

Ensuring Compliance in Social Services

<u>Organisation(s):</u>	Catalan Association of Municipalities	
<u>Country:</u>	Catalonia, Spain	
<u>Contact:</u>	policy@esn-eu.org	
<u>Theme:</u> <i>Choose at least one option</i>	☒ Ageing & Care ☐ Asylum & Migration ☐ Young People ☐ Support for Children & Families ☐ Community Care ☐ Integrated Care & Support ☐ Co-Production ☐ Disability ☐ Housing & Homelessness ☐ Artificial Intelligence ☐ Digitalisation ☒ Quality Care	☐ Labour Market Inclusion ☐ Social Inclusion ☐ Technology ☐ Workforce and Leadership ☐ Social Benefits ☐ EU Funding ☒ Social Services' Resilience ☐ Mental Health ☐ Person-Centred Care ☒ Research & Use of Evidence ☒ Management & Planning ☒ Other, please specify: Good Governance
<u>Principles of the European Pillar of Social Rights:</u> <i>Which principles does your practice cover? Check the 20 principles here.</i>	☒ 1. Education, training, life-long learning ☐ 2. Gender equality ☐ 3. Equal opportunities ☐ 4. Active support to employment ☐ 5. Secure and adaptable employment ☐ 6. Fair Wages ☐ 7. Transparent employment conditions ☐ 8. Social dialogue ☐ 9. Work-life balance ☐ 10. Healthy, safe work environment	☐ 11. Childcare and child support ☒ 12. Social protection ☐ 13. Unemployment benefits ☐ 14. Minimum income ☐ 15. Old age income and pensions ☐ 16. Health care ☐ 17. Inclusion of people with disabilities ☐ 18. Long-term care ☐ 19. Housing and assistance to homeless ☒ 20. Access to essential services
<u>Current status of the practice:</u>	☐ Concept and Design Phase ☐ Testing or pilot phase ☐ Temporary practice that has terminated ☐ Temporary practice that is ongoing and has a termination date ☐ Established and ongoing practice ☐ Scaling Up and Transformation Phase ☒ Other (please specify): Implementation and monitoring phase	
<u>Summary:</u> <i>Please summarise the practice in maximum 3 sentences. This will be the disclaimer of your</i>	The Catalan Association of Municipalities supports local social services in Catalonia to implement public compliance systems adapted to the risks of fraud, integrity breaches, and legal uncertainty. The project combines integrity and fraud-prevention plans with cost studies for 110 Basic Areas of Social Services, supported by specialised consultants and training for professionals. It aims to strengthen transparency, accountability, professional security and evidence-based management in local social services.	

project on our website. Example here.	
<u>Context/ Social issues addressed</u> <i>Please explain the problem you attempt to solve with your practice.</i>	In Catalonia, local administrations are responsible for delivering social services and operate in a context where close interaction with citizens, the management of sensitive resources, and complex procedures for aid, benefits and outsourced services create high exposure to integrity risks, fraud and legal uncertainty. Social service professionals often work under time pressure and with limited resources, while their decisions can have a significant social impact on individuals and families. The project addresses the need for clearer criteria, institutional safeguards and evidence-based planning to improve the quality, transparency and resilience of local social services.
<u>Objectives:</u> <i>Please provide a maximum of three objectives in bullet points.</i>	1. Strengthen the legal, professional and personal security of social service workers through tailored public compliance systems. 2. Reduce risks of fraud, conflicts of interest and integrity breaches in the management of local social services. 3. Generate cost evidence and transferable good practices to improve planning, accountability and governance across local administrations.
<u>Activities:</u> <i>Please describe the activities put in place to achieve the objectives (maximum 400 words).</i>	The project is coordinated by the Catalan Association of Municipalities through the Transparency and Good Local Governance Foundation. It provides participating Basic Areas of Social Services with two complementary services: the development and implementation of an integrity and fraud-prevention plan tailored to social services, and a cost study of the services delivered by the local authority. The compliance work includes risk maps, conflict-of-interest prevention protocols, guidance for relations with the Government of Catalonia, municipalities, service users, contractors and suppliers, contingency plans, and recommendations on integrity and fraud-prevention bodies. The cost studies identify direct, indirect and overhead costs, support budget planning, detect inefficiencies, and provide a technical basis for funding discussions. Specialised consultants carry out fieldwork, participatory sessions and technical support, while training is provided to technical and management staff on risks, conflicts of interest, internal reporting systems and the use of compliance tools. Participation is made available to 110 Basic Areas of Social Services and is adapted to the needs, size and capacity of each entity.
<u>Outcomes:</u> <i>Please explain what the results were/are so far and how you evaluated this (i.e. statistics, a study, or feedback)</i>	The project is currently in the implementation and monitoring phase and is expected to reach 110 Basic Areas of Social Services in Catalonia. Expected outcomes include improved legal, professional and personal security for social service teams; reduced integrity and fraud risks through tailored compliance tools; better information on the real costs of social services; and the generation of good practices and reference models that can be replicated in other municipal service areas. A qualitative evaluation will be conducted at the completion of the project to assess the suitability and effectiveness of the actions, and impact data will be available when the conference takes place.

Funding Source	EU Funds: ESF+ ☐ INTERREG ☐ ERDF ☐ ERASMUS ☐ RRF ☐ other ☐ ☐ National Government Funds ☐ Regional Government Funds ☐ Local Government Funds ☐ Private Sponsorship / Public-Private Partnership ☐ Financial contribution of People using Services ☒ Other, please define: Own funds
Links to supporting documents: <i>e.g. project website or report of the practice, articles</i>	Integrity Plans - ACM Catalan Association of Municipalities Local Government Finance Observatory – ACM Catalan Association of Municipalities
Comments and tips <i>i.e. for people willing to implement your Practice in their service</i>	1. Scalability: the project can be implemented in a modular way, start with risk analysis or cost analysis and progressively evolve towards the full model 2. Adaptability: it works across different levels: municipal, supralocal, and regional. 3. Transferability: the model can be applied to any public service with similar characteristics