SOCIAL SERVICE RESEARCH NETWORK (SSRN)
"Building a Conducive Ecosystem for Research in the Social Service Sector: From Findings to Solutions"

Monday, 31 March 2014

Auditorium, Level 1

Civil Service College

Action-Research, Tri-Sector Collaboration and Unmet Social Needs:
From Ivory Towers to Innovation

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NCSS National Council of Social Service

Action-Research, Tri-Sector Collaboration and *Unmet Social Needs*: From Ivory Towers to Innovation

LIEN Centre for Social Innovation
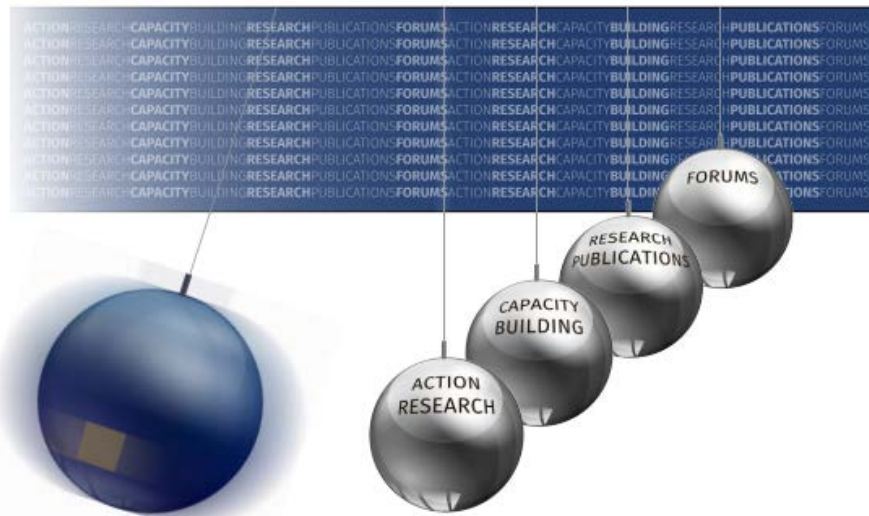SINGAPORE MANAGEMENT UNIVERSITY

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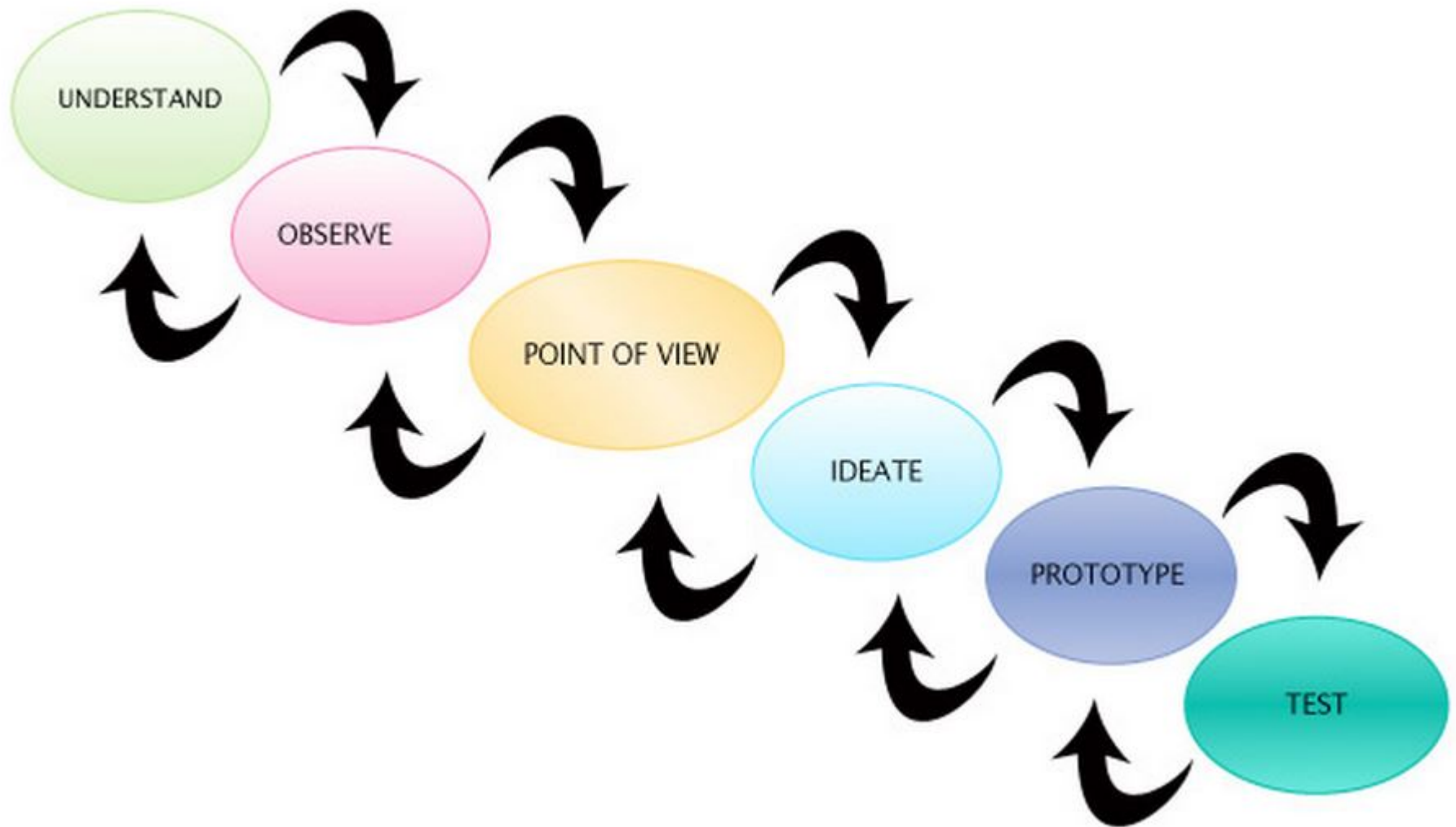
School of
Social Sciences

The Lien Centre for Social Innovation at SMU catalyses innovative responses to social needs through applied research and capacity building in collaboration with the public, private and social sectors.

Action Research Initiatives: a design thinking model

Unmet Social Needs in Singapore
Interpreting and presenting secondary sources

UNDERSTAND

1. Singapore's social structures, policies and their impact on six vulnerable communities (201

2. Examining Unmet Social Needs: Perspectives on the nature and causes of poverty in Singapore (*working title* - 2014)

Lien Centre for Social Innovation
Social Insight Research Series

Unmet Social Needs

www.lcsi.smu.edu.sg

Unmet Social Needs in Singapore

Singapore's social structures, policies and their impact on six vulnerable communities

Primary data collection and participatory problem solving
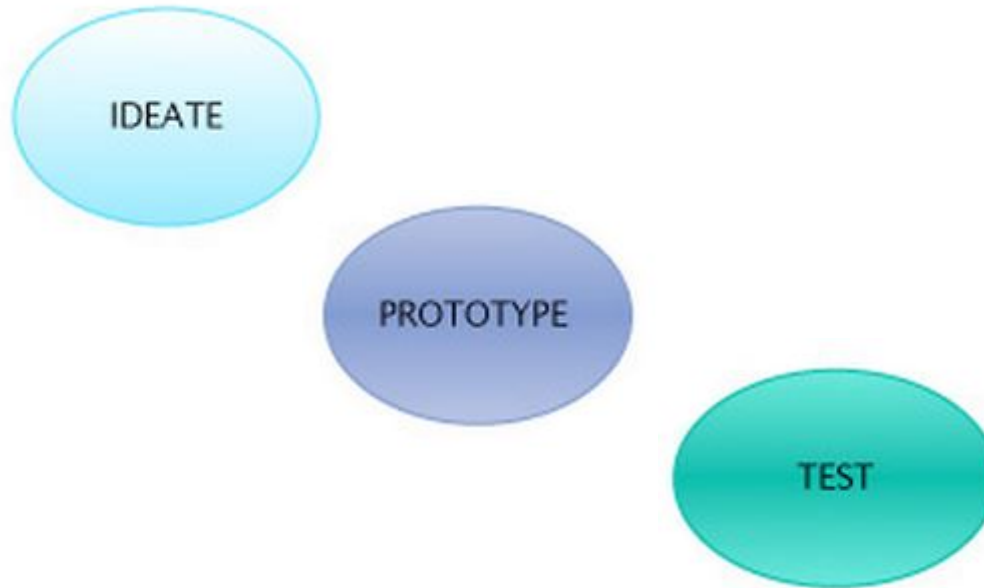

OBSERVE

POINT OF VIEW

- Primary in-depth interviews

- Identification of archetypes

- Focus and discussion groups

Policy Briefs:

→ Needs of Isolated Elderly People in Ang Mo Kio Avenue 6

→ Caregiving and Support Needs of Adult PWDs

Tri-Sector Working Groups

- Broad community consultation

- Small team of VWOs, academics, businesses and community members, in consultation with civil servants, to review primary and secondary research findings

- Design and testing of new or improved social and welfare services

Translating Research to Concrete Solutions....

… requires *sustained* dialogue and interaction between researchers and policy-makers/practitioners about the implications of research findings

… requires a focus on outcomes from the earliest phase of research design

… may require intermediary organisations to design and manage these interactions

… can involve multiple parties beyond the academic/researcher and the social service delivery staff – tri-sector collaboration may contribute additional insights and outcomes