Annex 4.2 F Good practice

Improving the quality of social assistance provision for citizens in the Bratislava Self-governing Region (BSK), extending and modernising social services provided and developing new types of social services relevant to the needs and the demand.

Measures title	**Member state**
Improving the quality of social assistance provision for citizens in the Bratislava Self-governing Region (BSK), extending and modernising social services provided and developing new types of social services relevant to the needs and the demand.	Slovakia

Outcome objective of the measure

1) Detailed analysis of the population's needs and the state of social services in the BSK region to serve as foundation for planning the social service development in the territory of the Bratislava Self-governing Region.
3) Implementation of new types of social services.
4) Extending and modernising the social services provided.
5) Networking of social services.
6) Community rehabilitation centres.
7) Supervision in selected social service facilities (“SSF“) in the BSK region's founding responsibility.
8) Setting up of the processes in the area of social service provision in the SSF in the founding responsibility - quality management.
9) Economizing in the SSF of the BSK region.
10) Increasing professionalisation and qualification of the SSF staff.

Summary of main results

- Coordination of BSK region's communities in the area of social assistance and in designing Community Plans,
- Involvement of communities and non-state entities in social inclusion,
- Updating the Social Service Development Concept in the BSK region,
- Extending capacity in social services facilities falling in the founding responsibility of the BSK,
- Introducing new types of social services and reprofiling the facilities in the founding responsibility of BSK.
- develop a “proposal” for a project designed to systematically provide training for senior management and the nursing staff using the European Union funding

Target ed final beneficiaries

General population	☒
Children	☐
Single parent families	☐
Unemployed	☐
Older people	☒
Young people	☐
People with disabilities	☒
Immigrants /refugees	☐
Ethnic minorities	☐
Homeless people	☐
Specific diseases	☒
Other [Please specify:]	☐

Policy focus

Social exclusion	☒
Healthcare	☐
Long-term care	☐
Management	☒

Geographic frame

National	☐
Regional	☒

Implementing agency

Context/background of the initiative

- Inadequately processed analysis of the state of social services provision and analysis of the BSK citizens' needs,
- Stagnation of social service facilities employees in the area of SSF clients' integration, risk of staff "burnout" ,
- citizens demanding new types of social services,
- high numbers of citizens on the waiting lists for social services,
- demographic curve (development).

Details of the initiative

Detailed analysis of the population's needs and the state of social services in the BSK region

BSK, in connection with the tasks prescribed to it by the Act on social assistance relating to record-keeping of social service facilities within its territorial boundaries and also its duty to coordinate the activity of municipalities operating in social assistance provision in the BSK region, in September 2007, sent questionnaires to communities and towns of BSK region with a request for cooperation in gathering the data. It was in the interest of BSK not only to get an overview of social assistance provision but also of the needs of communities and towns/wards arising out of the requirements of their citizens. A total of 89 questionnaires have been dispatched, in e-mail form and by post. The rate of return of the questionnaires was 79.7 %, i.e. the feedback was received from 71 municipalities and city wards.

A detailed analysis of the situation in the provision of social services has been processed also by non-state entities and the by SSF in the responsibility of BSK.

Implementation of new types of social services and the extension of social services provided

The Bratislava Self-governing Region has 16 social service facilities with legal capacity in its founding responsibility.

In 2007, *reprofiling* was undertaken of certain social service facilities for children into social service facilities for children and adults. BSK thereby accommodated the needs of parents and clients' caregivers of which many were at retirement age, they themselves had health problems and were no longer capable of caring after their children or relatives. Changes were made to the founding documents involving (in connection with this reprofiling): **Social Service Home for children and adults Hestia**, **SSH for children and adults Sibírska**, **SSH for children and adults and the sheltered housing facility Gaudeamus.**

The social service home for children and adults Gaudeamus in Mokrohájska St. in Bratislava, with the support of the Bratislava Self-governing Region, from 01.09.2007 *extended the scope of services rendered and set up a* **sheltered housing facility** for 14 clients who could thus be integrated in the society. The objective was to help people with severe disablement to integrate in the community.

In 2007, the Social Service Department submitted a proposal for *increasing the capacity and extending the forms of social services by adding year-round stays* for those clients whose parent or legal representative is in poor health, or for citizens, whose parent is of advanced age and is the family's only breadwinner. It was necessary to solve this problem, as the provision of the said service was in short supply in the BSK region. From 1 March 2008 the capacity increased in the **SSH Plavecké Podhradie and SSH Senec**, with a **detached workplace in Báhoň and, from 1 June 2008, the social service is extended with addition of the year-round stay in the SSH for children and adults Kampino.**

Community rehabilitation centres

Based on the Resolution of the Bratislava Self-governing Region Council No. 38/2007, by which councillors committed the Director of the BSK Office to ensure designing of

concrete detailed projects for which financing by the European Investment Bank loan can be used, on 12 December 2007, the Council meeting of the Bratislava Self-governing Region was presented a document for discussion, titled the Proposal for the Implementation of Projects of the Bratislava Self-governing Region to Be Financed through EIB Loan. The social area was represented by a submitted project draft for building "Community Rehabilitation Centres" (CRC). The main mission of the CRC will be to help citizens in their struggle against social exclusion, give them a helping hand to lead mainstream life, enable them to fully participate in life with the required support respecting their choice. The role of the CRC will be to encourage the citizen in his or her independent life through networking of social services and other forms of assistance.

Supervision in selected social service facilities ("SSF") in the BSK region 's founding responsibility

Aware of the need to increase the professional quality of work in social services facilities, BSK in the period September- October 2007 arranged for the conduct of supervision in 4 SSF in its founding responsibility. Supervision was concerned with

- **clients** (seeking and identifying the actual needs, new more appropriate forms of social services, etc.),
- **employees of the facility concerned** (verification of the accuracy of procedures in working with the client, extending work arrangements and alternatives, correction of inefficient procedures, prevention of harm to clients by the staff, acquisition of new professional competences and skills, seeking solutions of demanding work situations, etc.),
- **facility's management** (verification of the accuracy of procedures in dealing with clients and employees, correction of inefficient procedures, assistance in more efficient planning and the use of personal and professional resources, seeking solutions of challenging work situations, etc.).

Currently supervision is under way in further 4 SSH in the BSK's founding responsibility.

Setting up of the processes in the area of social service provision in the SSF in the founding responsibility - quality management,

In April 2008, the Department of Social Services and Healthcare established cooperation with experts on the implementation of quality management systems complying with the STN EN ISO 9001:2000 norms and the EFQM model and the documentation systems in social services facilities. The objective is to set up the processes to deliver and increase quality in social services.

Increasing qualification of the SSF staff

The Department of Social Services and Healthcare plans to make use of the European Union funding by submitting a project of systematic continual training of the employees in social service facilities and organisations that are directly involved in the delivery of social care to clients.

Humanisation and modernisation of SSF in the BSK region's founding responsibility

BSK submitted projects involving requests for subsidies for social services facilities in the founding responsibility of the BSK, based on the Decree of the Ministry of Labour, Social Affairs and Family of the Slovak Republic, of 5 December 2007 No. 29775/2007-II/1, on the provision of subsidies in the competence of the Ministry of Labour, Social Affairs and Family of the Slovak Republic. The project objective includes humanisation and modernisation of SSF in the BSK responsibility and hence the improvement of the quality of life for clients. A total of 72 projects have been submitted in 2008 by the SSF within the

BSK's founding responsibility to the Ministry of Labour, Social Affairs and Family.

Board of Advisers

One of the vehicles of active cooperation between the Bratislava Self-governing Region and providers of assistance, under the Act No. 195/1998 Coll. on social assistance, as amended, and also representatives of organisations delivering education measures subject to the Act on social and legal protection and on social curatorship and on amending of certain acts, is mutual communication of stakeholders in a system of regional social policy. For this reason, in May 2007, a 12-member Board of Advisors was constituted at the BSK Office. It was drawn from experts with best experience and knowledge of the citizens' needs. Their advice, knowledge from the implementation of projects and new ideas are valuable assets in planning and cooperation of support from the Bratislava Self-governing Region.
The group is composed of:

- 6 members of the professional community in the area of social service provision
- 6 members of the professional community in the social counselling and prevention provision.

1. What is or was the timetable for the implementation of the initiative concerned?

The period of 2007 - 2009

2. Specific objectives

- CRC – Support the citizen in his/her independent life through networking of social services and other forms of assistance.
- Mutual cooperation of all social assistance providers within the meaning of the provision of social assistance to all citizens of the BSK region that are dependent on this assistance either owing to their social or material need.
- Update the document "The social service development concept" in the BSK region.
- Develop social services in the BSK region.
- Develop the standards (personnel and financial normatives) for all providers of social services in the BSK region by the time the Act on social services falls effective.

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3. How did the initiative pursue these objectives?

- Inviting community and town mayors to cooperation (Round tables)
- Communicating with social service providers – organisation of working meetings with municipalities, NO organisations and the social service facilities in the founding responsibility of the BSK and community planning based on it.
- Working meetings with members of the Board of Advisors.
- Working meetings with directors of SSF in the BSK founding responsibility

Monitoring and evaluation

How is/was the measure monitored/evaluated?

Results

1. To what extend have specific objectives been achieved?

Activities have not been completed as yet.

2.	**What obstacles or risks have been encountered in the implementation of the initiative?**
	- low interest on the part of municipal representatives, - in potential changes in the SSF in the founding responsibility of the BSK, there was the risk of resistance (misunderstanding of changes). SSF directors did not want to accept new changes and parents wrote a petition (with regard to the economisation efforts designed for SSF).
3.	**How have these obstacles and risks been addressed?**
	The BSK Chairman approached the Association of Towns and Communities with a request to nominate a responsible worker who in turn invited municipal representatives to cooperation with the BSK. A repeated request of the BSK was forwarded seeking cooperation of communities and towns in the processing of questionnaires and sending data.
4.	**Have there been any unexpected benefits or weaknesses encountered?**
	The Department of Social Services and Healthcare organised meetings in order to present the outcomes of the analyses of the state in social services provision in the relevant districts of the BSK, with mayors of selected districts, namely: the Malacky District, the Senec District, the city wards Bratislava I., II., IV. The meetings brought benefits in the form of offers by mayors for the use of buildings of former schools for social purposes (3 mayors presented the offer), the interest of the participating municipal representatives shown in cooperation, information on the competences and potentials in the area of social assistance.