

## EAHSA and FNAQPA explore Lyon

For the first time, the biennial EAHSA Conference will take place on 22 and 23 September, in Lyon, France. FNAQPA, who hosts this edition, has prepared for you a memorable social program to discover Lyon and its treasures.

As France's number one city for culture (outside of Paris), classed a World Heritage Site by UNESCO since 1998, the former capital of Gaul, Lyon, boasts over 2,000 years of history. Lyon has always been a land of innovation and it continues to develop research centres and scientific clusters at the cutting edge of life sciences, green-tech and digital technology.

Let you guided on Thursday night in an open-topped bus, to admire essentials building architecture but also to discover secret places in the city. Enjoy Lyon by night with an aperitif that will lead us to the dinner where we shall be enjoying the delicious cuisine of Paul Bocuse in one of his most prestigious establishments, the Abbaye de Collonges-au-Mont-d'Or.

While Lyon's reputation as the world's gastronomic capital cannot be disputed, perhaps not everybody has as yet had the opportunity to savour its delights. Genius business owner, named "Chef of the Century" by Gault and Millau, Paul Bocuse is the only chef with three Michelin stars for over fifty years.



## EAHSA AWARD 2016

For the second time, EAHSA will recognise an outstanding organisation and an innovative facility throughout Europe with the EAHSA Award. The award is entitled for a period of two years and gives a lot of (international) attention to the winners of this awards. The 2016 EAHSA Award is calling for candidates in two categories: Best facility in Europe and Best organisation in Europe. Award winners will be announced at the EAHSA 2016 biennial conference in Lyon.

## New business models and success stories in the provision of care, housing and services for the elderly

To get high, the European Conference of the Association of Homes and Services for the Ageing (EAHSA), to be organised on 22 and 23 September 2016, in Lyon, will provide a forum for considering the future of the sector and, in particular, its business model: the end of public funding and the welfare state in favour of new business and societal models that are yet to be invented.

Because, for Jean-Paul Delevoye, former Minister and former President of the Economic, Social and Environmental Council (CESE) of France, the current social model based on control and the fear of not meeting the right criteria is a political illusion. The new economic and social model for the future will be more a question of perspective than one of budget. "As we know, it is unrealistic to rely solely on public funding to face up to the challenge of an ageing population. We also know that economic constraints mean we have to be constantly more innovative and inventive", says Dale Stevenson, EAHSA Conference Committee Chair. "To bring about the change, we must commit ourselves to an administrative and political revolution, replace a system with an economy, be skilled in attracting people on a given territory, challenging the current equations and ask ourselves what type of social contract we want", adds Didier Sapy of the hosting FNAQPA. The policies in this field in the future will be based on solidarity, with a movement away from social cost toward social investment in order to create a happy future in an innovative, creative society that is no longer hierarchical and mistrustful.

## Join EAHSA at its 2016 biennial Conference

EAHSA, together with hosting member FNAQPA, invites elderly care stakeholders to participate in its biennial European conference on 22 and 23 September 2016 in Lyon, France.

The two-day event will provide an opportunity to learn, discuss and to exchange about future business models in elderly care, new approaches and about new concepts. 28 speakers from across the European Union and beyond will share their vision and ideas about new economic trends, new financing models and management concepts in key-note speeches and parallel sessions. Facility tours will provide interesting insights in best practices in France.

All relevant information about this international event can be found at the conference website [www.eahsa2016lyon.eu](http://www.eahsa2016lyon.eu). For direct registrations, click [here](#).

# PROGRAMME

## Day 1 Thursday 22 September 2016

11.00	Opening of registration desk
12:00	Welcome lunch in sponsors' area
13:00	Official opening ceremony, by Aad Koster (EAHSA President) and Didier Sapy (FNAQPA)
13:30	Opening Address, by Jean-Paul Delevoye, former Minister and former President of the Economic, Social and Environmental Council (CESE) of France
14.15	THEME 1: THE NEW ECONOMIC TRENDS – THE FUTURE, introduction by Paula Guimarães, Director of the Montepio foundation
14:45	Parallel sessions Collaborative economy: from consumerism to collaboration Sustainable Development and CSR
15.45	Afternoon break in sponsors' area
16:15	THEME 2: NEW FINANCE, introduced through the presentation of the "European Connected Health Alliance", represented by its British Director Bleddyn Rees.
16:45	Parallel sessions Crowdfunding in Care and Services PPP and the Mixed Commercial-Social Business Model

## Day 2 FRIDAY 23 September 2016

09.00	Conference introduction to day 2
09.15	Star and international speaker
09.45	THEME 3: MANAGEMENT, with an introduction by Stephen Cornelissen, CEO of the Mercy Health Group
10:15	Morning coffee break in sponsors' area
10:45	Parallel sessions "Lean Management" and "Retention Management" Social return on investment (SROI)
11.45	THEME 4: NEW HOUSING AND SERVICE CONCEPTS, introduced by Dr Berthold Broll, Board Director of the "Stiftung Liebenau Foundation"
12:15	Parallel sessions Assistive Technology and the Human Touch Impact of Co-creation on Costs/Quality
13:15	Lunch break in sponsors' area
14:15	EAHSA AWARDS
15:00	Official closing ceremony

## Collaborative economy: from consumerism to collaboration

The collaborative economy, sometimes called the sharing economy, covers a great variety of sectors and is rapidly emerging across Europe. Many people in the EU have already used, or are aware of collaborative economy services, which range from sharing houses and car journeys, to domestic services. The bi-annual EAHSA Conference will explore the opportunities of this concept in the field of elderly care.

Will the economy of tomorrow be collaborative? You might not know it, but to some extent it already is today. In France and throughout Europe, numerous initiatives are contributing to the development of this alternative model, which functions using a horizontal resource management method. A virtuous economy where "nothing is lost, nothing is created, everything is transformed", as says Antoine-Laurent De Lavoisier. Two reports of real-life experiences from France and the Netherlands will be illustrated in Lyon.



## Social Return on Investment - Measurement and evaluation

EAHSA members operate in the social domain by providing housing and services to older persons. Public and private investments in these sectors yield not only financial, but also social returns on investments. Accounting documents allow us to evaluate the return on investment of purchases of plant and property. But how can we evaluate the return on investment of an organisational change? In an increasingly uncertain environment, non-accounting indicators seem to be essential if executives and directors are to make properly informed decisions.

The measurement and evaluation of the social impact is an issue that is rising on the agendas of authorities, investors and society. There are many measurement and evaluation tools and models for economic performance, but these are all lacking specific attention for the non-quantifiable aspects of social actions and their impact. The economic impacts of improvements to the quality of services, the satisfaction levels of elderly people or the improvement of the social climate are all vital aspects of the information needed in order to define a project for an establishment or a long-term goal and resource-oriented agreement. Two experts from United Kingdom and France will share their vision at the bi-annual conference.