

*Lab in Slovenia: 'Challenges of families and social work: with polyphonic community to desired outcomes'*

<b><u>Organisation(s):</u></b>	Faculty of Social Work, University of Ljubljana	
<b><u>Country:</u></b>	Slovenia	
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<b><u>Theme:</u></b> Choose at least one option	<input type="checkbox"/> Ageing & Care <input type="checkbox"/> Asylum & Migration <input type="checkbox"/> Young People <input checked="" type="checkbox"/> Support for Children & Families <input type="checkbox"/> Community Care <input checked="" type="checkbox"/> Integrated Care & Support <input checked="" 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 type="checkbox"/> Person-Centred Care <input type="checkbox"/> Research & Use of Evidence <input type="checkbox"/> Other, please specify:
<b><u>Principles of the European Pillar of Social Rights:</u></b> Check the 20 principles <a href="#">here</a> .	<input checked="" type="checkbox"/> 1. Education, training, life-long learning <input type="checkbox"/> 2. Gender equality <input checked="" 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 checked="" type="checkbox"/> 11. Childcare and child support <input checked="" 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 type="checkbox"/> 19. Housing and assistance to the homeless <input type="checkbox"/> 20. Access to essential services
<b><u>Current status of the practice:</u></b>	<input type="checkbox"/> Concept and Design Phase <input checked="" type="checkbox"/> Execution & Monitoring Phase <input checked="" type="checkbox"/> Consolidation Phase <input type="checkbox"/> Scaling Up and Transformation Phase <input type="checkbox"/> Other (please specify)	
<b><u>Context/ Social issues addressed</u></b>	Families facing multiple challenges face a variety of internal and external stressors, often related to the difficult living conditions in which they live, leading to overload and family destabilisation. Many of them have unmet basic livelihood needs. They are constantly faced	

<p><i>Please explain the problem you attempt to solve.</i></p>	<p>with various challenges (e.g. job search with few employment opportunities, low income to survive, inability to support children in school matters).</p> <p>The current forms of support for families are not successful as help is scattered, as research in Slovenia and worldwide has shown. The fragmentation of help results in the family being burdened with numerous interventions in the family, and help seems to get lost in the disjointed network of professionals who often plan help for families alone and without the cooperation of family members.</p> <p>With many professionals involved, the question of responsibility in the support and assistance processes also arises: Who is responsible for the family support process, and what does this responsibility look like?</p> <p>Successful collaboration with families facing multiple challenges requires continuous development of the knowledge and support of professionals and others involved in the support processes. An appropriate institutional context supporting professionals working with families is also crucial.</p>
<p><b><u>Objectives:</u></b> <i>Please provide a maximum of three objectives in bullet points.</i></p>	<ul style="list-style-type: none"> <li>▪ Ensuring institutional conditions (standards, norms, workload) for competent work</li> <li>▪ Strengthening competencies for working with families facing multiple challenges and for teamwork (within social work centre and transdisciplinary)</li> </ul>
<p><b><u>Activities:</u></b> <i>Please summarise the activities put in place to achieve the objectives (maximum 300 words).</i></p>	<p>Our activities encompass several key areas. Firstly, we focus on institutional conditions by strengthening the public image of social work through meetings with policymakers and practitioners, identifying inadequate working conditions, and presenting these issues along with suggestions for improvement to decision-makers to enhance working conditions and teamwork. Secondly, we concentrate on competence building for working with families, which involves providing regular training and mentoring to improve skills, following up with families who have already received assistance, and introducing innovations in everyday practice such as a family notebook and collecting regular feedback from family members. Lastly, we emphasise competence building for teamwork through training workshops and organising open-door days to promote collaboration and openness within the team.</p>
<p><b><u>Outcomes:</u></b> <i>Please explain what the results were/are so far and how you evaluated this.</i></p>	<p>The impacts of the project have not yet been measured. A baseline study (internal document) was done, where all stakeholders' key challenges and expectations were identified.</p>
<p><b><u>Links to supporting documents:</u></b> <i>e.g. website or report of the practice</i></p>	<p><a href="https://linklearning.online/section/11">https://linklearning.online/section/11</a></p>
<p><b><u>Comments and tips</u></b> <i>i.e. for people willing to use your Practice</i></p>	<ul style="list-style-type: none"> <li>▪ <b>Co-creation at all levels</b> (between lab members, working with users, working in the community)</li> <li>▪ The importance of <b>opening and maintaining space for co-creation</b> of processes, task planning, etc</li> </ul>

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|  | <ul style="list-style-type: none"><li>▪ The importance of <b>stepping back from the power position</b> of the expert/researcher in the development of a LAB</li><li>▪ The importance of <b>handling the uncertainty</b> of co-creation processes</li><li>▪ <b>Learning</b> to co-create is crucial <b>through the experience of co-creation</b></li></ul> |
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