND PROMOTING SOCIAL INNOVATION

MALTA EDITION
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1. Introductory Note



Social Innovation is becoming increasingly important in the Mediterranean area and it is expected to significantly contribute to the achievement of social and environmental targets in the coming years. Despite being still in its early stages both in Malta and in Sicily, Social Innovation within the business community is increasingly on the rise. It is in fact considered as the most suitable approach to tackle social concerns such as those related to employment, environment, health, tourism, also allowing profit generation.

This has been the main outcome of the event we organised as one of the four partners of the ENISIE project, co-financed by the INTERREG V-A Italia-Malta Programme. The #PROFITWITHPURPOSE from Ideation to Acceleration Event, organised at the Malta Life Sciences Park in May 2019, enabled us to raise awareness of the Maltese society as regards Social Innovation and, last but not least, to identify existing good practices and case studies to present as a source of inspiration for new social innovators.

Being the first ever publication of its kind in Malta, the ENISIE Consolidated Catalogue of Social Innovation Best Practices has been drafted in order to promote Social Innovation and guide the development of new Social Innovation experiences in Italy, Malta as well as in Europe, eventually empowering civil society to work towards a more sustainable growth.

We therefore invite you to inspire yourself by the Social Innovation Best Practices presented by voluntary organisations, businesses and social enterprises listed in the Catalogue, and we hope that this publication will serve to encourage more organisations in Malta and Sicily to look at Social Innovation as an alternative source to make a profit while creating a positive impact on society.

Ing. Joseph P. Sammut
Founder and Chairman,
Malta Innovation Hub within
the Malta Life Sciences Park

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3. Acronyms

CSR - Corporate Social Responsibility

ENISIE - Enabling of Network Based Innovation Through Services and Institutional Engagement

M CVS - Malta Council for the Voluntary Sector

ME - Malta Enterprise

SI - Social Innovation

4. Definitions

The following are the key definitions for this document:

Social Innovation (SI) is the development and implementation of new ideas (products, services and models) to meet social needs. This broad definition encompasses the innovations associated with fields as diverse as fair trade, distance learning, hospices, urban farming, waste reduction and restorative justice. Social innovation can emerge from individuals, groups and associations, the not for profit sector, the market and the State. The basic distinction between social and other innovations is that production is driven by social values as a primary imperative rather than private financial appropriation (Anon, 2019).

A **Social Enterprise** (or social business) is an operator in the social economy whose main objective is to have a social impact rather than make a profit for their owners or shareholders. It operates by providing goods and services for the market in an entrepreneurial and innovative fashion, and uses its profits primarily to achieve social objectives. It is managed in an open and responsible manner and, in particular, involves employees, consumers and stakeholders affected by its commercial activities.

Corporate Social Responsibility (CSR) refers to companies taking responsibility for their impact on society.

Ideation is the process where you generate ideas and solutions through sessions such as [Sketching](#), Prototyping, [Brainstorming](#), [Brainwriting](#), [Worst Possible Idea](#), and a wealth of other [ideation](#) techniques. Ideation is also the third stage in the [Design Thinking](#) process (<https://www.interaction-design.org/literature/topics/ideation>).

Business Modelling lies at the heart of the decision-making process, whether it is evaluating strategic options, new investments or existing operations.

Funding refers to private and public financial instruments available both at national and European level and supporting any organisations in further developing to reach its goals and eventually generate benefits for the community, the civil society and the environment.

Internationalisation is the process of increasing involvement of organisations in international markets.

5. Approach

The Consolidated Catalogue has been developed, together with the portfolio of experimental services, as part of Activity 3 within the Project ENISIE (Enabling of Network Based Innovation Through Services and Institutional Engagement), in order to inspire new businesses and organisations and increase the contributions towards a more sustainable and innovative society. This has been done taking into consideration the results of the Questionnaire and Analysis exercise already carried out and with the contribution of all the project partners.

The ENISIE Project in fact intends to favour the creation and strengthening of companies (micro, small and medium) within the cross-border area in the sectors of social enterprise and corporate social responsibility. In this context, the identification of cross-border experimental services for social businesses contribute to the creation of an ecosystem favorable to the emergence of Social Innovation in Sicily and Malta, including through the setting up of a pilot Social Innovation Hub.

The Project Partners involved in the creation of the Consolidated Catalogue are:

1. Tree
2. Impact Hub
3. Malta Enterprise (ME) - Contracting Authority
4. The Malta Council for the Voluntary Sector (MCVS).

The case studies listed in this document have been identified within the project through the questionnaire and analysis exercise, the #PROFITWITHPURPOSE event organised on 8th and 9th May 2019 in Malta and the long valuable experience of the project partners. The Catalogue includes not only Maltese and Sicilian social businesses, but also features cross-border success stories.

As for the approach used for this activity, a template in Italian and in English has been developed for the description of each case study and all partners have been requested to contribute to the best practices they are aware of and/or they have worked with/contributed to. Case studies have been identified mostly, but not exclusively, in the three sectors targeted by the ENISIE project, namely food technology, health and sustainable tourism.

The following information is being provided for each case study:




- Category of the Service used;
- Name of the Entity;
- Activity Sector;
- Brief description;
- Logo;
- Image;
- Service used write up;
- Duration of the Service
- Who provided the service;
- Output / Benefits.




A copy of the template in Italian and in English is available in the Annexes section.




Moreover, the same colour-coded subdivision used for the experimental services has been adopted for the case studies in order to allow a clearer and more user-friendly consultation of the document. The following four categories and colours have been therefore identified:




- **Ideation**
- **Business Modelling**
- **Funding**
- **Internationalisation**

6. Social Innovation Best Practices




Service Category	Funding	
Entity	Richmond Foundation	
Activity Sector	Health	
Logo of the Entity		
Brief Description of the Entity	<p>Richmond Foundation supports people experiencing mental health problems and those around them, throughout various aspects of life. Apart from offering therapeutic care, the Foundation helps equip them with the skills to live and work independently. The tailored support services range from support groups and assisted living solutions, to educational programmes and counselling services.</p>	
Representative Image		
Service	NGO Co-Financing Fund	
Duration of the service	1 year	
Service used write up	<p>According to the Health Literacy Survey Malta 2014 Report 45.7% of the Maltese population have difficulty or do not know where to find information on how to manage very common mental health problems like stress and depression. In this context, Richmond Foundation submitted in 2019 a project proposal within the NGO Co-Financing Fund managed by the Malta Council for the Voluntary Sector. The project, through training material and online resources, equipped the following groups as Mental Health First Aiders (MHFAs) - Educators to be able to help students; Managers and supervisors at work to help young employees and Youth to be able to help and reach out to their teenage peers. The project produced mental health first aid training material, manuals and resources. The NGO Co-Financing Fund was used to complement the financial element stipulated under the respective EU Funded Programme that Richmond Foundation had applied for and obtained through the European Social Fund. The co-financing funds are intended to complement and not replace existing activities supported by EU funding.</p>	
Duration of the service	3 Years (duration of the project)	
Who provided the service	Ministry for Education and Employment	
Output / Benefits	<p>The service used by the Foundation allowed it to achieve the following results:</p> <ul style="list-style-type: none"> - Equipped the following groups as Mental Health First Aiders (MHFAs): 1. Educators to be able to help students; 2. Managers and supervisors at work to help young employees and 3. Youth to be able to help and reach out to their teenage peers. - Produced mental health first aid training material, manuals and resources. 	




Service Category	Business Modelling	
Entity	Park Smart	
Activity Sector	Tourism	
Logo of the Entity		
Brief Description of the Entity	<p>Park Smart is a company expert in computer vision AI related to mobility. It is currently developing a tool to enable users to locate parking spots faster and more easily. This project aims to implement this innovative service in Malta as well as in Sicily.</p>	
Representative Image		
Service	Mentoring & Coaching	
Duration of the service	40 hours	
Service used write up	<p>ENISIE through its Italian partner Impact Hub, invited Park Smart to attend and pitch at the #PROFITWITHPURPOSE Event on 8 and 9 May 2019. Park Smart turned out to be the cross-border winner of the #PROFITWITHPURPOSE Event having a very high potential to succeed. The services offered as a winning prize also to the cross-border SI proposal included a hot desk at the Malta Innovation Hub at the Malta Life Science Park as well as 40 hours of Mentoring and Coaching by IURIS Business Solutions at the same hub. The Mentoring and Coaching sessions took place over 5 months with 3 sessions of 1.5 hours each and aimed at training the entrepreneur in key skills to further enhance the business idea and possible operation. The mentor guided the entrepreneur with assessing the 'technology readiness' of the project which in this case included an in-depth analysis and adaptation to the Maltese scenario which is very different from the one in Sicily. Therefore, the mentor guided the entrepreneur in the identification of new revenue streams as well as costs of the service and potential funding opportunities. The discussion about the Feasibility Study and a Marketing Analysis also started. In this way, the entrepreneur was hand held to further developing the Business Strategy and Application.</p>	
Who provided the service	Malta Enterprise - IURIS Business Solutions	
Output / Benefits	<ul style="list-style-type: none"> - Adaptation of Business Model to reflect the Local Scenario. - Identification of possible Revenue streams. - Discussion on Feasibility Study and Market Analysis. - Identification of possible Funding Stream (INTERREG). - Drawing up of Costings of small Malta project for Private Car Park. 	

Service Category	Business Modelling		
Entity	Meraki		
Activity Sector	Health		
Logo of the Entity			
Brief Description of the Entity	<p>It is a Social Enterprise by Survivors for Survivors. It is a survivor-run peer-support grassroots service offered by St Jeanne Antide Foundation to women and children survivors of domestic violence.</p> <p>It has supported 400 women and their children and they value survivors as experts by experience.</p> <p>They are running and further developing a social enterprise to empower survivors of domestic violence with gainful and meaningful employment and to create an eco-friendly, fully-customizable, ethical product that fulfills the identified customer needs.</p>		
Representative Image			
Service	Mentoring & Coaching / Matching		
Duration of the service	40 hours		
Service used write up	<p>Mentoring & Coaching</p> <p>ENISIE through its maltese partner Malta Enterprise, invited Meraki to attend and pitch at the #PROFITWITHPURPOSE Event on 8 and 9 May 2019. Meraki turned out to be one of the winners of the #PROFITWITHPURPOSE Event. The services offered as a winning prize included a hot desk at the Malta Innovation Hub at the Malta Life Science Park as well as 40 hours of Mentoring and Coaching by IURIS Business Solutions at the same hub.</p> <p>The Mentoring and Coaching sessions took place over 5 months with 5 sessions of 1.5 hours each and aimed at training the entrepreneur in key skills to further enhance the business idea and possible operation. More specifically, the mentor guided the entrepreneur with further developing the Business Canvas which included an analysis of the financial and human resources involved in the project, identifying funding for a potential e-commerce solution as well as launching the Feasibility Study and Market Analysis. Moreover, the possibility of organising a brainstorming session with the employees has been discussed during the mentoring sessions in order to identify new business outcomes. In this way, the entrepreneur was hand held to reach her goals in further developing the Business Strategy and Activities.</p> <p>Matching</p> <p>The mentor and the entrepreneur discussed the further development of the project also through the identification of potential partners. Given the specific nature of the business products, the mentor enabled the matching between Meraki and a soap expert in Malta. During the 1.5 hours meeting, Meraki and the expert discussed several matters related to the production of soaps, including the organic ones as well as the procurement of chemicals and materials, issues related to quality control, quality assurance and testing, etc.</p>		
Who provided the service	Malta Enterprise - IURIS Business Solutions		
Output / Benefits	<ul style="list-style-type: none"> - Further development of Business Canvas. - Further development of Financial & Human resources investment required. - Identification of Additional Revenue streams. - Possibility of developing an E-Commerce solution. - Identified new expected business outcomes through a team Brainstorming session. - Launching of Feasibility Study and Market Analysis. - Introduction to a potential collaborator Mr. Joe Tanti, Microbiologist Expert in soap manufacturing, quality assurance and soap testing for microbes, soap efficacy and fragrances. 		

Service Category	Funding	
Entity	The Malta Railway Foundation	
Activity Sector	Tourism	
Logo of the Entity		
Brief Description of the Entity	<p>The Malta Railway Foundation has the following specific objectives:</p> <ul style="list-style-type: none"> - To encourage the better understanding and the preservation of the cultural heritage of the Malta Railway. - To undertake the rehabilitation and restoration of any cultural property be it its own or being that belonging to third parties. - To undertake the management of any property. - To enter into any partnership with third parties for the achievement or furtherance of its objectives as stipulated by this same article. - To encourage heritage appreciation and preservation on a local level through the establishment of local groups based at city, town or village level. - To transmit its objectives and deeds through published, electronic or any other means. - To establish and administer museums and cultural collections. - To recreate aspects from the past through live interpretations. - To establish a database and resource centre for documentation and other types of information related to the historical and cultural heritage of the Malta Railway, applied for the scheme to develop its website. <p>The foundation's general aim is to encourage the better understanding and the preservation of the cultural heritage of the Malta Railway.</p> <p>Finally, it aims to undertake the rehabilitation and restoration of any cultural property be it its own or being that belonging to third parties.</p>	
Representative Image		
Service	Small Initiatives Support Scheme 'SIS'	
Duration of the service	1 year	
Service used write up	The Malta Council for the Voluntary Sector supported the Malta Railway Foundation through the Small Initiatives Support Scheme (SIS). The project submitted for funding focused on the design and development of the new website of the Foundation with the main objective of increasing the visibility of the Voluntary Organisation's objectives and activities as well as supporting the awareness raising about this historical feature of Malta.	
Who provided the service	Malta Council for the Voluntary Sector (MCVS)	
Output / Benefits	Award of EUR3,000 to the Foundation for the design and development of the website. The website is currently being designed and developed.	

Service Category	Funding	
Entity	Malta Health Network	
Activity Sector	Health	
Logo of the Entity	 	
Brief Description of the Entity	<p>Malta Health Network represent in Malta, in the European Union and internationally, the interests of patients and health of the community. The purpose of the Network is to represent in Malta, in the European Union and internationally, the interests of patients and health of the community, developing better coordination, collaboration, and capacity building through exchange of best practice among health-related non-governmental organisations (hereinafter referred to as "Health NGO"s), health-related non-profit organisations and patient representation groups.</p>	
Representative Image		
Service	Voluntary Organisations Project Scheme (VOPS)	
Duration of the service	1 year	
Service used write up	<p>Pain makes people vulnerable and at risk of social exclusion and poverty. Malta Health Network therefore submitted the project "THE IMPACT OF PAIN ON MALTESE CITIZENS" within the VOPS scheme managed by the Malta Council for the Voluntary Sector. Through this project, the extent of the impact of Pain on Maltese Citizens was researched using quantitative assessments of severe and frequent pain with health-related quality of life and health care resources. In this research on Impact of Pain in Maltese Citizens research, carried out in Malta in 2018, some people have reported persistent pain for 2 years and more.</p>	
Who provided the service	Malta Council for the Voluntary Sector on behalf of the Parliamentary Secretary for Youth, Sport and Voluntary Organisations	
Output / Benefits	<p>Research study related to quality of life and the impact of pain on Maltese citizens – a study about the burden of severe chronic pain in the Maltese population</p> <p>Full Project Report</p> <p>Results in Brief Impact of Pain Leaflet</p> <p>Infographic video with research results and recommendations click here</p> <p>Infographic video Bil-Malti</p>	

Service Category	Funding	
Entity	Action for Breast Cancer Foundation	
Activity Sector	Health	
Logo of the Entity		
Brief Description of the Entity	<p>Action for Breast Care Foundation is a not for profit organisation run by volunteers most of whom are cancer survivors or cancer patients undergoing treatment. Today, the foundation offers each person diagnosed with breast cancer a folder in which to keep all the relevant information they may need, a free brassiere to those who have undergone a mastectomy and free psychological services.</p>	
Representative Image		
Service	Sponsorships	
Duration of the service	1 Year	
Service used write up	<p>The 'Know the signs' project includes the design and production of educational and awareness material. The aim of is to provide information and to educate people to know what they can do to lower their risk of breast cancer. In order to produce the educational material and raise the public awareness on the topic, the association requires financial support and sponsorships.</p> <p>In this context, the Association sought the assistance to obtain sponsorships for this project. The expert provided assistance on the following tasks:</p> <ol style="list-style-type: none"> 1) Design the project Outline including the aim, objectives, deliverables outputs and the required budget; 2) Design sponsorship scheme (e.g. Gold, Silver, Bronze), list the amounts to be sponsored and how the sponsors will be acknowledged in terms of media and PR exposure (e.g. logo on project material, invitation to project press launch, logo on roll-up banner etc); 3) Design the brochure and covering letter to illustrate in brief the project proposal and the sponsorship opportunity; 4) Ensure sponsorship acknowledgement through display of logos and PR. 	
Who provided the service	GK Consultancy Management and Marketing	
Output / Benefits	<p>The assistance received by the expert ensured that the Voluntary organisation could properly approach potential sponsors and keep sponsors updated on the project progress. As a result of the provision of this assistance, the Voluntary Organisation is approaching a number of business organisations who have been served over the years through the VO's educational seminars. The foundation also approached a number of companies to consider helping by acting as a corporate sponsor for the campaign.</p>	



Service Category	Business Modelling	
Entity	Texting Panda - Your Mental Health Self Care Expert	
Activity Sector	Health	
Logo of the Entity		
Brief Description of the Entity	<p>The benefits of this mobile application target Mental Health First Aid: in fact, it carries out an in-depth mood analysis, provides therapy recommendations and can decipher condition prioritization. This is done by means of the following features: artificially intelligent chat bot, mood and / or habit tracker, digitised health records and access to online practitioner network.</p>	
Representative Image		
Service	Mentoring & Coaching	
Duration of the service	40 hours	
Service used write up	<p>ENISIE through its maltese partner Malta Enterprise, invited Texting Panda to attend and pitch at the #PROFITWITHPURPOSE Event on 8 and 9 May 2019. Texting Panda turned out to be one of the winners of the #PROFITWITHPURPOSE Event. The service offered as a winning prize was of a hot desk at the Malta Innovation Hub at the Malta Life Science Park as well as 40 hours of Mentoring and Coaching by IURIS Business Solutions at the same hub.</p> <p>The Mentoring and Coaching sessions took place over 5 months with sessions of 1.5 hours each and aimed at training the entrepreneur in key skills to further enhance the business idea and possible operation. The mentor guided the entrepreneur with assessing the 'technology readiness' of the project, identifying international conferences to attend and promote the concept, developing the Business Canvas as well as launching the Feasibility Study. In this way, the entrepreneur was hand held to reach his goals in further developing the Business Strategy and Application.</p>	
Who provided the service	Malta Enterprise - IURIS Business Solutions	
Output / Benefits	<ul style="list-style-type: none"> - Assessment of 'technology readiness' of the project. - Identification of international conferences to attend to promote the concept. - Updating of Business Canvas. - Launching of Feasibility Study. 	

Service Category	Funding	
Entity	Survivors Malta	
Activity Sector	Health & Hospitality	
Logo of the Entity		
Brief Description of the Entity	Survivors Malta is an NGO initiating and instigating projects to help boost the morale of families facing trauma. The promoters were to discover along their journey that Survivors meeting Survivors is simply the best medicine ever.	
Representative Image		
Service		
Duration of the service	1 year	
Service used write up	<p>The Jobsplus funding supported the setting up of the Jacob's Brew in Marsascala, providing financial contribution for the employment of a disable person.</p> <p>Not just a coffee shop, but Malta's very first Social Enterprise. A percentage of the revenue of the coffee shop is donated to the owners' NGO Survivors Malta whereby funds collected are used to initiate projects to help families facing trauma. Projects such as JACOB'S COFFEE RUN; delivering free sandwiches and coffees to the families in the ITU waiting area at Mater Dei Hospital and the REUNITED PET CABIN; a designated room built on the grounds of the Hospital where pet visitation and pet therapy are made possible.</p> <p>Jacob's Brew is based on the Pay It Forward concept. To explain PAY IT FORWARD in a nutshell, it is when you repay a kind deed done to you by doing a kind deed to somebody else in return. At Jacob's Brew they adopt this concept. It is a coffee shop open to all, but with a difference. By simply choosing to be a customer at Jacob's Brew, the customer is automatically paying it forward to families facing hardship in two ways:</p> <ul style="list-style-type: none"> - When the client pays the bill (no extra charges), we stamp the receipt with our PAY IT FORWARD stamp. The client has the opportunity to pass this receipt on to a family that he/she feels may need support. - When they come to our coffee shop and give us the stamped receipt, we offer them a free pot of coffee or tea and support! <p>An added bonus is that at Jacob's Brew a room has been designated at the back of the shop; a meeting hub where Survivors may meet for one on one support and group meetings/get together. Jacob's Brew also supports other NGO's and local entities who are welcome to hold their activities and meetings on the premises.</p>	
Who provided the service	Jobsplus	
Output / Benefits		

Service Category	Funding	
Entity	Step Up for Parkinson's	
Activity Sector	Health	
Logo of the Entity	 <p>STEP UP for PARKINSON'S</p>	 <p>Interreg Italia-Malta ENISIE Fondo Europeo di Sviluppo Regionale European Regional Development Fund</p> <p>UNIONE EUROPEA EUROPEAN UNION</p>
Brief Description of the Entity	<p>Step up for Parkinson's is a Voluntary Organisation whose primary aim is to improve the quality of life for people with Parkinson's Disease and their Caregiver through creative movement classes in Malta. The organisation's secondary aims include:</p> <ul style="list-style-type: none"> - raising awareness of PD both within Malta and beyond; - research into creative and expressive movement techniques for people with Parkinson's (PWP's); - creating an international network of experts in PD and the use of dance therapy for PWP's. 	
Representative Image		
Service	Malta Social Impact Award	
Duration of the service	1 year	
Service used write up	<p>Step Up for Parkinson's submitted, within the call of the Malta Social Impact Award 2018, a project aiming to generate definitive clinical evidence regarding the benefits of dance classes for persons with Parkinson's disease and their carers, increase the number of participants that can benefit from regular, semi-weekly sessions and create a sustainable entity that can continue to provide services year-on-year going forward. The Malta Social Impact Award represented for the Association a platform where volunteers could learn, grow and be inspired, focus their ideas to give them structure, eventually ensuring that the project will succeed.</p>	
Who provided the service	Inspirasia Foundation and Gasan Foundation	
Output / Benefits	<p>The organization had received a total sum of 24,000 euros from the Malta Social Impact Award giving therefore sustainability to a project which has going on since 2016.</p>	

Service Category	Funding	
Entity	SOS Malta	
Activity Sector	Development Aid	
Logo of the Entity	 	
Brief Description of the Entity	<p>SOS Malta is a non governmental organisation working in Malta and overseas that aims to:</p> <ul style="list-style-type: none"> - assist all peoples through projects of a social and charitable nature; - provide assistance to the poor helping them to improve quality of life; - help to enhance the knowledge and skills of those it serves; - advocate on behalf of the poor; - promote models of good care and practice; <p>with the final goal of aiding people experiencing times of crisis and empowering them by providing support services and opportunities to implement development and change in their country to ensure a better quality of life.</p> <p>Its main pillars of activity are the following:</p> <ul style="list-style-type: none"> - Overseas Development and Emergency Aid; - Volunteering; - Social Solidarity; - Research and Training. <p>In this context, SOS Malta has promoted volunteering from the moment of its inception. The philosophy behind the organization has always been one of volunteerism. SOS Malta also believes that volunteers add diversity to any organization, impact on social isolation, increase efficiency and increase enjoyment for paid staff. In more recent years, SOS Malta enhanced the promotion of volunteering even locally. SOS Malta believes that volunteers should be a key element in the implementation to all social programmes. The rich mix of skills which volunteers bring with them enlarges the scope of social programmes, but most importantly enlarges and reinforces the dimension of community support.</p> <p>SOS Malta also coordinates a national award for Volunteering (SOS Malta Award for Volunteering). The first goal is to help young people improve their skills and employment prospects by giving them an opportunity to take up volunteering as part of their non-formal and informal learning process. It will also enable them to discover the value of voluntary service and helps to foster a sense of community and active citizenship.</p> <p>In the past SOS Malta was involved in a research international project linked to the volunteering landscape in Europe (Volunteering across Europe).</p>	
Representative Image		
Service	Youth Voluntary Work Scheme	
Duration of the service	1 year	

<p style="text-align: center;">Service used write up</p>	<p>Currently, SOS Malta runs a national volunteering project linked to health (VolServ). This project received the support of the Malta Council for the Voluntary Organisation through the Youth Voluntary Work Scheme: SOS Malta in fact submitted an Accreditation Application (AA) to become Host Voluntary Organisations. Training on Communication Skills, Basic Hygiene and Volunteering in Healthcare is also provided to volunteers that apply to work with SOS Malta prior to and during their voluntary service.</p> <p>The voluntary services provided aim to satisfy the needs identified by the hospital staff and more specifically:</p> <ul style="list-style-type: none"> - Greeting and Guiding Service; - Outpatient Clinics; - Tea and Coffee Service; - Telephone Assistance; - Renal Unit; - Wards.
<p style="text-align: center;">Duration of the service</p>	<p>1 YEAR</p>
<p style="text-align: center;">Who provided the service</p>	<p>Malta Council for the Voluntary Sector</p>
<p style="text-align: center;">Output / Benefits</p>	<p>Volunteers carrying out voluntary work at the Mater Dei Hospital all year round.</p>

Service Category	Business Modelling	
Entity	Social Smile	
Activity Sector	Tourism	
Logo of the Entity	Social Smiles	
Brief Description of the Entity	<p>The project seeks to fill a lacuna for a customer that seeks ethical dining experiences and so satisfies a thirst to support the well-being and employment of Persons with disability in return for something tangible: a new(ish) concept for Malta, yet not for other countries.</p> <p>The project attracts:</p> <ul style="list-style-type: none"> - Families for persons with disabilities; - Professionals working in the field of disability; - People of Good will; - Tourists; - Business People; - Younger people who are sensitive to the needs of those around them. - Persons with disabilities are also the customers since they benefit from real life work opportunities. 	
Representative Image		
Service	Mentoring & Coaching	
Duration of the service	40 hours	
Service used write up	<p>ENISIE has invited Social Smiles to attend and pitch at the #PROFITWITHPURPOSE Event on 8 and 9 May 2019. Social Smiles turned out to be the cross-border winner of the #PROFITWITHPURPOSE Event having a very high potential to succeed. The services offered as a winning prize to this SI proposal included a hot desk at the Malta Innovation Hub at the Malta Life Science Park as well as 40 hours of Mentoring and Coaching by IURIS Business Solutions, through the Valletta Design Cluster.</p> <p>The Mentoring and Coaching sessions are currently being implemented and are aimed at training the entrepreneur in key skills to further enhance the business idea and possible operation.</p>	
Who provided the service	Malta Enterprise - the Valletta Design Cluster	
Output / Benefits	Analysis of the new business idea by the Business Clinic at the Valletta Design Cluster.	


7. Conclusion

Great ideas need the right support to bring positive impact to the society both from the economic and human point of view and according to recent research and analysis. What is currently being done by the institutions and the social innovation stakeholders does not seem to be enough to ensure sustainable growth. Nonetheless, some good sources of inspiration already exist as proven by this document.


This Consolidated Catalogue of Best Practices was therefore developed to promote social innovation in the Mediterranean region and facilitate the growth of SI businesses as well as the development of an international ecosystem where businesses are effectively supported and stimulated to create a positive impact on the community and the environment.

8. Annexes

1. Template IT

Categoria del Servizio		 <p>Interreg Italia-Malta ENISIE <small>Fondo Europeo di Sviluppo Regionale European Regional Development Fund</small></p>
Organizzazione		
Settore di Attività		
Logo dell'Organizzazione		
Breve descrizione dell'Organizzazione		
Immagine rappresentativa		
Servizio utilizzato		
Durata del servizio		
Descrizione del Servizio utilizzato		
Chi ha erogato il servizio		
Risultato / Benefici		

2. Template EN

Service Category		 <p>Interreg Italia-Malta ENISIE <small>Fondo Europeo di Sviluppo Regionale European Regional Development Fund</small></p>
Entity		
Activity Sector		
Logo of the Entity		
Brief Description of the Entity		
Representative Image		
Service		
Duration of the service		
Service used write up		
Who provided the service		
Output / Benefits		