<table>
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<tr>
<th>Programme's name</th>
<th>Horsens Pull Together: Active Labor Market Inclusion</th>
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<tr>
<td>Organisation / Country</td>
<td>Horsens Kommune, Department of Welfare and Health, Denmark</td>
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<td>Website</td>
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| Contact                               | Karin Holland: [sskhol@horsens.dk](mailto:sskhol@horsens.dk)  
Cate Kristiansen: [ck@horsens.dk](mailto:ck@horsens.dk) |
| Summary                               | **The local context**  
- Horsens is the third fastest growing municipality in Denmark measured in population growth.  
- The city of Horsens is Denmark’s eight largest city, and the municipality has almost 86,000 inhabitants.  
- 25 years ago, Horsens had an image as "the prison city". By pulling together the local authority, civil society and companies, the image of Horsens has changed.  
- Horsens nowadays is an established venue for different kinds of cultural activities, such as music concerts or festivals.  
**The welfare challenge**  
- Welfare services account for about two thirds of the public sector budget.  
- About half of the Danish people receive public assistance and do not actively contribute to a productive society.  
- One fifth of the working population is outside the labour market and receive public assistance as a result of different causes such as unemployment, sickness etc.  
- Demographic change means that the number of Danish people in employment represent a declining share of the population.  
- As a consequence, the welfare model is under pressure.  
**Characteristics of the Nordic Welfare model**  
- Universal rights  
- High equality (e.g. gender, generations) |
• Large public sector
• The Danish labour market model is based on the model of flexible security (flexicurity)

5 basic principles for innovation in social services:
Out of the challenging context result a number of guiding principles for social services

1. More for less
2. Resources exist outside the public budget
3. From a ‘caring philosophy’ to ‘empowerment’
4. From ‘welfare rights’ to ‘the right to a good life’
5. Vision - All people are important and have the potential and resources to contribute to society

The overarching idea is to achieve greater cost reduction, whilst maintaining the quality of service.

Horsens pull together
The local approach is based on widespread cooperation between a range of actors from different sectors. The local strategy is based on the idea that only cooperation between the private sector, the public sector, and civic society can respond to complex welfare problems.

Public social services at local level
The local Department for Disabled Persons, Social Psychiatry and Socially Vulnerable Persons is vital for this practice and has the following characteristics. Among the services in its scope are:
• housing with special care
• individual support
• employment and supported employment
• leisure time activities
• training and special education
• addiction treatment programme
• information and Communication Technology
• hearing, speech and sight

The political vision for society
The political vision is to facilitate a life for people with complex needs that comes as close to “normal” as
possible. Part of this vision is a strategy, in which every citizen enjoys the following rights:

- a place to live
- a place to work
- a place for spare time activities

The goal is that citizens receive individual, person-centred support with great flexibility and that they meet different individuals during their daily life.

**Operational Strategy**

- All operations are required to be:
  - highly transparent,
  - highly harmonised,
  - effective,
  - long-term oriented, and
  - cost-efficient.

**Employment frameworks for people with disabilities**

- UN Convention: the rights of people with disabilities, and the focus on de-institutionalization
- Before situation: Tradition with sheltered employment in an institution
- National Job Strategy – Prevention Strategy – reducing proportions of early retirement
- Local strategy for employment of people with disabilities: relevant ordinary jobs

**Characteristics of supported employment**

- Shift from the traditional "train-place model" (training in sheltered workshops) to a "place-train model" (supported employment)
- Closer collaboration between public and private companies to include people with disabilities in the ordinary labour market
- Job under normal conditions – where people with disabilities have the opportunities to work side by side with people without disabilities, while receiving the needed personalised support

**Individual career Plan**

The individual career plan strives towards employment
under regular conditions, for which different forms of support with different levels of support (e.g. collective / individual) may be needed and are available. These are:

**Forms of supported employment (collective):**
- Sheltered workshops (institution)
- Group outplacements (public and private)

**Forms of supported employment (individual):**
- Individual outplacements for internships

**Employment with close to normal conditions:**
- Jobs with wage subsidies

Potentially, the different measures may be combined to transit into jobs with ‘normal conditions’.

**Local examples of supported employment**
Supported employment may take place in different contexts. People in supported employment may contribute to the organisation of public activities such as Christmas festivals, help in organising a camping place, assist in maintaining a natural reservoir, or work in a production/manufacturing environment.

**Voluntary work**
Voluntary environments offer a different framework, where people with support needs can contribute to society. This can for example be in the organisation of a children’s football club, in assisting in the transport of people with disabilities, or in offering city tours.

**Issues:**
An overarching issue for the local strategy is the question, how all people can contribute to society, particularly those who face high barriers in participation due to either individual or collective constraints.

Another issue is the high expenditure level of welfare services, which accounts for a big share of public budgets, whilst in general facing declining public resources.

Achieving regular employment for people with complex needs remains a challenge despite different schemes with...
nuanced support.

<table>
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<tr>
<th>Resources:</th>
<th>The local Department for Disabled Persons, Social Psychiatry and Socially Vulnerable Persons has estimated its expenditures at around EUR 31,600,000 per year, with which it serves around 4,285 citizens yearly.</th>
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| Objectives:                                                               | • Increasing the quality of life and personal autonomy of people with complex needs (disabled people and people with mental health problems)  
 • Providing and supporting different forms of employment for people with complex needs |
| Outcomes:                                                                | • Enhanced employment opportunities for people with complex needs  
 • Increased support across different service areas (health, social, education) for people with complex needs  
 • Improved use of resources in the welfare sector  
 • From 2009 to 2014, the number of fulltime jobs to persons with disabilities increased by 15 percent while the cost has only increased by 11 percent. The reason is that a growing number and share of these jobs are in private and public companies rather than in publicly funded sheltered workplaces. |
| Evaluation:                                                               | Experiences from the national level  
 Studies show that more than a third of the people in sheltered employment have a desire to work in a regular workplace. Experience with supported employment in Denmark shows that there are great opportunities to get more people into regular jobs and include them in society.  
 Experiences from the local level in Horsens:  
 • Disabled citizens are very dedicated and express joy and pride in doing a job, which they experience to give value.  
 • A greater life quality and an increased level of autonomy has been reported.  
 • There have been positive effects in terms of the resource consumption, which equal EUR 267,000 (= 2 mio kr). The local goal is to achieve a 10 percent budget saving. |