

# The European Pillar of Social Rights and empowering services

European Week of Regions and Cities

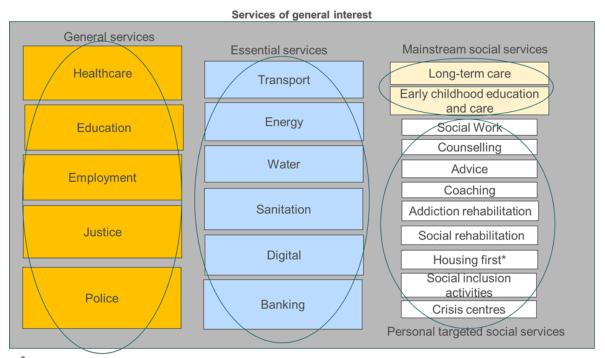
"Empowering services"

**8 October 2020** 

Monika Chaba, Gilberto Pelosi, DG EMPL



### **Services:** a EU typology



<sup>\*</sup> Accommodation provided jointly with social services aimed at combatting homelessness and housing exclusion

### The European Pillar of Social Rights and services

Equal	opportun	ities
and a	access to	the
lab	our mark	et

### Fair working conditions

### Social protection and inclusion

### 1. Education, training and life-long learning

- 2. Gender equality
- 3. Equal opportunities
- 4. Active support to employment

- 5. Secure and adaptable employment
- 6. Wages
- 7. Information about employment conditions and protection in case of dismissals
- 8. Social dialogue and involvement of workers
- 9. Work-life balance
- 10. Healthy, safe and welladapted work environment and data protection

### 11. Childcare and support to children

- 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 for the homeless
- **20.** Access to essential services



#### Relevant principles:

- Minimum income (14) the right to effective access to enabling services
- Other principles: childcare (11), healthcare (16), people with disabilities (17), education, training (01), LTC (18), housing (19), essential services (20)

#### Key aspects:

- Access (accessibility, availability, affordability, outreach)
- Quality
- Support for those in need



### Other relevant EU initiatives

# Voluntary European Quality Framework for Social Services (2010)

- Social Protection Committee
- Quality principles and methodological guidelines

### Directives on Public Procurement (2014)

 Quality and social aspects ("socially responsible public procurement")





### **Empowering social services**

Alfonso Lara Montero, CEO, European Social Network 8 October 2020, European Week of Cities & Regions



### **Social Services**

- No common definition for all EU countries
- Focus on Personal Public Social Services
  - Person-Oriented
  - Respond to Vital Needs
  - Safeguard Rights
  - Create equal opportunities
  - For individuals to fully contribute to society
- Decentralisation: Crucial role of 'subnational' –regional & local levels
- Divergent trends in provision



## Statutory duties

- Defined by Law
- Vary from country to country (though some key trends)
- Conflicting/complementary competences e.g. benefits & in-kind services (again common in many EC)

Welcome



Assessment

Referral



### **Empowering people**

Emergency, temporary & permanent accommodation

Looked-after children

Young people in care/preparing to leave care (until 21/24/25/26)

Early childcare (0-compulsory school age)

(Day) care support for children with disabilities

Family and Parenting Support

Adult social care

women vilence

Day, Residential,
Home Care
CC after hospital
discharge

Supporting women victims of vilence



# Empowering (Dis-) Services

- Marketisatisation
  - Drives by different governance levels
- Political & Policy Weight
  - Priorisation
- Legal Framework
  - O Directives
  - Nationally: Essential (alongside Health, Education)
- Resource Allocation
  - EU/National instruments
- Workforce Investment
  - EU = healthcare
  - Nationally: Sector attractiveness
- Working as a Network







# Many thanks! Get in touch!



@ALaraMontero, @ESNSocial



# Empowering Services Responsibilities and challenges of Social Service Providers

Maria Nyman
President
Social Services Europe

<u>www.socialserviceseurope.eu</u> @SocialSerEurope



### About Social Services Europe

Established in 2011, the membership of the Social Services Europe is open to European networks of primarily not for profit non-public providers of health and social services.

















### Social Services Europe:

- Strengthens the profile and position of social service providers throughout Europe.
- Ensures that the specificity of not-for-profit social and health care service providers is recognised
- Seeks to redress the lack of qualitative and quantitative data on social dialogue issues in the sector



## Responsibilities

- Essential actors in delivering social services
- Working closely with public authorities and service users to ensure quality, accessibility, affordability, adequacy
- Making the implementation of the European Social Pillar a reality is a common responsibility
- Ensuring no one is left behind
- Reaching particularly vulnerable groups, low or no threshold for services



# Challenges

- COVID-19 increased already existing challenges
- People in the most vulnerable situations the first victims
- Lack of investment
- Lack of recognition
- Workforce shortages
- Inadequate social infrastructure
- Outdated forms of care provision
- Costs increased due to pandemic, income lower
- Similar challenges for Social Economy Enterprises



# Thank you for your attention!

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# THE EMPOWERING ROLE OF ESSENTIAL SERVICES

Isabel Baptista
European Social Policy Network (ESPN)

# Setting the context

### European Pillar of Social Rights (EPSR)

Principle 20.

Access to essential services

Everyone has the right to access essential services of good quality, including water, sanitation, energy, transport, financial services and digital communications. Support for access to such services shall be available for those in need.

# Public responsibility at the core of policy responses

- The role of public entities is crucial in ensuring adequate support for people living on low incomes access services responding to basic needs (direct provision / supervision)
- Different (contradictory) paths for designing and implementing support measures to facilitate access to services
- Public entities involved in providing or monitoring/ supervising support measures to facilitate access face a dual challenge

# Illustrating empowering /disempowe ring services



- The role of welfare states overall social assistance ensures decent income transfers guaranteeing access to all essential services
- The empowering role of information the example of access to free-of-charge payment accounts with basic features
- Literacy awareness actions enhancing informed choices
- Complementing "free access" with "secure private access"
- Automatic granting enhancing the rights-based nature of support measures

# Thank you!!

Isabel Baptista

European Social Policy Network (ESPN)

ESPN -

https://ec.europa.eu/social/main.jsp?catId=1135&langId=en

ESPN Report on access to essential services - <a href="https://ec.europa.eu/social/main.jsp?catId=738&langId=en&pubId=8340&furtherPubs=yes">https://ec.europa.eu/social/main.jsp?catId=738&langId=en&pubId=8340&furtherPubs=yes</a>

# Providing Social Services in the City of Vienna

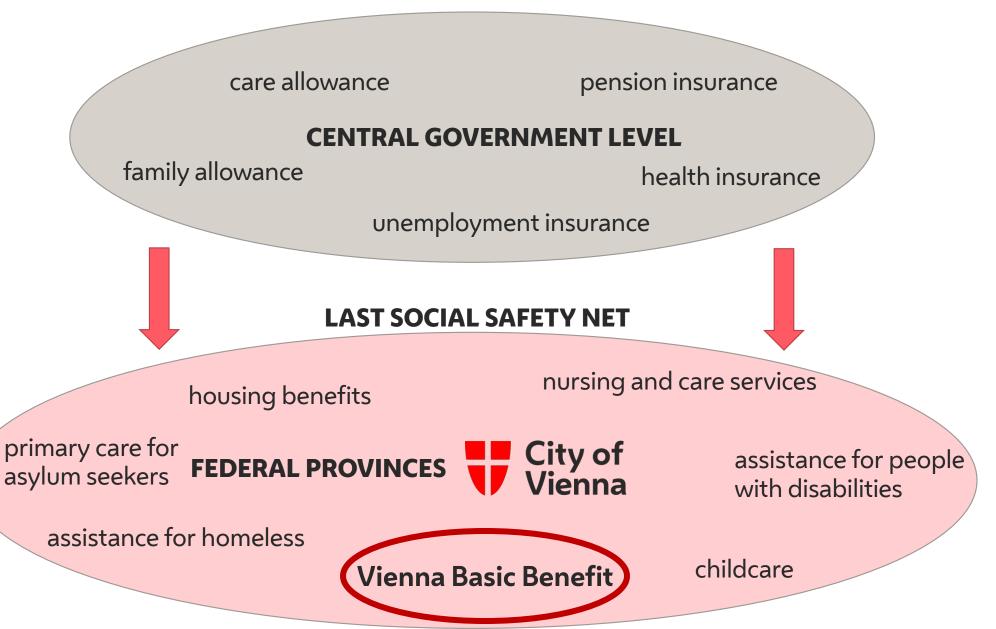
**Agnes Berlakovich** 

Department for Social Welfare, Social and Public Health Law



### **Social Security System:**

#### 1st SOCIAL SAFETY NET



#### **PROVIDING SOCIAL SERVICES**

### -Department for Social Welfare, Social and Public Health Law, City of Vienna

### Vienna Basic Benefit

Social benefit for people with no or a very low income (below the relevant minimum standard)



financial aid, health insurance, advice and support from social workers

- > Overall objective of Vienna Basic Benefit: combatting poverty and social exclusion
- > 'Last social safety net in Vienna'
  - Principle of subsidiarity is applied
  - Integration into the labour market is given priority
- > 128 557 recipients of Vienna Basic Benefit, Aug. 2020. [Children, pupils: 34%, young People: 8%, people permanently unable to work, elderly: 17%]



### Delivering ESPR: Key Principle 14. 'Minimum income'

"...the right to adequate minimum income benefits ensuring a life in dignity at all stages of life, and effective access to enabling goods and services. For those who can work, minimum income benefits should be combined with incentives to (re)integrate into the labour market."

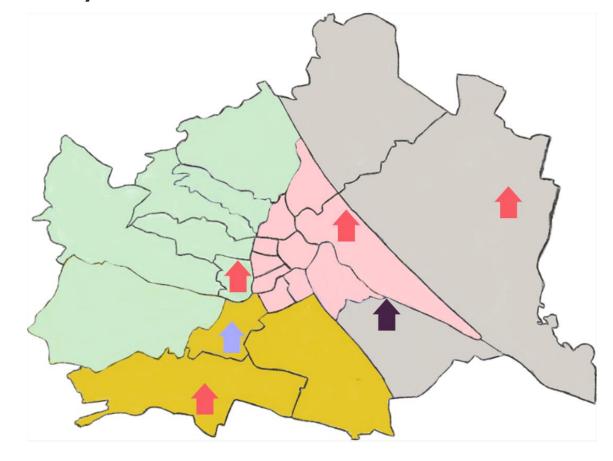
### **Organisation and Services**

-Department for Social Welfare, Social and Public Health Law, City of Vienna

4 district social welfare offices



- 2 social welfare offices focusing on target groups
  - 1. Homeless people/People threatened by homelessness/ People threatened by energy poverty / People who are not available for the labour market (who are unable to work for a longer period of time or have reached the state pension age)
  - 2. Under 25-year-olds





### **U25 VIENNA YOUTH SUPPORT SERVICE.** - TOGETHER FOR YOUNG PEOPLE IN VIENNA.

**'ONE-STOP-SHOP'**  $\rightarrow$  the Department for Social Welfare, Social and Public Health Law <u>and</u> the Public Employment Service offer their services <u>in one location</u>  $\rightarrow$  unique cooperation between the two public authorities in Austria!

#### **TARGET GROUP**

Young recipients of Vienna Basic Benefit between 15 and 24 years - about 10,000 young people in Vienna.

#### **OBJECTIVES**

- > Empowerment of young people and young adults receiving Basic Benefit:
  - Strengthen the personal responsibility
  - Improve the labour market integration
- > Enhance the quality of service structures and support schemes
- > Reduce drop-out rates from support schemes
- > Reduce the period of time support is needed

#### **INSTRUMENTS**

- > Multiple & joint services to support young people
  - Education, training course, job placement and Unemployment Benefit new: case management
  - Social work and Basic Benefit new: increased outreach work
- > Clients remain with the same advisors in each organisation
- > Ensuring short distances for clients and employees
- > Cooperation with network partners (NGOs) and other institutions





### **Discussion**

Question 1:

How can public authorities put in place more empowering services?



### **Question 2**

What is the role of the NGOs (services providers and representatives of the services' users) and citizens in enhancing the empowering function of services?



### Thank you!