EVOSST

PRESS RELEASE

EVOSST Project Marks Significant Progress in Advancing Social Service Evaluation Across Europe

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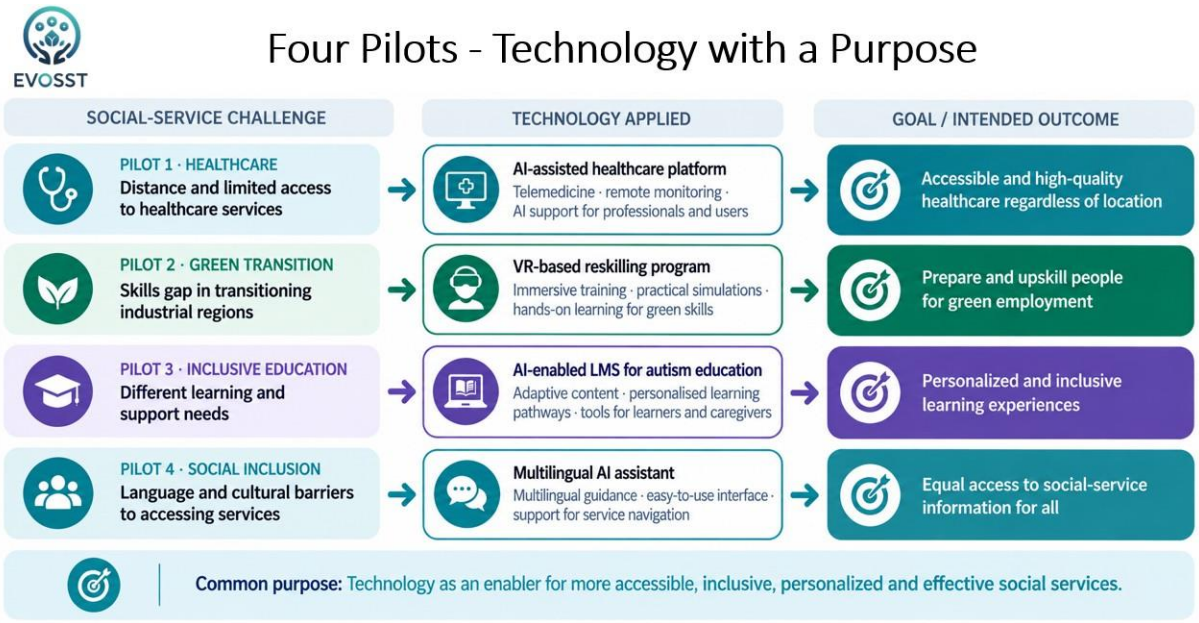


The Horizon Europe-funded EVOSST project (Evaluation and Valorization of Social Services for a Sustainable Transition) has made significant progress in developing new approaches to assessing the impact and value of social services across Europe. Since its launch in February 2025, the project has advanced its research on social well-being and social return on investment (SROI), developed digital solutions for four pilot scenarios, and engaged stakeholders in shaping more inclusive and evidence-based social services.

Social services play an important role in people's everyday lives, but measuring their impact is not always straightforward. EVOSST aims to look beyond traditional measures, such as the number of people receiving support or the cost of providing services. The project is developing tools to better understand how social services affect people's well-being, social inclusion and quality of life, while also helping policymakers and service providers make more informed decisions.

As part of this work, EVOSST has collected data on social services and well-being across four European countries and is developing new methods to assess their impact. This research includes methods to examine how people's needs and well-being change over time, a new Social Well-Being Metric, and an SROI framework that considers not only economic value but also social, environmental and well-being outcomes.

Alongside its research activities, EVOSST has developed four digital solutions which have already undergone initial testing in four European countries. These include a healthcare support platform in Belgium, a Virtual Reality (VR) training application for photovoltaic panel installation in Greece, an interactive educational game promoting autism awareness and inclusion in France, and an AI-based multilingual assistant designed to help migrants access information about social services in Romania.



In Belgium, 15 users tested the healthcare platform, while eight participants in Greece evaluated the VR training application, giving it an average score of 4 out of 5. In France, the educational game was tested with 98 university students and has since been integrated into the University of Picardie Jules Verne's learning platform. In Romania, 18 representatives from public authorities and NGOs took part in a workshop to test the multilingual AI assistant. Feedback from these initial tests is helping the project partners identify improvements ahead of further testing.

EVOSST is also working closely with stakeholders to better understand the challenges faced by social services and the people who use them. Policy workshops held in Greece and Romania brought together representatives from public authorities, universities, NGOs and other organisations to discuss ways to improve access to social services and make them more inclusive. The discussions in Greece also contributed to the project's first Policy Brief, which highlights the need for more accessible services, inclusive digitalisation and better ways to measure their impact on people's lives.



EVOSST has also gained visibility through participation in European events and collaborations with other research projects. Its activities have been presented at BEYOND Expo 2026 in Greece and the European Social Services Conference in Malta. In France, EVOSST was also highlighted during President Emmanuel Macron's visit to the Institute for Neurodevelopmental Disorders in Amiens,

where project materials included a poster presenting the serious game developed to support students on the autism spectrum.



Over the coming months, EVOSST will continue testing and improving its digital applications, while further developing its methods for measuring the impact of social services. The project will also work with stakeholders and policymakers to translate its findings into practical recommendations. This work will contribute to the development of a policy framework to support more accessible, inclusive and effective social services across Europe.

About EVOSST

EVOSST (Evaluation and Valorization of Social Services for a Sustainable Transition) is a Horizon Europe research and innovation project that aims to improve the evaluation, monitoring and development of social services across Europe. The project develops innovative life-course impact assessment models, enhanced well-being measures and an expanded Social Return on Investment (SROI) framework to better understand the long-term effects of social services in areas such as healthcare, education, childcare, long-term care and social inclusion. By integrating digital technologies, including Artificial Intelligence (AI) and Virtual Reality (VR), EVOSST supports evidence-based decision-making, promotes social inclusion and contributes to more effective, sustainable and user-centred social services.

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