

<i>–‘VROEG EROP AF’ - PARTNERSHIP FOR EARLY INTERVENTION & SUPPORT –</i>			
<u>Organisation(s):</u>	City of Amsterdam, The Netherlands		
<u>Country:</u>	Amsterdam		
<u>Contact Person:</u>	policy@esn-eu.org		
<u>Theme:</u>	<table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> <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 </td> <td style="vertical-align: top; width: 50%;"> <input checked="" type="checkbox"/> Active Inclusion & Employment <input checked="" type="checkbox"/> Integrated Services <input type="checkbox"/> Mental Health <input type="checkbox"/> Service Quality & Management <input type="checkbox"/> Technology <input type="checkbox"/> Workforce Support <input type="checkbox"/> Minimum Income <input checked="" type="checkbox"/> Other, please specify: Fighting non-take up / Identification of potential beneficiaries </td> </tr> </table>	<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 type="checkbox"/> Service Quality & Management <input type="checkbox"/> Technology <input type="checkbox"/> Workforce Support <input type="checkbox"/> Minimum Income <input checked="" type="checkbox"/> Other, please specify: Fighting non-take up / Identification of potential beneficiaries
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<u>Principles of European Pillar of Social Rights:</u> <i>Check the 20 principles here.</i>	<u>14. Minimum income</u> <u>19. Housing and assistance for the homeless</u> <u>20. Access to essential services</u>		
<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>	<u>Non-take-up of social benefits:</u> The City of Amsterdam has found that around 25% of inhabitants eligible for social benefits do not take up poverty provisions. Furthermore, approximately 50% of inhabitants eligible for social benefits do not take up debt assistance. Therefore, the City of Amsterdam established this project to tackle these high rates of non-take-up of social benefits, reducing poverty's impact in the area.		

<p><u>Objectives:</u> <i>Please provide a maximum of three objectives in bullet points.</i></p>	<ul style="list-style-type: none"> • Identify people in need of social support and debt mediation; • Combat non-take-up of social benefits and debt mediation support; • And reduce financial stress and foster social inclusion of the low-income population.
<p><u>Activities:</u> <i>Please summarise the activities put in place to achieve the objectives (maximum 200 words).</i></p>	<ul style="list-style-type: none"> • Created a partnership for early intervention and support called 'Vroeg Erop Af'. • Within this partnership, the city's social service cooperates with 80 'fixed-cost' partners such as housing corporations, institutes for health insurance, energy and water suppliers, local tax office, and private housing companies. The agreement involves notifying the debt counselling services when a person is three months or longer in arrears with one of the fixed-cost partners. • In 2021, for instance, the social services debt mediation department received 25,000 notices of payment delays. • Once a payment failure has been detected, the city's anti-poverty department organises a combined intervention proposing tailor-made support to the household in financial difficulties. • This assistance is voluntary for the contacted beneficiaries. • A network of intermediaries involving 1,200 professional and voluntary social workers in direct contact with the beneficiary is available to counsel people with debt issues. • Those interventions are coordinated by a personal social workers/case manager.
<p><u>Evaluation of practice:</u> <i>Please explain how you evaluate the practice and what the results were/are so far</i></p>	<p><u>Early Intervention Results:</u></p> <ul style="list-style-type: none"> • 100% of the signalled people are contacted by post, but the response is primarily low. • 70% can be reached through phone calls and home visits. • During the early stages of the Covid-19 pandemic outreach increased to 80% as people were at home and could receive phone calls. • According to Amsterdam (2021) about 65% of reported households accept the offered support, meaning that a plan of action for the payment arrears has been made or other actions have been taken, such as a referral, support and/or monitoring. • Around 30% prefer to solve problems by themselves. Some show up after several months.
<p><u>List three key lessons from the evaluation process</u></p>	<ol style="list-style-type: none"> 1. The network of intermediaries: around 1200 professional and voluntary social workers as our partners in combatting poverty

	<ol style="list-style-type: none"> 2. National legislation to create a legal basis and obligation for fixed-cost partners to make large-scale data available for municipalities. 3. The conviction of local politicians that investments in the prevention of debts create vast social revenues.
<p><u>Links to supporting documents:</u> <i>e.g. website or report of the practice</i></p>	<p>Amsterdam (2021) De Staat van de Stad Amsterdam XI. Available at: https://onderzoek.amsterdam.nl/publicatie/de-staat-van-de-stad-amsterdam-xi-2020-2021</p> <p>Amsterdam (2022) Voluntary Local Review 2022 - Impact of the Sustainable Development Goals on the City of Amsterdam. Available at: https://sdgs.un.org/sites/default/files/vlrs/2022-12/vlr_amsterdam.pdf</p>