

2019 Annual Review





“You have a big resource of people policy-makers should be listening to.”

Hugh Frazer, EU social inclusion policy expert.



“The need to continuously improve our social services, to stay up-to-date with developments and have direct access to European advances in the field, led us straight to ESN’s doorstep.”

Antonia Kaliva, deputy mayor of Zografou, Greece.





About ESN European Social Network

The European Social Network (ESN) brings together people key to the design and delivery of local public social services across Europe to learn from each other and contribute their experience and expertise to building effective social policy and practice.



Together with our Members we are determined to provide quality public social services to all and especially to help improve the lives of the most vulnerable in Europe.



“Comparison at the European level encourages new ideas; it is a real stimulus for innovation and ESN plays a fundamental role in this exercise.”

Lorenzo Rampazzo, director of mental health services in Veneto Region, Italy.



About 2010

Letter from the Chief Executive



John Halloran

Chief Executive

European Social
Network

Dear members and friends of ESN

With the publication of this report, ESN reviews its activities in 2010 and celebrates the achievements of the last three years.

Thanks to the support of the European Commission, ESN created extensive opportunities for mutual learning for its members and other stakeholders. Membership of ESN has almost doubled in the last three years and we have been able to offer greater support to Members at national events, as well as being more active than ever in EU-level policy work through Presidency events, consultations and peer reviews.

Our policy work in 2010 included position papers on the European Platform against Poverty and Social Exclusion, the European Pact on Mental Health and Wellbeing, the Child Rights Strategy and the Voluntary Quality Framework on Social Services.

We also diversified the content we produce, notably under the banner of the European Year 2010, with two short films and a collection of stories about service users' perceptions and experience of social exclusion.

2010 saw Europe make a renewed commitment to social inclusion in the new decade. Speaking at the European Social Services Conference in Barcelona in June, Commissioner Andor told delegates: "Social services including ... leaders and managers in local and regional government, have an important role to play in helping lift 20 million people out of poverty and social exclusion."

ESN closed 2010 – and the three-year programme 2008-10 – with a Members' Workshop in Brussels in December. This event was not only about sharing our achievements, but also about shaping our future. Some demanding and exciting priorities emerged from this meeting, and we look forward to working on them with members and friends of ESN in 2011 and beyond.

With best wishes,

John Halloran
Chief Executive

Protect vulnerable people. Respond to users' needs and preferences.
Respect dignity.
Pursue excellence in social care. **Promote equality and non-discrimination.**
Promote solidarity.

Contents

Policy and Practice

| | |
|--|----|
| Mental Health | 08 |
| Working Group and European Pact | |
| Long-term Care Workforce | 12 |
| Spring Seminar in Athens | |
| Contracting for Quality | 14 |
| Research Project | |
| Developing Community Care | 16 |
| Working Group | |
| Barcelona 2010 | 18 |
| 18th European Social Services Conference | |

Working at EU Level

| | |
|--|----|
| EY2010 Circus against Exclusion | 22 |
| EY2010 Stories from Users | 24 |
| Peer Reviews | 26 |

Members and Governance

| | |
|------------------------|----|
| Members' Events | 28 |
| Exchange and Learning | |
| ESN Governance | 30 |

Sharing Achievements, Shaping our Future

| | |
|---------------------------|----|
| Publications | 32 |
| Reports 2008-10 | |
| Publications | 34 |
| Policy Statements 2008-10 | |
| Videos | 35 |
| EY2010 and Barcelona | |
| Shaping our Future | 36 |
| ESN Members' Workshop | |

Mental Health

Working Group and European Pact

In 2010, ESN launched a working group that has made a major contribution to the European Pact for Mental Health and Wellbeing. The Pact aims to support and inform Member States' policy development, promote best practice, discuss common challenges and identify solutions. It has covered different social groups from younger to older people including issues such as stigma.

Models and structures vary across Europe, but mental health services play a vital role for people with mental health problems who cannot live full lives without support. In most countries, health and social services have a legal duty to protect people with mental health problems, and GPs and social workers are often the first point of contact for advice and can refer people to the specialist services they may need.

Lack of cooperation between health and social services has been a constant debate for ESN's working group and the European Pact: "The gaps between different services remain and we sometimes don't communicate very well. In some areas we may have very good mental health services but it often depends on one person. If he or she leaves, the whole service falls apart," explains Terry Madden (Dublin City Council).

The working group has looked at how the rights of people with mental health problems are safeguarded by the UN Convention on Human Rights for people with disabilities. "Under this law, if somebody has a disability, any barrier they may encounter is caused by society and not by the individual," explains Antje Welke, from the German Association of Private and Public Welfare.

Hearing the voice of people with mental health problems is important in safeguarding their rights. "People who use services have assets and expertise – which can help improve services for them," says Lucy Butler from Hampshire County Council. This represents a challenge to the system, explains Marianne Cohen from the Recovery Unit of Aarhus' Department of Social Services: "For many years professionals have been considered the only experts and now the idea is to have two experts, a professional and a user. Professionals need to accept that the person must have power over their own life."

Even with the best services, however, the social stigma surrounding mental health remains a real barrier to inclusion. "'Once mentally ill, always mentally ill' – this attitude is very much alive today despite the well-documented fact that approximately 60% of all people affected by severe mental illness recover," says Anders Møller Jensen from the National Centre of Knowledge on Disabilities and Social Psychiatry in Denmark.



"If clinicians and policy-makers truly want to place users in the centre of the recovery process, new methods of engagement will be needed."

Marta Nieto, FISLEM Foundation, Spain.



Above: Meeting of the ESN Mental Health Working Group, 5-6 July 2010, Brighton.

Lorenzo Rampazzo a director in the Veneto Region in Italy adds: "In some cases, psychiatric staff can be an obstacle to recovery and may be mostly focused on drugs, symptoms and therapy. In order to have social recovery the approach has to be different; one that focuses on patients' resources." Marta Nieto from FISLEM Foundation in Castille La Mancha (Spain) expands on this: "If clinicians and policy-makers truly want to place users in the centre of the recovery process, new methods of engagement will be needed." Hristo Bozov, deputy mayor of Varna in Bulgaria, adds: "We also have to engage with the person's network of family and friends."

The Group has chosen to shape its work around eight priorities:

1. Translating rights and values into action
2. Promoting the voice of users and families
3. Building strategic planning and strengthening cooperation
4. Ensuring professional needs assessment
5. Developing personalised care and support
6. Campaigning to raise awareness about mental health
7. Building the economic case for investment based on outcomes
8. Developing a shared vision on mental health across the EU



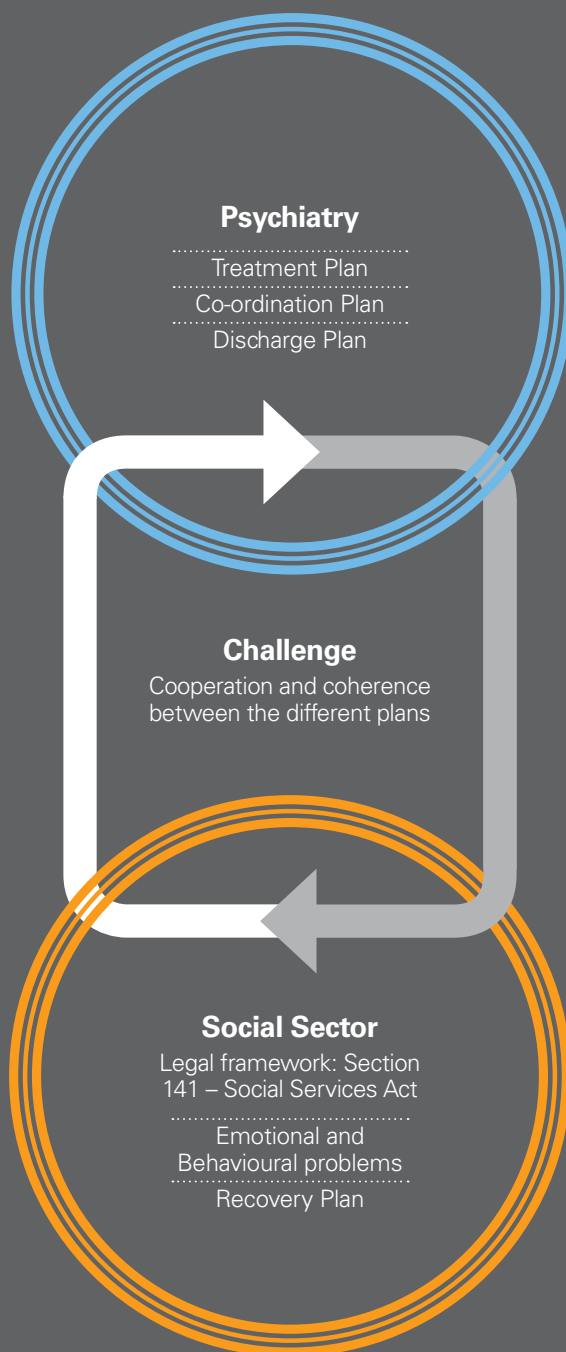


Diagram above shows the challenge of integrating social and psychiatric plans for individuals with a mental health problem in Denmark. Source: Anders Møller Jensen, Danish Psychosocial Rehabilitation Information Centre.



“Most mental health determinants are outside the health sector, hence cooperation across sectors is key.”

Eija Stengård, THL, Finland.

Strategic cooperation between all stakeholders at the local level is essential to improve the quality of life of people with mental health problems and aid their recovery. “Most mental health determinants are outside the health sector, hence cooperation across sectors is key,” says Eija Stengård from THL Finland. Partnerships between users, families, carers and social and health professionals, including managers, are essential to give people the best possible chance of recovery and inclusion in society.

ESN believes users should be placed at the centre of their own recovery process. During a workshop held at the European Conference against Stigma in Lisbon on 8-9 November organised under the Mental Health Pact, ESN brought the user’s voice into the debate. Lise Jul Pedersen, a former user of mental health services in Denmark challenged the audience about attitudes to people with mental health problems: “There is a belief that mental illness does not affect the highly-skilled, or that you cannot recover after a serious mental illness. Maybe I will never fully recover but I have to live with it. And to fight discrimination in society you have to develop a sense of responsibility and competence so that you can regain your position in society.”



“Maybe I will never fully recover but I have to live with it.”

Lise Jul Pedersen.

Held in Athens on 11 May in cooperation with Central Union of Municipalities and Communities (KEDKE), the municipality of Zografou and the Ministry of Employment and Social Protection, this seminar discussed the future of the long-term care workforce.



KEDKE
CENTRAL UNION
OF MUNICIPALITIES
& COMMUNITIES
OF GREECE



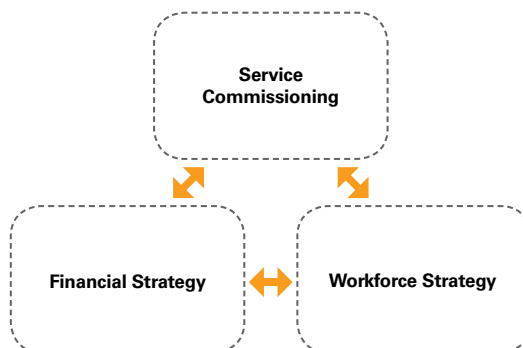
MUNICIPALITY OF ZOGRAFOU

"We want to look after those who spend every day looking after others," says Carlo Alberto Librera, Director of Residential Care at the City of Bolzano (Italy), of his city's strategy to support its long-term care workforce. This sentiment was at the heart of discussions in Athens among 50 Greek and other European delegates.

Together with health care, the social care sector today employs 10% of the EU's working population. Demographic projections mean that this sector will require more and more skilled and caring individuals or it will have to consider alternative strategies for reducing demand for formal care services. Many ordinary people will be drawn into caring roles, perhaps without recognising it, as a partner or a parent lose their independence.

The seminar shed light on various possible responses to the challenge of rising demand for long-term care and a shrinking formal workforce. Dr. Judy Triantafyllou and Patrizia di Santo, researchers on the EU-wide INTERLINKS project talked about the role of informal carers and migrant care workers respectively. According to Dr. Triantafyllou, "carers have their own needs for support but frequently have to give priority to the older person's needs, e.g. caring instead of working, and find their own solutions to care, e.g. employing migrant care workers."

Diagram below shows the interconnections between different aspects of strategic care planning. Source: London Borough of Lambeth.



"When we talk about care, we are automatically also talking about people who provide that care."

Lars-Göran Jansson, ESN Chair.



“What I take away from this meeting is that empowering staff is also about empowering users.”

Liz Mestheneos, President,
AGE-Platform Europe.

A local practice example from Helsinki demonstrated the value of a multi-professional approach to prevention and rehabilitation, a key strategy for reducing demand for intensive and/or long-term interventions. Kirsi Santama, Chief Advisor of the Riistavuori Centre for Multiple Services in Helsinki, says: “Different professionals see an older person from different angles: a nurse may see someone in pain on a ward, but a physiotherapist sees a different person at the gym.”

The London Borough of Lambeth has implemented a new model of integrated workforce and service planning. Lambeth’s Executive Director of Adults’ and Community Services, Jo Cleary, says: “Every time you commission a service you commission a workforce. It’s about having the right workforce doing the right things at an achievable cost.”



Resources from the seminar are available at:
www.esn-eu.org/e-news-may10-athens

Contracting for Quality in the Czech Republic and Spain

Research Project

ESN completed its series of three research workshops for this two-year project on 21 July 2010 in Brighton with participants from the Czech Republic and Spain. The final report also covers Belgium, Germany, Sweden and the UK and seeks to answer two questions:

- > How are markets regulated to improve the quality of care and quality of life for older people?**
- > How are relationships between public authorities and (other) providers managed to favour quality assurance and improvement?**

“Our duty is to safeguard quality and warmth for older people or those in a situation of dependency.”

Soledad Palos Triguero,
ASISPA, Madrid, Spain.

This workshop involved representatives of the cities of Madrid and Ostravá, non-profit providers ASISPA (Madrid) and Silesian Diaconia, and long-term care experts from Spain's national institute for elderly care and dependency (IMSERSO) and Charles University in the Czech Republic.

In recent years, both the Czech Republic and Spain have introduced cash allowances for people needing care. People are assessed by the regions (autonomous communities) in Spain and by the municipalities in the Czech Republic. Both countries are struggling with the fact that users have mostly chosen cash benefits (used to enable informal care) over services, even though new laws had sought to stimulate the development of a market in which users would purchase formal care services.

Quality standards required by legislation vary more across the country in Spain than in the Czech Republic: the Czech model is to accredit every provider according to the same standards country-wide even though regional agencies manage the process. The Spanish model is to establish minimum standards for accreditation centrally, but then to allow the autonomous communities to require additional standards for providers.

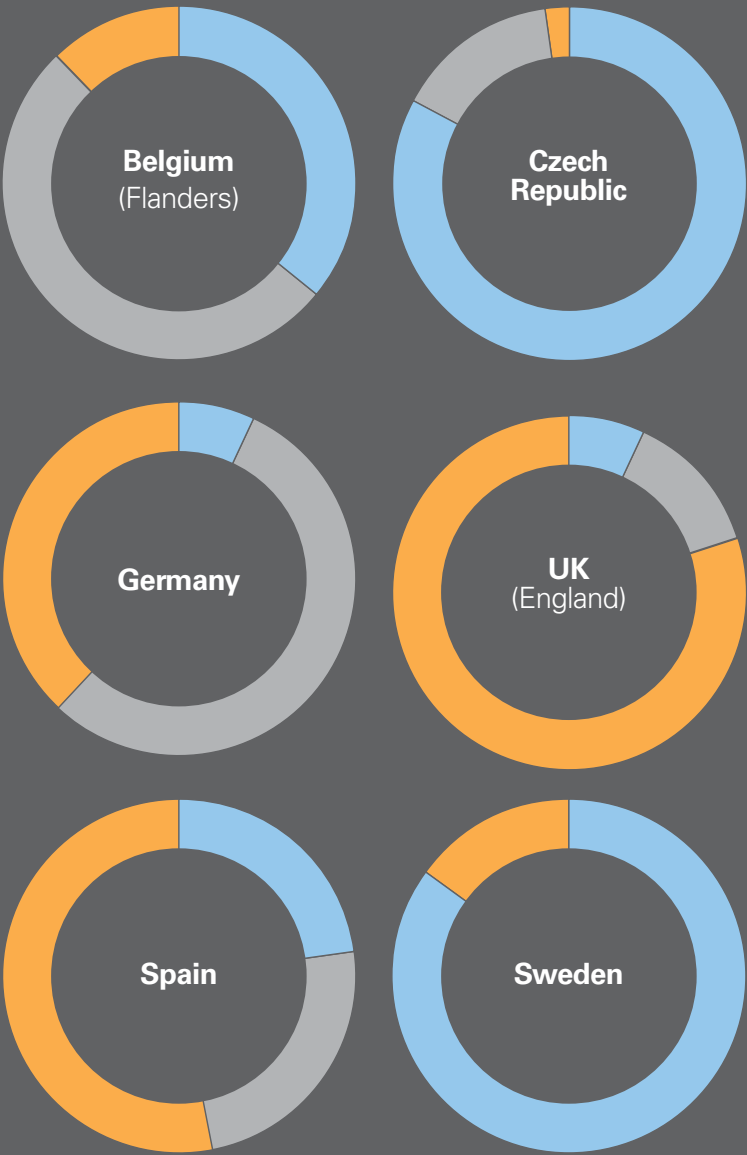
Funding was also different: providers in the Czech Republic are used to a continuous process of applying for grants from various national ministries, regions, municipalities, foundations and international organisations. On the other hand, Spanish providers apply just to the region for accreditation, or to the municipality through tenders and then have relatively stable funding for a given period.



A special plenary session at the upcoming 19th European Social Services Conference, on 6-8 July 2011 in Warsaw, will explore these roles and relationships further.

Find out more at: www.esn-conference.org/home-warsaw

Diagram right shows approximate market shares of different providers of residential care in the study countries. For sources and dates, see relevant country profiles in the Contracting for Quality Report.



| Provider | Public | Private non-profit | Private for-profit |
|--------------------|--------|--------------------|--------------------|
| Belgium (Flanders) | 36% | 52% | 12% |
| Czech Republic | 83% | 15% | 2% |
| Germany | 7% | 55% | 38% |
| UK (England) | 7% | 13% | 79% |
| Spain | 23% | 24% | 53% |
| Sweden | 85% | - | 15% |

Developing Community Care: Challenges Ahead

Working Group

ESN's working group on developing community care continued its work in 2010, with some real concern about the chances of moving forward with deinstitutionalisation amid the economic crisis. ESN is considering ways of offering practical and political support to this agenda in the years ahead.

It is often believed that an economic crisis is not a good moment to introduce changes and try to modernise a care system. Dealing with cuts, a shrinking economy and looming unemployment is enough of a challenge and other systemic challenges, such as deinstitutionalisation, may be put on hold until more prosperous times.

Members of the ESN's working group on Developing Community Care felt that it is a common mistake to see deinstitutionalisation as a desirable change that can only be brought about when times are good. Deinstitutionalisation involves a transition to a new vision of care, which places the individual at its centre and creates flexible, local solutions to meet their needs.

Looking at the challenges ahead, group members felt that implementation was already lagging behind the law. "We have fantastic laws but their execution is often flawed or significantly delayed," Aleksandra Calošević from the Social Innovation Fund in Serbia explains. New community-based services may even become isolated mini-institutions themselves: "We now have these services in place, but how much are we really engaging with the community?" – asks Bruno Forti from the Municipality of Belluno in Veneto Region.

A good system of care, the working group agrees, cannot function without a range of supporting services having a strong emphasis on prevention. "What we lack is a proper family support system. Our politicians like to blame the families for all the troubles, but families don't get any help until it is already too late," observes Ralitsa Petrova from the Municipality of Sofia in Bulgaria.

"A boarding school or an orphanage, no matter how modern and well equipped, can never replace the family environment and family care."

Mehriban Aliyeva, Azerbaijan First Lady, who has campaigned for de-institutionalisation.



“We now have these services in place, but how much are we really engaging with the community?”

Bruno Forti, Municipality of Belluno, Veneto Region, Italy.



Commenting on these challenges, ESN Chief Executive John Halloran agreed that the transition from residential to community care is a big change for all stakeholders, policy-planners, budget authorities, social and health professionals and, last but not least, for users and their families: “ESN is committed to supporting managers of local public social services and other stakeholders to bring about change for those who have spent much of their lives in institutions. Some say that the economic crisis makes this a difficult time to be doing so, but ESN believes we have to find practical local solutions to help people live a normal life.”



Barcelona 2010: Promoting Care and Inclusion 3 days, 24 workshops, 450 delegates

Over 450 professionals, managers, researchers and policy-makers from 33 European countries and beyond came together for the 18th European Social Services Conference in Barcelona on 21-23 June to discuss "Promoting care and inclusion in a difficult economic environment".

The conference also hosted the annual Nordic Day on unemployed youth, organised by the Nordic Centre for Welfare and Social Issues (NVC), a member of ESN.



"Social services including all of you present at this conference as leaders and managers in local and regional government, have an important role to play in helping lift 20 million people out of poverty and social exclusion."

László Andor, European Commissioner for Employment, Social Affairs and Inclusion.

The 19th European Social Services Conference on 6-8 July 2011 in Warsaw will provide another opportunity to address the challenges of Building an Active and Caring Society.



To register for Warsaw conference please visit:
www.esn-conference.org/home-warsaw



“Meeting colleagues from around Europe is an inspiration for thinking about innovation.”

Radka Soukupova, Chair of the Social Committee, Czech Union of Towns and Municipalities (SMOCR).



“During these three days in Barcelona, we shared knowledge and challenges – we are dealing with the same problems everywhere.”

Stella Viðisdóttir, Director of Welfare, City of Reykjavik, Iceland.




Barcelona 2010: Promoting Care and Inclusion Key Messages

ESN drafted a set of key messages from the Conference, drawing on good practice from the workshops, together with the words of caution and calls for action expressed in the plenary sessions.

Key messages

Social services are under unprecedented pressure to respond to the increased needs arising from the economic crisis, whilst sustaining their efforts in relation to long-term challenges. Now more than ever, we as directors of social services and senior professionals feel we must stand up for the **values of social work** and the **principles of public service** both within and beyond our own organisations.

Together with political leaders, we should find ways through the difficult economic and social environment. **Difficult decisions** need to be taken about investment and priority-setting in the short-term and the long-term. We have to **build alliances** with funders, providers and advocates from all sectors at local level. We have to **manage public expectations** about what benefits and services can do for people using services and what they are asked to do in return.



“The first years of a child’s life are the decisive window in which to invest.”

Gösta Esping-Andersen, Professor of Sociology, Universitat Pompeu Fabra, Barcelona, Spain.





“Local authorities will also be the radar of social changes...”

Magda de Meyer, anti-poverty advisor to Philippe Courard, State Secretary for the Fight against Poverty, Belgium.



“Across-the-board cuts regardless of need, distributional consequences, and impact on future growth potential cannot be the answer [to the crisis].”

Aart de Geus, Deputy Secretary-General, OECD.

Drawing on the discussions on promoting care and inclusion in a difficult economic environment which took place at the 18th European Social Services Conference, we believe that we should:

1. Remain clear about the values of social services and work towards a **shared understanding** of the social problems people are facing across different services and professions.
2. Keep in mind **long-term challenges** such as changing demography and increasing migration besides the immediate pressures of the economic crisis – and to think and plan ahead for what should be done when economic growth returns.
3. Balance sensitively the needs of people who are **new users of services** (e.g. because of debt or unemployment) with those of people who were already using social services and receiving benefits before the crisis.
4. Balance **universal services** for all with **targeted approaches** for the most vulnerable, supporting them to access universal services and providing specific support to help them manage or overcome the challenges they face.
5. Seek clarity at political level about the **goals and results** expected from social services, recognising the **competence and experience** of professionals working on the front-line.
6. Reassess and recognise the full range of **financial, human** (social professionals, carers, service users, families, communities) and **infrastructural** (new technologies, buildings) resources which social services can mobilise.
7. See adaptation to the crisis as a **change management process**, in which service users, professionals and managers throughout the organisation and in partner organisations should be involved.
8. **Adapt** to rising demand and shrinking resources, having the courage to invest in approaches which are shown to be effective, and reform those which are not.
9. Be transparent with the general public about (possible changes to) the **criteria and assessment** for receiving a service or benefit, and about **what users may pay** according to their means.
10. Promote a better understanding at political level that meeting **long-term challenges** will require investment in social services both in terms of physical infrastructure and human resources.

EY2010: Listening to Users

ESN at the Circus against Exclusion

'Listening to Users' was the title of an open space session organised by ESN at the 'Circus against Exclusion', a participatory forum held in Brussels on 20 October for the European Year of Combating Poverty and Social Exclusion 2010.

**2010
European Year
for Combating
Poverty and
Social Exclusion**

At the Circus against Exclusion, ESN presented 'Listening to Users', a film exploring people's experience of using and working in social services, which also gives insights into issues which cause – or are compounded by – poverty and social exclusion. "With this film we wanted to show the inside story of the relationship between those who use and those who work in social services," said John Halloran, ESN's Chief Executive.

Having watched the film, the panelists and audience shared their reactions: Elspeth Darby from the UK Department of Work and Pensions, stated: "the issues in the film will probably resonate with us all, across the countries."

Fabian Zuleeg, chief economist at the European Policy Centre, set the film in a broader context: "Social services are not delivered in a vacuum. We're in an extremely difficult situation: demographic ageing and decline, health inequalities and public finance crisis that will be with us for decades. The current gap between public revenue and public spending is around 6-8% of GDP in the EU." Fintan Farrell of the European Anti-Poverty Network (EAPN) insisted that there was enough money, for example to look after the elderly, but that "governments had lost the capacity to capture it." Marie-Anne Paraskevas of the European Commission spoke about the new European target on poverty: "It's a real achievement to have the target, but it doesn't capture all the facets of social exclusion."

Asked by session chair Hugh Frazer about the visibility of social services in the political arena, Neelam Bhardwaja, director of social services in Cardiff City Council, said: "Perhaps because of the resource-intensive nature of social services, they can be seen as a burden. In my role, I am constantly promoting social work values and advocating what we do." Fabian Zuleeg took up this issue, commenting: "What's still not done enough is to prove the value of social services. There has to be essentially economic research to prove outcomes."

Kjeld Sieljacks, chairman of the Danish national organisation for homeless people (SAND), came back to the core theme of the film and recalled that social services "need to meet people where they are."



"What's still not done enough is to prove the value of social services. There has to be essentially economic research to prove outcomes."

Fabian Zuleeg, Chief Economist,
European Policy Centre, Brussels.



Above: Information stands, thematic workshops, and open space sessions were interspersed with circus performances hinting at the drama of real-life incidents of inclusion and exclusion, 19-20 October, Brussels.

Below: Building Together a Society for All: A Circus Against Exclusion. A participatory forum highlighting the diversity of actors and projects organised during the European Year for Combating Poverty and Social Exclusion.



EY2010: Stories from Users

Where Social Services can Make a Difference

In the European Year of Combating Poverty and Social Exclusion, ESN gathered ten stories of people's struggle against adversity. Maria and Stefan, both 32, have led lives of different challenges in different parts of Europe and struggled for change. Today, as adults, their aim is the same: a better future for their children.

2010
European Year
for Combating
Poverty and
Social Exclusion



Maria Lipitor

Romania

32-year-old Maria Lipitor has finally made a home for herself and her 10 year-old daughter Neda. When Maria was Neda's age, she had to leave her home and live on the streets. "My dad passed away when I was little and my mother found someone else. They drank alcohol, were not taking good care of us and were abusive to me and my siblings," Maria says.

These circumstances forced her to escape and live on the streets. "Life on the streets is really tough. I always had to keep my eyes open to avoid dangerous situations," Maria says. She used to sell cigarettes in the market and sometimes beg for food money: "A local social organisation took me from the streets and God was with me, no-one else."

"We have a bathroom, a kitchen and all the necessary conditions for a decent living."

As an adult, she tried to make a new home: "I met a boy and I thought that we could build a family together." Sadly, after Neda was born, the father started sending them to beg for money. "I spent most of my time on the streets with my little girl until a police patrol took us in and alerted the city's child protection agency. They took my child and placed her in foster care for almost 3 years."

But Maria kept in touch with the foster family and in the meantime separated from the father.

Services of the Night Asylum, run by the Caritas Federation, offered her shelter, food and work. "I have a room just for myself and my daughter. We have a bathroom, a kitchen and all the necessary conditions for a decent living. I also have a job and we get help and support whenever we need it. I can work here and also keep my daughter close to me. Neda is going to school now. I want her to learn and progress," she says. Maria knows it would have been better if she herself had had better opportunities in the past. "Now that I have managed to get Neda back, I want to offer her a different life – a better one," Maria says.



Stefan Jul Gunnensen

Denmark

At 32, Stefan Jul Gunnensen is an ambitious young professional working as an editor on the Statistical Yearbook at Statistics Denmark. In his spare time, he produces music and is thinking about a new career as a writer.

Stefan's past is filled with the intense pain that any child would feel over an absent mother: "My mother was never very good at fulfilling the needs I had as a baby and a little child. She always seemed so far away. I was barely five years old when she took her own life."

Stefan had already gone to live part-time with foster parents at the age of two. "My foster mom worked at a day nursery where she met me, my mom and my absent dad. She really wanted to help us," Stefan explains. After his mother died, he was put into foster care with the same family. "I was very unhappy, and all I really wanted was my mom,"

Stefan recalls. As a teenager, he buried himself in the world of computers: "I loved playing computer games and I was doing a bit of programming by the age of ten." His foster parents, however, being traditional outdoor and outgoing people, did not understand. "I felt that I was a bit amiss as a person when I was in my teens," Stefan admits. One of his older step-brothers, though, was something of a role-model: "I knew that what he said was the truth and if he scolded me, then I knew I had done something wrong. And if he praised me, I would feel so proud."

"I recently became a father myself and I have given parenthood and my son a lot of thought. I never really felt safe myself. Not with my mother and not in the foster care system."

The gap left by his biological parents could never be filled. "But I have found that helping others fills this gap and gives me a purpose in my life." This is why Stefan got involved with TABUKA – a group of people who have spent their lives in foster care and are working to improve the system. They hold lectures and seminars with foster care families and social workers to raise the issues children face during their transition. Ultimately, the goal is to create that safety net every child needs.

Stefan's message to social workers is: "Get close to the children and give them a hug." That is what he missed most. "I recently became a father myself and I have given parenthood and my son a lot of thought. I never really felt safe myself. Not with my mother and not in the foster care system. I want to provide a solid base of trust and safety for my son."



"My problem was that I had been excluded most of my childhood by being poor..."

Lise Jul Pedersen.



"I just wanted to work, have money and have a home..."

Daniela Jovanović.



"Prison was the easiest way of getting food and shelter..."

Danny Mitchell.



Read the interviews with Lisa, Daniela, Danny and others at: www.esn-eu.org/2010

Peer Reviews

Representing Local Public Social Services

ESN shared its expertise and good practice knowledge with national policy-makers, researchers and stakeholders at three peer reviews on issues ranging from support for new mothers to accreditation of service providers. Peer reviews, funded by the EU, are a forum for national governments to present and discuss innovative policies and projects with peer countries and stakeholders.

Federal Foundation Mother and Child

Berlin, Germany, January 2010

The German government presented the Foundation's work in providing pregnancy counselling and financial support to young women experiencing financial difficulty. With an annual budget of €2 million and a number of local centres across the country, it is also able to refer young women to other specialist services. "Assistance should be given quickly in a non-bureaucratic manner. Personal contacts, understanding and encouragement in counselling centres are important," said State Secretary Hermann Kues.

The German government took up suggestions made by several participants, including ESN, for greater monitoring of the outcomes of the Foundation's work, something that remains a challenge in many areas of social work and care.

ESN's Daniel Molinuevo (policy & research officer, until April 2010) said: "individual services need to know where they fit within an overall framework. The Foundation is a good example of such a framework."

Achieving quality long-term care in residential facilities

Murnau, Bavaria, Germany,
18-19 October

The regional government of Bavaria operates its own quality assurance and inspection regime of residential care homes alongside a federal regime managed by the long-term care insurance system. Municipal inspection agencies check compliance with the quality requirements of the Bavarian Act on Long-Term Care and Quality of Life.

Several peer countries reported that they are moving away from

an inspection-only approach to quality towards one that combines inspection with advice and self-assessment reports including an effective internal quality management system. They also recognised the need for a dialogue on quality between purchasers, providers and other stakeholders, including residents and their families.

Scotland's chief social work inspector, Alexis Jay, represented ESN at this peer review. She said: "Even with the highest quality residential care, the coming generation(s) of older people is more likely to want to remain at home and in control of their care."

"Even with the highest quality residential care, the coming generation of older people is more likely to want to remain at home and in control of their care."

Alexis Jay, Chief Social Work Inspector, Scotland.





“Quality of care may not always coincide with quality of life. Users have the right to some flexibility.”

Heike Hoffer, German Association for Public and Private Welfare, Germany.

Achieving Excellence in Social Services Provision

Romania, 29-30 June

In its first ever peer review the Romanian government presented its accreditation regime, which sets quality criteria that both public and private providers have to respect. Criteria include: efficient leadership, respect for ethics and beneficiaries' rights, user participation, public-private partnership and continuous evaluation. For Nicu Dumitru Cornoiu, Secretary of State in the Romanian Ministry of Labour, Family and Social Protection, “social services enable local communities to adjust to a

changing society, and must be adapted to the needs of individuals”

Summarising ESN's response to this accreditation-led model, Stephen Barnett, senior policy officer, said: “Moving from accreditation to excellence involves the whole system, including planning, assessment, access and provision.” Heike Hoffer of the Deutscher Verein, also representing ESN, noted: “Quality of care may not always coincide with quality of life. Minimum standards for quality of care must be set, but may not always improve quality of life. Users have the right to some flexibility.”



Members' Events across Europe

Supporting Exchange and Learning

ESN brought policy and practice knowledge to a number of Members' conferences in 2010 and raised awareness about European initiatives.

Cluj, Romania

National Conference on Social Services

For the second time, the Municipality of Cluj organised a national Romanian Social Services Conference on 7-8 June. Building on the success of the first meeting in 2009, this conference looked at the challenges of social inclusion of the most vulnerable people, including those furthest from the labour market as well as children and Roma communities.

Some 150 delegates from all over Romania attended this 2 day event in Transylvania, and 12 ESN delegates from 8 countries contributed to five workshops and the plenary session. One ESN member commented on the experience: "It was very useful for me to get in contact with our Romanian colleagues and get acquainted with their social services. I had a chance to broaden my professional network, discuss experiences and issues concerning social services delivery and development"

Castile La Mancha, Spain

First association for users with mental health problems

The Spanish region of Castile La Mancha, an ESN member since 2009, launched Apemfenix – the region's first association for people with mental health problems. The event, held in Toledo on 13 December, brought together a wide range of stakeholders, including representatives from regional and local governments and the Spanish Confederation of Families and Persons with Mental Illness (FEAFES).

The Regional Government reiterated the efforts it is making through FISLEM, the Health and Social Foundation for the integration of people with mental health problems. FISLEM, a member of ESN, supports people with mental health problems and their families by developing awareness-raising campaigns, research projects and training activities aimed at eliminating the social stigma they still face. ESN policy officer Alfonso Montero told the delegates: "You are not alone; you have the support of the EU and your regional government. The tools are there, use them."

Nordic Welfare Centre

Addressing the challenge of youth unemployment

The Nordic Centre for Welfare and Social Issues (NVC) leads on the 'Globalisation Initiative' – a series of 7 projects in the field on social and health policy, launched by the Nordic Council of Ministers. Within one of these projects, the NVC organised a conference in Copenhagen on 7 October to gather experience and share knowledge about the situation of young people.

The conference, attended mainly by Nordic civil servants, was also an opportunity to promote NVC's booklet 'Focus on Youth Exclusion' which highlights the key areas where action against youth unemployment needs to focus.

John Halloran, speaking at the event, drew delegates' attention to the fact that almost 15% teenagers drop out of schools without proper skills and certificates: "These people are in danger of becoming a 'lost generation' if we do not act fast to improve access to training, apprenticeship and life-long learning."



Left: National Conference on Social Services, 7-8 June 2010, Cluj, Romania.

Province of Castellón, Spain

Promoting innovation through networking

The Province of Castellón has recently co-founded the Network for Innovation and Social Quality together with 15 municipalities and the Autonomous Community of Valencia. The network's first conference Social Innovation and Quality: Responses to New Social Challenges was held on

3 June in Castellón and discussed the emergence of new types of poverty in times of crisis.

Stephen Barnett shared ESN's experiences in promoting innovation through exchange. He told delegates: "Networking is all the more important in times of crisis in order that we can learn from each other and better respond to new challenges."

"Networking is all the more important in times of crisis in order that we can learn from each other and better respond to new challenges."

Stephen Barnett, Senior Policy Officer, ESN.

Lower Silesia, Poland

Social professionals' perspective

The Regional Centre for Social Policy of Lower Silesia organised a conference in Wrocław on 17 November to present the results of its recent research project on poverty and social exclusion showing that social professionals want municipalities to be a reliable source of help and support for people facing social exclusion. Opening the conference, Sławomir Piechota, Chair of the Social Policy Committee in the Polish Parliament, gave a passionate speech about the values of social work and the challenges faced by the profession in this difficult economic climate.

The Institute for the Development of Social Services (Warsaw) presented a recent study which revealed that the best quality of care for older people depends on informal partnerships between social care centres, employment offices, doctors, cultural institutions and the municipality itself, which often takes the lead.

ESN's policy officer, Dorota Tomalak, addressed the European perspective and the new EU Strategy 2020 which sets an ambitious goal of lifting 20 million European out of poverty.

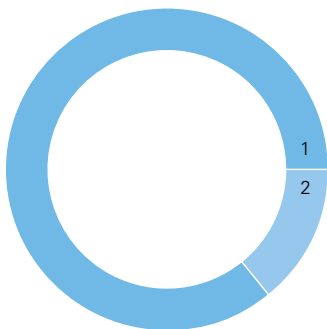


Above: ESN Board Meeting, 29 January 2010, Brighton.

Diagram shows:

ESN's Progress-supported programme was financed by:

- 1 EU support – 83.89%
- 2 Members' contribution – 16.11%



The ESN Board is composed of representatives of ESN Members which are national or regional professional associations of directors of social services. In 2010, ESN had 24 Board members.

The Board is responsible for ESN's overall direction and financial stability. It has overseen the delivery of the triennial Strategy 2008-10 agreed with the European Commission and will oversee the new three-year Strategy 2011-13. In 2010 the Board met three times and at its Annual General Meeting on 21 June in Barcelona, re-elected the Chair (Lars-Göran Jansson, Sweden) and Treasurer (Christian Fillet, Belgium) and approved the annual activity report and accounts for 2009.

Progress programme was established to financially support the implementation of the objectives of the European Union in the employment and social affairs area, as set out in the Social Agenda, and thereby contribute to the achievement of the Lisbon Strategy goals in these fields.

The seven-year Programme targets all stakeholders who can help shape the development of appropriate and effective employment and social legislation and policies, across the EU-27, EFTA and EU candidate and pre-candidate countries. To that effect, Progress aims to:

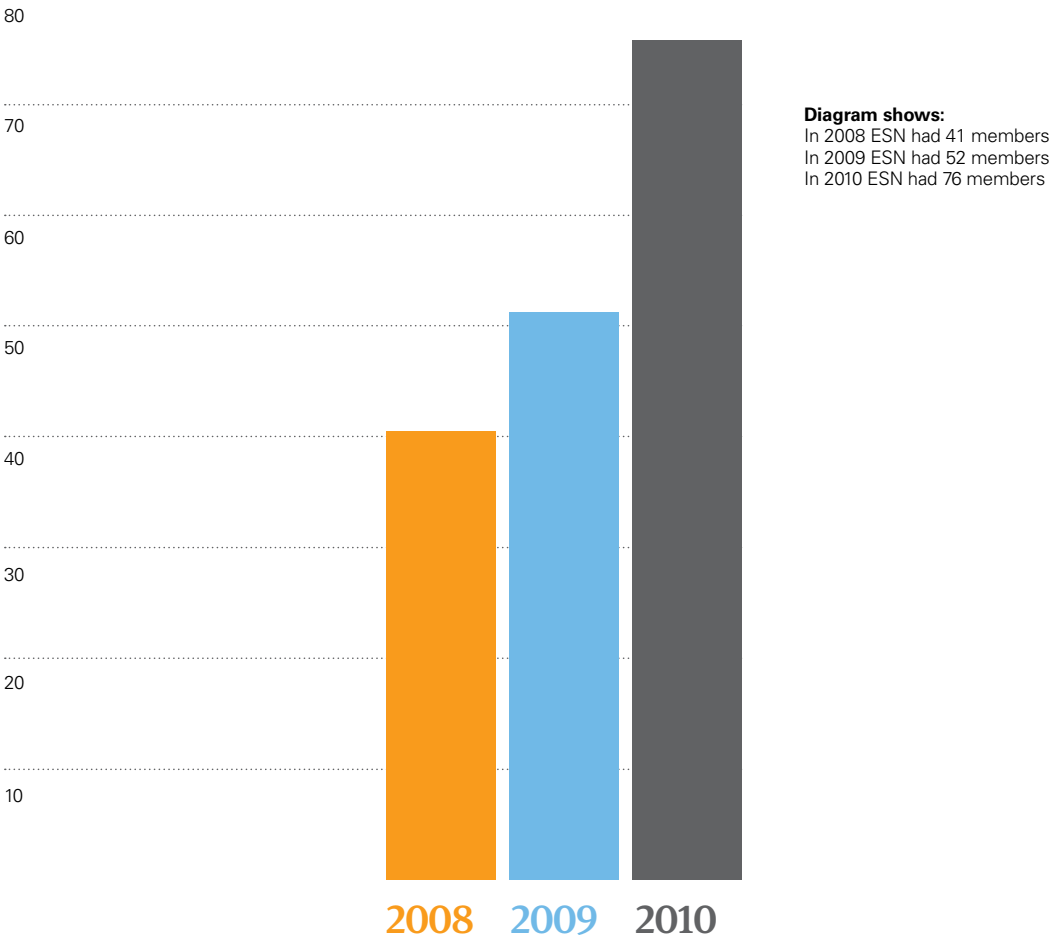
- provide analysis and policy advice on

- employment, social solidarity and gender equality policy areas;
- monitor and reporting on the implementation of EU legislation and policies in employment, social solidarity and gender equality policy areas;
- promote policy transfer, learning and support among Member States on EU objectives and priorities; and
- relay the views of the stakeholders and society at large.

<http://ec.europa.eu/social/>

The information contained in this report does not necessarily reflect the position or opinion of the European Commission.

Members



ESN's membership grew by 95% in the period of January 2008 and December 2010.

With considerable growth in membership and activities, ESN is currently reviewing its governance procedures to better involve members in helping ESN to tackle the challenges ahead. In 2010, ESN organised a special Members' Workshop in Brussels on 6-7 December with colleagues from 21 countries and will continue to consult members on a range of issues throughout the coming years.

ESN remains committed to its mission to promote social justice and inclusion through the improvement of local quality social services in partnership with service users and other stakeholders. It recognises the difficult environment in which many of its members work and is grateful to the European Commission for the opportunities for exchange and learning it can create with continued funding. The positive working relationship with the Commission enables ESN to increase its capacity to support its Members to face the major challenges ahead and so promote the EU's goals of social progress, social inclusion and protection.

Publications 2008-2010

1 **Annual Review 2008**

This report shows ESN work and activities with its members in 2008. It shows how ESN supports members in addressing challenges in managing social services at the local level through mutual learning. Translated in FR-ES-CZ-PL-DE-IT.

2 **Annual Review 2009**

This report shows ESN work and activities with its members in 2009. It shows how ESN supports members in addressing challenges in managing social services at the local level through mutual learning. Translated in FR-ES-CZ-PL-DE-IT.

3 **Annual Review 2010**

This report reviews ESN's work and activities with its members during 2010. It celebrates achievements of the ESN in the last three years and looks forward to the challenges and priorities for 2011-2013.

4 **Realising Potential/ Réaliser son potentiel**

This report presents the view of ESN members about managing active inclusion services at local level across Europe. It is part of a series which reflect the work of ESN policy & practice working groups.

5 **Breaking the cycle of deprivation**

This report presents the view of ESN working group on social work with children and families across Europe. It is part of a series which reflect the work of ESN policy & practice working groups.

Forthcoming

6 **Contracting for Quality**

This report will present the results of a research project on the relationships between financier, regulator, planner, case-manager, provider and user in long-term care in Europe.

Developing Community Care

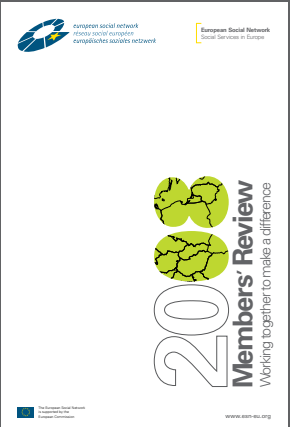
Two reports are due out, the first setting out the case for deinstitutionalisation, the second based on practice examples.



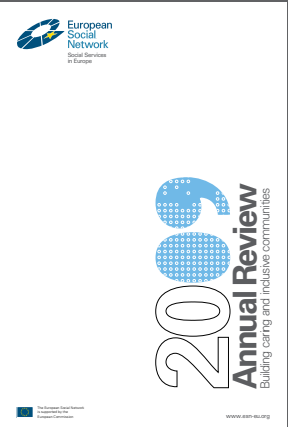
These reports are available:

www.esn-eu.org/publications-and-statements

Publications
2008-2010



1



2



3



4



6



5

Policy Statements

2010: ESN's Response to European Pact for Mental Health and Wellbeing

This response supports the European Pact for Mental Health and Wellbeing and is committed to contribute to its implementation. ESN believes that mental health is not only an issue for health but also for social services.

2010: ESN's Consultation Response on EC Communication of the Rights of the Child

This response welcomes the intention of the Commission to adopt a Communication on Children's Rights (2011-2014) at the end of 2010. It responds to the questions raised in the Consultation document under the heading 'Vulnerable groups of children'.

2010: ESN's Recommendations on the European Platform against Poverty

This policy paper is a contribution to the debate on the future of the EU's work on social protection and inclusion in the framework of the European Platform against Poverty.

2010: Managing Social Services in Times of Crisis

This working paper assesses the impact of the financial and economic crisis on local public social services and reflects discussions with Members about managing services in a difficult economic climate.

2009: Review of National Reports 2008-10

This report is a review of the National Reports on Strategies for Social Protection and Social Inclusion 2008-10 by ESN members across Europe.

2009: Green Paper on the European Workforce for Health

This is ESN's response to the European Commission consultation on the health workforce. It emphasizes that many of the challenges and opportunities on this issue are similar in the area of social services.

2008: Building Capacity, Improving Quality: Social Services in Transition in CEE

This working paper explores the transition of social services in Central and Eastern Europe from in the post-Communist period and addresses the challenges of decentralisation, deinstitutionalisation and quality development.

2008: Europe's Social Reality and Social Vision

This is ESN's response to the European Commission consultation and presents current social and economic trends and challenges in Europe from the perspective of local public social services.

2008: Active Inclusion

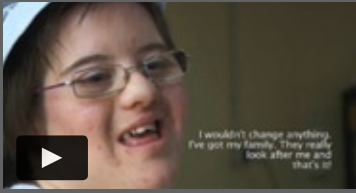
This is a response to the European Commission consultation on its active inclusion policy concept, designed to support the development of better policies to integrate people furthest from the labour market.



These reports are available:

www.esn-eu.org/publications-and-statements

Videos 2008-2010



1



2



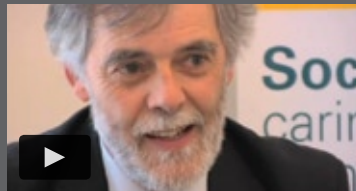
3



4



5



6

1 **Listening to Users**

How good are social services at helping people make choices? ESN's film 'Listening to Users' made for the European Year for Combating Poverty and Social Exclusion 2010 reveals the importance of choice in people's lives.

2 **European Year for Combating Poverty and Social Exclusion 2010**

John Halloran, Lars-Göran Jansson and Christian Fillet discuss the film 'Listening to Users and Carers'.

3 **Barcelona 2010**

The European Social Services Conference is a great place to meet, network and share good practice in social services through the project forum and exhibitions.

4 **Interview with Robert Anderson, European Foundation**

"Yes, we know we want a more integrated, joined-up work. How do we get there?" – Anderson reflecting on discussions in Barcelona about resources, investments and cuts in social services.

5 **Interview with Art De Geus, Deputy-Secretary General, OECD**

"In past recessions sometimes we made a mistake of cutting expenses on prevention... that would be a major mistake because if we would stop programmes on prevention – we will pay tenfold more..."

6 **Interview with Hugh Frazer, Coordinator of the EU Network of Experts on Social Inclusion**

"It is a very concrete target to get 20 million people out of poverty. Actually you only do that at a local level."



These videos are available: www.esn-eu.org/videos

Representatives of ESN Member Organisations gathered in Brussels on 6-7 December 2010 to review ESN's achievements in 2008-10 and shape its future work for 2011-13, as ESN begins a new three-year partnership with the European Commission.

Talking about their involvement in ESN in the last three years, Members said they had valued opportunities to work with others, to network with European colleagues, to share experiences and to gather arguments for reform locally or nationally back home. They also value the opportunity to benchmark their country/region/municipality against others in Europe. Members reported doing further research after returning to their country in order to develop an approach fit for the services they manage.

Two guests joined ESN members to give their perspective on the political, economic and social context in the years ahead. Fabian Zuleeg, Chief Economist at the European Policy Centre, told the audience: "I see this as a perfect storm: long-term threats such as climate change, demographic change and migration combine with a short-term economic crisis." Hugh Frazer, coordinator of the EU network of experts on social inclusion, drew on a forthcoming report on the social impact of the crisis, stressing how varied the impact of the crisis had been: "The countries that suffered most appear to be those with weaker social protection systems and already high levels of inequality."

Against this backdrop, participants then discussed potential priorities for ESN in the coming years. Participants had voted in advance via an online survey for three issues:

- **Health and Social Care Cooperation** in mental health and elderly care
- **Control and Choice for Services Users:** personal budgets, self-assessment, vouchers, protection vs. risk, rights and responsibilities, user councils, access and needs assessment
- **Active and Caring Society:** community action, supporting family/informal carers, promoting volunteering

At the Workshop, members then voted for three additional issues:

- **Resources – More with Less:** innovation, charging users, means-testing, volunteers, technology, staff
- **Leadership and Management** skills in social services and the role of the social director
- **Children:** child protection, child asylum-seekers, children in care/leaving care, reducing school drop-outs

Together with current priorities **Developing Community Care** and **Mental Wellbeing**, these are the issues that will shape ESN's work in 2011-2013.



"I am delighted to look back with pride in the achievements of ESN. Over the years, I have had the pleasure of learning from colleagues in other countries."

Christian Fillet: ESN Treasurer and Director of Social Services, OCMW-Willebroek, Belgium.



The next three
years 2011, 2012
and 2013

Health and Social
Care Cooperation

Control and
Choice for
Service Users

Active and
Caring Society

Resources:
More with Less

Leadership and
Management

Child Poverty and
Child Protection

Mental Wellbeing

Developing
Community Care



Thank You to Members



ESN would like to thank everyone who has been involved with ESN activities over the last three years, and especially the following members for the time and energy they put into working groups, seminars and other projects:

Long-term care for older people working group: Dia Gheorghita, Alexis Jay, Elisabeth Meijersjö, Agnieszka Pierzchalska, Reinhard Pohlmann, Stella K. Vidisdóttir, Steve Wilds, Teresa Spaliviero, Luc Kupers. **Active inclusion** working group: Agnieszka Hryniewicka, Asle Hovdal, Becca Randell, Niels van Tent, Matthias Schulze-Böing, Agnes Simonyi, Sari Toiviainen. **Building Capacity, Improving Quality** spring seminar 2008: Lars-Göran Jansson, Marija Perkovi, Darja Korva, Miran Kerin, Aleksandra Čalošević, Judit Kozma. **Children & families** working group: Antonietta Bellisari, Francesc Reverter, Aidan Browne, Marta Korintus, Martial Milaret, Judita Kachlová, Leif Gjørtz Christensen. **Developing Community Care** spring seminar 2009: Lars-Göran Jansson, Miran Kerin, Lorenzo Rampazzo, John Dixon, Dieter Kulke. **Developing Community Care** working group: Zsolt Bugarszki, Aleksandra Čalošević, Bruno Forti, Cate Hartigan, Mikael Johansson, Ralitsa Petrova, Radka Soukupová, Guido Verschaeren, Ingrid Štegmánová. Building **Partnerships in Mental Health** autumn seminar 2009: Concepción Colomer Revuelta, Antonio Hernández Nieto, Fernando Lamata Cotanda, Lorenzo Rampazzo, José María Sánchez Monge. **Recession Workshop**: Harri Jokiranta, Andrew Lowe, Daniel López. **Mental health** working group: Anders Møller Jensen, Patricia Cussen, Terry Madden, Antje Welke, Edna Rasch, Johanne Bratbo, Lucy Butler, Eija Stengård, Hristo Bozov, Lorenzo Rampazzo, Andrea Angelozzi, Susana García Heras, Marta Nieto, Claire Barcham. **Implementing local personalized services** workshop at EC mental health conference: Marianne Cohen, Lise Jul Pedersen, Hana Horka, Pedro Mateus, Sofia Ferreira. **Skills for Care and Inclusion** spring seminar 2010: Giannis Kazakos, Antonia Kaliva, Dimitris Birbas, Emmy Papazoglou, Natalie Vereker, Kirsi Santama, Jo Cleary, Carlo Alberto Librera, Martha Beis. **Commissioning for Quality** autumn seminar 2008: Pascal Goulfier, Alexis Jay, Ana Buñuel Heras, Wiesława Kacperek-Biegańska, Hanneke Bakker. **Going Local**: Philip Cotterill, Monica-Elena Ghițiu, Valer Morar, Stella Everingham, Judit Kozma, Harri Jokiranta, Matthias Schulze-Böing, Miran Kerin, Lars-Göran Jansson, Miroslav Mihov. **European Year 2010**: Ingrid Štegmánová, Francisc Reverter, Christian Fillet, Luc Kupers, Aleksandra Čalošević, Neelam Bhardwaja, Gemma Perera. **For helping to represent ESN at European level**: Alexis Jay, Matthias Schulze-Böing, Søren Frost, Aidan Browne, Luc Kupers, Lars-Göran Jansson, Christian Fillet, Terry Madden, Heike Hoffer, Peter Rhode, Núria García, Lorenzo Rampazzo, Lotta Persson, Cate Hartigan, Aleksandra Čalošević, Marta Korintus. **European Social Services Conferences**: Julie Jones, Pascal Goulfier, Luc Kupers, Michael Löher, Tof Thissen, Alexis Jay, Matthias Schulze-Boeing, Lotta Persson, Agnes Simonyi, Luciano Malfer, Staf Mariën, Martial Milaret, Àngels Nogué Solà, Stella Kristin Víðisdóttir, Neelam Bhardwaja. **For service on the Board**: Lars-Göran Jansson, Christian Fillet, Luc Kupers, Ole Pass, Neelam Bhardwaja, Bruce McLernon, Philip Cotterill, Cate Hartigan, Gunnar Sandholt, Núria Font Piqué, Michele Maglio, Mario Modolo, Miran Kerin, Darja Kuzmanic Korva, Harri Jokiranta, Yvan Ferrier, Martial Milaret, Màcia Serra, Rade Čeperkovič, Stefan Spatz, Ernst Schedler, Daniel López Muñoz, Lotta Persson, Helmut Hartmann, Tof Thissen, René Paas, Kari Skive Stuvøy, Birgit Sannes.

ESN would like to also thank the **Developing Community Care Advisory Committee** for their support (John Bowis, Agnes Simonyi, Bo Könberg, Štefan Čulík, Virginia Bras Gomes, Władysław Sidorowicz, Petr Wija) and **everyone who was a part of the Contracting for Quality research project**: Kai Leichsenring and Ricardo Rodrigues; Reinhard Pohlmann, Joachim Jürgens and Heike Hoffer; Sarah Mitchell, Mark Greaves and David Walden; Helena Meier, Lennarth Johansson, Susane Lötbom & Lena Sundström; Luc Kupers, Tarci Windey and Christophe Cousaert; Ana Buñuel Heras, Mercedes Castro López, Soledad Palos Triguero & Juan Manual Terrón; Ingrid Štegmánová, Zuzana Filipková and Ondrej Mátl.

European Social Network
Victoria House
125 Queens Road
Brighton BN1 3WB
United Kingdom

Tel: +44 (0) 1273 739 039
Fax: +44 (0) 1273 739 239
Email: info@esn-eu.org
Web: www.esn-eu.org