



ANNUAL GENERAL MEETING 2025

PARIS



PROGRAMME



ANNUAL GENERAL MEETING

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
Venue: Foyer de Grenelle (17 Rue de l'Avre, 75015 Paris, France)

Doors open and pre-registrations to the AGM start at 17:30

19:00 - 20:00 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

10:00 - 11:00 Panel: 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
Mia Nilson, Secretary General, Hela Människan

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: Why to Measure, How to Measure, and What to Measure?

This workshop will provide participants with an introductory understanding of impact measurement for diaconal organisations. The session will focus on exploring how to define impact, identify key outcomes, and consider relevant evaluation metrics within their work. Drawing from the methodology developed by the FEP and La 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 aims to analyse the tangible effects of the regularisation of migrants into the labour market to inform advocacy and potential legislative reforms. Through this case study, participants will reflect on practical approaches to assessing the social and economic impact of their projects to support advocacy, external reporting, and enhance project outcomes.

Speakers

Guilhem Mante, Project Coordinator and Quentin Peiffer, Project Manager EN ACT, Fédération de l'Entraide Protestante

Alexei Tabet and Antoine Colonna d'Istria, Social Innovation Consultants, on behalf of La Fonda Foundation

Facilitator: Andrea Sánchez Caballero, Policy Officer, Eurodiaconia

Maximising Impact: Understanding Social Return on Investment in Social Services

This workshop offers an exploration of the concept of Social Return on Investment (SROI) equipping participants with deeper knowledge about the broader economic, societal, and social impact of their daily work. The expert speaker will provide insights into the latest developments, research, and sector-specific data - ranging from childcare to homelessness services - to ensure participants gain a deeper understanding of how SROI applies across different fields. Participants will have the opportunity to engage in interactive discussions, share their experiences and perspectives, and discuss the linkage between financial investment and social outcomes of their own work. In the second half, they will explore how SROI can strengthen their advocacy efforts, enhance funding proposals, and demonstrate the value of their services to the public.

Speakers

Willem Adema, Senior Economist, Social Policy Division, OECD Directorate for Employment, Labour and Social Affairs

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

Léna Leduc, Fédération Française des Banques Alimentaires, French Food Bank

Isabelle Rousselet, Project Manager, Fédération de l'Entraide Protestante

Cécile de Clermont, Déléguée Générale Adjointe, Fédération de l'Entraide Protestante

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

Enhancing Impact of Diaconal Organisations on Crisis Preparedness and Response

This workshop will explore the unique role diaconal organisations play in supporting vulnerable communities during emergencies in the face of shifting political priorities towards crisis preparedness and response and resilience-building. Participants will reflect on ways to strengthen diaconal responses to crises, guided by insights from projects of Eurodiaconia members addressing various emergencies across Europe, from climate-induced disasters such as floods to supporting displaced populations and minority groups in Ukraine. Together, we will explore strategies to enhance collaboration with stakeholders, including public authorities and civil society, and identify practical steps to increase the impact of diaconal organizations in crisis preparedness and response, equipping them to face future challenges.

Speakers

Anca Enache, Senior Adviser, Helsinki Deaconess Foundation

Dr Kinga Komorowska, CEO, Diaconia ECCB – Center of Relief and Development

Facilitators: Karina Smreková, Policy Assistant, Eurodiaconia and Clotilde Clark-Foulquier, Deputy Secretary General

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 Interactive session - Let's shape the future of our network together

Eurodiaconia secretariat will have finalised the 2026-2029 proposal for the network's new period of core funding by the European Commission by the time of the AGM. In this interactive session we count on the active participation of all member representatives to help us shape the implementation of this upcoming period. We are interested to hear and discuss what you value about your membership, in which areas your organisation can engage in our work, where you would see more collaboration with other members, or how you evaluate our current working structures and more. Building on feedback from last year's members survey, this session will provide space for participants to compare their experiences, reflect together on what works well, and generate ideas on how to make the services even more tailored to members' needs.

18:00 - Optional touristic visit (& free evening)

We will have a free evening for participants. Optionally, our local volunteers offered to accompany smaller groups to visit one touristic attraction. Please sign up in advance if you think you will join. We will gather at a location close to the venue or the hotels at 18.00, where you be able to choose your preferred destination.

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

Romana Belova, Slezská Diakonie Deputy Director for Social Work

Facilitator: Clotilde Clark-Foulquier, Deputy Secretary General, Eurodiaconia

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?

In most European countries, we are faced with a dystopian scenario for elderly care: demographic changes, a decline in nursing staff and in public funding threaten our ability to provide sufficient "human-based" care.

A look into social media and conference programs promises a digital utopia powered by AI: Software that eliminates "burdensome tasks" and tools and devices that generate free time for "the essence of nursing." In the first part of the workshop, we will use frequently used narratives from this utopia to explore their ethical implications. We will also challenge some assumptions of the dystopian scenario. Rather than giving answers, the workshop presents some fundamental ethical issues that we can look at from different perspectives: practical, professional, theological...

In the second part of the workshop, we will focus on the practical application of AI through the example of the social robot Navel. Our study analysed the potential benefits of a social robot in a Nursing Home. We will discuss its impact on both residents and staff, as well as the challenges and opportunities that result from integrating this technology.

Speakers

Petra Rösler, Social expert on ageing and care and sustainability, Diakonie Austria



Katrin Baumgärtner, Lecturer at the institute of care and ageing, Evangelische Heimstiftung

Facilitators: Kewan Mildred Senior Policy Officer and João 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

Pasteur Christian Apel, Pasteur Isabelle Bousquet, and Pierre de Mareuil, Fondation John Bost
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
Daniele Del Priore, Director, Case Valdesi

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



Measuring Impact in the European Social Fund Plus (ESF+)

The European Commission intends to revamp the financial architecture during the 2028–2034 funding period. Reportedly, European funding will be more centralised and there will be greater emphasis on efficacy and impact, which can also translate to the ESF+ programmes of EU member states. The workshop will discuss the partnership experience of Diakonie Deutschland, the German welfare sector, and the government in introducing variety, change, and future viability in the social sector. It will present and review programme-specific indicators of outcome and impact of the ESF+, which members can learn from in their engagement with managing authorities and government institutions.

Speaker and facilitator:

Andreas Bartels, European Cohesion and Structural Policy Officer at Diakonie Deutschland

12:30 - 14:00 Lunch

14:00 - 17:30 Study visits

The study visits will offer opportunities to get to know some of our host organisation's essential work, providing social services throughout the city of Paris. Participants will be able to visit one study visit location, see their everyday work, speak about their challenges, and learn from their practices. Registered participants will receive a link to a separate form in which they can choose their visit from the following list:

Visit 1: John Bost Foundation – Béthanie nursing home

The John Bost Foundation is a leading Protestant medical and social institution which welcomes children and adults with disabilities. In 42 establishments and services, 2,400 professionals treat and support around 2,000 residents and patients in the South-West of France but also in the Paris region and Normandy. The Béthanie nursing home welcomes aging people with mental disorders.

Visit 2: The Salvation Army - Food aid teams

The Salvation Army provides reception, accommodation and food aid programs. This visit will be an opportunity to meet the Foundation's food aid teams on the Serpolet site.

Visit 3: The Salvation Army - CHU Mouzaïa emergency accommodation center

CHU Mouzaïa is an emergency accommodation center of the Salvation Army Foundation in the Place des Fêtes district. The center welcomes 120 men and women, single or in couples, in situations of social exclusion. People are referred by the SIAO Urgence and are welcomed continuously.

Visit 4: Le DIAFRAT - Social action centre for families

The support mission (Entraide) of the parish of Port-Royal Quartier Latin in Paris depends on the commitment of 50 volunteer workers. The team is composed of diverse members, from parishioners and people from the close neighbourhood to Parisians from other areas and often the beneficiaries themselves. They help out with a homework programme for children with learning difficulties from local primary schools, visit isolated people and welcome exiled families. All generations are represented in the volunteer team.

Visit 5: MISSION ÉVANGÉLIQUE PARMI LES SANS-LOGIS (MESL) - Help for the homeless

For 60 years the MESL has brought together the protestant and evangelical churches for a common ministry in the service of the most disinherited. Providing daily meals all year round, it also offers medical service, postal delivery, cloak room, training time, bible study and Sunday worship.

Visit 6: The Salvation Army - ACI Terre de Femmes / Palais de la Femme - Reintegration project for women

ACI Terre de Femmes was created at the end of 2019 to train, from January to December of each calendar year, women who are far from employment or refugees, in eco-construction professions in organic paints, in cleaning and handling professions, in hospitality professions, in minor logistics maintenance professions.

Visit 7: Foyer de Grenelle - Social action centre for families

The Foyer de Grenelle has its origins in the social Christianity movement which developed at the end of the 19th century on the initiative of Scottish Methodist Pastor McAll following the Paris Commune, to help the workers. Today, with its director and its pastor, social action and spiritual life are articulated there. Their services help among others elderly people, people in situations of exclusion or isolation, homeless people, people without address (domiciliation), foreigners needing French lessons or help with procedures etc.

Visit 8: Centre D'Action Sociale Protestant (CASP) - CAFDA - Asylum centre

The CASP is a secular association recognised as being of public utility, to combat the unacceptable, to develop a global and individualised approach to each person, unconditionally. Being as close as possible to people who need it and anyone in a precarious or fragile situation. The CASP is 81 structures, services or support systems in Paris and the Paris region. The CAFDA is a first reception structure for asylum seekers. Its mission is to welcome, guide and support families seeking asylum in Paris.

Visit 9: Maison Protestante La Murette - EHPAD elderly home

The Maison Protestante La Murette is located in the heart of Paris with 88 inhabitants, in a 900m² garden. Three families invest in the life of the establishment. Presence of a paid chaplain, organising worship 2 days a week and mass once a month. The 1st floor accommodates residents suffering from cognitive problems, such as Alzheimer's disease and related diseases.

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

