

The Right to Basic Income Project

<u>Organisation(s):</u>	Barcelona Provincial Council	
<u>Country:</u>	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:
<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):	
<u>Summary:</u> <i>Please summarise the practice in maximum 3 sentences. This will be the disclaimer of your</i>	The Right to Basic Income project supports municipalities in guaranteeing access to adequate income support for people unable to meet their basic needs. Barcelona Provincial Council provides legal, technical and organisational assistance to municipalities to create or consolidate Local Social Benefits Management Offices as one-stop shops. These offices simplify access to benefits, standardise procedures, improve efficiency and help make municipal social services more accessible, equitable and person-centred.	

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>	Municipalities face challenges in ensuring access to adequate income support for people in situations of poverty or social vulnerability. Fragmented local systems, administrative complexity and territorial inequalities can make it difficult for residents to access the benefits needed to meet basic needs. Social services professionals also face heavy administrative workloads linked to economic assistance requests, limiting the time available for social support and person-centred support.
<u>Objectives:</u> <i>Please provide a maximum of three objectives in bullet points.</i>	1. Implement a new model of local policies for local income-guarantee policies and the coverage of citizens' basic social rights. 2. Support municipalities in creating or consolidating specialised offices for the management and distribution of income-guarantee benefits. 3. Improve efficiency, effectiveness and territorial equity through simplified procedures, digital tools, interoperability and continuous evaluation.
<u>Activities:</u> <i>Please describe the activities put in place to achieve the objectives (maximum 400 words).</i>	Barcelona Provincial Council provides legal, technical and organisational assistance to municipalities in the design or consolidation of Local Social Benefits Management Offices. These offices operate as one-stop shops for local income-guarantee benefits, organising financial assistance for people experiencing poverty or social vulnerability through more agile, specialised, digitalised and interconnected procedures. The project also supports municipalities in reforming local regulatory frameworks, standardising procedures and redesigning public services to reduce administrative barriers. In parallel, it promotes the use of digital tools for citizen access, information, benefit management and administrative interoperability. The practice is supported by participatory research and shared diagnosis, including input from local councillors, technical managers, social-service professionals, social organisations and universities, to define a common model for local income-guarantee and material subsistence policies.
<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>	• Since 2022, the project has supported 27 municipalities in designing Local Social Benefits Management Offices and 20 municipalities in reforming local regulatory frameworks. These results contribute to more accessible, effective and territorially equitable income-guarantee policies. • The expected impact is a local model that improves management efficiency, strengthens protection for people unable to meet their basic needs and reduces the administrative workload of social services professionals. • At present, we do not have systematic data that would allow us to assess how local social benefits management has improved. However, some municipalities that have developed their regulations based on our model have reported positive outcomes. In some cases, they have observed a reduction in expenditure on social assistance benefits, while in others they have reported shorter waiting times for appointments with social workers. Nevertheless, we currently do not have information or indicators that would allow us to assess the impact of the practice from the perspective of social service users.

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:
Links to supporting documents: <i>e.g. project website or report of the practice, articles</i>	• Info Website on Minimum Income: Garantia d'ingressos i drets bàsics - Sostenibilitat Social - Diputació de Barcelona • Materials: the user journey and how it gets improved • Strategy: Design And Prototyping Workbook For The Social Benefits Management Office
Comments and tips <i>i.e. for people willing to implement your Practice in their service</i>	• During the design process, it is essential to start from the needs and expectations of service users, following a Person-Centred Care approach, and considering the different axes of inequality from an intersectional perspective, rather than focusing on the internal organisation of the administration. • It is also highly recommended to involve all stakeholders related to social services in the design process, including other municipal departments, organisations and professionals, as well as service users, to incorporate their experience and perspectives into the design of the office. • Furthermore, municipalities should be supported in managing change, particularly in the standardisation and objectification of criteria for granting social benefits, as well as ensuring that access to social benefits is not conditional on participation in social intervention processes. • The success of the reform also depends on effective change management for social services professionals. By reducing the time devoted to administrative procedures and benefit management, the new model enables professionals to focus on social intervention, personalised support and person-centred care. Supporting this transition is essential, as adapting to a new professional role and new ways of working can present significant challenges. • Supporting materials are available for the design of Local Social Benefits Management Offices.