

– WIENER SOZIALMONITORING- THE VIENNA SOCIAL MONITORING TOOL –

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| <u>Organisation(s):</u> | City of Vienna - Department for Social Affairs, Social and Public Health Law | |
| <u>Country:</u> | Austria | |
| <u>Contact Person:</u> | policy@esn-eu.org | |
| <u>Theme:</u> | <input type="checkbox"/> Ageing & Care <input type="checkbox"/> Asylum & Migration <input type="checkbox"/> Young People <input type="checkbox"/> Children & Families <input type="checkbox"/> Community Care <input type="checkbox"/> Co-Production <input type="checkbox"/> Disability <input type="checkbox"/> Housing & Homelessness | <input checked="" type="checkbox"/> Active Inclusion & Employment <input checked="" type="checkbox"/> Integrated Services <input type="checkbox"/> Mental Health <input checked="" type="checkbox"/> Service Quality & Management <input type="checkbox"/> Technology <input type="checkbox"/> Workforce Support <input checked="" type="checkbox"/> Minimum Income <input checked="" type="checkbox"/> Other, please specify: Social Planning |
| <u>Principles of European Pillar of Social Rights:</u> <i>Check the 20 principles here.</i> | Chapter I: Equal opportunities and access to the labour market 3. Equal opportunities 4. Active support to employment Chapter III. Social protection and inclusion 14. Minimum income 19. Housing and assistance for the homeless 20. Access to essential services | |
| <u>Current status of the practice:</u> | <input type="checkbox"/> Concept and design phase <input checked="" type="checkbox"/> Execution & monitoring phase <input type="checkbox"/> Consolidation phase <input type="checkbox"/> Scaling Up and Transformation Phase <input type="checkbox"/> Other (please specify) | |
| <u>Social issues addressed</u> <i>Please explain the problem you attempt to solve</i> | Due to COVID-19, we needed rapid, agile, and coordinated answers to react to increasing poverty. In the past, there was fragmented data in different departments and services, an uncoordinated, slow, and sporadic flow of information, and a quick reaction was rarely possible. Vienna's new social monitoring tool addresses the shortcomings of past tools while also identifying and addressing extreme poverty in the area. | |

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| <p>Objectives: <i>Please provide a maximum of three objectives in bullet points.</i></p> | <ul style="list-style-type: none"> • To merge existing data and qualitative information and develop a monitoring system for administrative and political decision-makers. • To recognise new and aggravated problems early and adjust Vienna's social system accordingly. • To recognise long-term consequences (early warning system) and introduce coordinated measures. |
| <p>Activities: <i>Please summarise the activities put in place to achieve the objectives (maximum 200 words).</i></p> | <p>The social monitoring tool brings together 11 departments of 4 policy fields to cover 7 topics: Income & debt; Securing subsistence; Labour market; Education; Housing; Health; and Disadvantaged groups.</p> <p>The tool identifies current developments and correlations in the field of poverty in Vienna by bringing together existing data/indicators and empirical knowledge from different areas on poverty trends.</p> <p>The social monitoring follows a quarterly cycle: After the end of each quarter, the important key figures and observed developments from all relevant areas are collected. The Department of Social Affairs, Social and Health Law, prepares a report, the results of which are discussed in a group of experts (1-2 experts per organisation) before being presented to the High-Level-Group.</p> |
| <p>Evaluation of practice: <i>Please explain how you evaluate the practice, and what the results were/are so far</i></p> | <p>At each meeting of the two bodies (experts and high-level group), there is a brief informal clarification of how the participants see a need for improvement (adjustments to the process or content-related adaptations).</p> <p>In March 2022, an overall evaluation of the social monitoring took place with all involved departments/organisations.</p> <p>The main conclusions of the evaluations are:</p> <ul style="list-style-type: none"> - Getting more view on target groups The Vienna Social Monitoring is separated in themes which is very important to get an overview of the developments. But there should be a second view on vulnerable target groups too – children, young people up to 25, elderly people, migrants, and so on. This should not be another report but a highlighted part of the summary. The Vienna Social Monitoring will adopt its reporting regarding to this recommendation. - Getting more precise information faster on one sight The Vienna Social Monitoring reports as well as the summaries are full of information which allows a great overview as well as deep analysis. The more time pass by the more information is available. To get faster in detail, an addition to the regular summary is necessary which focus more on the latest |

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| | <p>developments than on the general developments. The Vienna Social Monitoring will find a way to combine both requirements in the reports – getting fast actual developments and having full information provided.</p> <ul style="list-style-type: none"> - Supporting further merging in projects and intentions The communication between the experts and the high-level is faster, clearer and more committed than before. This leads to better cooperation and is one of the major advantages of the Vienna Social Monitoring. Based on this improvement of sharing data, experiences and information, the cooperation between the departments should grow furthermore. |
| <p><u>List three key elements for successful implementation</u></p> | <ol style="list-style-type: none"> 1. The diversity of participants ensures that no groups of people are overlooked: Measures to combat poverty are more effective because the diversity of the participants enables a holistic view of the living conditions of the target group. 2. There is neither a leadership nor a restricted framing of the Vienna Social Monitoring. All participating departments in the expert group come together as specialists in different themes, take part on an equal level and participate from the results in the same way. In the high-level group also all departments are represented, finding together in discussion and decisions. 3. The continuity of the reporting is one of the key element. This covers the amount and the depth of data provided as well as the continuity of focussing on committed themes. The period of reporting is quite short – all reports are published quarterly. This means that there is also a strong continuity in coming together to discuss the results and developments – on expert level and on high-level. This stimulates the Vienna Social Monitoring remaining a living project. |
| <p><u>Source(s) of Funding</u></p> | <p>The project does not require any additional costs and is borne by the organisations involved, which cover the staff costs of their employees as well as other costs.</p> |
| <p><u>Links to supporting documents:</u> <i>e.g. website or report of the practice</i></p> | <p>The links to the reports will be delivered shortly.</p> |