

Community Engagement in Supporting Ukrainian Refugees

<u>Organisation(s):</u>	City of Warsaw	
<u>Country:</u>	Poland	
<u>Contact:</u>	policy@esn-eu.org	
<u>Theme:</u>	<input type="checkbox"/> Ageing & Care <input checked="" type="checkbox"/> Asylum & Migration <input type="checkbox"/> Young People <input type="checkbox"/> Support for Children & Families <input checked="" type="checkbox"/> Community Care <input type="checkbox"/> Integrated Care & Support <input type="checkbox"/> Co-Production <input type="checkbox"/> Disability <input type="checkbox"/> Housing & Homelessness <input type="checkbox"/> Artificial Intelligence <input type="checkbox"/> Digitalisation <input type="checkbox"/> Quality Care	<input type="checkbox"/> Labour Market Inclusion <input type="checkbox"/> Social Inclusion <input type="checkbox"/> Technology <input checked="" type="checkbox"/> Workforce and Leadership <input type="checkbox"/> Social benefits <input type="checkbox"/> EU Funding <input type="checkbox"/> Social Service's Resilience <input type="checkbox"/> Mental Health <input checked="" type="checkbox"/> Person-centred Care <input type="checkbox"/> Other, please specify:
<u>Principles of the European Pillar of Social Rights:</u> <i>Check the 20 principles here.</i>	<input type="checkbox"/> 1. Education, training, life-long learning <input type="checkbox"/> 2. Gender equality <input type="checkbox"/> 3. Equal opportunities <input type="checkbox"/> 4. Active support to employment <input type="checkbox"/> 5. Secure and adaptable employment <input type="checkbox"/> 6. Fair Wages <input type="checkbox"/> 7. Transparent employment conditions <input type="checkbox"/> 8. Social dialogue <input type="checkbox"/> 9. Work-life balance <input type="checkbox"/> 10. Healthy, safe work environment	<input type="checkbox"/> 11. Childcare and child support <input type="checkbox"/> 12. Social protection <input type="checkbox"/> 13. Unemployment benefits <input type="checkbox"/> 14. Minimum income <input type="checkbox"/> 15. Old age income and pensions <input type="checkbox"/> 16. Health care <input type="checkbox"/> 17. Inclusion of people with disabilities <input type="checkbox"/> 18. Long-term care <input checked="" type="checkbox"/> 19. Housing and assistance to homeless <input checked="" type="checkbox"/> 20. Access to essential services
<u>Current status of the practice:</u>	<input type="checkbox"/> Concept and Design Phase <input type="checkbox"/> Execution & Monitoring Phase <input checked="" type="checkbox"/> Consolidation Phase <input checked="" type="checkbox"/> Scaling Up and Transformation Phase <input type="checkbox"/> Other (please specify)	
<u>Context/ Social issues addressed</u> <i>Please explain the problem you attempt to solve.</i>	<p>The City of Warsaw started organising volunteering to support the city's refugee activities as early as 25 February. In 2022, there was a great deal of social commitment on the part of Varsovians. A survey carried out by the Office of the City of Warsaw shows that as many as 45.6% of respondents declared their involvement in volunteering in the past year. Such a high result is primarily due to the</p>	

	<p>involvement in supporting refugees from Ukraine arriving in Warsaw. Residents were involved in supporting non-governmental organisations, institutions and many grassroots initiatives, with more than 30,000 people a day receiving assistance from Ukraine.</p>
<p>Objectives: Please provide a maximum of three objectives in bullet points.</p>	<ul style="list-style-type: none"> • Person-centred care is about supporting people to be part of their community, so the aim of all activities carried out was to include Ukrainian society in the life of the city.
<p>Activities: Please summarise the activities put in place to achieve the objectives (maximum 200 words).</p>	<p>The activities of the Warsaw City Hall focused on the organisation of support primarily for refugees, with the participation of volunteers and NGOs who directly provided assistance or supported city officials in their activities. A key issue in the field of person-centred care was the coordination of tasks between relevant organisations, the local government and its units, and Warsaw residents to ensure that the individual needs of people fleeing war who arrived in Warsaw en masse quickly were met.</p> <p>Volunteers were active at information desks, railway stations (East and West) in the city's accommodation centres, and collection and distribution points. They also provided psychological and translation support at district offices and PESEL (PESEL number is the national number for identification in Poland) numbering points (17 % of volunteers spoke Ukrainian or Russian). The volunteers worked a total of approximately 15,000 person-days. The main tasks of the volunteers were co-organising support, collection and distribution of material donations, language support and legal advice.</p>
<p>Evaluation of practice: Please explain how you evaluate the practice, and what the results were/are so far</p>	<ul style="list-style-type: none"> - Feedback through people's experiences of services - Feedback from staff and leaders - Feedback from partners, e.g. regulators/inspection agency - Quantitative data collected internally <p>Impact:</p> <p>More than 19 thousand notifications about the employment of a Ukrainian citizen(s) have been received, which is a very good result and allows these people to integrate socially, as well as make a tax contribution to the city budget, from which services for residents are financed.</p>
<p>Links to supporting documents: e.g. website or report of the practice</p>	<p>https://en.um.warszawa.pl/</p>
<p>Comments and tips i.e. for people willing to use your Practice</p>	