–AN END TO POVERTY: OUTREACH AND TRUST-BASED APPROACH IN APELDOORN–	
Organisation(s):	City of Apeldoorn (ESN member: DIVOSA)
Country:	The Netherlands
Contact:	policy@esn-eu.org

Theme:

☐ Ageing & Care	☐ Labour Market Inclusion
☐ Asylum & Migration	☒ Social Inclusion
☐ Young People	☒ Integrated Services
☐ Support for children & families	☐ Technology
☐ Community Care	☐ Workforce and Leadership
☐ Co-Production	☐ Minimum Income
☐ Disability	☐ EU Funding
☐ Housing & Homelessness	☐ ESN advancing EU Policy
☐ Artificial Intelligence	☐ Social Service's Resilience
☐ Digitalisation	☐ Mental Health
☒ Integrated Care & Support	☐ Other, please specify:
☐ Quality Care	

Principles of the European Pillar of Social Rights:
Check the 20 principles here.

☐ 1. Education, training, life-long learning	☐ 11. Childcare and child support
☐ 2. Gender equality	☒ 12. Social protection
☐ 3. Equal opportunities	☐ 13. Unemployment benefits
☒ 4. Active support to employment	☐ 14. Minimum income
☐ 5. Secure and adaptable employment	☐ 15. Old age income and pensions
☐ 6. Fair Wages	☐ 16. Health care
☐ 7. Transparent Employment conditions	☐ 17. Inclusion of people with disabilities
☒ 8. Social dialogue	☐ 18. Long-term care
☐ 9. Work-life balance	☐ 19. Housing and assistance to homeless
☐ 10. Healthy, safe work environment	☒ 20. Access to essential services

Current status of the practice:

☐ Concept and Design Phase
☒ Execution & Monitoring Phase
☐ Consolidation Phase
☐ Scaling Up and Transformation Phase
☐ Other (please specify)

Context/ Social issues addressed *Please explain the problem you attempt to solve*	The modern world is faced with an array of complex and interrelated challenges that are posing significant obstacles to social services. One of the key issues facing social services today is the increasing demand for support from vulnerable groups in society, including older people and youngsters. The rising rates of poverty, loneliness among demented older people living at home, and mental illness among youngsters have all placed an enormous burden on social services, making it more challenging for them to meet the needs of those who require their assistance. In addition, social services are facing a range of structural challenges that are making it more difficult for them to provide effective support. These include a tight labor market, high labor mobility, and high workload, which have all made it harder to recruit and retain staff. Compounding these challenges is the fact that people don't trust the government, and the arrangements put in place by the national and local governments need to be revised.
Objectives: *Please provide a maximum of three objectives in bullet points.*	1. Providing social benefits based on trust and sample bases accountability. 2. Creating a community outreach program that is demand-oriented and provides personalized support for people in need, including financial support and debt relief. 3. Building stronger and more resilient communities by focusing on their strengths and assets.
Activities: *Please summarise the activities put in place to achieve the objectives (maximum 200 words).*	1. Trust-Based approach for social benefit requests, arrangements to tackle poverty and job reintegration. The most important part of the trust-based approach is the interview. • A good conversation takes 1.5 – 2 hours, comfort, coffee & connect • Prior to it, it is important to inform the resident actively about the way of working • Three levels: green (high trust), blue (trust), and red (distrust) • 70% follow the GREEN track: less stress, fewer professionals needed, fewer costs. 2. Three tracks to tackle poverty are demand-oriented and outreaching (importance of human contact), financial support and debt relief. The need for customised arrangements is central on all three tracks. 3. Asset-Based Community Development (ABCD) is piloted in one small neighbourhood. • By & for residents • Started with building relationships with and between residents • It started with (finding) affected residents • The base camp was built at an existing gathering place

	• The colleagues, managers, politicians, and network partners are all trained in the ABCD method. • The next step is mapping out qualities, talents and ambitions of supported individuals
Evaluation of practice: *Please explain how you evaluate the practice, and what the results were/are so far*	The impact and reach of the approach will be monitored during the next two years: quantitatively and qualitatively.
Links to supporting documents: *e.g. website or report of the practice*	https://www.divosa.nl/verslag-divosa-najaarscongres-2022#apeldoorn-over-bestaanszekerheid
Comments	ABCD does not replace social workers. Instead it does create a fertile soil to start new projects, where social workers can do their work. Community-based is not the same as demand-oriented or co-creation where professionals are in the lead.