



European  
Social  
Network

**20** Leading  
YEARS Social Services

# ANNUAL REVIEW 2019

The Social Services  
Network for Europe



The European Social Network is supported by  
the European Union Programme for Employment  
and Social Innovation 'EaSI' 2014-2020

[esn-eu.org](http://esn-eu.org)

# 20 **Leading** YEARS **Social Services**

The European Social Network (ESN) is the independent network for local public social services in Europe. It brings together the organisations that plan, finance, research, manage, regulate and deliver local public social services, including health, social welfare, employment, education and housing. We support the development of effective social policy and social care practice through the exchange of knowledge and expertise.



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# LETTER FROM THE CHAIR

## ■ TOGETHER WE CAN MAKE A DIFFERENCE

Dear ESN members and colleagues,

2019 has been a busy but exciting year for all of us at ESN.

We closed the year on a high with the first edition of the European Social Services Awards in Brussels, following an inspiring Co-Production Forum in Lisbon.

In 2019 we also marked 20 years of ESN leading social services in Europe, with 140 members in 36 countries and we brought together 580 delegates from 35 countries at our 27th European Social Services Conference in Milan.

Following the Brexit situation and the European elections, it has become even more pressing that Europe defends the most vulnerable people in our communities.

Today, the European Pillar of Social Rights (ESPR) provides the perfect platform to restore people's confidence in the Social Europe of tomorrow. A Europe in which social rights and equality are always improving. A strong social pillar fills us with hope. Hope for sustainable social services, quality jobs and stronger social rights.

As you know, the next European Social Services Conference (ESSC) will take place in Hamburg from 8-10 July 2020. The theme of the conference is "RETHINK. INSPIRE. DARE. Community Care". With this theme, we aim to inspire with examples, aspire for change, and dare for better outcomes in community care.

I look forward to welcoming you in Hamburg. Together, we can address current and future challenges in health and social care.

Thank you for joining our efforts to improve the quality of social services in Europe.

Yours sincerely,



Christian Fillet | Chair

# 20 YEARS OF ESN



## Towards a People's Europe

ESN's first project analysed personal budgets and influenced change in the UK government policy. At the invitation of OECD, this work was presented at a US government disability congress.



## 2003 Managing Diversity in Public Health and Social Care

ESN produced a study of equality of access to services. It looked at race, ethnicity, age and disability in public health and social care, leading to an index of legislation on service equality in EU countries.

1999

2003

2005

2008

2009

2010

ESN members organisations close to airports (Heathrow, Charles de Gaulle, Schiphol and Frankfurt) worked with home affairs ministries, legal and human rights bodies on unaccompanied children.

## Promoting Inclusion for Unaccompanied Asylum-Seeking Children



## Active Inclusion of People furthest from the Labour Market

Recommendations from our active inclusion report were taken on board by the European Commission and outlining principles at the heart of the Social Investment Package launched five years after.



## Listening to Users



On the European Year for Combating Poverty and Exclusion we produced a campaign with stories of people using social services in BE, ES and CZ (following countries holding the Presidency of the EU).



## Supporting Community Care

A seminar on managing transitions from institutional to community care turned into a working group with HU, PL, CZ, SK members, assisting Mazovia region develop its de-institutionalisation strategy.



## European Pact for Mental Health and Wellbeing

Following a working group, we published a report with policy and practice to present community approaches for the implementation of the European Pact for Mental Health and Wellbeing.



## Investing in Children

ESN members responsible for children's welfare contributed to the European Recommendation 'Investing in children'. We then launched a research project to contribute to its implementation.



## Integrated Services

ESN analysed social services coordination with employment, education and health. Proposals for enhanced coordination have been taken up by the EC, as well as national and regional authorities.

## 140 Member Organisations in 36 Countries



Starting with 8 founding members 20 years ago, we now celebrate a network of 140 organisations reflecting the diversity of planning, management, delivery and evaluation of social services in Europe.

2011

2013

2015

2016

2018

2019



## Promoting Quality

We published 'Contracting for Quality' with public financing bodies, service providers and user organisations and it influenced the European Voluntary Framework for Quality in Social Services.

Organised in cooperation with the regional government of Andalucía, the 26th European Social Services Conference in Seville had a record number of delegates, 610 participants from 39 countries.

## Largest ESSC to date



With the University of Oxford and ESN members we developed a proposal for planning and evaluating social services, including a training programme - now being provided across Europe.



## Evidence-Based Social Services



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# 2019 EVENTS

## ■ LEADING SOCIAL SERVICES IN EUROPE



### Brussels

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#### **9 APRIL:**

Social Services and ESF+  
Parliament debate

#### **27-28 JUNE:**

European Semester Reference  
Group meeting

#### **6 DECEMBER:**

European Social Services  
Awards



### Paris

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#### **9-10 MAY:**

SDGs Working Group Meeting



### Milan

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#### **5-7 JUNE:**

27<sup>th</sup> European Social Services  
Conference



### Edinburgh

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#### **26-27 SEPTEMBER:**

Integrated Support  
Working Group



### Berlin

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#### **17-18 OCTOBER:**

Technology and Digitalisation  
Working Group



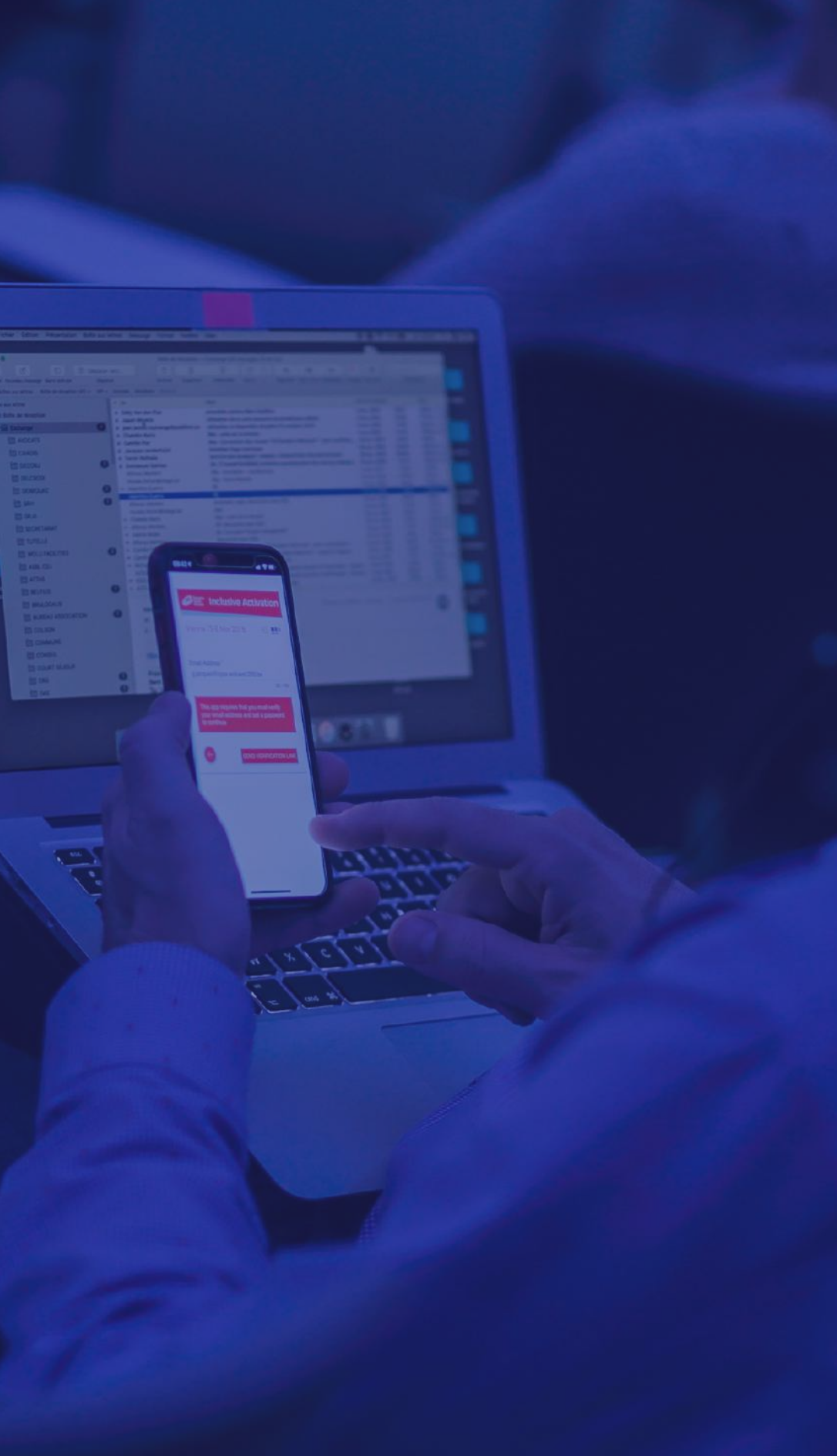
### Lisbon

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#### **14-15 NOVEMBER:**

Co-production Forum





## WEBINARS

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### **5 MARCH:**

Making data work for social services  
in collaboration with IBM

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### **17 APRIL:**

Qualità dei servizi sociali in Italia  
(Quality of Social Services in Italy)

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### **8 MAY:**

Person-centred & Integrated Care

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### **18 SEPTEMBER:**

Co-Production

# EUROPEAN SEMESTER

## ■ PRIORITIES FOR SOCIAL SERVICES

Since 2014, our European Semester Reference Group meets each year to discuss challenges facing social services in Europe and feeding the findings to the European Semester policy cycle.

On 27-28 June 2019, The Group met with the European Commission to analyse key trends and priorities, also published in our report 'Social Services for Social Europe: European Semester 2020'.

### European Semester Report

In 2019, the Group focused on three important issues affecting local social policy implementation in 24 countries:

- 1 | **POVERTY** and the adequacy of the social protection system and services to address it
- 2 | Growing challenges linked to **HOMELESSNESS** and the need of affordable **HOUSING**
- 3 | **QUALITY** of social services

### PRIORITIES 2019

The Group asked the European Commission to focus on the following key issues:

- **WORKFORCE:** Establish the mutual recognition of social work qualifications across the EU to enhance support for social workers to work in other Member States
- **CARE GUARANTEE:** A Care Guarantee would complement other European initiatives like the Recommendation on Investing in Children, the Youth Guarantee, initiatives on long-term care and the European Disability Strategy
- **QUALITY:** Review the social services quality framework based on a new definition of quality that focuses not only on accessibility but also on outcomes, as well as the capacity of people to live an independent life in their communities



# CONNECTING SOCIAL SERVICES TO EUROPE



Reporting to the ESN group has encouraged us to gain even greater insight into the state and needs of providing social services at the national level in Croatia, not just in the City of Zagreb. It has served as a guide for further activities and better monitoring of indicators at the local level.

**Zorana Uzelac Bosnjak, Zagreb City Council, Croatia**



I think it's the responsibility of all European countries to be involved in the European Semester. As boundaries disappear and (labour) migration increases we are more and more dependent on each other. So, it is necessary to actively inform, support, and inspire each other.

**Edwin Van Steren, Association of Directors of Social Services DIVOSA, The Netherlands**

# CO-PRODUCTION FORUM

## ■ NOTHING ABOUT US WITHOUT US

On 14-15 November in Lisbon, Portugal, over 120 delegates attended our Co-production Forum to share inspiring examples of how people who use social services can participate in shaping them. In the spirit of co-production, the event was hosted in collaboration with ESN members in Portugal:

- Santa Casa da Misericórdia de Lisboa
- Institute for Social Security
- Lisbon City Council

### Involve People from the Start

Listening to people who use services is one step of co-production. At ESN we see co-production as an approach where people who use services and professionals work together on an equal basis at all stages of social services planning, delivery and evaluation.

“Co-production means involving people from the start of service provision,” said Tara Flood from the London Borough of Hammersmith and Fulham. This requires a shift in attitude to see people not only as recipients of services, but as experts by experience who can contribute to improve services.

### Start from the Top

To make co-production a success, there should be commitment from senior management. In our co-production survey 74% of ESN members said the support of senior management is key. Speakers also highlighted challenges when sharing power at a strategic level with people who use services.





- Firstly, people using services may face barriers such as communication difficulties and a lack of knowledge on how they can contribute
- Secondly, it is important to balance professionals expertise and judgement with the experience of people using services

For co-production to succeed, it requires professionals to understand the benefits of co-production and allow time to build trust and long-term relationships with people using services.

### Inspiring practices



The Champions Board in South Ayrshire, Scotland, brings together care experienced young people with local service managers and politicians. They have contributed to new policies, such as a pledge on preventing homelessness for young people leaving care.



The 'My Life – My Plan' project in the Municipality of Randers in Denmark gives people with intellectual disabilities the chance to design a visual plan of action that helps them to more easily express their goals using pictures and colours during meetings with social workers.

**WATCH LISBON VIDEO ON OUR E-LIBRARY** ■ <https://www.esn-eu.org/elibrary/>





# INTEGRATED CARE AND SUPPORT

## ■ YOUNG PEOPLE LEAVING CARE

Directors of *social services* from 12 countries met on 26-27 September in Edinburgh (Scotland, UK) to assess how to improve cooperation among different agencies and organisations to ensure successful transitions to independent lives for care leavers. The second meeting of ESN Working Group on Integrated Care and Support was organised in collaboration with our Scottish members:

- Centre for Excellence for Children's Care and Protection (CELCIS)
- Care Inspectorate
- Social Work Scotland
- Renfrewshire County Council

The coordination of support between different sectors (social, education, health, police, employment, housing etc) to provide a more integrated response to care leavers is important for:

- Addressing the complex issues faced by young people leaving state care
- Harnessing the expertise of professionals in different sectors
- Improving the efficiency of services

### Key messages from the Working Group

Successful transitions to adulthood for young people leaving care should embed the following elements:

- Relationship-based care
- Gradual transitions based on needs and not just age
- Cooperation among all services involved with the young person
- Involvement of young people both in policy-making and evaluation of services





**In 2020, the Group  
will address  
integrated support  
for adults with  
complex needs**



Participating in the meeting helped me understand we need a common philosophy, principles and exchange of good practice. Now we are exploring and working on this - how to use all knowledge gained to develop better practice in the new Municipal Youth Support Centre.

**Ruta Klimkane, Riga City Council, Latvia**



By engaging with other professionals at both home and abroad in preparation for presentations and contributions, it has involved a sharpening of practice and ensuring that there is an accurate and meaningful use of research literature and clearer explanation of policy.

**Kenny Mcghee, CELCIS, Scotland, UK**

# WORKING GROUP OF SDGs

## ■ SDG3: GOOD HEALTH AND WELLBEING

Our Working Group on the 2030 Agenda for Sustainable Development met in Paris on 9-10 May 2019. In this second meeting The Group focused on how social services contribute to ensure healthy lives and wellbeing (SDG3), with discussions addressing the provision of good quality long-term care.

The aim of this Group is to support progress on the implementation of the Sustainable Development Goals (SDGs) focused on social inclusion.

### GOALS OF THE GROUP

- 1 To develop mutual learning and practice exchange for public social services regarding the implementation of the SDGs related to social inclusion
- 2 To contribute to key European and international initiatives regarding the achievement of the SDGs
- 3 To analyse effective ways for social services to become key stakeholders in the implementation of the relevant SDGs such as:

- End poverty in all its forms everywhere (SDG1)
- Ensure healthy lives and promote well-being for all at all ages (SDG3)
- Reduce inequality within and among countries (SDG10)
- Sustainable Cities and Communities (SDG11)



**Next SDG Working Group Meeting will address strategies to make cities safer, more inclusive, and sustainable.**





**Jean-Paul Raymond, Director DASES**  
@SDG3

Paris [#SocialServices](#) approach to [#HealthWellbeing](#) for the inhabitants of the city: [#NuitDeLaSolidarité](#) - aims to better understand the number of [#homeless](#) people, as well as their needs.

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**Fiona Mitchell, Evidence and Evaluation Lead**  
@CELCIStweets

Implementing [#SDG3](#): We work to support [#SystemChange](#) and [#ServiceImprovement](#) in order that organisations and workforces can sustain consistently high [#QualityPractice](#) with [#ChildrenAndFamilies](#).

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# DIGITALISATION WORKING GROUP

## ■ THE IMPACT OF DIGITALISATION

In 2019 we launched a working group to analyse how technology is contributing to the digitalisation of social services to meet increasing societal demands.

At the first working group meeting, on 17-18 October in Berlin (Germany), we brought together 25 participants representing ESN members, representatives from industry and academics. Together we:

- Identified and studied practice examples on digital case management systems
- Discussed legislative and policy backgrounds to the digitalisation of social services
- Held in-depth discussions on what are the main obstacles related to the digitalisation of social services

What's standing in the way of further digitalisation:

- Issues related to policy and legislation (e.g. data protection)
- Lack of knowledge and training
- Lack of integration between organisations and departments

As follow-up, practice examples will be published on our practice library. At the end of the working group series, we expect to release an E-Guide to support public organisations in the digitalisation of social services using the information gathered at the Working Group meetings.







# PEER LEARNING VISITS

## ■ PEER TO PEER LEARNING

In 2019 we will highlight a peer learning visit where representatives from the City of Riga, Latvia visited the City of Mechelen, Belgium.

The Peer Learning Visit enabled representatives from Riga to get acquainted with a leading project in Belgium and explore the innovative bottom-up initiative addressing and involving the young persons into process planning, providing them the possibility to influence policy and processes for better outcomes. Following the visit, the City of Riga municipality will pilot this approach in Latvia based on experience gained and recommendations received.







Seeing the work of our Mechelen colleagues allows us to avoid «reinventing the wheel» and integrate existing experience in our new approach from the very beginning.

**We learnt that:**

- The focus should not only be on the young people leaving care, but also include people/ social networks who offer informal support to them
- It is the responsibility of the social workers to identify and, if necessary, create such a support network
- Ensure that young people leaving care can function without professional support when they turn 24

**Mārtiņš Moors, Director of Social Services, Riga City Council**



# ROLE OF ESF+

## ■ PROMOTING QUALITY SOCIAL SERVICES

Our event at the European Parliament on 9 April 2019 was an opportunity to discuss how the future European Social Fund Plus (ESF+) can be used to invest in effective and efficient social services, in order to support the social inclusion of vulnerable groups such as children, young people, and people with chronic conditions (including older people).

It was hosted by MEP Sofia Ribeiro with the presence of MEPs Brando Benifei and Verónica Lope Fontagné.

### 2021-2027 Multiannual Financial Framework

The timing of the event was important, as negotiations are underway for the 2021-2027 Multiannual Financial Framework and it brought together representatives from the European Parliament, The European Commission, and public social services. Our members made the case for investment in social services based on their expertise managing EU funds.

- Social services make use of EU funding to strengthen local practice, foster cooperation between local partners, and test innovative projects
- Examples of some of these projects were presented, with discussions drawing on the experiences of local social services when accessing and managing EU funds, to develop recommendations for the new ESF+
- These recommendations put forward ideas on how the new ESF+ can be designed to better address the priorities of social services, and improve the implementation of the ESF+





**MEP @brandobenifei**  
shadow rapporteur on the #ESF plus

We have worked hard in collaboration with @SofiaHRibeiro that #ESFplus delivers on the European Pillar of the #SocialRights and to support social #inclusion and the fight against #poverty.

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**MEP @SofiaHRibeiro of @EPPGroup**  
at the @Europarl\_EN

Conferences like these are crucial to listen to the social needs on the ground and bring the local services perspective to the European level

#SocialServices #EFSPPlus

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**@A\_LMontero**  
at the @Europarl\_EN

This has been a joint effort of all political groups leaving differences behind to support the most vulnerable in our societies.

on #SocialServices and the new #ESFplus #EUFunding

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# REINVENTING CARE

## ■ IMPROVING QUALITY



**580**  
professionals



**35**  
countries

At our 27th European Social Services Conference, 580 professionals from 35 countries discussed care models that aim to improve the quality of life of people who may need care at some point in their lives. This included addressing how social services can best meet people's care needs through a focus on helping them gain or regain their autonomy as a key indicator of improving their quality of life.

### Challenging The Way We Perceive Care

Promoting people's autonomy means that the aim of public social services is not to solely provide care, but rather to assist in a way that maximises the outcomes that are possible for the person to attain. This model challenges the traditional ways in which we perceive care. "For some people, this may actually reduce their need for care, hence the approach is cost effective, reduces demand on pressured services and delivers better outcomes for citizens", argued speaker John Bolton, Oxford Brookes University.

Participants learnt about 'De Hogeweyk' - first dementia village in The Netherlands. The concept behind is simple: ensuring that people with dementia can live a normal lifestyle. While De Hogeweyk is officially a non-profit nursing home providing long-term care, it looks and feels like a Dutch neighbourhood with homes, streets, squares, gardens, a supermarket, a restaurant, and a theatre. Its founder, Eloy van Hal, who spoke at the conference, explained that the model meant the transformation of institutional into normal life for the residents.

**WATCH THE VIDEO ON OUR E-LIBRARY ■ <https://www.esn-eu.org/elibrary/>**



27<sup>th</sup> European Social Services Conference**Striving for quality**

From Quality of Care to Quality of Life

5-7 June 2019

**MILAN****Quality and Money Conundrum**

At the conference we found out that managing quality in social and care services and the role of care inspectorates in quality improvement are key to achieving and sustaining gains in quality of life. Putting too great an emphasis on the cost of care services, and too little on the quality, is likely to impact negatively people's quality of life. Striking the right balance is crucial, but quite difficult as emerged throughout the various sessions.

Therefore, the key message is that the way in which we help people can make the biggest difference to their lives. While we should never seek uniformity of service provision, and always remember that care and support should be personalised according to the needs and wishes of the individual, sharing experience and evidence across national borders is invaluable to improve care and social services quality.

# 28<sup>TH</sup> EUROPEAN SOCIAL SERVICES CONFERENCE

## ■ TRANSFORMING COMMUNITY CARE

CONTRIBUTE. INSPIRE. CHANGE. COMMUNITY CARE.

The 28th edition of the European Social Services Conference will be held on 8-10 July hosted by the City of Hamburg and supported by Germany's Presidency of the Council of the European Union.

At the 28th European Social Services Conference in Hamburg we are inviting professionals in public authorities, care providers and third sector organisations to rethink care in the community. We invite public authorities, professionals, care providers, businesses and community organisations to join a discussion on re-imagining how we help people who need support to lead better lives within their communities.

Join us to address four pillars of community care:

- **WORKFORCE:** Social service professionals are key in transforming community care. How should social services approach training, retention and wellbeing?
- **FINANCING:** It is possible to get value for money when investing in community care. Do we need to rethink the financing of community care?
- **ETHICS:** Beyond value for money what is the role of professional ethics in quality care? What does empowerment in care means for professionals and people using services?
- **TECHNOLOGY:** New forms of IT have the potential to improve care, from planning through delivery to evaluation. How can technology help in rethinking community care?

# RETHINK INSPIRE DARE Community Care



8 - 10 JULY 2020 | HAMBURG



## Innovation Zone

At the conference in Hamburg, for the first time we are opening an Innovation Zone for partners.



Are you changing social services through the provision of IT and digital products and solutions for public authorities?



Have you created tools for needs assessments, care plans, safeguarding or supporting mobile professionals?



Are you working with public authorities in the design and implementation of new tools, services and platforms for social services management?

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Get in touch with [Alfonso.montero@esn-eu.org](mailto:Alfonso.montero@esn-eu.org) for more information.





# EUROPEAN SOCIAL SERVICES AWARDS

## ■ CELEBRATING QUALITY IN CARE



**26,471**  
online votes came  
in for ESSA 2019.

In 2019 we launched the European Social Services Awards (ESSA) to recognise excellence in social services and the extraordinary work done by those managing, planning and delivering public social services across Europe.

The first edition of the ESSA coincided with 20 YEARS of ESN as a network, building and exchanging knowledge in social services across Europe. The 2019 edition honoured efforts to measure, manage and improve care quality from research to practice, from childcare to elderly care, and from carers to providers.

The theme chose for 2019 was 'Celebrating Quality in Care', which is central to our work and was also the theme of our 27<sup>th</sup> European Social Services Conference in Milan. Entries for the 2019 cycle were submitted in five categories, and shortlisted by a selected panel of experts as well as voted online (26,471 votes) by colleagues across Europe.

**The Excellence in Social Services Award was voted live by all those gathered at the Awards Ceremony on 6 December in Brussels.**



## Excellence Award



### 'Action for Children's Serious Organised Crime Early Intervention Service' - Action for Children, Police Scotland & Glasgow City Council, Scotland (United Kingdom)

A partnership between Action for Children, Police Scotland and Glasgow City Council led to the creation of a serious organised crime early intervention service. The programme provides an early intervention approach to target, identify and divert young people aged 12 to 18 and considered to be at risk away from serious crime and guide them towards alternative paths.



I'm absolutely delighted to receive this award. To get recognition from colleagues across Europe is absolutely amazing. We started on a journey in 2012 to put in place a service to work with kids who had been recruited into organised crime, creating a disproportionate amount of harm in the community. It was a brave move by ourselves at Action for Children, by Police Scotland, and by Glasgow City Council to embark on a radical approach.

Paul Carberry, Director for Service Development at Action for Children, Scotland, UK



## Innovation Award



### **‘Prepare for leaving care’- SOS Children’s Villages International**

This programme involves young people with experience of care in the development and provision of training for professionals supporting the transition to adulthood of young people leaving care. The project was implemented in Croatia, Italy, Latvia, Lithuania and Spain. Training sessions are currently being rolled out in Austria, Bulgaria, Estonia, Hungary, Italy and Romania.

## Outstanding Team Award



### **‘Traisarel Dèmmo Anda Cheud’ - Romania**

A group of social services professionals in Cheud, Romania, were recognised for their work supporting the social inclusion of people from the Roma community through a combination of the use of public spaces and home visits.

## Collaborative Practice Award



### **'Nelson Mandela' - Regional Government of Galicia, Spain**

The regional ministry for social policy of Galicia and the Ministry of Interior developed 'Mandela', a programme that has reinforced cooperation between social services teams in and out of prison to promote the social reintegration of inmates at the end of their sentences.

## Research Project Award



### **'Tool to measure quality of life outcomes of people with Autism' - Mentaur Group, United Kingdom**

In collaboration with the University of Burgos and Autism Burgos in Spain, Mentaur has developed a set of indicators to measure quality of life outcomes of people with an Autism Spectrum Disorder. Qualitative research methods were used to validate an indicators, which have been piloted in special schools, adult day care services and residential care homes.

## Methods & Tools Award



### **'PIPPI, Programme of Intervention for Prevention of Institutionalisation' - University of Padova, Italy**

Through the development of a multi-professional assessment and evaluation, P.I.P.P.I. addresses the needs of children in vulnerable families where initial signs of neglect have been identified. P.I.P.P.I.'s goal is to ensure that children have a single action plan that adequately responds to the family needs and is jointly coordinated by all the professionals involved.

# AN EXPANDING NETWORK

## JOIN OUR COMMUNITY OF MEMBERS

In 2019 we welcomed 22 new members from 16 different countries

### ACCESS TO GOOD PRACTICE & EU POLICY

- 1** Good practice library
- 2** Monthly ESN newsletter
- 3** Members Communications
- 4** Online community of members
- 5** Meetings with EU policy makers
- 6** Consultations feeding to EU policy making

### ACCESS TO EVENTS & NETWORKING

- 1** Covered participation at ESN events for one delegate
- 2** Discounted participation at events for a 2nd delegate
- 3** Discounted fee for the ESSC annual conference
- 4** Discounted fee for ESN trainings
- 5** Extra delegates for CORE+

### MEMBERSHIP TYPES



#### CORE

Public authorities and associations of social services directors in Europe.



#### CORE +

Core members with additional funded places at our events.



#### COUNCIL

Core members who help guide ESN policy direction, eligible to become Board members.



#### ASSOCIATE

Other service providers, professional associations, inspection and development bodies, and applied research organisations.



#### GLOBAL

Public authorities, associations of professionals and social services directors, quality inspection and applied research organisations from across the world who share our mission and values.

For more information on how to join please contact us at [membership@esn-eu.org](mailto:membership@esn-eu.org)



## JOIN OUR COMMUNITY OF PARTNERS

ESN has been partnering with the European Commission for many years and in 2017 we signed our current Framework Partnership Agreement 2018-2021, thanks to which we implement our annual policy programme. Drawing on ESN's expertise as the leading social services network for Europe, we are also looking to engage partners in a strategic cooperation with our network, and our two key flagship initiatives:

- **ESSC:** The European Social Services Conference (page 24)
- **ESSA:** The European Social Services Awards. (page 28)

### PARTNERS IN 2019

In 2019 we partnered with:



Regione Lombardia



IBM Watson Health.

**accenture**

**SANTA CASA**  
Misericórdia de Lisboa



INSTITUTO DA SEGURANÇA SOCIAL, I.P.



To discuss opportunities contact our CEO Alfonso Lara Montero at [alfonso.montero@esn-eu.org](mailto:alfonso.montero@esn-eu.org)

# GOVERNANCE

## ■ MANAGEMENT AND FINANCING

### Board

The Board consists of six trustees representing social services directors' associations and directors at regional and local authorities' social services departments. The trustees have a responsibility for ESN's governance, strategy and development, and are elected every three years by the members of the Council. The Board meets four times per year.

### Council

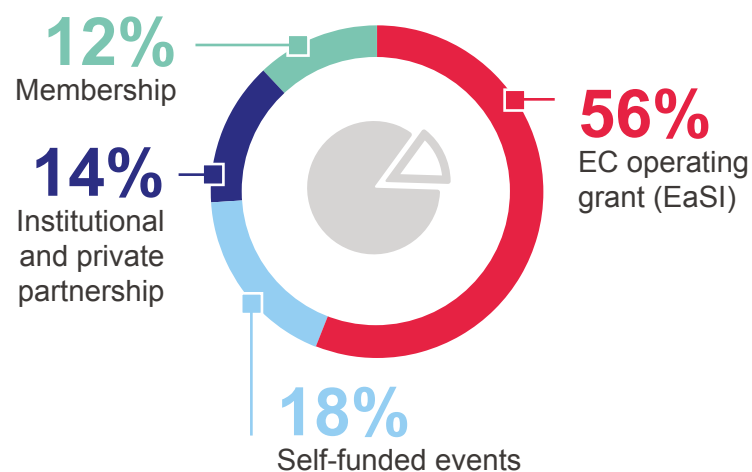
National and regional organisations of social services directors together with social services departments in regional and local authorities have a special role within the Network as members of the ESN Council. Members of the Council access all legal and financial documentation, all meeting records and decisions including agreements and reporting documents to the European Commission and approve the annual accounts. The Council currently consists of 23-member organisations representing uniquely the management of public social services at national, regional and local levels.

The ESN's Council and its elected Board of Trustees are directly involved in planning and development of the network and its programme of activities, in holding the Secretariat to account and evaluating the network's performance. The Chief Executive is in regular contact with the Board trustees with whom he shares ideas and concerns.

### Financing

ESN's financing comes from four sources. In 2018, ESN signed a framework partnership agreement with the European Commission (EC) for 2018-2021 under the EaSI programme for employment and social innovation and applies annually for a grant to implement the activities co-funded by the EC.

The European Social Services Conference and the European Social Services Awards are organised by ESN as separate self-funded activities for which ESN works with institutional and private partners. Finally, ESN is an ever-growing Network of members who contribute to its sustainability.





**Christian Fillet**  
**Chair**



**Graham Owen**  
**Member of the Board**



**Carlos Santos Guerrero**  
**Vice Chair**



**Kate Bøgh**  
**Member of the Board**



**Harri Jokiranta**  
**Member of the Board**



**Miran Kerin**  
**Member of the Board**



## BOARD MEETINGS

**29 MARCH 2019**

**Brussels**

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**04 JUNE 2019**

**Milan**

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**05 OCTOBER 2019**

**Brussels**

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## COUNCIL MEETINGS

**4 JUNE 2019**

**Milan**

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**29 NOVEMBER 2019**

**Brussels**

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# LETTER FROM THE CEO

## ■ ACHIEVING OUR VISION TOGETHER

Dear members and friends,

I am thrilled to present the 2019 annual review of activities of the European Social Network (ESN).

The reason I got involved in social services is very simple – social services programmes helped my family and myself. The combination of programmes, community, family, and grit created a series of opportunities that helped my siblings and me thrive.

I am trying to pay it back – and pay it forward. ESN was created to be the guiding leadership Network for social services in Europe. Some might think that working at an international level is far removed from everyday realities but for those sharing their expertise with colleagues, there is nothing more relevant and thought provoking. I saw this in the working groups on integrated care and support, digitalisation and technology, sustainable development and the review of national government plans within the European Semester framework.

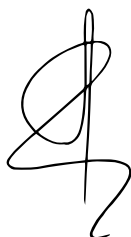
The focus on quality of care to improve people's quality of life was the overarching theme of our annual conference in Milan, which saw the participation of 580 delegates from 35 countries, and the first edition of the European Social Services Awards (ESSA).

I think every community, family, and individual should have an equal chance at reaching their full potential, and the principles and methods that guide our work at ESN can help to make that happen. ESN's commitment to working with people using social services was evident in the focus of our annual seminar on the participation of service users in social service planning, delivery and evaluation with the engagement of people using services themselves.

2019 has been a year of tremendous engagement by members in a whole range of activities which have brought them together to share and generate knowledge and inspire each other to improve the lives of their citizens and communities.

I would like to end with a very warm welcome to our 22 new members, and to thank the European Commission, institutional and private partners for their continuing support. The first 20 years for ESN have been a remarkable achievement from small beginnings and we are ready to move forward with confidence to help improve social services.

I look forward to continuing working with staff, members, partners and friends to help achieve our shared vision of social justice, inclusion and sustainable social services.



Alfonso Lara Montero | Chief Executive



**Alfonso Lara Montero**  
Chief Executive



Spanish | English | French  
Polish | Portuguese





# ESN SECRETARIAT

## ■ MEET THE TEAM



**Alessandra Perna**

Executive and Business  
Support Officer



Italian | English | French



**Jeta Bejtullahu**

Head of Communications and  
Marketing



English | Albanian | Serbo-Croatian |  
Spanish



**Benoit Froment**

Senior Conference Manager



French | English | Dutch



**Laura Mangeng**

Policy and Communication Officer



Italian | German | English | French |  
Spanish



**Cosmina Gantner**

Digital Communications Officer



Romanian | English



**Martin Lichte**

Policy Officer



German | English | French



**Edward Shrimpton**

Membership and Policy Officer



English



**Ronan Mangan**

Policy and Development  
Coordinator



English | French



**Ines Boursot**

Projects and Events Officer



French | English | Spanish



**Valentina Guerra**

Policy Officer



Italian | French | English | Spanish



**Jeanette Fava**

HR and Finance Manager



Maltese | English | French | Italian |  
Arabic | Dutch



# PUBLICATIONS

## ■ HIGHLIGHTS IN 2019

### European Semester 2020

The report illustrates the social situation according to social services in these Member States and across Europe, with recommendations for the 2020 European Semester cycle.



### Implementing the Sustainable Development Agenda: The Role of Social Services

Our Policy Briefing explains how social services can play an important role in ensuring good health and wellbeing at local level.

### European Parliament Elections Briefing

Ahead of the 2019 elections to the European Parliament (EP) we published this briefing with proposals for policy initiatives on social inclusion and social services.



### Striving for Quality

This publication highlights key issues in quality of social care and social services across Europe, requests the European Commission to review its proposal for a quality framework in social services.

# 2019 IN NUMBERS

## ■ OUR ACHIEVEMENTS AND IMPACT

ESN participated in:



**15**

National events



**9**

Regional/local events



**42**

European/international events

**123**

delegates at our annual seminar



**140**

members in 36 countries



**425,000**

tweet impressions



**409**

participants in EaSI co-funded activities



**1,019**

newsletter subscribers



**40,648**

website users

**580**

delegates at our annual European Social Services Conference

**1,090**

publication downloads

**650**

print publications disseminated

**1<sup>st</sup> European Social Services Awards**

**45,469**

website users

**26,471**

online votes

**84**

attendees at the awards ceremony



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