Promoting Quality Social Services with the ESF+

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Introduction

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Social Services and the new ESF+

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EU funds used by social services:

- ESF
- YEI
- ERDF
- Cohesion Fund
- EaSI
- Erasmus+
- AMIF
- FEAD
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Projects:

**CURANT**, Antwerp Public Centre for Social Welfare
- Co-housing project for refugees and young Flemish people
- Funded by ERDF

**ESTI@**, City of Athens
- Integrated support combining benefits and services
- Funded by EaSI
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Projects:

**Training & Counselling**, Poland
- For 50,000 social services employees
- Improved qualifications and soft skills
- Funded by Human Capital Operational Programme

**Garantie Jeunes**, Pas de Calais
- Local adaptation of Youth Guarantee
- Support for specific groups of youth with difficulties
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Added value of EU funds:

- Social innovation
- Partnerships between sectors and countries
- A source of funding for projects (unaffected by political cycles, austerity measures)
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Issues identified by social services:

- Strict regulations limit flexibility
- Audit requirements an administrative burden
- Significant capacity needed for applying & managing funds
- Complexity of navigating different funds a barrier
- Changing regulations and guidance add to difficulties
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Recommendations

• Shift focus to outcomes
• Enable more flexibility in procedures and more integrated frameworks, to support innovation and solve structural problems
• Strengthen social services more directly: capacity building, staff training
• Simplify reporting procedures
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Carlos Santos Guerrero
Deputy Director General of Social Services and Economic Management
Regional Government of Galicia (Spain)
“Promoting quality social services with the ESF+”

Using EU funds for strengthening social services in Galicia

9 April 2019

European Parliament, Brussels
• “Mentor Programme” (social support for youngsters leaving care) - ESF
• Paid work/occupational training of young offenders in re-education centres - ESF
• Social inclusion programmes (municipalities and NGO’s): personalized pathways, special attention to vulnerable groups (migrants, roma, people with disabilities...) – ESF
• Investment in emergency resources for people at risk of poverty or exclusion (shelters, social dining facilities, host and inclusion centres...) - ERDF
• “Reconduce Programme” (social support and legal/economic advisory for families at risk of eviction) - ESF
• **Early intervention network** (social support for children from 0-6 years with development disorders and their families) – ESF

• **Electronic social history record** (ICT tool): case-management, coordination, coherence of social interventions, interconnection and synergies with other public services (health, employment, education…) – ERDF

• **Social innovation projects:** “Symbios Project” ([http://www.proyectosymbios.eu/en](http://www.proyectosymbios.eu/en)) transnational exchange of knowledge (and practices) about challenges posed by demographic change for provision of public services - ESF
• Long term planning (not subject to whims of political change): stability > better working conditions > qualification of professionals > quality of services > bigger impact.

• Reinforce evaluation and innovation culture: evidence-based practices, efficiency, effectiveness, added value.

• Evictions of 297 families were prevented/managed in 2018 through the Reconduce Programme (18% foreclosure, 82% non payment of rent).

• Personalized inclusion pathways (2015-2018): average of 5.300 users (52% women, 48% men) and 1.866 employment contracts per year (51% men, 49% women).
“Mentor Programme” users (social support for youngsters leaving care):

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Access to qualification and training

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Employment contracts

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EU Funds: limitations and challenges

- “Simplification”: not reduced bureaucratic charge.

- Risk of the general strategic objectives: “poverty reduction” (problematic users, marginalization).

- Indicators registering: many different ICT tools (microdata).

- ESF and ERDF: different management framework (“operation”).
EU Funds regulation: recommendations for the future (IMHO)

• Real simplification: real reduction of bureaucratic burden (simplified costs).

• Simplify registration of indicators: one and only ICT tool.

• ESF and ERDF: common and coherent management framework through the Common Provisions Regulation (CPR).

• Merging of Asylum and Migration Fund and ESF in ESF+?
• City of Kortrijk – public centre of social welfare (OCMW)

• 1 of 13 city centres of Flanders, Belgium

• 76 000 inhabitants
Use of funds – general view

• Not a goal, but an instrument.

• A lever for development & implementation of
  • New social policies
  • New or improved social services/programs

• Cover blind spots or facilitate innovation.

• Challenges you to innovate
Use of funds – examples

ESF

• Implementation of specific programs for vulnerable target groups that don’t ground in regular employment support programs.

• ‘twerkt’ (‘it works’)
  • Specific program for job seeking immigrants.
  • Tailored to specific challenges of this target group.
  • 10 partners: public, private, education, SME’s.
  • 44 % of target group in employment.
Use of funds – examples

EaSI
• New policy on single points of contact => integrated social service delivery,
• Testing impact of new policy on target group, practitioners, organisations.
• Upscaling based on results.

• MISSION
  • In final phase: dec 16 – nov 19.
  • Already impacting:
    • Adjusted service model in preparatory phase
    • Adjusted recruitment policy
ESF & EaSI - limitations

- **ESF**
  - Target groups strongly determined by the program (Flanders): narrow criteria
  - Focus on individual approaches <=> structural interventions/investments

- **EaSI**
  - High level => professional and financial development capacity is needed
ESF & EaSI – opportunities

• ESF
  • Enables tailored solutions for vulnerable target groups
  • Focus on strengthening and empowering individual people

• EaSI
  • Lever to modernize and implement structural interventions and policies
  • Sufficient resources to implement projects in a sound and complete manner
  • If projects are in line with the program/call: no restrictive conditions
Recommendations

• Intensive, long-term, personalized counselling and coaching for vulnerable groups works to improve their overall living conditions and job-opportunities.

• Please continue to make this possible with future EU funding.

• Provide general frameworks within which local actors can develop customized interventions:
  • Identified & shaped on the basis of local challenges & needs
  • That enable implementation of integrated approaches (people & place based)
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Pavel Čáslava
Ethics Committee Chairman
Association of Social Care Providers
(Czech Republic)
EU funds and social policy in the Czech Republic
2014 -2020

Pavel Čáslava
ESF - development and innovation in social services

Employment Operational Program

- the main tool for development and innovation
- projects worth around € 2.5 billion
- regions, cities and non-profit organizations
- local inclusion policy
- social housing.
- deinstitutionalization
- social services staff education and training
Project Social housing in the City of Ostrava

European Commission Regiostar Award in 2018

Ostrava the industrial city in the Silesia region, 290 000 inhabitants

105 flats were renovated for families in the risk of poverty

The total investment was € 540,489, and the European Social Fund contributed € 459,416.

- processes and tools for easier access to and maintenance of housing
- self-financing system
Integrated regional operational programs

- comprehensive local social policy.
- **Local Action Groups**
- a great demand for the programs
- in **2018, 34 projects**
Comprehensive solution in Chomutov

In 2018, 8 projects worth more than CZK 70 million

**The Way Out project** - street programs
- The EU contribution: 5 304 886,04 CZK
- National financial resources: 936 156,36 CZK

**Project Helping Citizens of the City of Chomutov** - interrelated social services
- Low-threshold facilities for children and youth,
- Professional social counselling,
- Youth clubs.
- Support for 500 people.
- The EU contribution: 16 336 817,75 CZK, national financial resources: 2 882 967,85 CZK

In addition - projects in the city aimed at drug addicts, people with mental health problems, young people without education between the ages of 16 and 26.
Suggestions for the next period

1. **Supporting the development of community services for the elderly**
   - gender employment gap
   - care of older parents
   - lack of community-based services for the elderly.

2. **Support for recruiting and retaining employees in social services**
   - low wages and difficult working conditions
   - cause difficulties in recruiting and retaining employees in this segment.
   - support the social importance of the professions in this segment
   - support the improvement of the working conditions:
     - prevention of burnout
     - reconciliation of work and family life
     - enhancement of work skills
     - promotion of lifelong learning, violence prevention, etc.
A more effective ESF+

Discussion

• Management and reporting
• Social services relation with managing authorities
• Relation between ESIF and EFSI
Brando Benifei
MEP
Shadow Rapporteur on the ESF+