



# Working Group on Integrated Care and Support 2018 Meeting Delegate Pack

Mercure Lisboa Hotel

Thursday 29 November - Friday 30 November

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## The Integrated Care and Support Working Group

This working group has been set-up by the European Social Network (ESN) to run between 2018-2021. The working group will enable mutual learning between professionals in social services across Europe on the implementation of policy and practice advancing integrated care and support for people with multiple needs.

This is in recognition of the importance of more integrated support involving social services with other sectors (education, employment, health, police, or housing) to better address the complex issues of people using services, improve their outcomes and improve the efficiency of services themselves. The working group will meet once per year and focus on a different target group each time to cover the life cycle, from children and youth through adults in difficult housing situations to older people with chronic conditions.

## Providing integrated care and support for children

The 2018 meeting of the working group focusses on how integrated care and support can be provided to children in social care or child protection. The participants will discuss and present their practices, to share and identify effective approaches. Analysis of the different practices implemented by the participants will also be presented by an external expert to highlight common themes in the approaches taken by social services across Europe to provide more integrated care and support for children.

Following the meeting, the practices of the participants will be published on ESN's [Practice Library](#) to serve as models that others can follow. The participants are also encouraged to apply for ESN's [Peer Learning Visits Programme](#) to continue the mutual learning between them.

## Background

ESN has previously studied in-depth how social services can provide integrated support with other services, such as education, employment and health in the report '[Integrated social services in Europe](#)'. ESN has also conducted a comprehensive analysis of children's services in Europe: '[Investing in Children's Services, Improving Outcomes](#)'.

The coordination between different sectors, the integration of needs assessment and service planning, and the need to involve the child, the family and wider network in assessment and planning are identified as factors that are being increasingly recognised for their role in improving outcomes for children.

This has led to different ways in which agencies may work together. Some examples include working at strategic level, where joint planning and decision-making takes place; placement schemes, where social workers work in schools or in primary care divisions; centre-based service delivery, where professionals from different agencies work together one site; multi-agency teams, where professionals from different agencies work together on a day-to-day basis as a team; and case-management, where a professional has responsibility for ensuring access to all services the family needs and co-ordinated service provision.

## Thursday 29 November

### Mercure Hotel

13:00 – 14:00	<b>Welcome Lunch and Registration</b>
14:00 – 14:30	<b>Introduction</b> Alfonso Lara Montero, Chief Executive, European Social Network Ivone Monteiro, Psychologist, Institute for Social Security, Portugal
14:30 – 14:50	<b>Integrated support for children in Europe</b> Anja Langness, Senior Project Manager, Bertelsmann Stiftung, Germany
14:50 – 15:50	<b>Coordination for early-intervention and prevention</b> Presentation of local practices Chair: William Hayward, Policy and Communications Officer European Social Network <ul style="list-style-type: none"><li>• Jesús Vaca, Psychologist, Regional Government of Navarra, Spain</li><li>• Steve Libreri, Child Protection Manager, Foundation for Social Welfare Services, Malta</li><li>• Magnus Wallinder, Director of Social Services, Ljungby Municipality, Sweden</li></ul> Presentations followed by panel debate with audience
15:50 – 16:20	<b>Break</b>
16:20 – 17:20	<b>Local experiences of integrated support for children</b> Table discussions: <ul style="list-style-type: none"><li>• Overcoming different working practices &amp; cultures</li><li>• Joint training of the Workforce</li><li>• Harmonising funding &amp; commissioning processes</li></ul>
17:20 – 17:30	<b>Conclusions of day 1</b> Alfonso Lara Montero, Chief Executive, European Social Network
19:30	<b>Dinner hosted by ESN</b> <b>Casa Lisboa</b> - Praça do Comércio, 9-12, Ala Poente, 1100-148 Lisboa

## Friday 30 November

### Mercure Hotel

08:30 - 09:00	<b>Welcome and Registration</b>
09:00 – 09:10	<b>Introduction to day 2</b> Alfonso Lara Montero, Chief Executive, European Social Network
09:10 – 09:50	<b>Implementation of integrated support: an analysis</b> Review of integrated support practices implemented by the participants <ul style="list-style-type: none"><li>• Mary Baginsky, Senior Research Fellow, King’s College London</li></ul>
09:50 - 10:10	<b>Integrated care pathways: The Intesys project in Lisbon</b> <ul style="list-style-type: none"><li>• Assunção Folque, Researcher, Évora University</li></ul>
10:10 – 10:30	<b>Break</b>
10:30 – 11:45	<b>Inter-agency coordination</b> The role of national and regional coordinating groups Chair: Alfonso Lara Montero, Chief Executive, European Social Network <ul style="list-style-type: none"><li>• Carlos Santos Guerrero, Deputy Director General of Social Services and Economic Management, Regional Government of Galicia, Spain</li><li>• Teodóra Ráczné Németh, Head of Methodology Department, Directorate-General for Social Affairs and Child Protection, Hungary</li><li>• Kjerstin Bergman, Project Manager, National Board for Health and Welfare (Socialstyrelsen), Sweden</li></ul> Presentations followed by panel debate with audience
11:45 – 12:30	<b>Strategies for effective integrated support for children</b> Table discussions
12:30 – 13:00	<b>Feedback and Conclusion</b> Alfonso Lara Montero, Chief Executive, European Social Network
13:00	<b>Lunch</b>