



Projects and organisations funded by the European Union Programme for **Employment and Social Innovation (EaSI)**



Report XII
Period covered
1 January 2019 - 30 April 2020

Written by Mantas Pupinis, Kristupas Pribuišis,
Greta Kirdulytė and Rūta Dėlkutė

PPMI Group
Vilnius
March 2022

EUROPEAN COMMISSION

Directorate-General for Employment, Social Affairs and Inclusion
Directorate A - European Pillar of Social Rights, Strategy
Unit A.3 - Budget and planning cycle
e-mail: EMPL-EaSI@ec.europa.eu

*European Commission
B-1049 Brussels*

Projects and organisations funded by the European Union Programme for Employment and Social Innovation (EaSI)

Manuscript completed in May 2022

This document has been prepared for the European Commission however it reflects the views only of the authors, and the European Commission is not liable for any consequence stemming from the reuse of this publication. More information on the European Union is available on the Internet (<http://www.europa.eu>).

PDF ISBN 978-92-76-54259-9 ISSN 2467-4168 DOI 10.2767/674937 KE-BP-22-001-EN-N

Luxembourg: Publications Office of the European Union, 2022

© European Union, 2022



The reuse policy of European Commission documents is implemented based on Commission Decision 2011/833/EU of 12 December 2011 on the reuse of Commission documents (OJ L 330, 14.12.2011, p. 39). Except otherwise noted, the reuse of this document is authorised under a Creative Commons Attribution 4.0 International (CC-BY 4.0) licence (<https://creativecommons.org/licenses/by/4.0/>). This means that reuse is allowed provided appropriate credit is given and any changes are indicated.

For any use or reproduction of elements that are not owned by the European Union, permission may need to be sought directly from the respective rightholders.

Table of Contents

ABSTRACT	8
KURZFASSUNG	9
RÉSUMÉ	11
1 INTRODUCTION	13
1.1. KEY FACTS ABOUT THE PRESENTED PROJECTS	15
1.2. KEY FACTS ABOUT THE PRESENTED ORGANISATIONS	17
1.3. HOW TO READ THIS REPORT	18
2 METHODOLOGY	19
3 EASI-FUNDED PROJECTS	21
3.1 SOCIAL PROTECTION	21
3.1.a. <i>Social policy innovations supporting reforms in social services</i>	21
3.1.1 Regional Single Social Record	21
3.1.2 MISSION: Mobile Integrated Social Services Increasing Employment Outcomes for People in Need	25
3.1.3 Employment enhancement and social services integration in Athens Municipality (ESTI@)	29
3.1.4 HomeLab – Integrated Housing and Labour Services in the Social Rental Enterprise Model	33
3.1.5 Housing and Employment Learning Project (HELP)	36
3.1.6 TSUNAMI – A Traineeship as a Springboard out of Unemployment for those Affected by Mental Illness	39
3.1.7 Bridging Young Roma and Business – Intervention for inclusion of Roma Youth Through Employment in the Private Sector in Bulgaria and Hungary	42
3.1.8 Sites d'Information, de Projet et d'Accompagnement (SIPA)	47
3.1.9 Enhancing the Right to Social Inclusion through Service Integration (ERSISI)	51
3.2 WORKING CONDITIONS	57
3.2.a. <i>Posting of workers: enhancing administrative cooperation and access to information</i>	57
3.2.1 TIDE POWER – Trade unions In DEFence of PPosted WorkERs	58
3.2.2 Protect Our Workers – PoW: Facilitating Transnational Administrative Cooperation and Improve Access to Information and Counselling of Posted Workers	61
3.2.3 Posting of Workers in Eastern Europe (EEPOW)	64
3.2.4 Promoting Mechanisms for Posted Workers' Compliance with Collective Agreements and the Law	68
3.2.5 TRANSposition – Reconciliation Between the Freedom to Provide Services in the EU and the Social Rights of Posted Workers in the Transport Sector.	70
3.2.6 GuideForYou – Mutual Cooperation of Social Partners in Europe on Ensuring Better Legal Provisions, Transparency and Access to Information for Posted Workers and Posted Temporary Agency Workers	74
3.2.b. <i>Activities in the field of undeclared work</i>	77

3.2.7	RAISE UP – Grassroot Actions, Innovative Approaches and Stakeholder Engagement to Tackle Undeclared Work Propensity.....	77
3.3	EMPLOYMENT.....	82
3.3.a.	<i>Fast-track integration into the labour market for third country nationals targeting exclusively asylum seekers, refugees and their family members</i>	82
3.3.1	Fast-track Integration in European Regions (FIER).....	82
3.3.b.	<i>European Solidarity Corps – occupational strand</i>	88
3.3.2	European Solidarity Corps – Occupational Strand – For Youth.....	89
3.3.3	ESC2YOUNG.....	92
3.3.c.	<i>Awareness-raising activities on 'Upskilling Pathways: New Opportunities for Adults'</i> 96	
3.3.4	E.QU.A.L. Enhancing Qualification of Adult Learners through the implementation of Upskilling pathways.....	96
3.4.	EURES: PROJECTS PROMOTING GEOGRAPHICAL LABOUR MOBILITY	100
3.4.a.	<i>Targeted mobility schemes</i>	100
3.4.1	'Your first EURES job' – Targeted Mobility Scheme – Yfej TMS 5.0	101
3.4.2	Targeted Mobility Scheme – Your first EURES Job.....	105
3.4.3	Your First EURES Job – a Tool for Mobility – Second step	108
3.4.b.	<i>Cross-border partnerships</i>	111
3.4.4	EURES Cross-border Alentejo–Extremadura Partnership 2019.....	112
3.4.5	EaSI–EURES cross-border partnership Scheldemond 2019	115
3.4.6.	EURES Transfrontalier Grande Région 2018-2019.....	120
3.4.7.	EURES-TriRegio 2019.....	125
3.4.8.	EURES Ireland – Northern Ireland Cross-Border Partnership 2019	129
3.4.9.	EURES Cross-Border Galicia-North Portugal Annual Plan 2019	133
3.4.10.	EURES in den Grenzregionen Belgien, Deutschland, Niederlande	138
3.4.11.	Crossborder Øresund 2019	141
3.4.12.	EURADRIA 2019	145
3.4.13.	EURES Cross-border Partnership Andalucía–Algarve.....	149
3.4.14.	EURES-T Upper Rhine Cross-border Partnership 2019	153
3.4.15.	Support to Cooperation on Intra-EU Mobility in the EEA Countries	157
3.4.16.	EURES Activity Plan 2019 Iceland	161
3.4.17.	ETUC Coordination in the EURES Network.....	163
4	EASI-FUNDED ORGANISATIONS.....	167
4.1	EUROPEAN ASSOCIATION OF SERVICE PROVIDERS FOR PERSONS WITH DISABILITIES (EASPD) – (RE)CONNECT: EU4YOU	168
4.2	ERGO NETWORK – ROMA INCLUDED IN SOCIAL EUROPE 2019.....	173
4.3	SOLIDAR – TOGETHER FOR SOCIAL EUROPE.....	177
4.4	EUROCARERS – SUPPORTING INFORMAL CARERS, STRENGTHENING EUROPE	180
4.5	CARITAS EUROPA – CARES II: CARITAS ACTIONS REINFORCE THE EUROPEAN SOCIAL DIMENSION 2019.....	184
4.6	EURODIACONIA – EURODIACONIA WORK PROGRAMME 2019	188
4.7	COFACE FAMILIES EUROPE – SAFEGUARDING A SOCIAL, INCLUSIVE AND DIVERSE EUROPE FOR ALL FAMILIES.....	191
4.8	REUSE AND RECYCLING EUROPEAN UNION SOCIAL ENTERPRISES (RREUSE) – DEVELOPING THE ROLE OF SOCIAL ENTERPRISES IN THE CIRCULAR ECONOMY.....	196
4.9	EUROPEAN SOCIAL NETWORK (ESN) – EUROPEAN SOCIAL NETWORK 2019 ANNUAL WORK PROGRAMME.....	199
4.10	EUROPEAN PLATFORM FOR REHABILITATION (EPR) – BRIDGES YEAR 2: BETTER RESULTS FOR INCLUSION OF DISADVANTAGED – GOOD PRACTICE AND POLICY FROM EUROPEAN SERVICES	203
4.11	EUROHEALTHNET – STRENGTHENING ACTION ON HEALTH AND SOCIAL EQUITY IN THE EU: EUROHEALTHNET PROPOSAL FOR 2019	207

4.12	EUROCITIES – INCLUSIVE CITIES FOR ALL: SOCIAL RIGHTS IN MY CITY	211
4.13	EUROPEAN NETWORK OF SOCIAL INTEGRATION ENTERPRISES (ENSIE) – BE WISE IN SUPPORTING THE DEVELOPMENT OF WISES 2019	216
4.14	EUROCHILD – EUROCHILD OPERATIONAL GRANT 2019	219
4.15	EUROPEAN CONFEDERATION OF INDUSTRIAL AND SERVICE COOPERATIVES (CECOP)	224
4.16	PLATFORM FOR INTERNATIONAL COOPERATION ON UNDOCUMENTED MIGRANTS (PICUM) – STRATEGIC COLLABORATION AND EXCHANGE TO ADDRESS MIGRANTS’ SOCIAL EXCLUSION.....	227
4.17	EUROPEAN FOOD BANKS FEDERATION (FEBA) – REDUCING POVERTY THROUGH FOOD REDISTRIBUTION 2019 ACTIONS	230
4.18	EUROPEAN VENTURE PHILANTHROPY ASSOCIATION (EVPA) – STRENGTHENING AND SUPPORTING A EUROPEAN ECOSYSTEM FOR SOCIAL ENTERPRISE FINANCE.....	233
4.19	MICROFINANCE CENTRE – FINANCIAL INCLUSION FOR INCLUSIVE GROWTH IN EUROPE II..	237
4.20	EUROPEAN MICROFINANCE NETWORK (EMN) – MICROFINANCE FOR SOCIAL AND FINANCIAL INCLUSION IN EUROPE.....	239
4.21	EUROPEAN ANTI-POVERTY NETWORK (EAPN) – EAPN 2019 WORK PROGRAMME	243
4.22	EUROPEAN FEDERATION OF NATIONAL ORGANISATIONS WORKING WITH THE HOMELESS (FEANTSA) 2019 WORK PLAN – LEAVING NO-ONE BEHIND.....	247
4.23	EUCLID NETWORK – EMPOWERING SOCIAL ENTERPRISES FOR A VIBRANT SOCIAL ENTERPRISE FINANCE MARKET 2021	251
5	AFTERWORD.....	255
6	ANNEX I – LIST OF PROJECTS AND ORGANISATIONS IN THIS REPORT ...	256

Abstract

The [European Programme for Employment and Social Innovation \('EaSI'\) 2014-2020](#)¹ is a financing instrument managed directly by the European Commission (EC) to promote high-quality and sustainable employment, adequate and decent social protection, social inclusion and poverty reduction and prevention, and fair working conditions. Following the proclamation of the [European Pillar of Social Rights](#)², which sets out guidelines for the support of fair and well-functioning labour markets and welfare systems, the EaSI programme is an essential tool in assisting the Commission to reinforce the EU's social dimension.

Making the European Pillar of Social Rights a reality for citizens is a joint responsibility. While most of the tools to deliver on the pillar are in the hands of Member States, as well as social partners and civil society, the European Union institutions – and the European Commission in particular – can help by setting the framework and giving the direction, using instruments such as EaSI. Among other initiatives, EaSI co-finances actions of public, private and civil society organisations enabling them to deliver new services, assess existing policies or develop new ones, and exchange good practices in the fields of employment, social protection, working conditions, geographical labour mobility, microfinance and social entrepreneurship.

To facilitate the dissemination of the achieved results, this report presents examples of 37 projects supported by the Programme for Employment and Social Innovation (EaSI). The aims of the presented projects ranged from supporting reforms of national social protection systems, enhancing administrative cooperation on posting of workers, raising awareness on how young people can benefit from the [Youth Guarantee](#)³ to boosting the social finance market and promoting intra-EU geographical mobility.

Another main part of the report presents the results of 23 EaSI-supported organisations active in the promotion of social inclusion, poverty reduction and access to finance. The presented organisations aimed to support the implementation of the European Pillar of Social Rights, as well as Commission initiatives carried out towards policy objectives of the [Europe 2020 Strategy](#), [the Social Investment Package](#) and [the Political Guidelines of the Commission](#) at both national and local level. In addition, they contributed to the main EU governance processes such as the [Open Method of Coordination \(OMC\) on social protection and social inclusion](#) and the [European Semester](#).

The report also includes a description of the methodology that was applied to collect information on the presented actions and to analyse their results. The report also seeks to emphasise the European added value of the described actions and to single out potential good practices.

We believe that this report will be beneficial in two major ways. First, it will serve as guidance for public and private institutions and civil society organisations wishing to apply for EU funding. Second, it will provide policymakers with innovative ideas to design and implement new policy interventions to boost employment and ensure adequate social protection across the EU.

¹ <http://ec.europa.eu/social/main.jsp?catId=1081>

² https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights/european-pillar-social-rights-20-principles_en

³ <http://ec.europa.eu/social/main.jsp?catId=1079>

Kurzfassung

Das [Programm für Beschäftigung und soziale Innovation \(EaSI\) 2014-2020](#)⁴ ist ein unmittelbar von der Europäischen Kommission verwaltetes Finanzierungsinstrument, mit dem die Kommission hochwertige und nachhaltige Beschäftigung, einen angemessenen und menschenwürdigen Sozialschutz, soziale Eingliederung, Armutsbekämpfung und -prävention und faire Arbeitsbedingungen fördert. Als Teil der [Europäischen Säule der sozialen Rechte](#)⁵, die unter anderem Leitlinien für die Förderung gerechter und gut funktionierender Arbeitsmärkte und Sozialsysteme enthält, dient das Programm EaSI der Kommission als wirksames Instrument, um die soziale Dimension der EU zu stärken.

Damit die Europäische Säule der sozialen Rechte für die Bürger Europas zur Realität wird, müssen alle Ebenen zusammenarbeiten. Zwar liegen die meisten politischen Instrumente, die für die Säule relevant sind, in den Händen der Mitgliedstaaten, der Sozialpartner und der Zivilgesellschaft, dennoch können die Organe der Europäischen Union, und insbesondere die Europäische Kommission, unter anderem mit Hilfe des Programms EaSI günstige Rahmenbedingungen schaffen und Ziele vorgeben. So stellt das Programm EaSI unter anderem eine Kofinanzierung für Maßnahmen staatlicher, privater und zivilgesellschaftlicher Organisationen bereit, mit denen diese in den Politikfeldern Beschäftigung, Sozialschutz, Arbeitsbedingungen, räumliche Mobilität von Arbeitnehmern, Mikrofinanzierung und soziales Unternehmertum neue Dienstleistungen erbringen, politische Strategien auswerten oder neue politische Ideen entwickeln sowie bewährte Verfahren austauschen können.

Um die Verbreitung der erzielten Ergebnisse zu verbessern, stellt dieser Bericht beispielhaft 37 Projekte vor, die im Rahmen des Programms für Beschäftigung und soziale Innovation (EaSI) gefördert wurden. Die vorgestellten Projekte dienten unter anderem dazu, Reformen der Sozialsysteme in den Mitgliedstaaten zu unterstützen, die Kooperation von Behörden bei der Vermittlung von Arbeitnehmern zu verbessern, junge Menschen über die Vorteile und Möglichkeiten der [Jugendgarantie](#)⁶ zu informieren, den Finanzmarkt für Sozialunternehmen zu verbessern und die geografische Mobilität innerhalb der EU zu erleichtern.

In einem weiteren Hauptteil des Berichts werden die Ergebnisse von 23 EaSI-unterstützten Organisationen vorgestellt, die sich für die Förderung der sozialen Eingliederung, die Armutsbekämpfung und den Zugang zu Finanzmitteln einsetzen. Die Maßnahmen der vorgestellten Organisationen hatten das Ziel, die Umsetzung der Europäischen Säule der sozialen Rechte und anderer Initiative der Kommission, mit deren Hilfe diese die im Rahmen der [Strategie Europa 2020](#), [des Sozialinvestitionspakets](#) und der [politischen Leitlinien der Kommission](#) definierten politischen Ziele fördert, auf nationaler und lokaler Ebene zu unterstützen. Außerdem tragen sie zu den wichtigsten Verfahren des Europäischen Regierens bei, das heißt zu der [offenen Koordinierungsmethode für Sozialschutz und soziale Eingliederung \(OKM\)](#) und zum [Europäischen Semester](#).

Ferner enthält der Bericht eine Beschreibung der Methoden, die angewendet wurden, um Daten über die vorgestellten Maßnahmen zu erfassen und deren Ergebnisse zu analysieren. Unter anderem möchte der Bericht den europäischen Mehrwert der untersuchten Maßnahmen betonen und bewährten Verfahren vorstellen.

Wir hoffen, dass sich dieser Bericht als hilfreich erweist, indem er erstens öffentlichen und privaten Institutionen und zivilgesellschaftlichen Organisationen, die Fördermittel der EU beantragen möchten, als Leitfaden dient und zweitens politischen Entscheidungsträgern

⁴ <http://ec.europa.eu/social/main.jsp?catId=1081&langId=de>

⁵ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights/european-pillar-social-rights-20-principles_de

⁶ <http://ec.europa.eu/social/main.jsp?catId=1079&langId=de>

innovative Ideen zur Entwicklung und Umsetzung neuer politischer Maßnahmen vorstellt, mit denen Arbeitsplätze geschaffen und europaweit ein angemessener Sozialschutz gewährleistet werden können.

Résumé

[Le programme européen pour l'emploi et l'innovation sociale \(« EaSI »\) 2014-2020⁷](#) est un instrument de financement géré directement par la Commission européenne visant à promouvoir des emplois durables et de haute qualité, une protection sociale décente et adaptée, l'inclusion sociale, la prévention et la réduction de la pauvreté, et des conditions de travail justes. Après [la proclamation du socle européen⁸](#) des droits sociaux qui fixe les lignes directrices pour soutenir des marchés du travail et systèmes de protection sociale équitables et performants, le programme EaSI représente un outil essentiel pour aider la Commission à renforcer la dimension sociale de l'UE.

Faire du socle européen pour les droits sociaux une réalité pour les citoyens est une responsabilité commune. La plupart des outils nécessaires à la mise en œuvre de ce socle sont dans les mains des États membres et dans celles des partenaires sociaux et de la société civile ; néanmoins, les institutions européennes, et notamment la Commission européenne, peuvent aider en fixant le cadre et en donnant des orientations, à l'aide d'instruments comme le programme EaSI. Entre autres initiatives, le programme EaSI cofinance les actions des organisations publiques, privées ou de la société civile pour leur permettre de proposer de nouveaux services, d'évaluer les politiques existantes ou d'en proposer de nouvelles et de procéder à des échanges de bonnes pratiques dans les domaines de l'emploi, de la protection sociale, des conditions de travail, de la mobilité professionnelle géographique, du microfinancement et de l'entrepreneuriat social.

Afin de faciliter la diffusion des résultats obtenus, le présent rapport présente des exemples de 37 projets qui ont été financés par le programme pour l'emploi et l'innovation sociale (EaSI). Les projets présentés avaient des objectifs variés, comme le soutien aux réformes des systèmes nationaux de protection sociale, le renforcement de la coopération administrative relative au placement des travailleurs, le renforcement de la sensibilisation des jeunes aux avantages de la [Garantie pour la jeunesse⁹](#) ou encore la dynamisation du marché du financement social ou la promotion de la mobilité géographique intraeuropéenne.

Une autre grande partie du rapport présente les résultats de 23 organisations soutenues par EaSI et actives dans le domaine de la promotion de l'inclusion sociale, la réduction de la pauvreté et l'accès au financement. Les organisations présentées avaient pour objectifs de soutenir la mise en œuvre du pilier européen des droits sociaux, ainsi que les initiatives de la Commission visant à atteindre les objectifs politiques tant au niveau national que local de [la Stratégie Europe 2020, du train de mesures sur les investissements sociaux et des orientations politiques de la Commission](#). Elles ont par ailleurs contribué aux principaux procédés de gouvernance européens comme [la méthode ouverte de coordination pour la protection et l'inclusion sociales](#) ou [le semestre européen](#).

Le rapport comporte également une description de la méthodologie utilisée pour collecter les informations sur les actions présentées et pour analyser leurs résultats. Le rapport cherche en outre à mettre l'accent sur la valeur ajoutée européenne des actions décrites, et à faire ressortir d'éventuelles bonnes pratiques.

Nous pensons que ce rapport présentera deux grands avantages. Tout d'abord, il pourra servir de guide aux institutions privées et publiques et aux organisations de la société civile qui souhaitent demander un financement européen. Ensuite, il proposera des idées innovantes aux responsables politiques pour la conception et la mise en œuvre de nouvelles interventions

⁷ <https://ec.europa.eu/social/main.jsp?catId=1081&langId=fr>

⁸ https://ec.europa.eu/info/strategy/priorities-2019-2024/economy-works-people/jobs-growth-and-investment/european-pillar-social-rights/european-pillar-social-rights-20-principles_fr

⁹ <https://ec.europa.eu/social/main.jsp?catId=1079&langId=fr>

politiques visant à dynamiser l'emploi et à garantir une protection sociale adaptée dans toute l'UE.

1 Introduction

The [EU Programme for Employment and Social Innovation \(EaSI\)](#)¹⁰ is one of the four EU financing instruments in the area of employment and social affairs for the period 2014-2020, together with the [European Social Fund](#)¹¹ (ESF), the [Fund for European Aid for the most Deprived](#)¹² (FEAD) and the [European Globalisation Adjustment Fund](#)¹³ (EGF). EaSI provides support to promote high-quality and sustainable employment, adequate and decent social protection, social inclusion and poverty reduction and prevention and fair working conditions. It is an essential tool in assisting the European Commission to reinforce the EU's social dimension as affirmed by the [European Pillar of Social Rights](#)¹⁴.

The pillar contains principles promoting well-functioning and fair labour markets as well as social protection systems, structured around three dimensions:

- ensuring equal opportunities and access to the labour market;
- fair working conditions, and;
- social protection and inclusion.

Alongside other financial instruments, EaSI plays a key supporting role in the implementation of the pillar and its follow-up initiatives. With the pillar directly feeding into the annual cycle of assessing economic and social challenges across the EU, the EaSI programme remains central to supporting the achievement of the political goals in the area of employment and social affairs in the EU.

EaSI is structured into the following three axes:

- **Progress – focusing on providing support to the policymaking and implementation process** through production of policy evidence, organisation of information sharing and mutual learning, funding social policy experimentation projects and providing capacity building to EU and national organisations;
- **EURES – aiming to improve geographical labour mobility** in the EU through making information on placements more transparent and accessible as well as funding the actual services for jobseekers and employers;
- **Microfinance and social entrepreneurship (MF/SE) axis – supporting access to finance for vulnerable people, micro- and social enterprises** by providing funding for financial intermediaries and capacity building of relevant actors.

In particular, EaSI wants to act as **a catalyst for innovative solutions through social policy experimentation** by assisting Member States in improving the policies in employment and social affairs that respond to their social needs and challenges. Furthermore, it **fosters transnational partnerships and networking between public, private and third sector actors**. Finally, it supports involvement in designing and implementing new approaches to cope with pressing social and economic trends.

The total budget for 2014-2020 is EUR 919 469 000 (in 2013 prices). On 18 July 2018, the so-called *Omnibus Regulation (EU, Euratom) 2018/1046 on the financial rules applicable to the general budget of the Union* provided that the allocation of funding was indicative and not binding, thereby allowing EaSI to 'swiftly provide adequate resources to support changing political priorities'. It also updated the indicative percentages applicable on average over the whole period of the programme to the axes, setting these at least 55 % for Progress, at least 18 % for EURES and at least 18 % for MF/SE.

¹⁰ <http://ec.europa.eu/social/main.jsp?catId=1081>

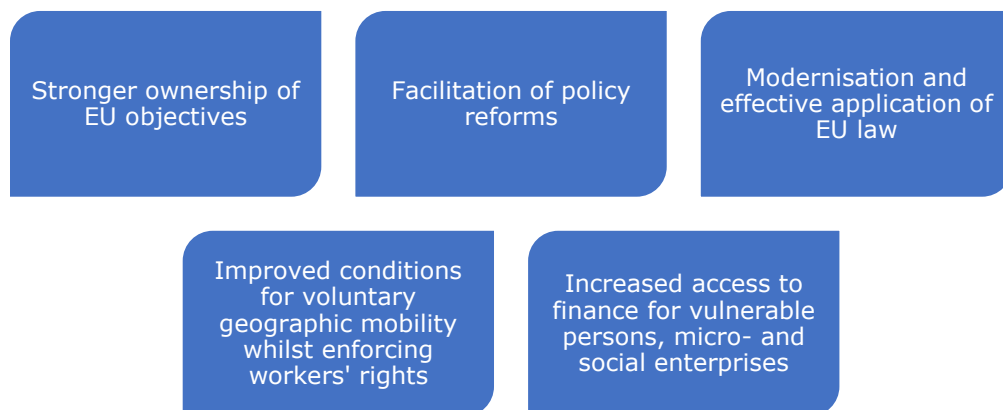
¹¹ <http://ec.europa.eu/esf/home.jsp>

¹² <http://ec.europa.eu/social/main.jsp?catId=1089>

¹³ <http://ec.europa.eu/social/main.jsp?catId=326&langId=en>

¹⁴ <http://ec.europa.eu/social/main.jsp?catId=1310&langId=en>

Figure 1: EaSI long-term outcomes



Source: European Commission.

The programme pays particular attention to vulnerable groups, such as young people, and to promoting equality between women and men. Combating discrimination based on sex, racial or ethnic origin, religion or belief, disability or sexual orientation is another cross-cutting concern. Likewise, EaSI is promoting a high level of quality and sustainable employment, guaranteeing adequate and decent social protection, combating long-term unemployment and fighting poverty and social exclusion.

Since EaSI fosters social policy innovation a significant amount of funding is devoted to this, notably through calls for proposals for social experimentation projects.

Concretely, EaSI supports the maintenance and development of the necessary evidence base for EU employment and social policies and legislation by financing, for example, the EU Labour Force Survey (LFS), European Skills, Competences and Qualifications (ESCO) database, Accidents at work EU statistics (Eurostat), Database on Labour Market Policies (LMP), EUROMOD and the Social Situation Monitor. Other analytical outputs financed by EaSI are a result of cooperation with international organisations carrying out research in the relevant fields (e.g. Organisation for Economic Cooperation and Development and International Labour Organization), or developed by the networks of independent experts like the European Employment Policy Observatory and European Social Policy Network.

In addition, the programme contributes towards the operating costs of key EU-level civil society (CSO) network organisations (such as Caritas, Eurochild and Eurocarers) and co-finances projects of Member States' public, private and CSOs that have a transnational character or are of interest to the EU as a whole. These contribute to evidence-based policymaking, social innovation and advancement in employment, social protection and inclusion as well as working conditions, while promoting an integrated EU market for labour mobility, microfinance and social entrepreneurship.

Analysing and disseminating information about the results of these projects and organisations are part of the EaSI performance monitoring. This is the **twelfth** report. Previous reports can be downloaded from the European Commission's website¹⁵.

This report focuses on the results of **37 EaSI-funded projects** in the areas of social protection, working conditions, employment, development of social finance market and EURES –

¹⁵ Please see:

<https://ec.europa.eu/social/main.jsp?advSearchKey=monitoring+good+practices&mode=advancedSubmit&catId=22&policyArea=0&policyAreaSub=0&country=0&year=0>

geographical labour mobility. It also presents the results of **23 EaSI-supported organisations** – major EU-level civil society organisations promoting social inclusion, poverty reduction and access to finance for vulnerable groups and social entrepreneurs.

The report consists mainly of fiches that describe in concise and uniform format the results and the European added value of a successful project or an organisation as well as potential good practices among the implemented actions. In addition, the project / organisation fiches were developed with the aim of making them easily accessible as stand-alone documents and useful to all informed stakeholders (decision-makers, social partners, NGOs, academia, media and civil society at large).

The purpose of this report is to improve learning among the national authorities, civil society organisations and private actors working in the field of employment and social affairs, and to support future policy developments. First, it may serve as guidance for public, private and civil society actors wishing to apply for EU funding in the future. Second, it will provide policymakers with ideas and suggestions that can inform the design and implementation of new policy interventions.

Along with this introduction, the report has three other parts. Chapter 2 features a description of the methodology that was applied to collect information on the actions and to analyse their results. Chapter 3 presents the activities of projects implemented between 2015 and 2019 that were funded by EaSI through **action grants** to finance actions aimed at helping to achieve European Union policy objectives. In Chapter 4, the reader will find an overview of the results achieved between 2019 and 2020 by EaSI-supported major EU-level organisations through **operating grants**. Operating grants finance the work programmes of bodies that pursue the same interests as the European Union or its specific policies. The report concludes with a short afterword explaining the next steps in monitoring EaSI-supported projects and organisations as well as the overall programme.

The reader should note that the date of finalisation serves as the basis for the selection of the projects described in the report. This report lists EaSI-funded action and operating grants completed between **1 January 2019 and 30 April 2020**.

1.1. Key facts about the presented projects

This report presents **37 finished projects** funded by the EaSI programme in the areas of social protection, working conditions, employment and development of a social finance market¹⁶.

In the policy area of **social protection**, the report presents 9 projects (Table 1) that aimed to test innovative policy solutions related to reforms in social services.

Table 1. Calls for proposals in the policy area of social protection and social inclusion (EaSI-PROGRESS)

Reference number	Title	Number reported projects
VP/2014/008	Call for proposals for social policy innovations supporting reforms in social services	1
VP/2015/011	Call for proposals for social policy innovations supporting reforms in social services	8

¹⁶ Please note that the projects within different policy areas as well as projects within the same policy area that are funded through different calls should not be directly compared with each other. They are different in scope, aims, activities, budget and duration. Each project should rather be seen as a distinct action.

In the policy area of [working conditions](#)¹⁷, the report presents seven EaSI-funded projects that aimed to enhance administrative cooperation and access to information on the posting of workers and prevent and tackle undeclared work (see Table 2).

Table 2. Calls for proposals in the policy area of working conditions (EaSI-PROGRESS)

Reference number	Title	Number reported projects
VP/2017/003	Posting of workers: enhancing administrative cooperation and access to information	6
VP/2017/005	Activities in the field of undeclared work	1

In the policy area of **employment**, the report analyses four projects (see Table 3). One of the projects focuses on the integration of third country nationals that are asylum seekers, refugees and their family members into the labour market. Another project has developed awareness-raising activities on the initiative 'Upskilling Pathways: New Opportunities for Adults'. Finally, the two remaining projects that we analyse have focused on supporting the implementation of the occupational strand of the European Solidarity Corps.

Table 3. Calls for proposals in the policy area of employment (EaSI-PROGRESS)

Reference number	Title	Number reported projects
VP/2016/015	Fast-track integration into the labour market for third country nationals targeting exclusively asylum seekers, refugees and their family members	1
VP/2017/011	Awareness-raising activities on 'Upskilling Pathways: New Opportunities for Adults'	1
VP/2016/018	European Solidarity Corps - occupational strand	2

In the policy area of **geographical labour mobility (EaSI-EURES)**¹⁸, the report analyses 17 projects, out of which there are 3 targeted mobility schemes and 14 cross-border partnerships and cooperation on intra-EU mobility for EEA countries and social partners.

¹⁷ <http://ec.europa.eu/social/main.jsp?catId=706&langId=en>

¹⁸ <https://ec.europa.eu/eures/public/homepage>

Table 4. Calls for proposals in the policy area of geographical labour mobility (EaSI–EURES)



EURES
The European Job Mobility Portal

EURES is a European job mobility network providing information, guidance and recruitment/placement services to employers, jobseekers and any citizen wishing to take advantage of freedom of movement for workers within the European Union and the European Economic Area (EEA).

It covers three thematic sections:

- transparency of job vacancies, job applications and any related information for applicants and employers;
- development of services on recruitment and placing of workers in employment;
- cross-border partnerships

Reference number	Title	Number reported projects
VP/2016/009	Targeted mobility scheme 'Your first EURES job'	3
VP/2018/007	EaSI–EURES – Cross-border partnerships and support to cooperation on intra-EU mobility for EEA countries and social partners	14

1.2. Key facts about the presented organisations

The report also presents the work of **23 EaSI-funded EU-level civil society network organisations** working on social inclusion, poverty reduction and promotion of access to finance for vulnerable persons and social entrepreneurs¹⁹.

Table 5. List of presented EaSI-supported organisations

Title of organisation	Vision and goal
European Association of Service Providers for persons with Disabilities (EASPD)	Promoting equal opportunities for people with disabilities with effective high-quality service systems
Eurochild	Promote rights and well-being of children and young
SOLIDAR	Advancing social justice
EUROCARERS	Represent informal carers, irrespective of age or health and care needs of the person in their care
EuroHealthNet	Tackling social determinants of health for fairer, healthier and more sustainable communities for all
European Venture Philanthropy Association (EVPA)	Creating positive societal impact through venture philanthropy
MicroFinance Centre (MFC)	Empowering individuals and sustaining communities by innovative social finance and microfinance

¹⁹ Funded as a result of the call for proposals for operating grants open to EU-level NGO networks that signed a Framework Partnership Agreement with the European Commission (VP/2018/016).

Platform for International Cooperation on Undocumented Migrants (PICUM)	Ensuring social justice and human rights for undocumented migrants
European Microfinance Network (EMN)	Microfinance to fight social and financial exclusion in Europe by self-employment and microenterprises
Eurodiaconia	Providing social and healthcare services and advocating social justice
European Platform for Rehabilitation (EPR)	Capacity building of a network of service providers to people with disabilities to provide sustainable, high-quality services by mutual learning and training
COFACE – Confederation of Family Organisations in the European Union	Contribute to better EU policymaking for positive change in the lives of millions of families in Europe
European Network of Social Integration Enterprises (ENSIE)	Represent, maintain and develop networks and federations of work integration social enterprises
European Anti-Poverty Network (EAPN)	Fighting against poverty and social exclusion
Reuse and Recycling Social Enterprises in the European Union (RREUSE)	Representing social enterprises active in reuse, repair and recycling
EUROCITIES	Network of major European cities reinforcing the role of local and municipal governments
Caritas Europa	Fighting poverty and social exclusion
ERGO Network	Roma inclusion
European Social Network (ESN)	Local public social services
European confederation of industrial and service cooperatives (CECOP)	For democracy and solidarity to the workplace, sustainable economic growth and social cohesion
European Food Banks Generation (FEBA)	Fighting hunger and food waste throughout Europe
European Federation of National Organisations Working with the Homeless (FEANTSA)	Working towards ending homelessness
Euclid Network	Empowering civil society and social enterprises to drive positive change

1.3. How to read this report

This report consists mainly of fiches prepared as stand-alone documents. Therefore, please, go to the fiches of interest and relevance to your work or personal interest. To learn more on how these fiches were developed refer to Chapter 2 – Methodology.

2 Methodology

The key components of this report are fiches presenting the results of projects and actions delivered by organisations funded by the EaSI programme. These project and organisation fiches are structured according to policy areas as well as themes of respective calls for proposals. The report presents projects completed between 2016 and 2020 and the results delivered in 2019 by the EU-level civil society network organisations supported by EaSI.

In addition to an overview of activities carried out by the grant beneficiaries, the report aims to identify and describe **potential good practices**. To single out such practices, we followed a broad definition of the term 'practice' encompassing both policy development and implementation. In our view, a 'good practice' is a process or methodology that has been proven to work well and produce good results and is therefore recommended for others as a model or useful example. What constitutes a 'good practice' can thus include initiatives as diverse as legislation (at the national, sub-national and local levels), regulation, policies, strategies, institutional frameworks, planning and coordination procedures, various interventions (programmes, projects, campaigns, subsidies, financing mechanisms, tariff structures and similar), among many others. When analysing EaSI-funded projects and organisations, the report team aimed to include all information instrumental to distinguishing the most successful activities, so that only effective calls are continued in the future.

To ensure that the collected information is as comprehensive as possible, we relied on **three data collection strategies**:

1. The main sources of information were the final technical implementation reports completed by grant beneficiaries.
2. The report team also used all available additional information about the presented projects and organisations provided to them by the European Commission. Such information included various reports and briefings, agendas of organised events, participant lists, financial information, a detailed description of deliverables and external/internal evaluations.
3. Finally, data collection was carried out in openly accessible sources, such as project/organisation websites.

The report team then analysed the content of the collected material according to a pre-developed toolkit to produce fiches for each project and organisation. The **toolkit** included a project/organisation fiche template (covering pre-established criteria for analysis), a list of criteria for classifying analysed projects and organisations, and a reference grid for indicating potential good practices.

The resulting **60 fiches** consist of two parts. The first part (a table) presents the general administrative data on a given project or organisation as well as policy areas and sub-areas as per the pre-established classification. In the second part, we outline the actions' aims and results, effectiveness, transferability/up-scalability, sustainability, innovativeness, impact and EU added value. These criteria were also used to assess which of the project and organisation activities could be regarded as potential good practices. As the reports on EaSI-funded projects and organisations will be *inter alia* used by the project and organisations' auditors, the aspect of effectiveness (i.e. the extent to which projects and organisations achieved their results) was given particular attention.

Box 1 provides a complete list of criteria applied to analyse projects.

Box 1. List of criteria for analysing projects

- **Socioeconomic context.** This part describes why the action was implemented and the policy-related motives behind it. It also describes how the analysed project fits into the local/national/EU policy, social and economic context.
- **Aims of the project/organisation.** This summarises what the action aimed to achieve.
- **Results, impacts, lessons learned.** This part discusses the results, medium-to-long-term impacts of the action (both current and expected) and lessons learned.
- **Identification of potential good practices.** This identifies processes/methodologies employed in a project that could be suggested as good practice examples to others.
- **Transferability element(s) of the project/activities (if any).** This discusses the potential for the action or its individual parts to be applied in other contexts/at other levels.
- **Innovativeness of the project/activities (if any).** Activities considered novel, in terms of standing out comparing similar actions and settings, elaborating the innovativeness.
- **Policy evidence generated by the project (if any).** An overview of studies, reports, databases or other evidence produced to inform policy developments in a respective field.
- **Transnational dimension (if any).** This section focuses on activities implemented in more than one country, at the EU or international level. In the fiches on transnational networks or projects (by design transnational), this section was often not singled out and instead the transnational element was emphasised as a horizontal theme in the fiche.
- **New partnerships created (if any).** This heading elaborates on actions that led to organisations finding new partners because of their involvement in a given project/network.
- **Dissemination strategy (if any)** on how the project communicated the results to their members, stakeholders and general public, including intermediary and final target groups.
- **European added value.** In this section, the report comments on whether the action:
 - could have been implemented or reached similar results without EU funding (where exactly did EU funding mostly contribute to?);
 - contributed to implementing EU legislation or ensuring it is correctly applied;
 - led to economies of scale, more efficient use of money and better services;
 - promoted best practice examples learned from the previous EU/national actions;
 - promoted benchmarking for decision-making (e.g., through peer reviews, mutual learning, producing evidence for policymakers, etc.);
 - due to its transnational character, allowed cross-border risks to be reduced and their consequences mitigated;
 - contributed to the free movement of persons;
 - contributed to networking (especially of organisations from different countries).
- **Sustainability measures.** This part explains measures taken to ensure that results and impacts are sustainable. Is there any evidence that activities would continue without EU support?
- **Horizontal objectives.** In all its axes and activities, the EaSI Programme should contribute to promoting gender equality (including through gender mainstreaming and gender budgeting), paying particular attention to vulnerable groups, such as young people and ensuring non-discrimination on all grounds, promoting fair working conditions and sustainable work and combating long-term unemployment, ensuring adequate and decent social protection, and fighting social exclusion and poverty²⁰. This section focuses on how these horizontal objectives of the EaSI Programme were considered in the technical implementation and the content of project activities. How did a project team pay attention to vulnerable groups? Is there any evidence on the use of non-discrimination and gender equality measures (including gender mainstreaming and gender budgeting)? Do the projects in any way promote high-quality and sustainable work, adequate and decent social protection and tackle long-term unemployment, social exclusion and poverty?

The reader should note that even though projects and organisations presented in this report were funded under the same programme and many of them had similar aims, each implemented a unique set of actions. Therefore, in overviewing them the research team focused on the most relevant information for each, instead of including a uniform list of criteria in every fiche. This is to say that project/organisation fiches feature different combinations of headings, and more emphasis is given to some of the criteria over others, with respect to the nature of the actions.

²⁰ Regulation EU No 1296/2013 on a European Union Programme for Employment and Social Innovation.

3 EaSI-funded projects

3.1 Social protection

3.1.a. Social policy innovations supporting reforms in social services

Below, the report reviews 9 projects funded to deliver social policy innovations supporting reforms in social services²¹. The majority of the presented projects have also aimed to integrate the service users into the labour market. The call thus support the implementation of the [Recommendation on Active inclusion](#)²² and of the [Social Investment Package](#)²³, and the [initiative on the integration of the long-term unemployed into the labour market](#)²⁴. The funded actions were implementing activities in one of these areas:

- Single entry points;
- Personalised approach through high-quality case handlers.

The funded projects have also paid a lot of attention to the support of female participation in the labour market.

3.1.1 Regional Single Social Record

'The Electronic Single Social Record of Andalucía (ESSR) was the first experience of Single Social Record in Spain, especially in such a large scope'



Call identification number	VP/2014/008
Grant identification number	VS/2015/0205
Policy area	Social protection and social inclusion
Policy sub-area	Mainstreaming SPSI
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • Experts in evaluation and in impact assessment; • Media; • Professionals working in the public system of social services in Andalusia at regional and local level and national/European level; • academic sector; • City and county councils of Andalusia and other regions in Spain.

²¹ The described projects were supported as a result of two calls for proposals for social policy innovations supporting reforms in social services: VP/2014/008 and VP/2015/011.

²² https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=CELEX_%3A32008H0867

²³ <https://www.eurofound.europa.eu/areas/socialcohesion/socialinvestmentpackage2013>

²⁴ <https://ec.europa.eu/social/main.jsp?catId=1205&langId=en>

Activities implemented	<ul style="list-style-type: none"> • An analysis of the social care system in Andalusia, identification of its needs; • Creation of the Single Social Record System: establishment of the content, identification of challenges and their solutions in daily management of social services; • The validation, testing, and monitoring of the Regional Single Social Record System; • Training with the aim of expanding the knowledge of the RESISOR system; • Drafting the White Book of the ESSR (Electronic Single Social Record).
Implementation country (-ies)	Spain
Participating countries	Spain
Coordinator	Consejería de Igualdad, Políticas Sociales y Conciliación/ Regional Ministry of Equality, Social Policies and Reconciliation
Partners	<ul style="list-style-type: none"> • Agencia de Servicios Sociales y Dependencia de Andalucía • Ayesa Advanced Technologies SA; • Ayuntamiento De Dos Hermanas; • Isotrol SA; • Sarquavitae Servicios De La Dependencia S.A.U.; • Sopra Steria España S.A.; • Universidad Internacional De Andalucía.
EU contribution in euro	1 977 519.98 (Initial)
Project duration	15 October 2015-14 January 2019
Project/organisation website	http://www.resisor.es/ www.resisor.eu/ www.resisor.com http://www.historiasocialunica.es/www.historiasocialunica.eu/ www.historiasocialunica.com

Socioeconomic context: Before this project, the Spanish region of Andalusia did not have a unified, user-friendly system to gather, track and extract social records of its citizens. Instead, the data was fragmented, and stored by multiple administrators. There was therefore a need for a system and database of social services, enabling a holistic follow-up, service-control and coordination among different administrative levels.

Aims of the project/organisation: RESISOR aimed at unifying existing systems with various types of personal social records, by establishing a single channel of communication. This project started from the idea to create a one-stop-shop that avoids duplications and provides an easy and comprehensive way to access social records. Such system should improve effectiveness and efficiency for professionals as well as access to social services' delivery for its users. In this way, RESISOR would integrate current information systems and contribute to the transparency of public administration, as well as to mandatory principles of democracy in the digital era. Finally, it should increase budget efficiency, allocating management savings into direct social benefits and guaranteeing the adequate and decent social protection in Andalusia.

Concluding, RESISOR was to lead to a new information system comprehending (1) a well-defined social services portfolio containing services and procedural rules; (2) an individualised single social record; (3) a centralised pool of users, centres and professionals; and (4) statistical exploitation tools.

Results, impacts and lessons learned: The most important result of this project is the creation of a one-stop-shop system for social records. The Electronic Single Social Record of Andalusia (ESSR) was the first experience of single social record in Spain, especially on such a large scale. Some other similar systems do exist, but these are focused only on a local level or integrated exclusively in health services. Moreover, it has become a model for other regions like Asturias and the Canarias, which are interested in implementing a single social record of their own.

The digital tool developed within this project allowed the service provided to the social service users to be improved. It also facilitated the integration of personal information from different sources into one electronic document with all of the information of the beneficiary of the resource or service. This is a great step forward, allowing professionals and users to access integrated social data, avoid duplications, thus saving time and effort. It has gathered all the available social records at the different levels of administration.

The project also contributed to the structural reforms in Andalusia, notably thanks to the potential future options for the use of the RESISOR tool. These future scenarios will expand the digital ESSR to all social services in Andalusia, at all levels of public administration, including both private and public sectors and with interconnections to other areas such as health, employment, education and housing as it is provided in the Law of Social Services of Andalusia.

Transferability element(s) of the project/activities: The RESISOR has become a reference model at regional and European level, due to the works developed for the unification of different systems and models. It has set the grounds for a new integration model for the Social Services at regional and local levels in the long term.

Innovativeness of the project/activities: Creation of an integrated ESSR system is an innovative solution to a longstanding problem of numerous and complex records of citizens social information. RESISOR designed and developed a novel system in which such information is all in one place and can be easily accessed anytime.

Policy evidence generated by the project: The [White Book](#)²⁵ of the ESSR was adopted by the Regional Ministry of Equality and Social Policies and the Agency for Social Services and the Dependency of the Agency for Social Services and the Dependency of Andalusia. It is a political document that outlines the future of the ESSR in Andalusia, stipulating the set-up, the background and baseline of the ESSR.

New partnerships created: The project team has created several partnerships with other Spanish authorities, as well as another EaSI project:

- Bilateral exchange with Pact Project of Castilla y León, co-funded by EaSI, aimed at innovation in social services with the objective of designing and testing a new model of care for people at risk of social exclusion in 'Castilla y León'.
- The Government of Asturias in Seville and Oviedo: Asturias is now creating a Single Social Record, having learned from RESISOR's experience on organisation practices of the ESSR, infrastructures required and used, procedures selected, etc.
- The Government of Canarias: an exchange of information about the development of RESISOR in Andalusia. The Canarias region is developing a roadmap for the creation of its own ESSR.
- The national government has committed to creating a Working Group for Electronic ESSR for all Spanish Regional Governments.

Dissemination strategy: The project reach has exceeded expectations. RESISOR's team has hosted multiple visits from other European and national authorities that wanted to learn more about the electronic system developed as a result of this project. In addition, the project team has participated in multiple mutual learning events, conferences, seminars and other high-level events at regional, national and European level.

²⁵

<https://www.juntadeandalucia.es/export/drupaljida/publicacion/19/04/190123-%20RESISOR-%20Libro-%20Blanco-%20INGLES.pdf>

During the course of the project more than 60 publications and press releases were published in different webpages, magazines and press media. The project also actively participated in social media, recorded five videos for different events. RESISOR's team has also organised information sessions, supported networking event, and cooperation meetings. Additionally, five online training courses were developed. Important reports in the evaluation that measure the relevance, feasibility, and impact of the ESSR have been produced.

European added value: The blueprint of the Law of Social Services established in 2014 provides for the right to have a single social record for each citizen in Andalusia, as a key tool of the public system of social services. Thanks to the EU funding the ESSR was created rapidly generating the interest of other regions to apply a similar system.

Sustainability measures: The ESSR in Andalusia has its legal basis in the new Law of Social Services, article 47. The ESSR was developed with consideration to the overall requirements of the Law providing it with strong support and sustainability for the future.

Regarding the possibility of being replicated in other regions, both Asturias and the Canary Islands are using the experience of the RESISOR tool, in their efforts to implement an ESSR. Moreover, the experiences and expertise were shared with the Government of Castilla y León, within the frame of their EaSI-supported project PACT.

In addition, a process has already been developed to spread the ESSR further based on the following detailed steps:

1. the development of a collaboration agreement with the national government for the integration of social inclusion procedures.
2. The investment and acquisition of new infrastructure to achieve the deployment of the tool at regional level.
3. The Regional Ministry of Equality, Social Policies and Reconciliation is working to launch public procurement procedures for a Technical Office of Interoperability for the Data e-government and for the resulting tool to be available for use in the overall local public administration.

Horizontal objectives: Some of the principal aims of the RESISOR project were to improve of effectiveness and efficiency of social service system and to improve the access. Innovative solutions were key in the development of the project, including the creation of a one-stop-shop system that could avoid duplications and make the access to users and the management by professionals easier. Hence, due to such innovative efforts, the project helps to guarantee adequate and decent social protection in Andalusia.

3.1.2 MISSION: Mobile Integrated Social Services Increasing Employment Outcomes for People in Need

'A method of outreaching management has a causal impact on the take-up and receipt of additional financial support by disadvantaged families with young children'



Call identification number	VP/2015/011
Grant identification number	VS/2016/0203
Policy area	Employment
Policy sub-area	Employment Analysis; Local Development; Public Employment Services; Youth Employment.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • Experts in evaluation and in impact assessment.
Activities implemented	<ul style="list-style-type: none"> • Organised multi-disciplinary multi-actor network (MDMA); • Did outreach work / training in cooperation with Vzw ReachOut!; • Delivered the mobile tool for integrated delivery of social services, a look is called 'Sien Online'; • Evaluation of the programme (including a RCT).
Implementation country (-ies)	Belgium
Participating countries	Belgium
Coordinator	Openbaar Centrum voor Maatschappelijk Welzijn van Kortrijk O.C.M.W.
Partners	<ul style="list-style-type: none"> • Hogeschool West-Vlaanderen; • Katholieke Hogeschool VIVES Zuid; • Kind en Gezin; • Universiteit Antwerpen.
EU contribution in euro	1 510 367.28 (initial)
Project duration	01 December 2016-30 November 2019
Project/organisation website	http://missionprojectsite.wordpress.com

Socioeconomic context: MISSION has been developed in response to two simultaneous trends: 1) the growing importance of individual counselling and tailor-made support services to encourage employment amongst disadvantaged persons; 2) a trend towards transferring more responsibility to local levels in the organisation of social services.

At the local level, however, the increased fragmentation of social service delivery results in numerous actors being involved in providing employment support. This has created confusion leading to high levels of non-take-up of these employment services amongst disadvantaged

families, and a high risk of living in poverty and social exclusion. Therefore, it is crucial to improve the take-up of local employment services amongst disadvantaged families in order to improve their living conditions.

Aims of the project/organisation: The objective of the MISSION action was to implement, test, and validate a pilot programme for integrated service delivery. This pilot programme should increase the take-up of local employment services amongst disadvantaged families. The integration of the service delivery was organised through a coordinated approach of tailor-made and individualised support by well-trained multidisciplinary case managers; and the establishment of new and strengthening existing partnerships between public, private, and civil society stakeholders.

Results, impacts and lessons learned: The MISSION project implemented a pilot programme that has contributed to an increasing take-up of local employment and social services by disadvantaged families with young children in the Belgian city of Kortrijk. The project team has developed a method of outreaching case management. It was supported by a digital tool for the integrated delivery of a wide range of support and services to disadvantaged families, and the creation of a stakeholder platform with 25 social service providers, directly impacting on the accessibility of services and coordination and cooperation between different service providers. In addition, the effectiveness of the integrated service delivery was tested by means of a randomised controlled trial.

After just 6 months, the initial results showed that a method of outreaching management has a causal impact on the take-up and receipt of additional financial support by disadvantaged families with young children. These results also pointed out that the method is effective in increasing the share of families taking part in employment and training programmes. The effectiveness is not driven by family characteristics, but by specific aspects of the method of outreaching case management. The more outreaching case managers can work intensively with families, and the better professional support at the local level is, the more effective they are in increasing the take-up of public support. However, 6 months were not enough to detect structural changes in the income, housing and living conditions of the families. This is due to structural shortages in public services, e.g. in the case of childcare or social housing, which cannot be solved by outreaching case managers, or to the fact that entitlement to benefits and services are usually regulated by federal or regional law. If there is not much discretionary room to make decisions on behalf of families, the method of outreaching case management is not necessarily effective.

At the same time, the barriers and thresholds identified by outreaching case managers in their attempt to support families were strong signals that the organisation of local organisations and services was causing non-take-up. Having an outreaching case manager in place who has the mandate to signal problems, combined with an organisation willing to change the way it operates is a promising set-up to improve the effectiveness of local social policies.

Identification of potential good practices: Usually, a social professional becomes involved to tackle a problematic situation. Therefore, first contacts with social services and service providers start on a negative footing. In the MISSION project, the first contact was grafted on a positive event: the birth of a child. This positive initial involvement was highly effective to enter the homes of families, after which a trajectory of building mutual trust could begin. The logbook data demonstrated that all the outreaching case managers started with gaining trust thanks to just being present. This was possible since there was no specific agenda to work on. The outreaching case manager could take all the time needed to establish a bond with the family making it possible to get an integral view on the circumstances. In most cases, task-oriented work was already possible within 3 months. Once the outreaching case managers started working on specific themes, the topic trust was less emphasised, but never neglected. For other target groups, similar ways of exploring a positive initial contact and getting the

time to invest in the relationship need to be hammered out. Finally, text and instant messaging were efficient ways to stay connected with the families, in support of home visits.

Innovativeness of the project/activities: Case management is already applied in other EU countries; however, the MISSION project's innovation lies within its evidence-based approach and the effectiveness evaluation by employing the randomised control trial (RCT)²⁶ method. In addition, outreach work can be considered as an innovative approach, as it is usually overlooked in other EU countries, especially when it is combined with the case management approach.

Policy evidence generated by the project: MISSION generated a lot of opportunities for policy improvements, which are already translated into policy planning for the upcoming period 2020-2025 and included in the new administrative agreement of the city of Kortrijk and the corresponding anti-poverty plan. This anti-poverty plan is entirely based on three basic principles, two of which directly occur from the MISSION experiment: Focus on early detection and focus on outreach work.

Transnational dimension: The project established a MISSION EU Advisory Board with representatives from cities with similar challenges, such as Barcelona (Spain) and Rotterdam (the Netherlands) but also civil society groups like the [European Anti-Poverty Network EAPN](#)²⁷ as well as networks for local public social services represented through the [European Social Network ESN](#)²⁸. In addition, the board also reached out to networks of social authorities such as the late Knowledge Centre Social Europe (KCSE) and the [European Network of Social Authorities \(ENSA\)](#)²⁹. It has brought in complementary EU expertise and knowledge into the project, providing the project with objective understanding and strategic thinking on key issues related to the project.

The MISSION consortium has also participated in relevant seminars and conferences and participated in several international conferences and seminars. It has also organised an international expert workshop on social experimentation to thoroughly discuss the set-up and design of the MISSION experiment.

Dissemination strategy:

There is a lot of interest in the MISSION outreaching case management methodology by other public centres for social welfare: OCMWs (Openbaar centrum voor maatschappelijk welzijn³⁰) and local authorities in Flanders. To this purpose, the project team produced a Dutch 'how-to' manual. The project team has also registered results of randomised evaluation on the central database of the American Economic Association's [RCT Registry](#)³¹.

The [Sien Online](#)³² tool was presented and discussed at several local and regional platforms and during MISSION information and dissemination events. This generated a lot of interest from other social service providers and local and regional administrations, in particular from the Flemish OCMWs (public centre for social welfare). One of the most prominent events was an international expert workshop 'multi-disciplinary approaches towards measuring non-take-

²⁶ Randomised Control Trial is a type of scientific experiment that aims to reduce certain sources of bias when testing the effectiveness of new treatments.

²⁷ <https://www.eapn.eu/>

²⁸ <https://www.esn-eu.org/>

²⁹ <http://www.ensa-network.eu/>

³⁰ Flemish Centre for Public Welfare (https://www.belgium.be/nl/familie/sociale_steun/ocmw), in the Walloon Region, the Centre public d'action sociale (CPAS) (https://www.belgium.be/fr/famille/aide_sociale/cpas) and for the German community: Öffentliches Sozialhilfezentrum (ÖSHZ) (https://www.ostbelgienlive.be/desktopdefault.aspx/tabid-342/710_read-11533/)

³¹ <http://www.socialscienceregistry.org/trials/2786>

³² <https://sienonline.kortrijk.be/>

up'. It was organised by the project partner University of Antwerp, where participants (30 academics and policy practitioners) discussed the set-up of the MISSION experiment.

European added value: The MISSION team believes that this project could not have been implemented without the EaSI funding. Local authorities in Flanders have no financial capacity to set up scientific experiments leading to policy improvements. The EaSI funding allowed a comprehensive and robust scientific experiment with renowned research institutions. It also allowed to secure and properly train the required staff to carry out and implement the experiment.

Sustainability measures: The Flemish government is developing a new policy to implement the concept of 'family coaches'. The development of this policy is based on the results of the MISSION action. The MISSION team has been invited by the Flemish government to give input to shape this concept of family coaches, directly drawing on the MISSION action. The implementation of this policy will be commissioned to the Flemish Agency for Child and Family welfare ([Kind en Gezin](#)³³). The online tool *Sien Online*, which will be scaled up to the Flemish level, can be consulted through <https://sienonline.kortrijk.be>

The *Sien Online* tool has received a lot of interest from different organisations: OCMWs, the [Flemish Association of Cities and Municipalities \(VVSG\)](#)³⁴ and the former Association of Flemish OCMW directors (VVOS), meanwhile merged into the consultation platform of Directors of Flemish Centre Cities. This led to ensuring that the *Sien Online* tool will be further developed and upscaled to all Flemish OCMWs. In addition, the project team is investigating a possibility to link *Sien Online* to the [Crossroads Bank for Social Security](#)³⁵. They are exploring how [eID](#)³⁶ (electronic identity) possibilities can be built in (in the context of automatic allocation of particular rights), and how *Sien Online* can serve as a lever to move towards an 'integrated social file' for clients of social services.

Horizontal objectives: The project had two horizontal objectives: combating long-term unemployment and fighting against poverty and social exclusion.

The MISSION project implemented a pilot programme to test an innovative outreach approach for the integrated delivery of local services in the Belgian city of Kortrijk. It aimed to facilitate the integration of disadvantaged families in the labour market. The project team assessed whether the outreach pilot succeeded in reducing non-take-up of local employment services as well as helped to understand the reasons behind this non-take-up. This enabled to implement specific measures to improve take-up of local employment services and combat long-term employment.

The project targeted those who have been depicted as living in or at risk of poverty according to the deprivation index (developed by partner Kind & Gezin). That means that project's target group faces deprivation in at least 3 out of 6 dimensions of measured by the deprivation index: monthly household income, parental educational level, child development, parental employment, housing situation, and health status. The MISSION pilot has been set up with the aim to work on all of these domains.

³³ <https://www.kindengezin.be/algemeen/english-pages.jsp>

³⁴ <https://www.vvsg.be/>

³⁵ https://www.ksz-bcss.fgov.be/language_selection

³⁶ <https://eid.belgium.be/en>

3.1.3 Employment enhancement and social services integration in Athens Municipality (ESTI@)

'Such a paradigm shift in the delivery of social and health services, as provided by the ESTI@ project, serves as an example for many similar European Municipalities with restricted resources'



Call identification number	VP/2015/011
Grant identification number	VS/2016/0210
Policy area	Employment
Policy sub-area	Local development; Public employment services; Skills; Youth employment.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Specialist bodies provided for under Union law; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • Media.
Activities implemented	<ul style="list-style-type: none"> • Establishment of the two SEPs; • Establishment of the role of Case Handlers; • Establishment of the IT system; • Provision of legal aid and family budget advice; • Provision of childcare and family support; • Provision of medical care support; • Provision of first assistance services.
Implementation country (-ies)	Greece
Participating countries	Greece and Cyprus.
Coordinator	Dimos Athinaion (Municipality of Athens)
Partners	<ul style="list-style-type: none"> • Allileggie Solidaritynow; • Diktio Gia Ta Dikaiomata Tou Paidiou; • Etaireia Anaptixis Kai Touristikis Provolis Athinon - Anaptyxiaki Anonymos; Etaireia Organismou Topikis Aftodioikisis; • Fainareti; • First Elements Euroconsultants Limited; • Kendro Ypodochis Kai Allilegyis Dimou Athinaiwn; • Praksis Association.
EU contribution in euro	1 993 352.72 (initial)
Project duration	01 November 2016-31 May 2019
Project/organisation website	www.athens-estia.gr

Socioeconomic context: The consequences of the financial crisis were harsh in Greece. The average unemployment rate was about 26 % in 2017 (the highest in the EU). Also, the average gross income in Greece has substantially dropped. Therefore, there is an increasingly large number of poor, unemployed and homeless persons. Given the difficulties that social welfare

is facing in the Municipality of Athens, cooperation among all the stakeholders involved in social services was essential to guarantee an appropriate use of all available resources. The solution proposed by the ESTI@ project was to include in a unique path all Municipal (segmented) services provided by different actors involved in the social system (public and private organisations, local non-governmental organisations (NGOs) etc.).

Aims of the project/organisation: The Municipality of Athens and its ESTI@ partners (municipal bodies & NGOs) aimed to assist beneficiaries to achieve reintegration / re-inclusion in society through social innovation. For beneficiaries that are able to work, the most effective way to achieve this, is to secure employment so that they can gradually sustain their households without the need of social welfare. However, as there needs to be a gradual transition between receiving benefits and becoming self-reliant, the project supports people to enter the job market while also strengthening social welfare through direct service provision to vulnerable individuals. This is achieved through a comprehensive package of services designed to cover the needs of beneficiaries, while at the same time attempting to upgrade their capacities and skills. The project pursued the implementation of innovative integrated care comprising two pillars of social welfare (Medical and Social Services) in an organised and structured way where employability will always be the target for beneficiaries that are able to work.

Results, impacts and lessons learned: The project aims were achieved through a comprehensive package of services designed to cover the needs of beneficiaries, and that helped to develop their capacities and skills. The project incorporated and addressed social welfare in two main single entry points (SEPs), the project pursued the implementation of innovative integration of elements of both pillars of social welfare (Medical and Social Services) in an organised and structured way where employability will always be the target for beneficiaries that are able to work.

In both SEPs an integrated spectrum of services has been established under the transfer and collaboration between them. These services included:

- Access to psychosocial support through the case handlers as well as psychologists located in both SEPs.
- Access to medical services within both SEPs (primary healthcare) and close interdisciplinary team working.
- Access to legal aid through legal teams operating in the SEPs (collaboration between different field experts, i.e. asylum, family law has been established).
- Access to childcare and parental & child related consultancy within the SEPs.
- Access to advice and support to pregnant women and new mothers through direct specialist consultations or through the case handlers and/or childcare centres within both SEPs.
- Access to employability services under two pathways: securing paid employment or participating / starting a social enterprise.

In addition, a dedicated SEP street worker team referred potential beneficiaries from special target groups on the street (homeless, drug addicted etc.) to the SEP most appropriate to handle their needs. Moreover, a series of supportive actions (i.e., street work, provision of goods, internal and external referrals, community building activities, newly established databases, external scientific supervision) have also been implemented.

The project team has shared the lessons learned. In their experience, for integrated services to work in an effective and sustainable way five main parameters need to be taken into consideration:

- The role of administrative burdens that always pose obstacles in integrated approaches;
- The role of organisational culture among professionals of different disciplines and/or employment status;

- The beneficial role of ICT platforms;
- The role of institutionalising new procedures; and
- The introduction of new professional roles (i.e., case handlers, social scientists' supervisor) among municipal social services.

In terms of employment, enhancement at local level should be approached as a multilevel phenomenon that includes a wide spectrum of services (i.e. psychosocial counselling, specialised referrals, case management, collaboration among different organisations, follow-up meetings).

Transferability element(s) of the project/activities: Such a paradigm shift in the delivery of social and health services, as provided by the ESTI@ project, serves as an example for many similar European municipalities with restricted resources. It is an inspiration of how municipal services and organisations in collaboration with NGOs can provide effective integrated services to beneficiaries and to address their multiple needs in one well-structured and efficient way.

Innovativeness of the project/activities: One innovative aspect of ESTI@ project was in a form of social experimentation. A living lab of organisations of different types and focuses was established in order to provide integrated social services under the supervision of a Municipality.

Policy evidence generated by the project: The main conclusions of the ESTI@ project have been utilised by the Municipality of Athens. It has designed three new SEPs that adopt the model and integrated approach of the ESTI@ project. The municipality has carried out an 'Impact Study of the ESTI@ project in the Municipality of Athens and sustainability Guide of the Patisia SEP'. The results of this study improved ways of addressing vulnerable populations and enriched the overall municipal social policy and strategy.

Dissemination strategy: At the national level, representatives of 13 Municipalities of the Attica Region attended the final conference and received all the information regarding experience acquired during the implementation of the EASTI@ project. A 'how to do' guidelines tool has been disseminated to all in Attica as well as the Central Union of Municipalities in Greece.

In addition, the project team presented two database systems (Exypireto, Noiazomai) in networking events which were targeted at policymakers, socio-economic partners and other stakeholders, as well as in the educational training of the Directorate's and the ESTI@ staff in order to learn how to use them. Finally, the ESTI@ evaluations and the impact assessments (Monitoring and Evaluation report including Beneficiary and Control Group Survey – and Steering Committee Proceedings) were shared with all partners of the project in order to share updated feedback on the project's progress.

European added value: The ESTI@ team believe that this project could not have been implemented without the EU funding. An initiative of such scope required not only extra funding but also the modernisation of the (fragmented) social services by the public sector. Such objectives are especially important since the economic crisis of 2010. Municipalities try to tackle increased needs of vulnerable populations through old modes of operation. ESTI@ project provided to the City of Athens with valuable and modern methodologies and tools for tackling these new challenges. The project helped to develop and experiment innovative ideas and procedures and, therefore, restructure the public provision of social services.

Sustainability measures: The objectives of the ESTI@ project are fully integrated in the Greek National Reform Programme and the project brings further innovation to the programme in three aspects:

- **Employability.** Through the operation of the info point for social entrepreneurship, the open lectures and the relative networking events the project raised awareness and increased the visibility of social entrepreneurship and social solidarity economy. People who had business ideas on conventional entrepreneurship were also introduced to social and solidarity economy and were assisted or directed accordingly.
- **Integration.** The integration of fragmented municipal services provided in one location has been successful in ensuring that effective referrals are made, and needs are appropriately addressed.
- **Innovation.** An innovative perspective of the project in the field of social entrepreneurship was the participation of the local ecosystem in the development of the educational programme of the open workshops – lectures. Social entrepreneurs provided feedback on the context of the programme and were involved as trainers in the workshops by sharing their experiences with the participants.

Horizontal objectives: All designed and implemented activities mainly focused on providing an integrated model of services provision so as to combat long-term unemployment mainly in youth and a series of supportive actions (i.e., street work, provision of goods, internal and external referrals) have been implemented. More precisely, the project touched upon the following horizontal dimensions:

- **Youth employment.** All communication/dissemination activities focused on social groups where young unemployed people can be found. Moreover employability services had adopted an integrated approach, where all kind of career possibilities were examined (i.e. social entrepreneurship, professional development, apprentices, NGOs, grassroots initiatives, moving abroad, virtual labs) so as young people to be offered a wide spectrum of choices to remain active in the workplace.
- **Long-term unemployment.** Most of the employability services beneficiaries are confronted with long-term absence from the workplace. Thus, employability services were highly connected with case handling and psychosocial support whereas follow-up meetings pursue safeguarding adequate and decent social protection and promotion of a high-level of quality and sustainable employment.
- **Poverty and social exclusion as well as adequate and decent social protection.** The operation of both SEPs is de facto aiming to address this issue as it is supporting the most vulnerable members of the population and providing them a steppingstone towards social inclusion and income generation.
- **High-level of quality and sustainable employment.** Employability services were highly connected with case handling and psychosocial support whereas follow-up meetings pursue of safeguarding adequate and decent social protection & promotion of a high-level of quality and sustainable employment.
- **Promotion of equality between women and men.** ESTI@, provided mothers with childcare services (Day Care Centres for Children). In parallel, the parental care and support organisation [FAINARETI](https://www.fainareti.gr/en/)³⁷ provides specialised services for women in the perinatal period and psychological support, thus enhancing their well-being and development.
- **Combat discrimination.** Services at both SEPs are provided to all people irrespective of race, beliefs and sex. The SEPS have an open-door policy and ensure that services are accessible to all equally. The legal services in particular aim to address this specific issue by providing support to vulnerable individuals to firstly know, and secondly exercise their rights, and hence be able to combat any discrimination. The beneficiaries of the legal services include LGBTI (Lesbian, Gay, Bisexual, Transgender/transsexual and Intersex) and people of migrant background – the two groups which account for the majority of victims of racist and sexist violence.

³⁷ <https://www.fainareti.gr/en/>

3.1.4 HomeLab – Integrated Housing and Labour Services in the Social Rental Enterprise Model

'The integrated service provision led to significant improvement in the housing conditions'



Call identification number	VP/2015/011
Grant identification number	VS/2016/0247
Policy area	<ul style="list-style-type: none"> • Social protection and social inclusion; • Employment.
Policy sub-area	Housing exclusion and homelessness; Local development; Public employment services; Youth employment.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Social partners; • Non-governmental organisations; • Experts in evaluation and in impact assessment.
Activities implemented	<ul style="list-style-type: none"> • Developed housing service models; • Provided employment services as part of the integrated service model; • Implemented social field work activities; • Ran a survey to evaluate the achieved results.
Implementation country (-ies)	Hungary
Participating countries	Hungary; Slovakia; Poland and Czechia.
Coordinator	Varoskutatas (Metropolitan Research Institute) KFT
Partners	<ul style="list-style-type: none"> • Budapest Szakpolitikai Elemzo Intezet Korlatolt Felelossegu Tarsasag; • Clovek v Ohrozeni, NO; • Fondacija Habitat for Humanity Poland; • Magyar Malta Szeretetszolgalat Egyesulet; • Romodrom OPS; • Utcarol Lakasba! Egyesulet;
EU contribution in euro	1 320 000 (initial)
Project duration	01 November 2016-30 September 2019
Project/organisation website	https://homelab.mri.hu/

Socioeconomic context: HomeLab was based on a belief that the integration and intensification of services benefits vulnerable groups. Those that belong to vulnerable groups often do not have the skills and abilities to utilise separated services (and particularly not to combine their beneficial effect).

Aims of the project/organisation: HomeLab (Integrated Housing and Labour Services in the Social Rental Enterprise Model) was an experimental project implemented in four EU countries (Hungary, Slovakia, Poland and the Czechia). Focusing on marginalised groups at risk of poverty and exclusion, the project aimed at establishing and institutionalising the Social Rental Enterprise (SRE) model in five pilot locations, to creating adaptable and scalable models of integrated service provision in the field of housing provision, employment support, and social work.

The project goal was to create an adaptable and scalable solution that could break the circle of poverty and the constant danger of eviction for the selected target group households. To do so it wanted to achieve two things regarding the target population:

- Provide and assist the target population in sustaining adequate housing and integrate them into the labour market to ensure their housing tenure;
- Foster regional mobility by providing access to housing for people with the capacity to enter the labour market.

As part of its policy-level objectives, the project also aimed to:

- incubate the SRE model in the course of the grant period;
- formulate the plan for scaling up the SRE model; and
- gather scientific evidence on the impact of integrated case handling.

Results, impacts and lessons learned: The project developed five SRE models in the four target countries. These established broad networks of stakeholders at different scales to ensure the sustainability of their results. Four of the five pilot implementers had been providing support services to marginalised groups before HomeLab, while one, Habitat for Humanity Poland, established its own service provision unit under the project. Mutual learning events during implementation supported pilot development; and the models created in the project have been spread as good practices on the European level.

The project partners offered integrated housing and employment services in Hungary, Poland, Slovakia and the Czechia. In all five pilots, integrated service provision led to significant improvement in the housing conditions. In terms of housing, the interventions had a particularly pronounced effect on those who started from a marginalised position, while it was also successful for those households that already had a less marginalised position.

HomeLab improved the employment status of both those with marginalised housing and also vulnerable labour market positions, but not of those who began in a relatively good position. In the case of the three pilots, there was also a correlation between the clients' level of initial marginalisation and the volume and frequency of services provided.

The project team also assessed the general satisfaction with life of those who were involved in this project. They found a positive effect for the HomeLab interventions – with the largest improvements for those in marginalised starting housing position, somewhat smaller, for those in a vulnerable labour market position, and none for those who started from a relatively less disadvantaged situation.

Transferability element(s) of the project/activities: Pilot SRE models will be further developed beyond the project, using and further refining the experience of integrated service provision tested during the project. The models were set up with a view to adaptability, scalability and transferability, so that within the adequate institutional structure they may be replicated in similar or moderately similar conditions to support the social and employment integration of marginalised groups. Besides presenting the schemes of the developed SRE models in their context, the project partners have discussed and evaluated the project outcome as well as described their detailed methodology.

Policy evidence generated by the project: The policy recommendations pertain primarily to the fields of housing and labour market integration solutions and support forms for the benefit of excluded populations. They also take into account the EU's indirect, coordinating and pressuring role in these fields. National policy suggestions are directly streamlined for the existing legal and welfare environment and legislative traditions of the target countries, with a view to resource efficiency and feasibility.

Based on the experience from the project implementation, the project team believes that at the EU level there is a need for better coordination of just and efficient national housing strategies. Also, some Member States need further financial assistance for developing and implementing their national programming with the aim of making sure these include more efficient and effective social and affordable housing schemes. HomeLab's experience in integrated provision clearly points to the conclusion that very vulnerable and marginalised groups need more than just cheap housing or information on job vacancies.

National level recommendations mainly pertain to proposed changes in national legislation. These are targeted at Central and East European (CEE) EU Member States, as both the existing expertise of the authors as well as the experience of HomeLab pilots are most closely relevant in this region. The policy recommendations are:

- Introduction of a clear and unified legal definition for social housing, which is currently missing from national legislations in this region.
- Introduction of transparent and efficient private rental regulations, as part of the national housing strategies and policy packages.

Transnational dimension: The project was composed of an international team that worked in four Central and Eastern European countries: Hungary, Slovakia, Poland, and Czechia. In addition, the project results were communicated at the EU level which allows for other countries that face similar problems to learn from the pilots implemented during this project.

Dissemination strategy: The project partners organised an international conference that reached out to the EU level. Participants came from the European Commission, national and European NGOs, ministries, public sector, and private stakeholders. HomeLab partners also participated in EU and CEE conferences and workshops. The project dissemination activities also included four national policy workshops reached decision-makers at ministerial levels and other relevant representatives of the public sector, e.g. public employment services, social and housing providers. Project partners also organised multiple networking events and cooperated with municipalities and NGOs. Dissemination to the public reached very broad audiences in the four action countries through online and printed media, fundraising and publicity events (also broadcasted on TV, radio and online). This also included secular and religious communities, and influencers.

European added value: The project was implemented at the international level, and hence, resulted in recommendations that were formulated for EU-level decision-makers. The recommendations covered distribution of funding, national strategic guidelines, and streamlining ESIF programmes for the upcoming budgeting period. Such high impact could only be reached with the involvement of international partners and the support from EaSI.

Sustainability measures: The project team took extensive steps to ensure the sustainability of their service provision models beyond the scope of the project, and some have already made important progress. They are also continuing to disseminate the results and to adopt or replicate established good practices within and beyond their national environments. Some of the implementers have also been working on establishing synergies with other innovative programmes within their national framework, to further support their vulnerable target groups.

All five pilot implementers ensured the sustainability of their actions beyond the project. All five will continue their tested integrated service provision models and utilise their network of stakeholders, and formulated policy recommendations for facilitating their activities, and making the overall legal and welfare environment more inclusive towards groups facing long-term and systematic exclusion.

Horizontal objectives: Two of the project partners' (PiN and Romodrom) working within this project contributed to combating discrimination thanks to their dedicated work for decreasing segregation and improving the situation for Roma households.

3.1.5 Housing and Employment Learning Project (HELP)

'EaSI HELP is providing public bodies with a net saving of £ 172 000 (approx. EUR 192 670) over its two-year lifetime, primarily through reduced spending on welfare benefits and temporary accommodation.'



Call identification number	VP/2015/011
Grant identification number	VS/2016/0207
Policy area	<ul style="list-style-type: none"> • Social protection and social inclusion; • Employment.
Policy sub-area	Housing exclusion and homelessness; Local development; Public employment services; Youth employment.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Non-governmental organisations.
Activities implemented	<ul style="list-style-type: none"> • Developed a model of integrated working across different Council departments and working with different organisations; • Hosted the Cabinet Policy school; • Presented and participated in various symposiums, conferences and similar events; • Evaluated the project and disseminated the results.
Implementation country (-ies)	United Kingdom
Participating countries	United Kingdom and Belgium.
Coordinator	Westminster City Council
Partners	<ul style="list-style-type: none"> • Fédération européenne des associations nationales travaillant avec les sans-abri Aisbl; • Vital Regeneration.
EU contribution in euro	1 225 118.30 (initial)
Project duration	03 October 2016-02 April 2019

Project/organisation website

<https://www.westminster.gov.uk/more-100-people-risk-homelessness-helped-job>

Socioeconomic context: Before the beginning of this project there were almost 80 000 households, including 120 000 children, living in temporary accommodation in England. At a local level, demand for social housing in Westminster far outstrips supply, with the average waiting time for a four-bedroom social property now standing at roughly 25 years. This not only takes a substantial toll on households who experience homelessness, but also places additional support costs on the Council, at a time of reduced Government funding.

In addition, a welfare reform introduced in England made housing less affordable for residents who are unemployed. This has created a stronger link for unemployed benefit claimant between whether they are in work and where they can live. As a result, the council has to house roughly 50 % of households in temporary accommodation outside of the borough, in cheaper areas of London.

Finally, the joint challenge of homelessness and unemployment is associated with inter-generational poverty, poor mental and physical health and relationship difficulties. The risk of relocation to other areas of London also has a substantial impact on homeless households' well-being and their ability to cope with daily life.

Aims of the project/organisation: The initial goals of the project were to develop a one-stop shop for homeless households incorporating housing, employment, welfare benefits, social care and the job centre to provide a holistic and wrap around service. Such assistance would eventually help to reduce costs and improve outcomes for unemployed homeless residents. The project staff aimed to employ a different service model based on equal partnership and collaboration between the statutory and third sector would be more effective than a traditional 'commissioner' based model.

Through the provision of personal case handlers, the service will provide personalised navigation through the system for households. Such system would reduce the number of assessments a homeless (and unemployed) needs to have. The process builds on households' assets, and addresses barriers to employment.

Results, impacts and lessons learned: The project team employed the case conferencing system to work with clients. Through representation of different partners on these case conferences, over time, the team saw material improvements with their clients. In particular, the team observed an increase in the number of people who were able to pay their rent on time, a reduction in evictions, and a reduction in cases requiring interventions from social services around children at risk.

The project has contributed to raising the employment rate; this was a result of training provided to EaSI HELP clients who have developed skills and experience to work in multiagency setting. The housing outcomes, however, were limited by the severe cost of housing in London and the need to move families to new locations at speed. Although the staff that worked on the housing issue managed to find homes for many households, only a small number of such households obtained jobs. This was due to the pressures of delivering a statutory housing service.

Nevertheless, EaSI HELP provided a successful employment and housing support service for residents who have experienced homelessness. The integration of housing and employment support led to increased levels of housing outcomes for HELP clients, with three times more residents leaving temporary accommodation, compared to non-HELP clients. Cost benefit analysis also shows that EaSI HELP is providing public bodies with a net saving of £ 172 000

(approx. EUR 192 670) over its two-year lifetime, primarily through reduced spending on welfare benefits and temporary accommodation.

Identification of potential good practices: The EaSI HELP team has learned that integrated working across departments and organisations can support homeless households to move forward in their lives and journeys into stable jobs and employment. Holistic working is necessary to overcome the multiple barriers families face both in terms of personal factors such as disability, caring responsibilities, health or skills but also structural barriers in the form of childcare policies, housing costs, housing policies, welfare benefit policies and return-to-work support.

The experience gained within the project also highlights that co-location and regular meetings with partners focused on the work is key to forming trusting relationships between agencies that can enable holistic support and problem solving to benefit local people. It also draws attention to the importance of joint working between agencies. It leads to a reduction in rent arrears, a reduction in repeat homelessness, increased income, improved health, and well-being and helps to prevent the need for child protection services.

Policy evidence generated by the project: The project has highlighted the impact of different government departments on households, and often they may not be aware of the compounding impact different government policies can have on households. For example, under welfare reform household benefits are capped and funds are deducted from their housing allowance. This means they cannot afford their rent unless they go into employment. Free childcare does not start until the child is 2, and while there are childcare allowances it is often insufficient to cover the high cost of childcare in central London, and parents' schedules do not allow for commuting times. Low-income households struggle to make these elements of current social policies add up sufficiently. Hence, an integrated housing and employment service is a viable solution here.

Dissemination strategy: The project team has produced several studies and evaluations that were disseminated through multiple roundtables, workshops and conferences. The project outputs have reached the local and national policymakers as they were invited to the dissemination events and participated in the workshops. In addition, The project manager attended round tables at London Council's and Welfare Reform which was attended by the Leader of the Council and the Government Minister for Welfare Reform.

European added value: Funding from the EU has brought all partners on board to work as part of the project and break down silos in their approach. As a result of this, the local authority has decided to continue to fund this model going forward. The model did not demonstrate that we could provide the service more cost effectively in terms of numbers of staff, but working together led to improved outcomes for customers, and therefore more efficient use of existing resources.

Sustainability measures: Based on the success of the EaSI HELP project a new HELP project is under way. It will be adjusted to the legislative changes in the UK and will focus on prevention of homelessness, and instead of working alongside statutory services the project will work alongside early intervention services in cooperation with another innovative pilot. The new project will try to deliver a reduction in the number of people requiring assistance from the housing solutions service through upstream early intervention to solve financial and housing problems before homelessness arises.

Horizontal objectives: The project took a person-centred approach working with homeless households where personal caseworkers aimed to support households and navigate them through different systems in a coordinated way. Overall, the project developed strategies to support those in need of employment and sustainable housing.

3.1.6 TSUNAMI – A Traineeship as a Springboard out of Unemployment for those Affected by Mental Illness

'The core of the social policy innovation which the project has proposed is the following: getting those persons with a certified mental illness who have clearly shown their willingness to work as soon as possible into a traineeship'



Call identification number	VP/2015/011
Grant identification number	VS/2016/0205
Policy area	Employment
Policy sub-area	Skills; Public employment services.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Non-governmental organisations; • Higher education institutions and research institutes; • Experts in evaluation and in impact assessment.
Activities implemented	<ul style="list-style-type: none"> • Management and Oversight (Administration and Management/MGTM board); • Recruitment and training of job coaches; • Network building by the coaches, contacting key medical staff, scouting for firms and matching with trainees; • Supporting the trainees; • Evaluating the impacts.
Implementation country (-ies)	Italy
Participating countries	Italy and the Netherlands.
Coordinator	Regione Piemonte
Partners	<ul style="list-style-type: none"> • Agenzia Piemonte Lavoro; • Associazione Per Lo Sviluppo Della Valutazione E L'analisi Delle Politiche Pubbliche; • Città Metropolitana Di Torino; • Fondazione Adecco Per Le Pari Opportunita; • Forcoop Consorzio Sociale Societa Cooperativa Sociale Impresa Sociale; • Mestieri - Consorzio Di Cooperative Sociali - Societa Cooperativa Sociale; • Stichting Economie en Cultuur.
EU contribution in euro	1 509 434.64 (initial)
Project duration	01 October 2016-30 September 2019
Project/organisation website	http://www.tsunamiproject.info

Socioeconomic context: The extremely low labour force participation of people with severe mental illness (SMI) represents a serious public policy problem in most countries. There are attitudinal as well as structural barriers that prevent people with mental illness from becoming

active participants in the competitive labour market, although nowadays it has become almost obvious to argue that some of these barriers could be lowered with the right policies and incentives. There is less consensus on what these 'right' policies ought to be.

People with mental distress have greater difficulty in accessing labour market. Their condition is characterised by the alternation of periods of crisis with those of relative stability. This makes their adaptation to the social and working context both complex and necessary. This situation can be further aggravated by a variety of factors: on the one hand, the social stigma feeds the stereotype of the 'crazy' individual unfit to satisfy the demands of constant productivity imposed by the labour system; on the other hand, public policies are not always able to integrate social services with health services. All these factors often converge between them, eventually hindering full social participation and access into the labour market of people with mental health problems.

Aims of the project/organisation: The project aimed to provide job coaching to people suffering from mental illnesses. It aimed to focus on supported employment for those suffering from mental illness, the provider of specialist support services, the employer, and the territorial Public Employment Services (PES), as well as the local Mental Health Department. Such coaching is a process aimed at strengthening employability.

The path undertaken by the TSUNAMI beneficiaries is managed by the job coaches. They are professionals whose role is to assess the beneficiaries' potential for job placement, and to serve as intermediary to relate to potential employers, the local network of public services and the third sector. The project is targeted at the unemployed with mental illness. The eligible population is selected from the inflow of unemployed enrolling at regional PES offices involved in the project. The main objective of the project was to estimate the impact of the intervention on participants. More specifically, we focus on the effectiveness of the intervention in improving the employment chances of participants: a person is hired / employed with a real job contract.

Results, impacts and lessons learned: People participating in TSUNAMI were provided with a complex series of services, lasting up to 11 months, mainly based on job coaching and on the activation of internships but the evaluation cannot estimate a positive impact on employment.

The project team highlighted emerging innovative modes of governance that seek to promote public-private partnerships. Project actions allowed for public and private subjects to work in partnership in constant and continuous support, with common goals. Furthermore, both public and private operators have been able to increase their specific skills by following common training/learning paths and comparing themselves with each other. The project has strengthened the networking and achieved greater effectiveness and complementarity.

The TSUNAMI team also ran an impact evaluation based on a randomised controlled trial (RCT)³⁸. RCT conclusions suggested that in the whole post-recruitment period, the employment rates in the two groups are quite similar, with no significant differences. The impact of the treatment on employment is null; the estimates of the impact on employment rates are non-significant.

Identification of potential good practices: The methodology used in evaluating the interventions (randomised controlled trial, RCT) was particularly useful and appreciated; the project team believes that it can be re-applied in interventions in other contexts / sectors. Another good practice that the project took up was a training session that was organised for

³⁸ Randomised Control Trial is a type of scientific experiment that aims to reduce certain sources of bias when testing the effectiveness of new treatments.

all project professionals. This training session introduced everyone to the individual placement and support methodology (IPS).

Innovativeness of the project/activities: The core of the social policy innovation the project has proposed is the following: getting those persons with a certified mental illness who have clearly shown their willingness to work into a traineeship as soon as possible. This approach emphasises a place-train model, placing individuals rapidly in real-world competitive employment settings. The traineeships, with a duration of between a minimum of three and a maximum of six months, were focused on skill acquisition and conducted under close monitoring and with the active support of job coaches. Having successfully completed the three-to-six-month traineeship, the job coach would support the trainee for a minimum of 3 months in actively searching for a job search. The main result expected from this wave of supported internships was hoped to raise the occupational profile of people with mental illnesses.

Policy evidence generated by the project: The regional office 'Disabled People Office' under the Labour Policy Department (Regione Piemonte) followed this project with active and special attention for its duration. Evaluating the potential outcomes, Regione Piemonte would be interested in pursuing the experimentation of the IPS approach to verify if such practice can be mainstreamed in supporting the employment for people with mental diseases.

The project also shows that it is necessary to maintain a very close relationship between all institutions, specifically with the direct involvement of territorial psychiatric services. It could be useful to test the application of the IPS approach, to verify its impact and real effectiveness. Finally, the project team recommends using the said methodology of analysis and evaluation as an innovative element, even by the competent bodies ([IRES Institute of Social, Economic Research](#)³⁹).

New partnerships created: The project has stimulated partnerships between both public and private operators to help people with mental illnesses to find job opportunities. The partnerships created represent a strength of the project, but it must be implemented with the presence of an indispensable institutional partner in the health field (mental health services). Furthermore, the collaboration with third sector subjects and bodies of analysis and social research to evaluate the experiments was fundamental and important for the Piedmont Region.

Dissemination strategy: The project team has participated or hosted 17 special events, produced a project video as well as one publication that reports on the impact of the project. To share the project results and other communication materials, the project team has used the following channels:

- A [web page](#)⁴⁰;
- A [Facebook account](#)⁴¹;
- A [LinkedIn account](#)⁴²;
- A [Twitter account](#)⁴³.

European added value: next to the individual placement and support (IPS) activities, another very important outcome was a randomised controlled trial-based evaluation. Such evaluation method is extremely costly and would not be possible to implement with only private or national funds, hence, the EaSI support was crucial for the project's success.

³⁹ <https://www.ires.piemonte.it/index.php/component/content/category/115-english>

⁴⁰ www.tsunamiproject.info

⁴¹ <https://www.facebook.com/fondazioneadecco/videos/499443744224807/>

⁴² <https://www.linkedin.com/feed/update/urn:li:activity:6581928820146876416>

⁴³ <https://twitter.com/FondAdecco/status/1176160434560405504?s=20>

Sustainability measures: The regional office 'Disabled People Office' under the Labour Policy Department (Regione Piemonte) followed this project with special attention. Regione Piemonte is interested in further experimenting the IPS approach to verify and potentially make it a mainstream practice in supporting the employment for people with mental diseases.

Furthermore, a specific fund (FRD, Fondo Regionale Disabili) is planned, under which a call for 'special projects' will be launched. Those projects must address the weakest segments of people with disability, including psychiatric diseases.

Horizontal objectives: Job coaching was a multi-actor process focused on supported employment, which involves people suffering from mental illnesses. The provider of specialist support services, the employer and the territorial PES, as well as the local mental health department. The coaching process aimed at strengthening employability.

3.1.7 Bridging Young Roma and Business – Intervention for inclusion of Roma Youth Through Employment in the Private Sector in Bulgaria and Hungary

'An impact of the project is the positive effect on the prejudices and anti-Roma attitudes in the wider circles of society by providing an image of Roma that is a significantly different from that of the present mainstream media and social dialogue'



Call identification number	VS/2016/0236
Grant identification number	VP/2015/011/0422
Policy area	Employment
Policy sub-area	Public Employment Services; Skills; Youth Employment.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Non-governmental organisations; • Media; • Top management and HR managers in private companies; • Foreign trade chambers; • Collective business associations; • Vulnerable (Roma) youth; • Educational institutions.
Activities implemented	<ul style="list-style-type: none"> • Selection and involvement of partner NGOs and Schools; • Training for the involved Roma people; • Workshops for employers; • Prevention programmes for early school drop-out and channelling final year secondary-school students into the program; • Placement of the participants at the companies;

	<ul style="list-style-type: none"> • Networking and coaching of the programme participants; • Identification, recruitment and management of the employer companies; • Networking and mutual learning for employer organisations; • Impact evaluation and dissemination of the results.
Implementation country (-ies)	Bulgaria
Participating countries	Bulgaria and Hungary.
Coordinator	Open society foundation
Partners	<ul style="list-style-type: none"> • Autonómia Alapítvány; • Közép-Európai Egyetem.
EU contribution in euros	836 882.36 (initial)
Project duration	01 October 2016-30 September 2019
Project/organisation website	www.bridgetobusiness.eu

Socioeconomic context: The project is a small-scale intervention, following piloting initiatives of a new approach for Roma inclusion through promoting employment on the primary labour market, in the private sector in Bulgaria and Hungary. The main idea of the project was to facilitate access of secondary- and university-level educated Roma to quality, white collar jobs at private companies, which are usually inaccessible for most Roma.

The project was implemented by [Open Society Institute – Sofia](http://www.osis.bg/)⁴⁴(Bulgaria); [Autonomia Foundation](http://www.autonomia.hu/en/)⁴⁵ (Hungary) and the [Centre for Policy Studies at the Central European University](http://www.cps.ceu.edu/)⁴⁶ (Hungary). The action not only responded to the purpose of the call for proposals and the overall activities and strategies of the organisations, but it is also relevant to the Youth Guarantee⁴⁷, (established by the Council in 2013 to address high levels of youth unemployment and inactivity resulting from the crisis and to improve school-to-work transitions), the EC Recommendation on active inclusion (2008) and the Social Investment Package (2013), the European Commission’s proposal for the Council Recommendation on long-term unemployment and the forthcoming initiative on the integration of the long-term unemployed into the labour market, but also the national Roma integration strategies of Bulgaria and Hungary.

Aims of the project/organisation: This intervention focused on the integrated delivery of social services which aim at the integration of young Roma in the private sector of the labour market. The initiative also aimed to integrate the service delivery achieved through strengthened partnerships between public, private and civil society stakeholders, while the challenge has been tackled in accordance with the local, regional and national context.

The intervention has developed, tested and rigorously evaluated various services that constitute the intervention to achieve the above aim. The activities targeted the potential Roma employees to prepare them for successful entry into corporate employment, and also helped prepare companies in the recruitment and integration of less competitive Roma candidates. The intervention aimed to provide social policy tools to bridge the gap between the relatively well-educated Roma minority and the corporate sector providing quality employment.

Results, impacts and lessons learned: The immediate and most noticeable results of the project experiment occurred at individual participant level. The project achieved positive changes in their employment situation in the primary labour market (education relevant job, with adequate wage level etc.), personal skills and competencies, mental health (self-esteem,

⁴⁴ https://osis.bg/?page_id=849&lang=en

⁴⁵ <http://autonomia.hu/en/>

⁴⁶ <https://cps.ceu.edu/>

⁴⁷ <https://ec.europa.eu/social/main.jsp?catId=1079&langId=en>

assertive communication, life satisfaction etc.) which was measured and assessed by rigorous qualitative and quantitative evaluation.

Another sphere where results were achieved were within the business sector – where white collar Roma employment is still almost non-existent. After promotion and recruitment of partner companies, via intensive communication and consultation by experts, the project managed to assist some employer companies in adapting their internal procedures. Such procedures include sensitive recruitment, internal mentoring to be able to recruit less-competitive candidates for positions relevant to their education and skills. A guide for employers on attracting and working with Roma has been developed by Autonomia in Hungary and a guide for introducing diversity policies has been developed in Bulgaria. Both publications were developed in collaboration with HR managers and representatives of private business entities. In so doing, the programme has not only raised the awareness and openness of this sector, but has also effectively increased the employment of qualified Roma into white collar positions in the private sector.

An expected indirect impact of the project is the positive effect on the prejudices and anti-Roma attitudes in the wider circles of society by providing an image of Roma that is significantly different from that of the present mainstream media and social dialogue. Concrete outputs of the programme are the various reports on the policy recommendations based on the conclusions of the experiment.

Identification of potential good practices: A good practice, developed by the project is the establishment of the '[Diversity Pays Off](http://www.diversitypaysoff.eu)⁴⁸' initiative in Bulgaria, where business and non-governmental organisations (NGOs) work together to promote diversity in the labour market and workplace. This has never happened before in Bulgaria to such an extent and its viability and interest are promising. Nevertheless, most of the member companies are local branches of international ones and local business is not that active. In the meantime, large companies are trend setters and Bulgarian business is becoming more and more open.

Another example of good practice is the intervention for prevention of school drop-out for students in upper secondary education. With the provision of additional classes in 6 Bulgarian school, composed of students with different ethnic background, the project did prove that a little more work with students is crucial for their successful graduation. The intervention is relatively inexpensive and does not require a huge amount of resources to be adopted within the existing school policies. In all participating schools the success of the students has increased (in terms of GPA), but also in the number of students who have successfully passed matriculation exams and obtained secondary education diplomas.

Transferability element(s) of the project/activities: The policy aspect of the experiment is relevant to State employment services – it provides evidence on the effectiveness of a complex service package in supporting employment of the target group. The programme treatment design, with its various components, training materials, tests, measurement developed by the project is adaptable and replicable in national as well as transnational context for similar complex labour market interventions assisting sensitive target groups, but for minorities other than Roma too.

Innovativeness of the project/activities: The main added value of the project is an innovative, complex approach – learning from several past failures of one-sided active labour market policy interventions: the treatment group has received a set of services, including

⁴⁸ www.diversitypaysoff.eu

various trainings focusing on enhancement of relevant skills and competencies, social support to overcome problems hindering employability, fostering entry into recruitment processes at the employer companies recruited by the project as well as coaching and support groups in the employment phase to ensure long-term stay in their employment. More than half of the treatment group was successfully employed at various private companies.

Policy evidence generated by the project:

The project has resulted in multiple reports and publications:

- 'Roma employment and the potential of state and business policies in Roma's labour market inclusion' report was published on CEU's website as well as on a [project website](#)⁴⁹ (both in Bulgarian and English).
- A policy brief in Bulgaria and a policy brief in Hungary were produced and disseminated electronically through the web site of the project (in English).
- 'Diversity and inclusion in the labour market' – a book in Bulgarian and English. Hard copies were distributed at the final conference of the event on 13 June 2019 in Sofia, and a network event in Brussels for EaSI-funded projects. Hard copies were sent to all the partnering companies of the project in Bulgaria.
- 'Diversity Strategies of Companies and Roma Inclusion Experiences from the Bridge to Business Programme in Bulgaria' and 'Report on the impact of the Bridge to Business programme on participant young Roma in Bulgaria' were published in English.
- The comparative report for the two countries 'Bridging Young Roma and Business: Intervention for inclusion of Roma youth through employment in the private sector in Bulgaria and Hungary (Bridge to Business)' is also published on the project web site.
- The two reports for Hungary on the impact on the companies and the young participants of the project were published on the [website of CEU](#)⁵⁰.

Transnational dimension: The project has been implemented in Hungary and Bulgaria. Throughout the preparation and implementation phases, refinement of programme details and evaluation methodology required intensive consultation with academic and policy peers nationally and internationally beyond the organisations from the three applicant organisations from the two countries.

The proposed action was coordinated on a national and transnational level. Kick-off meetings, monthly staff (online) meetings of the BG and HU staff, common communication and awareness activities, joint analytical outputs, website in Bulgarian, Hungarian and English languages are just part of the transnational activities that have been implemented. Formal and informal talks, exchange of written documents, advice/feedback on related activities and etc. are an added value to the implementation of the initiative. The project has also been represented at other thematic national and international conferences / workshops which raised awareness among experts from other nationalities.

The project team made efforts to ensure meaningful international dissemination and promotion: besides conferences and publications, it spread of information via relevant EU information channels, World Bank, Open Society Foundation and its network of partners in Eastern European countries, and other development related channels – to ensure that programme experiences and results would become part of the international development policy knowledge base.

Dissemination strategy: The project undertook different dissemination strategies in Bulgaria and Hungary. In Bulgaria the information about the programme was published in some of the

⁴⁹ www.bridgetobusiness.eu

⁵⁰ <https://cps.ceu.edu/research/bridge-to-business>

central Bulgarian media: Bulgarian News Agency (BTA), Bulgarian National Radio (BNR), Darik Radio (Bulgaria's largest private radio network), Bloomberg TV, as well as in some other media such as Shumen Regional TV, Stara Zagora Regional TV, the CSR Bulgaria website, the newsletter of the Bulgarian-German Chamber of Commerce and Industry etc. Information on all these publications is available on the programme's webpage and Facebook page.

In Hungary project partners employed a project website prepared on the [CEU CPS homepage](#)⁵¹. Public news items were disseminated through the website about the launch of the project. The project launch was advertised through CEU's electronic newsletter, the CEU Planet as well as through the Centre for Policy Studies social media channel. The description of the programme is available on the [website](#)⁵². The team also regularly used Facebook and YouTube platforms.

European added value: A similar initiative could have been developed without EU funding, but it would have been on a much smaller scale, especially in terms of research and evaluation. The data gathered within the project are solid and provide for evidence-based decision and policymaking at national and EU level which would otherwise not be possible and would require far more resources.

Beyond networking between partnering organisations, business companies on the national level have also been involved in working for improving the state of Roma and other vulnerable groups. Within the frames of the project, positive communication with Diversity Charters has been established in several countries --Germany, France, and Spain. A guest from the French diversity charter was a key speaker at the final conference in Bulgaria.

OSI Sofia has become a known and respected player in the corporate social responsibility sphere in Bulgaria and is often being invited to various forums to share experience and know-how and future partnerships are envisaged with about a dozen private companies.

While implementing the initiative, the project team have always promoted the relevant EU legislative framework, encouraging stakeholders to be more informed and to make sure that legislation is correctly implemented.

Sustainability measures: Autonomia Foundation, in partnership with organisations from Spain, Bulgaria and Romania has been granted a project by the EEA Financial mechanism to implement almost identical activities, scaling it up to a larger scale and building on the achievements of BtB. OSI Sofia will continue maintaining the network of private companies and the Diversity Pays Off initiative, developing its capacity to enable access of vulnerable groups to employment in private companies and to assist companies in developing their diversity policies. The Centre for Policy Studies at the CEU will continue elaborating on the issue of Roma employment and will be able to use the data gathered within the project for multiple academic publications and various forums.

Horizontal objectives: The entire intervention is targeted at decreasing youth employment, particularly with its target of a very specific group – unemployed young Roma – encouraging them to strive for a high level of quality and sustainable employment. The programme's participants have been given a set of multiple services to increase their competences, soft and hard skills to them more competitive in the private sector labour market, thus fighting against poverty and social exclusion.

⁵¹ <https://cps.ceu.edu/research/bridge-to-business>

⁵² <http://autonomia.hu/hu/programok/hrom/>

Equality between women and men has been a cross-cutting issue in or work with both young Roma and the private companies. Part of the trainings for the young Roma and some of the events of Diversity Pays Off have been dedicated to that issue, increasing awareness of the issue as well as the issue of combating discrimination on different basis. The programme is promoting equality regardless of sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation; or vulnerable groups, such as young people.

3.1.8 Sites d'Information, de Projet et d'Accompagnement (SIPA)

'... result of the project was the advancement of the development of a local governance by promoting cooperation between institutions, citizens and actors active in the daily life of the communities.'



Call identification number	VP/2015/011
Grant identification number	VS/2016/0206
Policy area	Employment and social protection and social inclusion
Policy sub-area	Public employment services and youth employment and active inclusion
Target groups	<ul style="list-style-type: none"> • Groups interested in social and professional integration • National, regional, and local authorities • Employment agency • Non-governmental organisations • Social partners
Activities implemented	<ul style="list-style-type: none"> • Setting up of three SIPA support sites in the Metropolitan Community of Montbéliard (France) for the most fragile and vulnerable groups of society to favour their reconnection with the labour market; • Mobilising the public in their environment with two local liaison counsellors in the districts of the Metropolitan Community of the Montbéliard Region through multi-dimensional events (social-leisure-sport-employment) and street contacts; • Implementing adapted support by deploying three specific counsellors in the SIPA sites; • Developing partnerships with local stakeholders through partner committees; • Organisation of the closing event FESTI'JOB which presented the project. It featured a conference with partners and an innovative user-friendly networking event for the public and partners; • Conducting a self-evaluation report which permitted the gathering of innovations and encountered difficulties through two documents: a summary of practices for the remobilisation of the most fragile and vulnerable groups of society and an evaluation of the adapted support;

	<ul style="list-style-type: none"> • Sharing information on the progress of the project at a regional level • Developing a transnational project with six European actors based on the SIPA experimentation with the purpose of remobilising of a European public who are large distances from employment; • Participation in two EaSI meetings; • Conducting external evaluation of the project.
Implementation country (-ies)	France
Participating countries	France
Coordinator	Institut de l'entreprise et de l'Innovation Sociale (IDEIS)
Partners	DEFI
EU contribution in euro	750 000 (initial grant)
Project duration	1 September 2016-31 August 2019
Project/organisation website	http://www.ideis-asso.fr

Socioeconomic context: The global labour market is undergoing substantial economic changes. In these circumstances, it is challenging for the fragile and marginalised groups of society to integrate the changing labour markets. This particularly concerns people facing long-term unemployment, poverty, and social exclusion. These groups have little know-how and tools to access support services. France has a great number of institutions and organisations that provide services related to reintegration in the labour market, as well as socio-cultural integration. However, these institutions do not cooperate and therefore cannot respond to the needs of the public holistically. The members of the said groups connected to these institutions often eventually distance themselves from them, as they are too rigid or normative.

Aims of the project/organisation: The overall goal of the project Sites d'Information, de Projet et d'Accompagnement (SIPA) was to provide adapted support to the most fragile and vulnerable groups of society of the Metropolitan Community of the Montbéliard Region to reintegrate the changing labour market. By setting up three adapted support sites, connected with the socio-cultural actors and employers, the action aimed to:

- provide documentation, access to the internet, advice and professional evaluation of first level, also called Regional Public Service of Orientation (Service Public Régional de l'Orientation).
- provide prolonged adapted support of 1 year to young people below the age of 26, and to adults with limited access to the labour market. The adapted support was intended for people not registered in the National Employment Agency or unfamiliar with social services. The action was intended to remobilise the vulnerable and marginalised groups, and provide them with adapted support to return to the labour market.
- develop partner projects between employers and socio-cultural integration actors on an inter-municipal scale. This was done through workshops on mobility, health, professions, developing connections with enterprises, local and public actors. These activities were intended to advance the practice of collaborative work between social actors and employers.

Results and impacts, lessons learned: The project set up three adapted support sites – North, South and Montbéliard – in the Metropolitan Community of the Montbéliard Region. In the three years of the service provided, around 17 000 people were received in SIPA sites. In addition to this, two local liaison counsellors were deployed outside of the premises of the adapted support sites, working in areas inhabited by the most fragile and marginalised groups of society. They enabled the mobilisation of 4 000 people over the duration of the project. At the inception of the project, it was planned that 3 000 people would be referred to other training and formation institutions. However, only 2 124 were referred to such institutions, as clients preferred opportunities to start working immediately; this was further helped by recruiting agencies, which showed increased interest and cooperation with the adapted support sites. The adapted support sites responded to an urgent need of the most fragile and

marginalised groups of society. These groups showed significantly more interest in short-term adapted support services that can provide advice, guidance and be trusted.

An evaluation of the project showed the following results:

- registration in the National Employment Service increased from 75 % to 92 % after benefiting from the adapted support;
- trust in support services increased from 50 % to 90 % after benefiting from the adapted support;
- belonging to a local association increased from 16 % to 30 % after benefiting from the adapted support.

Overall, a total of 537 people benefited from the service offered, of these 283 people benefited from long-term adapted support service, and 254 benefited from short-term adapted support service. Almost all (249) of the people who benefited from the long-term adapted support service achieved a positive outcome – a reconnection with the legal system or finding a job.

The project was also successful in promoting the cooperation between socio-cultural actors, employers, and associations. A total of 43 collaborative actions were conducted, aiming to strengthen the cooperative ties between local actors and community associations, coming up with innovative events such as 'inversed recruitment' (the youth of the fragile and marginalised groups presenting their skills to the employers), football matches between the employers and youth, as well as meeting with local politicians, enterprises and inhabitants of certain communities. In total, in the framework of the project, a total of 800 events were put in place by the project team and partners.

An additional result of the project was the advancement of the development of local governance by promoting cooperation between institutions, inhabitants, and actors active in the daily life of the communities. Following the territorial division of the three adapted support sites, three partner-user committees were set up. The committees were tasked with coming up with innovative strategies to mobilise the fragile and marginalised groups of society, such as the 'inversed recruitment' session and the football matches.

The results of the project showed that the fragile and marginalised groups are not 'invisible' to public and non-governmental service providers as was initially assumed. They often lose connection with these services as they do not respond to their needs. It is therefore necessary to form links with these groups in different ways, often outside the premises of institutions which are less and less frequented. The popularity of long-term adapted support services is decreasing; the populations prefer short-term support that offer them advice in various situations and that they can trust. Furthermore, it is crucial to ensure the support of a network of employers and actors of socio-cultural integration, as well as with local institutions which speeds up the overall integration and leads to a more successful job search. This action can be further supported by events such as sports games, meetings with enterprises and cultural events which can help attract new audiences to the labour market. Eventually, the progressive digitalisation of societies alienates the fragile and marginalised groups even further. To ensure access to public services, such as social security and family allowance, a local point of support needs to be put in place to bridge this gap.

Innovativeness of the project/activities: To better identify the fragile and marginalised groups of society which are not benefiting from the services offered by the state or non-governmental actors, the project put in place two local liaison counsellors in the districts of the Metropolitan Community of the Montbéliard Region where the most fragile and marginalised groups of society lived. The councillors used two distinct techniques – social islanding (individual meetings in the streets or the market), partner islanding (meetings in partner quarters), as well as collaborative actions between local actors and community associations for mobilisation of the fragile and marginalised groups of society. The result of

this action was an additional 4 000 clients. The project also attempted to advance the development of local governance by promoting cooperation between institutions, citizens, and actors active in the daily life of the communities through setting up partner-user committees which tried to adapt the recruitment process to the skill and needs of the said groups.

European added value: The project team developed new contacts with other European partners, including [Galileo Progetti](#)⁵³ (Hungary), [Institut National de Formation et de Recherche sur l'Education Permanente](#)⁵⁴ (INFREP, France), [Réseau International des Cités des métiers](#)⁵⁵ (France) and [CEPS Projectes Socials](#)⁵⁶ (Spain). The results and insights of the project were shared with these partners. This new network enabled a strategic partnership that led to a new ERASMUS+ project aiming to create a MOOC (Massive Open Online Course) on forms of remobilisation in Europe which was started on 1 September 2019.

Sustainability measures: The project team conducted a self-evaluation report which allowed the innovations and problems to be summarised through two documents: A summary of practices for remobilising the most fragile and vulnerable groups of society to reintegrate into the changing labour market and the adapted support, as well as a client evaluation of the adapted support sites. A study of the adapted support sites helping the 'invisible' groups of society was included in a study by the sociologist Claire Bernot Caboche [Les jeunes « invisibles » : ni en éducation, ni en formation, ni en emploi et ni en accompagnement en France et en Europe](#)⁵⁷, who also held a conference on this topic. The findings of the project were also shared in regional working groups. Through the association of the project team with three other partners in the territory of Nord Franche-Comté, a spin-off project of SIPA was initiated on 1 October 2019. The transnational partnerships, established in the framework of SIPA, allowed for the creation of an ERASMUS + project on new forms of mobilisation in the changing labour market which was started in September 2019.

Horizontal objectives: The project paid attention to the needs of the vulnerable groups. The project identified the most marginal groups of society which receive the least support and adapted the support service to their needs. The mobilisation also took place in the areas where these populations lived, paying attention to appealing to the younger parts of society with innovative approaches. The project paid special attention to gender parity. Women were offered workshops to develop their interpersonal communication skills to exit isolation within families or neighbourhoods. The project team was also particularly interested in immigrant populations. The team shared the results of the project with six European partners, aiming to ensure that the project has transnational results.

⁵³ <http://www.galileoprogetti.hu/>

⁵⁴ <https://www.infrep.org/>

⁵⁵ <http://www.reseaucitesdesmetiers.com/>

⁵⁶ <https://asceps.org/en/>

⁵⁷ <https://centrehenriaigueperse.files.wordpress.com/2018/05/note-de-synthc3a8se-du-rapport-de-recherche-claire-bernot-caboche-vfc2.pdf>

3.1.9 Enhancing the Right to Social Inclusion through Service Integration (ERSISI)

'The project team addressed the fight against poverty and social exclusion by applying newly developed assessment and planning intervention tools and providing personalised care...'



Call identification number	VP/2015/011
Grant identification number	VS/2016/0209
Policy area	Employment and social protection and social inclusion
Policy sub-area	Employment analysis and public employment services and skills and Social Services of General Interest (SSGI)
Target groups	<ul style="list-style-type: none"> • National, legal and local authorities; • Employment services; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • Media.
Activities implemented	<p>Management activities:</p> <ul style="list-style-type: none"> • Setting up a Steering Committee and Management Committee to ensure overall management of the project; • Holding six meetings with all partners; • Producing two Status reports and one Progress report; • Setting up an expert working group on the target group identification and setting common goals and alignment of functions between Social Services and Unemployment. <p>Activities for mapping social and job integration-related services:</p> <ul style="list-style-type: none"> • Selecting and appointing two case handlers that were key implementers of the experimentation in the pilot area; • Holding a workshop on best practices and lessons learned from international experience on integrated service delivery through individual case management and minimum income; • Training on the new model of integrated service delivery for the case handlers; • Setting up several virtual tools to advance the accessibility of employment and social series; • Putting in place a pilot application of individual case handling in the pilot areas. <p>Activities to reform the minimum income:</p> <ul style="list-style-type: none"> • Setting up an expert working group on social inclusion and income reform; • Organising training sessions in a workshop format on the developed virtual tools, legal amendments and a transnational training in an exchange workshop format for the technical staff of the regional and local administrations; • Piloting the application on the Right to Social Inclusion Information System (SIDIS);

	<ul style="list-style-type: none"> Producing a document describing the changes implemented as well as the results and recommendations; Establishing local partnerships for experimental planning; Selecting and involving stakeholders for the Public-Private-Mixed Active Employment Policy Committee; Conducting three studies on prospective employment opportunities and vacationing training supply in the project areas; Conducting regular meetings of local employment groups; Using the reserve budget for allowing agile provision of tailored responses to the beneficiaries' individual training needs. <p>Activities to build evidence:</p> <ul style="list-style-type: none"> Coming up with the Evaluation Plan design; Bringing together experts to provide contributions to the evaluation strategy in a one-day workshop; Building a quantitative and qualitative baseline and selection of control group; Carrying out follow-up actions throughout the project; Carrying out ex post analysis, comparing months of unemployment, employments contracts, receipt of minimum income and activation for employment; Writing three academic papers on: local employment groups; participant's assessment of the model of intervention of the Right to Social Inclusion Information System and the impact of the project on employment; and the activation and minimum income allowances; Holding an academic seminar on the execution of the techniques foreseen in the evaluation plan and offering preliminary results of the project; Writing a final report, containing the main results of the valuation of the process and the impacts; Carrying out a transferability evaluation of elements of ERSISI. <p>Activities for dissemination:</p> <ul style="list-style-type: none"> Drafting a dissemination strategy; Constructing a web page; Dissemination of the academic papers in the conference of La Red Española de Política Social; Dissemination of policy briefs among relevant policymakers; Organising two information events; Organising a final conference.
Implementation country (-ies)	Spain
Participating countries	Spain
Coordinator	Comunidad Foral De Navarra
Partners	<ul style="list-style-type: none"> Ayuntamiento De Tudela; Mancomunidad de Servicios Sociales de Base de Alsasua, Olazagutía y Ziordia; Servicio Navarro de Empleo; Universidad Publica de Navarra.
EU contribution in euro	1 383 143.40 (initial grant)
Project duration	1 September 2016-31 August 2019
Project/organisation website	https://ersisi.navarra.es/es/

Socioeconomic context: The recent global financial crisis and its effects on the fields of production and employment has laid out a new set of challenges for welfare states. One of the problems that many countries and regions of the EU face in the sphere of social policies consists of finding suitable institutional mechanisms to address the situation of vulnerable groups of society that face difficulty accessing the labour market. In the majority of EU Member States, the financial crisis has intensified the instability of the job market, as well as political and fiscal pressure to improve the efficiency of public services, especially those directed towards helping the unemployed to return to the job market. The new challenges in this situation require an adjustment in the design of social protection systems that respond to people's needs.

From an institutional point of view, the biggest challenge when it comes to providing services to vulnerable groups is the coordination and balance between services and agencies in charge of managing public benefits. It is also important to deliver services related to finding employment in a better way. Several studies carried out in the last few years coincide in the need to reform the work methods and administrative organisation of these services in order to achieve a greater balance between the protection, activation, quality of service, and consequently the results of social inclusion policies. It has been indicated that those adjustments pass through the partial or total integration of unemployment insurance benefits, the systems of minimum income, and social services for the working-age recipients of public benefits. Although an important number of Member States have responded to these challenges, significant variations in the depth and sophistication of the reform initiatives in all of Europe still exist. In the majority of countries, this means institutional reforms of a certain complexity since social and employment policies are coordinated by different governmental levels and implemented by a variety of institutions both public and private and by the third sector.

The need for such reforms has been emphasised for more than a decade by the [European Commission Recommendation of 3 October 2008 on the active inclusion of people excluded from the labour market](#)⁵⁸ which indicates that all inclusion programmes require effective combinations that guarantee: adequate income support together with help to get a job; inclusive labour markets; and access to quality services helping people participate actively in society. These provisions have also been included in the [European Pillar of Social Rights](#)⁵⁹.

Aims of the project/organisation: The project team assumed that a streamlined, more generous system of guaranteed income, accompanied by enhanced care and support could encourage and not discourage the reintegration into work. The ERSISI project conducted a social policy experiment in a selected territory of the Region of Navarra, Spain. It focused on the integrated delivery of social services and employment services, aiming at providing high-quality individualised support to citizens at risk of social exclusion. The experiment encompassed a pilot reform of the regional minimum income scheme, as well as a new mechanism for active employment policy planning through local partnerships formed by public, private and civil society stakeholders. The project team gathered evidence for subsequent scaling-up or replication of validated components region-wide.

Results, impacts and lessons learned: The project designed and tested a new care/activation model for unemployed, vulnerable populations based on coordinated intervention of social services and employment services, which was effectively tested during 21 months in two pilot areas of Navarra (Tudela; municipalities in the region of Western Sakana: Altsasu/Alsasua, Olazti/Olazagutía and Ziordia), Spain. It is oriented to the integrated provision of social services and employment services, with the purpose of providing high-quality tailored support to citizens in or at risk of social exclusion, with special attention to Guaranteed Income recipients. The model was based on pairs of case handlers liaising between social services and providing personalised care. Overall, a total of 502 unemployed persons received integrated attention from social services and employment services during a 6-month

period. They received individualised support to develop an integration plan, and also received personalised counselling. The results show a positive impact for six months after the end of people's participation in the project.

During the intervention, each person received an average of seven actions or resources, well above the average indicators outside the pilot scheme. It should be emphasised that the piloted intervention has had an encouraging effect on the activation of the unemployed. Participants do not show a 'return to starting point' behaviour but continue in the actions offered. The impact on the variable number of activation resources which includes counselling and training was positive. This continuation demonstrates that the pathways towards employment are being successful.

ERSISI has contributed to breaking some of the barriers still existing between social and employment services. The improvement of cooperation between both services has materialised in the jointly designed individualised intervention plans agreed upon by the beneficiaries, with the integration of the perspectives and resources of both profiles and systems. It was encouraging to note that it is possible to establish employment objectives in the integration pathways for a large majority of people facing social exclusion and/or vulnerability. However, the project also demonstrated that such an approach may not be appropriate in all cases. Establishing short-term work goals or carrying out intensive intervention work such as that proposed by ERSISI is not sufficient in the case of individuals and households in a situation of severe social exclusion, at least not until they manage to resolve the most serious difficulties.

In parallel, the process of professional accompaniment carried out during the six months of intervention has allowed professionals to know in depth the explicit and implicit demands of each case. The intervention model has been successful in their ability to adapt to the obstacles and difficulties that the people often encounter to participate in the processes of social inclusion. However, in relation to the activation resources, the activities generated under the ERSISI project have been characterised by their temporality and punctuality (as is the case, for example, of the Spanish courses for people who do not master the language). Some needs have continued to be unmet during the experimentation. Areas of improvement identified are the need to create more employment measures adapted to profiles with a lower level of training and/or work experience.

Therefore, the project shows that it is possible to establish employment objectives in the integration pathways of a large majority of people in situations of social exclusion and/or vulnerability. Integrated delivery of social services and employment services produces better results in people in situations of social exclusion and/or vulnerability. The combination of economic protection and quality care and counselling services encourage and not discourage job activation of minimum income recipients. Furthermore, the participation of the beneficiaries in the decision-making processes about their integration pathway has a favourable impact on the development of the interventions. To ensure a positive impact of interventions aimed at persons with several factors of vulnerability it is of utmost importance to have diagnostic and profiling tools capable of identifying and adapt the most suitable intervention opportunities. Eventually, the need for flexible instruments to generate resources for social inclusion and tailored activation activities appears to be crucial to give more effective responses.

Identification of potential good practice: ERSISI's team paid attention to engaging the users of the service in the development phase of the project. Given the budgetary constraints it was particularly challenging to have a high number of professionals serving the beneficiaries.

⁵⁸ <https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32008H0867&from=EN>

⁵⁹ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights/european-pillar-social-rights-20-principles_en

But the project managed to do so and this positively impacted the quality and effectiveness of the services provided. ERSISI experimentation has led to a greater adaptation of the public service to reality, based on a comprehensive socio-labour assessment of each individual situation, as the user participated in all stages of the intervention, including the analysis of their employability and the person's own assessment and goals. ERSISI's daily practice has created a social vision in the field of employment services, as well as a vision of employability in the social sphere, thanks to the creation of regular meeting spaces, that increased mutual knowledge between Navarro Employment Service and Community Social Services and has laid the foundations for a common language between agencies with different cultures and formal objectives.

Working in pairs has allowed the case handlers to manage cases from experience and differentiated professional knowledge but establishing common objectives. Experience has shown that the role of case handlers has been essential to provide integrated care and based on the needs and situations of inclusion-exclusion. They have become an important articulator of the demand of employment, also contributing coherence and meaning to the interventions.

There have been important advances in improving coordination between social and employment services, allowing this, in turn, to develop more complete and inclusive socio-labour inclusion and job integration itineraries. The proposal for the integration of services through the joint work of professionals from the area of employment and social fields has also been key in this.

Transferability element(s) of the project/activities: The project team carried out a report on the [Transferability of the components of the pilot](#)⁶⁰. The first steps to define the best transfer strategy involved identifying the components of the project that could be replicated in other localities. These being the people-centered approach of ERSISI in the development phase of the service, the operative mechanisms developed or the tools developed by the project. The transfer model, developed by the project team, was coined AUNA. The AUNA model offers a blueprint for integrated case management, where pairs of practitioners from the fields of employment and social services cooperate, each with different functions, but sharing common criteria and joint action spaces. AUNA implies an adaptation of the methodology tested under ERSISI. Within AUNA, practitioners have their own organic dependence even if belonging to different services.

Three phases are proposed for transferring AUNA-integrated management to new localities:

- First, a preparatory phase, when the institutional environment is prepared through identifying suitable personnel, introducing the model and the necessary adaptations; testing the tools and clarifying coordination procedures and joint work between the employment agency, the social services and socio-occupational integration teams;
- The development phase, when testing the planning and joint follow-up of the cases will be performed;
- And consolidation phase, when the pilot is assessed and the mechanisms are adjusted, making possible the further development of the model.

Policy evidence generated by the project: The project produced the following reports:

- [Integrated Delivery of Services for Minimum Income Recipients: Preliminary Results of the Impact Evaluation of the ERSISI Project in Navarra](#)⁶¹;

⁶⁰ <https://ersisi.navarra.es/documents/3532713/0/Basis-Transference-Integrated-Care-Model-Tested-Under-ERSISI-Project-EN.pdf/86e94b37-e1f0-2cc2-5532-ac5a992153f6?t=1582118168961>

⁶¹ <https://ersisi.navarra.es/documents/3532713/0/3-Integrated-Delivery-Services-Minimum-Income-Recipients-Preliminary-Results-Impact-Evaluation-ERSISI-Project-Navarra.pdf/218329fe-e3d4-08b1-b764-0e8f4010d8b5?t=1581333798488>

- [The Local Dimension of Active Labour Policies in Spain. The ERSISI Project in Navarra, Key takeaways and results of the integrated attention model of ERSISI⁶²](#);
- [Basis for Transference of the Integrated Care Model Tested Under the ERSISI Project, Integrated Provision model for Employment and Social Services Agencies 2017-2019⁶³](#).

The project team produced the following briefings:

- [Guaranteed Income and Right to Social Inclusion⁶⁴](#);

And the following studies (in Spanish):

- [Estudio de oportunidades de empleo y oferta de FP en Sakana y Tudela \(June 2019\)⁶⁵](#);
- [Estudio de oportunidades de empleo y oferta de FP en Sakana y Tudela \(June 2018\)⁶⁶](#);
- [Estudio de oportunidades de empleo y oferta de FP en Sakana y Tudela \(May \(2017\)⁶⁷](#).

Dissemination strategy: The dissemination plan sets three main objectives: sharing information and knowledge; engaging key actors and gaining their commitment; and ensuring public visibility. Communication efforts at regional level were carried out with the purpose to ensure the project's transferability. One result of this is that the project has been referenced in key policy documents, such as the [Inclusion Strategic Plan of Navarra 2018-2021⁶⁸](#).

At trans-regional-level, bilateral communication with other Spanish regional governments interested in ERSISI content was established. ERSISI was presented in a seminar organised by the Department of Employment and Social Policy of the Basque Government in May 2017. It was also presented at a conference on employment and social inclusion organised by the Administration of Gipuzkoa in November of the same year. It was further presented at the European Social Services Conference 2018, co-organised by the Regional Government of Andalucía, the European Social Network in May 2018, among other events. It was also included in several policy evaluation/policy management courses for practitioners and the broader audience. The project has also produced a brochure on the project that was distributed at events in Spain and in Brussels with the occasion of the *Visibility* event organised by the European Commission in September 2019. A [video clip⁶⁹](#) of the project was produced. It was presented in Brussels and in the Final Conference. Press releases have been sent to media on the occasion of significant project-related events.

Sustainability measures: The Social Rights Department of the Government of Navarra has committed to upscale some elements of the ERSISI in their own strategies. This is supported by the fact that several key policy documents have included measures for continuing to implement the model and transferring lessons learned. This reinforces sustainability prospects, as a new Regional Government was formed by the end of the project. Its programmatic agreement explicitly mentions the transfer of ERSISI components as one of its measures during the period 2019-2023. The AUNA model was developed to involve the practitioners of social services more closely in the intervention process. Another aspect of continuity is that the SIDIS application, developed during the project, is ready to use in all social services offices, interoperable with the application of the employment agencies. This will strengthen

⁶² <https://ersisi.navarra.es/documents/3532713/0/1-Claves-resultados-modelo-atencion-integrada-ERSISI-EN.pdf/7beb876a-f70e-caa1-dcd5-75072117f563?t=1581332942325>

⁶³ <https://ersisi.navarra.es/documents/3532713/0/Basis-Transference-Integrated-Care-Model-Tested-Under-ERSISI-Project-EN.pdf/86e94b37-e1f0-2cc2-5532-ac5a992153f6?t=1582118168961>

⁶⁴ <https://ersisi.navarra.es/documents/3532713/0/Guaranteed-income-social-inclusion-EN.pdf/39de4e14-20a9-e78a-2f88-62f3fdb6a25?t=1582116291967>

⁶⁵ <https://ersisi.navarra.es/documents/3532713/0/Mapa-de-Recursos-de-Insercion-Sociolaboral-2017.pdf/75c94cae-0cce-9ba4-d7fa-10d161d6f170?t=1574169694063>

⁶⁶ <https://ersisi.navarra.es/documents/3532713/0/2-estudio-opportunidades-empleo-formacion-FP-Sakana-Tudela-2017.pdf/c16e9b04-7832-3c9b-71f5-07500e884ec7?t=1574170207676>

⁶⁷ <https://ersisi.navarra.es/documents/3532713/0/1-estudio-opportunidades-empleo-formacion-FP-Sakana-Tudela-2017.pdf/a95b94b4-41cf-919f-4130-3edbe43b6430?t=1582201186805>

⁶⁸ https://gobiernoabierto.navarra.es/sites/default/files/4221_plan_de_inclusion_social_de_navarra.pdf

⁶⁹ <https://www.youtube.com/watch?v=3-WvFShQtE>

coordination between social services and employment services, as it allows sharing individual files (assessments, individual plans, and evaluations) for conducting joint interventions. A training programme will be developed for the staff of these services. At a different level, the Government of Navarre will continue participating in the Spanish Social Inclusion Network disseminating knowledge of the model and its results to other regions.

European added value: The EU support has been crucial in various ways:

- The preparation of the proposal has already facilitated the enabling conditions by forming the partnership and jointly conceiving the policy experiment.
- The EC support introduces an agenda of shared reflection between different administrations, agencies and departments that would otherwise be more difficult to maintain in time as these agencies are usually conditioned by their own goals and urgencies.
- The EU funding has allowed further visibility of the action and drawn attention to the project.
- It has also helped networking with other organisations in Europe in the context of mutual-learning events. One spin-off was that the Government of Navarra joined the European Social Network.
- It is thanks to the EU funding and its trademark that this type of experimentation can be carried out, introducing the focus on results and impacts and providing financial means to conduct an ambitious evaluation, as it was one of the requisites of the call.

Horizontal objectives: The project team addressed the fight against poverty and social exclusion by applying newly developed assessment and planning intervention tools and providing personalised care by pairs of case handlers with a strong emphasis on the client's participation. Combating long-term unemployment was addressed through delivering personalised counselling and training actions in the framework of the integrated care concept developed by the project. Guaranteeing adequate and decent protection was addressed by establishing a new legal framework regulating the regional minimum income scheme that widened the coverage of personal situations and increased the benefit amounts.

3.2 Working conditions

3.2.a. Posting of workers: enhancing administrative cooperation and access to information

This section presents the projects that aimed to further improve transnational administrative cooperation between national competent bodies and social partners involved in the monitoring and correct application of the Posting of Workers Directive and its Enforcement Directive. The projects under this call also worked on increasing mutual trust among stakeholders, including promoting common actions between social partners at different levels, exchanges of relevant officials and training. The actions also enhanced the evidence basis, both of qualitative and quantitative nature, and evaluation of original information and data concerning various dimensions of posting of workers.

3.2.1 TIDE POWER – Trade unions In DEfence of POsted WorkERs

'The Project Tide Power has offered a participatory approach [...] in the full respect of equal opportunities and access, both in the selection of the beneficiaries of the training and experts as well as in the composition of the staff'



Call identification number	VP/2017/003
Grant identification number	VS/2017/0347
Policy area	Employment
Policy sub-area	Skills; Mobility.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Social partners; • Workers, in particular posted workers, and operators (not only trade unionists); • Media; • Academia.
Activities implemented	<ul style="list-style-type: none"> • The identification of best practices in informing and assisting posted workers; • Instruction of trainers and organising national trainings; • Setting up contact points for information on administrative and judicial proceedings; • Easing the access to information belonging to national institutions, registers and systems through specific agreements at home and in host states; • Opening a web platform useful for diffusing information, for training and for reporting violations.
Implementation country (-ies)	Italy
Participating countries	Italy; Germany; Portugal; Romania; Slovenia and United Kingdom.
Coordinator	Confederazione Generale Italiana del Lavoro
Partners	<ul style="list-style-type: none"> • Arbeit Und Leben – DGB/VHS, Landesarbeitsgemeinschaft Berlin EV; • Confederação Geral dos Trabalhadores Portugueses - Intersindical Nacional; • Zveza Svobodnih Sindikatov Slovenije.
EU contribution in euro	204 855.76 (initial)
Project duration	01 January 2018-31 December 2019
Project/organisation website	www.tidepower.eu

Socioeconomic context: TIDE POWER has been established as a follow-up to a previous action (RIDE project) to foster trade unions' capacity to answer posted workers' needs for information and juridical assistance. The RIDE project had a set knowledge basis allowing the consistency and main issues of posted work to be understood, and for the development of information tools. TIDE POWER has stepped ahead by creating contact points hosted by the

partners in the six participating countries and by preparing trade unionists, legal experts and operators to inform and to assist posted workers. A network system was also established, involving sending and receiving countries.

Aims of the project/organisation: The TIDE POWER project aimed at improving the protection of workers' rights and the full implementation of Directive 96/71/EC on the posting of workers in the framework of a transnational provision of services, and of Directive 2014/67/EU giving trade unions:

- a role of legality defender through tasks such as the correct information for workers;
- the monitoring of employment conditions; and
- the engagement of proceedings aiming at enforcing the obligations under the above-mentioned directive.

Results, impacts and lessons learned: Thanks to the project participants' acquired knowledge on best practices in the field of posted work due to the collection of practices from all the involved countries, a methodology for the identification of best practices was set and applied by the partners at country level. Analysis revealed that most countries have limited experience in this field. Furthermore, the project team concluded that sharing of worst practices is equally important in order to avoid repeating the same mistakes in future.

In addition, trade unionists received specific training that improved their skills, and were equipped for offering targeted information services. The TIDE POWER project team witnessed a high commitment by the trade unions involved and an awareness of the problems occurring in the field of posted work. Moreover, the project established 13 contact points for the posted workers, providing services such as activation and follow-up of information counters and judicial assistance. The project team also assisted in paving the way for the accessibility and use of these services by establishing contacts with national authorities in the project participants' home countries.

Finally, the project resulted in a set of recommendations for the European Commission and national governments. These recommendations include advice on the means to better access information, measures of control and the defence rights of posted workers. The project coordinator has also proposed the establishment of a coordination table for all the relevant stakeholders at the national level to dialogue with the respective National Liaison Officer of the [European Labour Authority](#)⁷⁰. This proposal has been shared with European trade union organisations members of the [European Trade Union Confederation](#)⁷¹ (ETUC), for it to be applied in all the Member States, to better coordinate actions, positions and management of the issue.

Identification of potential good practices: The team has created a cross-border network – activating 13 contact points, including in some in countries not participating in the project. This has reinforced cooperation among the unions and unionists involved. This result can be considered a good practice and has already been recognised as an added value by trade unions and institutions not involved in the project, during information meetings and conferences. The networking has been capitalised and proposed for inclusion into wider networks at the European level.

Policy evidence generated by the project: The project website (<http://www.tidepower.eu>) has two main parts, one for the posted worker and one for the trade unionist/operator. The first part provides information on posting, general definitions, and rules, while the second part collects laws and rulings, documentation, training materials, news and information, guides and manuals. It has a map with geo-localisation and contact details of the 13 contact points, as

⁷⁰ <https://www.ela.europa.eu/>

⁷¹ <https://www.etuc.org/en>

well as an introductory section to the project and its objectives, the information materials, the progress reports, and outcomes.

Transnational dimension: During the project activities the project team decided to strengthen and widen the knowledge, training, and information on posting of workers by involving its cross-border network. This resulted in the official activation of 13 contact points: seven in Italy, two in Slovenia, one each in the United Kingdom, Germany, Romania, Portugal. This has been a major outcome that will last, because all contact points are hosted in the premises of trade unions and the expertise of the trained officers has been increased.

Dissemination strategy: In order to achieve the goal of a widespread dissemination, the project team employed various communication and dissemination channels. They have communicated about the project activities and outcomes through press releases for local, national and European media (radio, TV, newsletters, newspapers) in the launch phase of the project, in the main events (transnational workshop, national training, final conference) and presentation of the outcomes of the action.

Different communication tools have reached different target audiences. In particular, the mass media communicated with the public at large; printed media and publications have provided detailed information to communicate more effectively with the final beneficiaries; multimedia and interactive tools, particularly the web site www.tidepower.eu have been useful to convey up-to-date information mainly to potential final beneficiaries (e.g. training materials, documentation, links); the direct communication (conferences, workshops and seminars), have been occasions to discuss, assess, train and present the outcomes of project activities to different sectors from the public and other stakeholders, as well as to share all of this with the member organisations at the domestic and European level.

European added value: The project activities could not have been planned or realised without a European supporting framework, both in terms of financial support and a transnational, cross-country European perspective. The partnership ensured an added value not only because it encompassed different European countries but also because its action targeted workers, employers and public officers of different origin with their own background. The action could not have been realised by the single Member States or organisations if not within the overarching European project and EaSI support. The transnational cooperation, exchange and mutual learning on forward-looking issues among key stakeholders, empowered all of them in developing, promoting and mainstreaming policy innovations in the posting of workers. This will help to reduce regional inequalities and increase cohesion in specific territories, building trust across borders and fostering the European approach.

Sustainability measures: The knowledge, awareness and cooperation attitude triggered by this project has been mirrored in all of the partnership activities. The partners are networking and using awareness-raising messages and tools for sharing and dissemination, for the improvement and updating of the project aims and outcomes. The support and cooperation of the experts involved in the project have also contributed to sustainability. Social partners are working, in their organisation and above, so as to deliver both at the national level and Europe-wide also thanks to the established project network. The training materials are available and ready to be used on the project website for local, national, transnational trainings and initiatives. The conclusions on the good working environment based on cooperation of the partnership at the end of the project activities has to be considered as an indicator for the effectiveness and long-lasting impact of the project. The transnational network built within the project will become autonomous and sustainable and will continue beyond the project.

Horizontal objectives: The ambitious goal of the project relied on improving the protection of workers' rights and the full implementation of Directive 96/71/EC on the posting of workers in the framework of a transnational provision of services. It also aimed to improve the role

trade unions can play as defenders of legality according to Directive 2014/67/EU, allowing them to perform tasks such as providing the correct information for workers, the monitoring of employment conditions and the engagement of proceedings aiming at enforcing the obligations under the above-mentioned directive. The project supported the aim of the promotion of fair and equal treatment of workers, for a quality job and overall sustainability of the labour market, avoiding social dumping and tax evasion or exclusion. All of this with full respect for the fundamental rights of workers and of the right to just and fair social protection.

The Tide Power project has offered a participatory approach, grounded on the joint establishment of knowledge, awareness, training, cooperation between the trade unionists involved at the national and transnational level, in the full respect of equal opportunities and access, both in the selection of the beneficiaries of the training and experts as well as in the composition of the staff. The work developed together will assure sustainability of the outcomes and the future development of joint collaborations.

3.2.2 Protect Our Workers – PoW: Facilitating Transnational Administrative Cooperation and Improve Access to Information and Counselling of Posted Workers

'Participation of partners in a transnational project provided them an opportunity to develop a truly European mode of thinking which may have various impacts on other aspect of work in national contexts'



Call identification number	VP/2017/003
Grant identification number	VS/2017/0348
Policy area	Employment
Policy sub-area	Mobility
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • Experts in evaluation and in impact assessment; • Posted workers (and temporarily posted agency workers); • Representatives of employers' organisation.
Activities implemented	<ul style="list-style-type: none"> • Research on posting of workers; • Organised workshops and round tables on capacity building and transnational administrative cooperation; • Built guidance and counselling tools and reporting mechanisms for posted workers;

	<ul style="list-style-type: none"> • Media campaign.
Implementation country (-ies)	Serbia
Participating countries	Serbia; Italy; Malta; Lithuania and Poland.
Coordinator	The Confederation of Autonomous Trade Unions of Serbia
Partners	<ul style="list-style-type: none"> • Confederazione Generale Italiana del Lavoro Lombardia – Italy • General Workers Union – Malta • Lithuanian Trade Union Confederation – Lithuania • Ogólnopolskie Porozumienie Związków Zawodowych – Poland
EU contribution in euro	199 021.00 (initial)
Project duration	01 January 2018-31 August 2019
Project/organisation website	https://protectourworkers.com/

Socioeconomic context: The action involved countries sharing common borders including Serbia a candidate country for membership of the European Union. Social partners from Italy, Malta, Poland, Lithuania, Slovenia, Spain, Romania and Serbia took joint action in support of the proper implementation of Directive 96/71/EC concerning the posting of workers in the framework of the provision of services⁷² in their countries, and developed services and tools for posted workers and social partners based on mutual learning and sharing of best practices.

Aims of the project/organisation: The aim of the project was to improve access to information for posted workers, workers who are employed through agencies in a transparent and accessible way, as well as administrative cooperation of social partners. The activities were fully in line with the strategies of the organisations involved in the project and contributed to the realms of EU policy on employment, social affairs and inclusion, especially the freedom of movement on the EU labour market and the protection of workers' rights. The activities were also a part of a follow-up project 'Overcoming challenge in the field of posting workers' which was realised by some of the partners.

Results, impacts and lessons learned: The project concentrated on informing posted workers and social partners as well as relying on their cooperation to make the information as widely available as possible, and to ensure full transparency. Statistical data were collected for the participating countries and the differences between the national legislations were pointed out. A network of counsellors who consulted and provided recommendations was created. The guidebook based on the answers to the most frequently asked questions of the posted workers as well as the points of control indicated by the labour inspection was drafted. In order to promote the guidebook for posted workers the project team made an animation and uploaded this video in English to its website adding Serbian subtitles.

The project also provided an opportunity for each partner to inform others about different aspects of the legal and practical situations concerning posted workers. This consequently improved the learning about new solutions and improvements to work methodology. Participation of partners in a transnational project provided the opportunity to develop a truly European mode of thinking which may have various impacts on other aspect of their work. Enhancing networking between partners will help them to exercise their influence and address their issues to stakeholders. This in turn facilitates the integration of priorities and development strategies in EU policies and legislation.

Identification of potential good practices: The project partners have indicated that collective representation was one of the best practices implemented during the course of the action. These are agreements on mutual recognition of membership, and they constitute a good practice for access to collective representation. Furthermore, having a dedicated contact person or info point in the trade union countries proved to be very beneficial.

⁷² https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex_3A32014L0067

Innovativeness of the project/activities: The innovativeness is reflected in the novel methods applied. In this context the website plays the important role of an online reporting tool supporting further activities, while also illustrating the mutual monitoring efforts.

Policy evidence generated by the project: One of the main deliverables of this project are the online and offline manuals, leaflets etc. providing information concerning the terms and conditions of employment for posted workers. Within this project a comparative study and an animation video were published. In addition, the online Network of Counsellors and the online and offline information prospects for posted workers are other essential outputs. All the materials from the project events (programmes, presentations, experts' materials, publication, national reports (position paper etc.) were also translated and published in partners' languages.

Transnational dimension: The project included partners from six participant countries, however, the partnerships and joint cooperation for actions were promoted not only in partners' countries but at the EU level using appropriate online and offline media outlets. Another important pillar of the action was the involvement of trade union organisations and other social partners in shaping the employment rights of the posted workers, in line with the scope and revision of EU directives. This participation provided the partners with the opportunity to develop a truly European approach that will have various impacts on other aspect of work in national contexts.

Dissemination strategy: The project team has organised 2 international and 16 national meetings; and gathered 32 participants on the international, and 315 participants on the national level. In addition, the project resulted in multiple printed information sources, such as 500 leaflets, 250 copies of a manual in all participant native languages, and other publications.

The outputs were also disseminated through online sources: the project [website](#)⁷³ and a video animation about posted workers' rights uploaded on the project's [YouTube channel](#)⁷⁴.

European added value: The project provided each partner with the opportunity to inform others about different aspects of the legal and practical situations concerning posted workers which may consequently improve learning about new solutions and improve work methodology. Enhancing networks between partners will help them exercise their influence and address their issues to national stakeholders. This in turn is facilitated in the integration of national priorities and development strategies in EU policies and legislation.

During the training and workshops, besides competency development, the unions and employers' representatives had an opportunity to self-evaluate their professional placements in comparison with others.

The extension of the social dialogue on labour migration at EU level, including the dialogue between civil society, trade unions and employers' associations, should be further developed. Access to collective representation for posted workers is also necessary. It is also necessary to define which collective agreements will apply, whether they are branch collective agreements of a universal nature or whether they are agreements with the employer. Therefore, initiatives for the extended effect of branch collective bargaining agreements are significant because they would include posted workers. International sectoral agreements would be a link to social partners across the EU and provide the same conditions for the employees in the same sector.

⁷³ <https://protectourworkers.com/>

⁷⁴ <https://www.youtube.com/watch?v=xCUUa98eSD0>

Sustainability measures: Member States will ensure that the information contained in the unique official national website is accurate and up to date. In line with ongoing trends, partners proposed new joint information tools and services which should facilitate better unionisation and protection of posted workers' rights under the current regulatory frameworks, but at the same time generate free and fair movement of workers.

Horizontal objectives: The project has addressed the following issues:

- Promotion of equality between women and men;
- Promotion of a high level of quality and sustainable employment;
- Guarantee adequate and decent social protection.

During the training and workshop, a project team provided opportunities for each partner to inform each other as well as other participants about different aspects of the legal and practical situations concerning posted workers which may consequently improve learning about new solutions and improve their work methodology.

3.2.3 Posting of Workers in Eastern Europe (EPOW)

'As a result of this project the participating Member States have addressed the issues of protection of workers, access to information, equal pay enforcement, and occupational safety and health in various ways by combining EU and national legislation.'



Call identification number	VP/2017/003
Grant identification number	VS/2017/0349
Policy area	Employment
Policy sub-area	European Employment Strategy; Skills; Mobility.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • Experts in evaluation and in impact assessment; • Employers.
Activities implemented	<ul style="list-style-type: none"> • Organised workshops, conferences and peer-review events; • Conducted the research on capacities of the institutions in the four candidate countries to implement the Posting of Workers Directive (case studies, needs assessment, policy briefs); • Disseminated results to the stakeholders and a wider public;

	<ul style="list-style-type: none"> Evaluated the outcomes and impact of the project.
Implementation country (-ies)	Austria
Participating countries	Austria; Italy; Albania; North Macedonia; Serbia; Montenegro; Germany and Slovenia.
Coordinator	Europäisches Zentrum für Wohlfahrtspolitik und Sozialforschung
Partners	<ul style="list-style-type: none"> Research Centre of the Slovenian Academy of Sciences and Arts; CIOFS – Formazione Professionale; Center for Social Research Halle; Ministry of Labour, Employment, Veteran and Social Affairs of the Republic of Serbia; Employment Agency of Montenegro; European Movement in Albania; PUBLIC.
EU contribution in euro	351 225.22 (initial)
Project duration	01 January 2018-31 December 2019
Project/organisation website	https://www.euro.centre.org/projects/detail/1673

Socioeconomic context: The Posting of Workers in Eastern Europe (EEPOW) project was set up to proactively address the issue of posting of workers with special attention to the candidate countries, enhancing mutual learning on the prevention of social dumping and minimisation of associated risks for workers. The project involved stakeholders from eight countries: four EU Member States (Austria, Germany, Slovenia and Italy) and four candidate countries for EU accession (Serbia, North Macedonia, Montenegro and Albania). The participating organisations included public administration entities (e.g., ministries, public employment service), research institutes, and civil society organisations. The action contributes to improving implementation of the Posting of Workers Directive (PWD) and its Enforcement Directive both in the EU Member States and the candidate countries of the Western Balkans.

Aims of the project/organisation: The project aimed to improve transnational multi-stakeholder cooperation, increase access to information, strengthen the evidence base through empirical research and build institutional capacities. The project achieved its objectives by assessing the institutional capacities of candidate countries to implement the Directive on the Posting of Workers, enhancing cooperation and mutual learning among participating countries' stakeholders through country workshops and peer reviews, as well as information sharing through events and publications.

The project had four specific objectives that were set to:

- improve transnational multi-stakeholder cooperation between respective institutions and to share experiences and best practices regarding the Posting of Workers Directive;
- increase access to information concerning the terms and conditions of employment provided by the Posting of Workers Directive;
- strengthen the evidence base through the collection and evaluation of original data;
- build the institutional capacities of the candidate countries through peer reviews on the issues related to the posting of workers.

Results, impacts and lessons learned: EEPOW increased awareness on the specific needs and gaps involved in respecting the provisions of the Posting of Workers Directive. It also supported partner organisations in expanding their cooperation and exchange on posting at the national and EU level. Finally, it strengthened the evidence base on posting and posting-related phenomena.

The participants from all eight countries recognised the importance of the work done by EEPOW, to such a degree that authorities in Serbia have initiated policy changes, while those in North Macedonia are planning to follow a similar path. Partners could enlarge and strengthen their networks on posting during the project lifetime. The involvement of policymakers and other stakeholders among the EEPOW partners and associated partners contributed to the sustainability of the action. In addition, the availability of all project research outputs through the partners' web pages is a crucial condition for this knowledge to remain accessible.

As a result of this project the participating Member States have addressed the issues of protection of workers, access to information, equal pay enforcement, and occupational safety and health in various ways by combining EU and national legislation. Meanwhile candidate countries are aligning their national legislation to EU legislation in advance of the aspired-to membership. Nevertheless, EU countries and candidate countries face a number of challenges in enforcing the Posting of Workers Directive in terms of human resources, training, and cross-border cooperation. In addition, candidate countries are also faced with the weak involvement of social partners, who have been important for the protection of the rights of posted workers across the EU.

Even though various measures were taken in terms of bilateral or regional protocols of cooperation to address the challenges of cross-border employment, one of the lessons learned was that more has to be done to guarantee the sustainability of the efforts. The candidate countries of the Western Balkans have peculiarly regulated both posting to and from their countries, due to the history of labour emigration from these countries towards the Western countries and in the region.

Finally, the cooperation activities (workshops, peer reviews, conferences) indicated that posting is an increasingly relevant topic and that multi-stakeholder multi-national activities are invaluable for capacity building and the strengthening of cooperation at the national and transnational levels.

Transferability element(s) of the project/activities: The knowledge and skills gained in EEPOW were generally recognised as immediately applicable to the partners and stakeholders' fields of work, which sets a good starting point for impact generation on the topic.

Innovativeness of the project/activities: The project team ran a needs assessment that is recognised as an innovative method. It provided a valuable tool that could be used for other policy areas by accession countries and possibly to assess the implementation of the PWD in the Member States.

Policy evidence generated by the project: The project published policy briefs, peer review key messages as well as country reports⁷⁵ and needs assessments⁷⁶. These were key outputs to push institutional sustainability and follow-up on EEPOW conclusions and findings. These products were disseminated at various events, which in turn results in further sharing leading to an even greater understanding.

Transnational dimension: The transnational dimension was present in all cooperation activities of the action. The project consortium organised 15 transnational events, in which partners and stakeholders (policymakers, state agencies, social partners, civil society organisations and research institutions) took part; they came from eight different countries – four EU Member States and four candidate countries. The EU Commission was also represented at these events.

Dissemination strategy: The main deliverables include four case studies, one needs assessment, four policy briefs, one comparative working paper, four e-newsletters and one informative booklet shared at four country workshops, four peer reviews, two national conferences and one international conference. The lead partner published all deliverables in English, whereas partners published online all deliverables relevant to their audiences. In addition, the project flyer and the informative booklet were also published in print. All these

⁷⁵ <https://www.euro.centre.org/publications/detail/3408>

⁷⁶ <https://www.euro.centre.org/publications/detail/3547>

deliverables were also published online on the project [webpage](#)⁷⁷. One of the most significant outcomes was a publication of *Key Messages* from each peer review, which made the knowledge produced during these events available to the wider public.

European added value: The EU added value is visible across the results of the project. Firstly, EU funding allowed the pre-accession Western Balkan countries to proactively address the issue of posting workers. Secondly, it was possible to carry out an in-depth assessment of the needs of each candidate country, allowing for a comparative perspective at regional level using research outputs, but also at EU level through peer reviews. Thirdly, EEPOW contributed to strengthening cooperation among four EU countries and four candidate countries. Finally, through mutual learning activities, EEPOW activities helped build capacities thanks to peer exchanges of know-how and best practices. Without EU support all these activities would not have been possible since the partners involved (in particular those from the candidate countries) have limited resources. Thus, the project added value to implementing EU legislation and helped to ensure a better implementation of this legislation.

Sustainability measures: The project partners are already working on sustaining the results/activities of this project. Various partners of the EEPOW consortium are involved in other posting projects. For instance, the European Centre and ZRC SAZU is involved in another project on the posting of third country nationals also covering the Western Balkans: Con3Post. The European Centre and PUBLIC joined MOLEVSA in Serbia and the North Macedonian Ministry of Labour and Social Policy in a new EaSI-funded project focussing on employers' practices and the enforcement of posting regulation (POW-BRIDGE). Two ministries in the EEPOW consortium (MOLEVSA and the Macedonian Ministry of Labour and Social Policy) are also taking steps to review their posting and other related legislation (e.g. monitoring employment agencies that post workers abroad in Serbia). Other partners have also expressed their interest in continuing work on posting.

Horizontal objectives: The promotion of sustainable and high-quality employment was a core issue addressed by the project. The action's research, cooperation and information dissemination activities, all addressed the quality of transposition and implementation of the Posting of Workers Directive, which regulates cross-border service provision. The quality of employment of those involved in posting is a fundamental matter. The issue of guaranteeing adequate and decent social protection was addressed as part of the overall well-being of posted workers, considering that social protection for posted workers continues to be covered by the country where the worker habitually works. However, coordination of social protection schemes through bilateral and multilateral agreements is fundamental to guaranteeing posted workers social protection, therefore the project participants reviewed the existing agreements in the context of each country and discussed its importance in cooperation activities.

The EEPOW consortium also ensured that there were equal numbers of women and men participating in its activities, although more women participated in the events, because in many instances the available specialists were women.

⁷⁷ <https://www.euro.centre.org/projects/detail/1673>

3.2.4 Promoting Mechanisms for Posted Workers' Compliance with Collective Agreements and the Law



'The creation of a Permanent Monitoring Mechanism is an innovation in the field of posted workers and is undoubtedly a major added value at the pan-European level. The project and online platform are tools for increasing the accessibility, transparency and quality of information concerning the terms and conditions of employment and posted workers' rights.'

Call identification number	VP/2017/003
Grant identification number	VS/2017/0351
Policy area	Employment
Policy sub-area	Skills; Mobility; European Employment Strategy.
Target groups	<ul style="list-style-type: none"> • Employment services; • Specialist bodies provided for under Union law; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes
Activities implemented	<ul style="list-style-type: none"> • Development of a Cooperation Network; • Delivery of a Monitoring Set of Tools; • Delivery of National Road Shows Consultation Meetings; • Delivery of a European Promotional Campaign; • Producing a Report of All Knowledge and Data Collected; • Evaluation of the results.
Implementation country (-ies)	Bulgaria
Participating countries	Bulgaria; Italy; Denmark; Cyprus; Latvia and Czechia.
Coordinator	Confederation of Labour Podkrepa Sdruzhenie
Partners	<ul style="list-style-type: none"> • Federazione Autonoma dei Sindacati dei Trasporti; • FIC Forening; • Institouto Ergasias Kyprou Pagkyprias Ergatikis Omospondias Idryma; • Latvijas Sakaru darbinieku arodbiedrība; • Svaz podnikatelů ve stavebnictví České Republice.
EU contribution in euro	226 000.00 (initial)
Project duration	08 January 2018-07 September 2019
Project/organisation website	http://eu-watchdog.com/

Socioeconomic context: In addition to the expression of fundamental European freedoms (for the movement of persons and services), posted workers are also a specific vulnerable group both on the labour market and socially. The existing socioeconomic inequalities across Europe lead to identical problems for posted workers from the often-poorer sending countries and for the labour markets in the often-richer hosting countries. Only high levels of worker awareness, combined with public and transnational solidarity, can successfully address these issues. Creating mechanisms for coordination, exchange of experience and timely,

comprehensible and direct information in the mother tongue is one of the necessary tools to shape this solidarity and equip it with the means of sustainable development of posting.

Aims of the project/organisation: The overall objective of the project was to establish an active mechanism for the monitoring and control of posted workers' rights across the EU via cooperation, knowledge exchange and evidence-based approach of social partners, national labour inspections and European agencies. The overall objective was achieved through a large number of international events, in which all stakeholders took an active part, but also thanks to in-depth analysis of the relevant topics carried out during the project. In addition, the proposals submitted to the competent institutions and last but not least, the multilingual platform for monitoring and control of the posted workers' rights across the EU contribute to this.

Results, impacts and lessons learned: The project established a Social Partners' Watchdog Platform on Posted Workers, operating with a matrix of mechanisms for monitoring the posting processes. The platform enables greater cooperation between social partners, labour inspections, and European agencies. The project enhanced the evidence-based mechanisms for monitoring the implementation of the Posted Workers Directive by proposing a joint flagship document – a tool for a project follow-up involving cooperation of the social actors and the EU Member States-appointed administrations. Finally, it improved access to information on applicable terms and conditions of the posted workers employment in the EU Member States.

Innovativeness of the project/activities: The creation of a Permanent Monitoring Mechanism is an innovation in the field of posted workers and is undoubtedly a major added value at European level. Thanks to the Watchdog Platform, developed and launched, the efforts of a wide range of stakeholders and competent institutions was coordinated to achieve the common European goal of limiting low-quality jobs, labour exploitation and social dumping, and benefiting European standards, social security and decent work. Last but not least, a tool has been created for posted workers themselves, in which they can in real-time 'check their clocks' and seek assistance when needed.

Policy evidence generated by the project: Project partners have produced a report containing all the project knowledge and the data collected. Also, the Watchdog platform, which is the main output of the project, will enable policymakers to easily access the relevant information that could be used for further policy advancements.

Transnational dimension: Transnational dimension was addressed by focusing public attention on a category of workers which, by definition, operates in a transnational dimension – shared between the sending and hosting countries. Therefore, the project involved a wide range of countries (through partnering organisations) and local competent authorities.

Dissemination strategy: The stakeholders participated in a kick-off partnership meeting, six international road show discussions for 150 persons, two working meetings of the new Posted Workers Watchdog Platform and one closing dissemination event – altogether 295 people took part in the activities. A European online video campaign helped in achieving great awareness of the application of the Posted Workers Directive and monitoring mechanisms (400 000 visits online).

European added value: The creation of a Permanent Monitoring Mechanism is an innovation in the field of posted workers and is undoubtedly a major added value at the pan-European level. Thanks to the EaSI funding, the Watchdog Platform was developed and launched. The platform has coordinated the efforts of a wide range of stakeholders and competent institutions and contributed to achieving the common European goal of limiting low-quality jobs, labour

exploitation and social dumping, and benefiting European standards, social security and decent work.

Sustainability measures: The Watchdog Platform will continue to operate and evolve – as planned when submitting this project. The significant information accumulated arrays and their further refinement by the Permanent Monitoring Group will enhance the importance of the platform itself and the convergence between partnering organisations, which will provide a rich set of tools and reasons to follow-up the project's achievements.

Horizontal objectives: The project promoted sustainable and high-quality employment. It was promoted by noting the typical problems associated with posted workers that lead to a decline in job quality, fraud, labour exploitation, modern-day slavery. The project encouraged temporary employment agencies and a wider range of stakeholders to ensure sustainable posting employment, in accordance with national and European legislation.

The coordination of stakeholders and the competent supervisory authorities, as well as the establishment of a permanent monitoring group guaranteed adequate and decent social protection and identified non-compliances and interventions to remedy them. Particular attention was paid to amendments regarding posted workers made at European level during the project implementation period.

3.2.5 TRANsposition – Reconciliation Between the Freedom to Provide Services in the EU and the Social Rights of Posted Workers in the Transport Sector.

'The project contributed to harmonising the work of the social partners from sending and host countries which in turn affect the coherence of their actions and improve the quality of implementation of EU law at national level.'



Call identification number	VP/2017/003
Grant identification number	VS/2017/0352
Policy area	Employment
Policy sub-area	European Employment Strategy; Skills; Mobility.
Target groups	<ul style="list-style-type: none"> • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • Experts in evaluation and in impact assessment.
Activities implemented	<ul style="list-style-type: none"> • Organised and implemented project meetings; • Organised focus groups;

	<ul style="list-style-type: none"> Collected data, analysed the current state of play in implementation of the EU Directive on Posting of Workers, the Enforcement Directive and the attitudes of different stakeholders towards the revision of the directive; Implemented dissemination activities; Prepared training methodology and trained national-level actors representing the transport sector; Developed an online self-learning tool and other open educational resources.
Implementation country (-ies)	Italy
Participating countries	Italy; North Macedonia; Greece; Poland and Slovakia.
Coordinator	Federazione Autonoma dei Sindacati dei Trasporti
Partners	<ul style="list-style-type: none"> Business Confederation of Macedonia Syndicat; UTH – University of Thessaly; Ogólnopolskie Porozumienie Związków Zawodowych; Republiková únia zamestnávateľov.
EU contribution in euro	208 688.95 (initial)
Project duration	01 January 2018-31 August 2019
Project/organisation website	http://transposition-eu.com

Socioeconomic context: The project 'TRANSposition – reconciling the freedom to provide services in the EU with the social rights of posted workers in the transport sector' addresses the challenges related to the correct application of Directive 96/71/EC3, concerning the posting of workers in the framework of the transnational provision of services, as well as the implementation of Enforcement Directive 2014/67/EU.

The project targets workers, companies and social partners in the transport sector. Discussion on working conditions in the transport sector is currently ongoing, especially in terms of remuneration of posted workers. Both employer and trade union organisations have highlighted that, particularly in the transport sector, wage differentials are significant not only due to a lack of effective enforcement and monitoring practice but also because of various creative possibilities to circumvent existing rules or exploit loopholes.

Aims of the project/organisation: Overall, the project aimed to achieve improved effectiveness of implementation of the EU Posting of Workers Directive and its Enforcement Directive. It aimed to involve transport sector social partners and workers in the discussion on the revision of the EU Posting of Workers Directive.

Results, impacts and lessons learned: The project responded to the need for having correct and complete information regarding the posting regulations and procedures, as well as their fundamental rights in the European labour market.

The implementation process in the framework of this project developed strong cooperation between the partner organisations involved, generated expanded institutional relations, mutual trust and provided more perspectives of future joint initiatives at EU level. The cooperation contributed to harmonising the work of the social partners from sending and host countries which will improve the coherence of their actions and improve the quality of implementation of EU law at national level. The improved cooperative abilities of social partners strengthened the sectoral social dialogue, built the positive image of social partners and improved the effectiveness of their work.

The project resulted in multiple outputs. For example, it has prepared open educational resources for various stakeholders. Posted workers in the transport sector can use these resources to get information on their rights, duties of employers, and the role of institutions which can help them when their rights are breached. Social partners, on the other hand, can use these educational resources to refer to the recommendations aimed at increasing their

role in effective implementation of EU law on posting of workers and developing equal rights for all European workers.

In addition, the project team has published digital and printed version of policy follow-up reports and other informative publications that are available on the project [website](#)⁷⁸. The project website also contains information on workers' rights and advice on how these rights should be exercised. These outputs, in addition to multiple publications, events, and in-person trainings gave posted workers and employers improved knowledge on their duties and rights derived from EU law.

Policy evidence generated by the project: The project experts have prepared a national-level reports that later were integrated in the comparative cross-country study. The analysis has focused on a description of the state of play and different approaches towards the EU law on posting workers. It also assessed the balance between the freedom of providing services and the social rights of posted workers. Finally, it provided recommendations for actions to be taken by social partners and other actors to improve the effective implementation of EU law on the posting of workers. This comparative analysis represented an essential resource for project implementation and also serves as a valuable source for policy evidence.

The project team also prepared a manual that includes recommendations on how to achieve a better balance between economic and social rights in order to ensure the highest level of fairness for all parties involved and present the methods to improve the situation of posted workers in road transport.

Transnational dimension: The transnational dimension of the project has been guaranteed by involving organisations from nine countries. The applicant organisation from Italy, four co-applicant organisations from Poland, Slovakia, Greece and North Macedonia, and six associated organisations from: Latvia, Bulgaria, Spain and Romania. Moreover, the European dimension was guaranteed by the European Confederation of Independent Trade Unions which was involved in a project and represents the whole EU. Since the consortium included trade unions, employers' representatives, research institutes and business association, various points of view on posting of workers were shared, while reaching out to all these organisations' members resulting in wide dissemination of the project material.

Dissemination strategy: The informative activities consisted of 9 national *Informative Seminars*, and 8 national trainings programme held in the participating countries. The main dissemination tools were:

- **During project events:** Participants were asked to pass the knowledge gained during the event to the members of their organisation and to promote the project among stakeholders in their countries. At the beginning of each event the participants were informed that the event was co-financed with EU funds.
- **Online informative platform** that contains all information about the project.
- **A video** promoting the equal rights of transport workers.
- **A follow-up publication available in 9 languages:** English, Spanish, Italian, Bulgarian, Romanian, Polish, Slovakian, Latvian and Macedonian digital version published online and distributed to various social actors in all EU and candidate countries; it can be used as a methodological tool after the completion of the project.
- **An email campaign** with information about the project and link to the website sent to all European Confederation of Independent Trade Unions' affiliates, other trade unions representing the transport sector, employers, NGOs, experts.

⁷⁸ <http://transposition-eu.com>

- **Posters and brochures** that promoted the project in the venues of the events. Brochures were also distributed among posted workers in the transport companies, using the networks of social partners.

European added value: This transnational project responded to the need of European workers for correct and complete information regarding the posting regulations and procedures, as well as their fundamental rights as part of the European labour market. The initiative of bringing together in a common project, Member States with different perspectives on the topic could only be possible with the support of a European-level programme, such as EaSI.

Sustainability measures: The successful collaboration between partners, allowed to strengthen the cooperation and to create a space to develop other joint actions. The beneficiary of the FAST action, will continue the discussion regarding the posting of workers with a new project called 'Synergy' which will also involve the TRANSposition project partner – Business Confederation of Macedonia.

Horizontal objectives: The project contributed to harmonising the work of the social partners from sending and host countries which in turn affect the coherence of their actions and improve the quality of implementation of EU law at national level. The improved cooperative abilities of social partners strengthen the sectoral social dialogue, build the positive image of social partners and improve the effectiveness of their work. During the course of this project, full attention was given to equality between women and men, starting with the involvement of women in each phase of the project; to the promotion of quality and sustainable employment, with consideration to the rights of workers.

3.2.6 GuideForYou – Mutual Cooperation of Social Partners in Europe on Ensuring Better Legal Provisions, Transparency and Access to Information for Posted Workers and Posted Temporary Agency Workers

'The project increased accessibility, transparency and quality of information on the employment conditions of posted workers.'



Call identification number	VP/2017/003
Grant identification number	VS/2017/0353
Policy area	Employment
Policy sub-area	European Employment Strategy; Skills; Mobility.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Social partners; • Non-governmental organisations; • Experts in evaluation and in impact assessment.
Activities implemented	<ul style="list-style-type: none"> • Joint visits: 1st Joint visit with employer' organisations in Serbia and 2nd Joint visit with trade unions in Croatia; • Transnational workshop: international meeting where employees and employers' organisations share their knowledge; • Short trainings (nine) for national level stakeholders on monitoring of PoW directives and arranging the conditions of employment and work of posted workers; • National panel discussions (nine) concerning impact of posted workers policies on the employers and workers and situation in practices; • Various dissemination activities, e.g. creation of a website, videos, leaflets and other printed materials.
Implementation country (-ies)	Croatia
Participating countries	Croatia; Serbia; Italy; Poland; North Macedonia and Bulgaria.
Coordinator	Sindikat Metalaca Hrvatse-Industrijski Sindikat
Partners	<ul style="list-style-type: none"> • Autonomous Metalworkers Union of Serbia; • Business Confederation of Macedonia Syndicat; • Confederazione Generale Italiana del Lavoro Lombardia; • Niezależny Samorządny Związek Zawodowy Pracowników ArcelorMittal Poland SA; • Samostoeno Sindikat na Rabotnicite od Energetika Rudarstvo I Industrija Na R. Makedonija Sindikalna Organizacija Ad Elem; • Sindikalna Federatsiq na Mashinostroitelite I Metalorabotnitsite na Kt Podkrepa.
EU contribution in euro	210 716.20 (initial)
Project duration	01 January 2018-31 August 2019
Project/organisation website	https://guideforyousmh.eu/

Socioeconomic context: The posting of workers, which allows a company to temporarily send its employees to work in other EU countries while continuing to pay social security contributions in the country of origin, has long been a subject of disagreement between European countries. The EU Commission presented a new proposal aimed at replacing the 1996 Directive and tightening the rules surrounding the use of posted workers. As a response to this, 11 national parliaments used their yellow cards on the proposal and our partners, trade unions and employers' organisations are coming from these countries.

The project 'GuideForYou' focuses on transposition of the Enforcement Directive and monitoring these processes, but moreover through joint visits of employers and trade unions, short training and national panel discussion will gather partners to in-depth discussion and get familiar with revising the Directive on posting employees (1996) which supposed to ensure a better protection of posted workers by reducing inequality between posted and local workers.

Aims of the project/organisation: The project aimed to improve transnational administrative cooperation between national competent authorities and social partners in partner countries. This in turn helps in detecting irregularities in regard to posting of workers in the metal sector and fosters the discussion on the use of the IMI system and exchange of best practices. In addition, the project aimed at raising awareness of social partners, stakeholders and workers at national and EU level about regulatory frameworks and relevant joint transnational actions undertaken by social partners. Finally, the GuideForYou project aimed at supporting posted workers and posted temporary agency workers with relevant information and guidance. Such information helps to prepare them for the labour market before and after they depart.

Results, impacts and lessons learned: Before the start of the project, partners were not particularly familiar with the Posted Workers Directive and posting policies in the sending country. Not having enough information led to discrimination of posted workers' rights. The project increased the accessibility, transparency and quality of information on employment conditions of posted workers. As a result, participants became more aware of the role of trade unions in the posting process and learned more about working and pay conditions, employee rights and obligations, social and tax provisions at the place of work. The project also helped to indicate the problems that most often affect posted employees and actively worked on finding practical options to defend the rights and interests of posted workers.

The project highlighted the role that EU legislation plays in respecting the rights of posted workers and the important role trade unions play in informing workers about their rights. It also drew attention to the importance of international cooperation between employers, employment agencies, and trade unions as they play a crucial role when discrimination of posted workers is discussed. Participants had the opportunity to exchange knowledge and experience and compare existing provisions in their national law systems. The structure of partnership integrating both sending and receiving countries in the matter of posted workers allowed partners at the transnational events to learn from each other and share best practices, representing the rights of posted workers, putting their issues on the policy agenda and monitoring proper implementation of the EU Directives.

The GuideForYou participants highlighted the importance of informing workers before being posted and providing the access to information regarding their working conditions from their employers. Hence, the project team produced both a printed version and electronic guideline, which was prepared by experts, as an information tool for posted workers and their rights. The project allowed to focus on the related legislation, analyse the existing situation and problems related to posted working.

Policy evidence generated by the project: The project team ran a survey to verify the legal, social and economic situation of posted workers, as well as to collect the comments of

enterprises posting workers, to identify problems, as well as to familiarise themselves with detailed remarks and observations. This method has positively influenced the assessment of legal and practical solutions on the question of posting of workers. The research also showed the most frequent problems faced by persons providing work as part of a posting. The results were shared with all members and during each event participants were asked to disseminate the results.

In addition, the results of discussions in the form of joint strategies for further cooperation and actions at the national level are more valid due to the participation of employers' representatives at the transnational roundtable. The materials resulted from the project events (programmes, presentations, expert materials, manuals etc.) have been translated and published in project partners' languages, in order to ensure the accessibility and dissemination.

All project publications, reports, survey results are available on the project [website](#)⁷⁹.

Transnational dimension: The scope of the project was transnational towards a common identification, learning, sharing of experiences by 9 EU Member States and candidate countries. The GuideForYou project united employers' organisations and trade unions on posting of workers regulation. Trade union organisations from Croatia, Italy, Serbia, Macedonia, Bulgaria, Romania, Poland and Lithuania and employers' organisations from Serbia, Poland, Spain, and Romania took joint action in order to support proper implementation of the Enforcement Directive in their countries, involved in broad-based dialogue partners with sometimes different point of views on EC proposal, provided best practice models of information and communication for posted and posted agency workers in order to prepare them for the labour market before and after they depart within current regulatory frameworks. The structure of partnership integrating both sending and receiving countries as regards posted workers allowed partners at the transnational events to learn from each other and share best practices in representing the rights of posted workers, putting their issues on the policy agenda and monitoring proper implementation of directives in this regard.

Dissemination strategy: During each event participants were asked to disseminate the results of the event, knowledge gained and the materials to other involved specialists in their organisation and network contacts between employers posting workers; professional workers' agencies; Chambers of Commerce and business; Labour offices and professional employment agencies; National inspections; Social parties.

The project also has an active account on Facebook as well as a website that allow the dissemination of related information and communication and that ensures quick responses. The project partners also organised a press conferences and shared the project results to the wider public in each partner country.

European added value: The added value of the action is reflected also in the innovative methods and techniques used in the training delivery, based on an interactive approach to learning. The trainings ensured a common ground for answering many questions taking the form of peer learning. The website created during the project will not only serve as a platform for information but also as a network linking organisations which will remain operational after the project has ended.

Sustainability measures: The results of the project will continue to produce benefits in the partner countries after closing of external intervention thanks to the multiplication effect of training, as well as the accessibility of the final publication and other information materials on the website. Sustainability is secured by a joint agreement of partners for keeping the website

⁷⁹ <https://guideforyousmh.eu/documents/>

up and running. The project video will be further disseminated, like the manuals for which additional copies will be printed by trade unions. A follow-up publication in the form of a final expert report has been made available for free on the website for use in further actions. The project team has also assigned transnational and national PR coordinators to keep in contact with media – online and offline.

Horizontal objectives: The project was to support equal treatment of workers, by promoting equality and countering discrimination. It analysed the most frequent problems faced by persons providing work as part of posting and provided information in order to avoid discrimination practices. Posted workers are, in fact, especially vulnerable to discrimination, since posted workers find themselves between the regulatory framework of the host country and the country from which they habitually work.

3.2.b. Activities in the field of undeclared work

The main objective of this call for proposals was to complement and add value to the activities indicated in the work programme of the [European Platform tackling undeclared work](#)⁸⁰. Hence, projects funded under this call are designed to develop and fund initiatives for enhancing the implementation, application, knowledge and better enforcement of EU and national law in the area of undeclared work. This effort intends to contribute to the reduction of undeclared work and consequently to the emergence of formal jobs. The knowledge gained from these projects helps in building up evidence-based knowledge for better policy design. The project presented in this section is a good reflection of the objectives of the call. It fosters joint cross-border activities to improving partner countries' technical capacity in preventing and deterring undeclared work.

3.2.7 RAISE UP – Grassroot Actions, Innovative Approaches and Stakeholder Engagement to Tackle Undeclared Work Propensity

'Gender equality was a strong component of the project, foreseen not only through cross-cutting issues, but in deliberate and targeted activities concerning equal opportunities of women and men as well as social inclusion of vulnerable groups.'



⁸⁰ <https://ec.europa.eu/social/main.jsp?catId=1299&intPageId=4875&langId=en>

Call identification number	VP/2017/005
Grant identification number	VS/2017/0320
Policy area	Employment
Policy sub-area	Undeclared work
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • Experts in evaluation and in impact assessment; • National statistical offices; • Media.
Activities implemented	<ul style="list-style-type: none"> • Mapping, analysis of good practices and current processes of tackling undeclared work in agriculture in Italy, Bulgaria and the Republic of North Macedonia. • Conversations with Macedonian seasonal workers working in Italy. • Specific research through a questionnaire for employers who hire seasonal workers in the country through the Economic Chamber of Macedonia. • Proposal for amendments of the Labour Law. • Working and policy dialogues meetings, national and transnational workshops, outreach campaigns, and similar events. • Trainings: online and in-person. • Preparing the dissemination outputs: leaflets, posters, webpage, social media accounts.
Implementation country (-ies)	Italy
Participating countries	Italy; Bulgaria and North Macedonia.
Coordinator	Federazione Lavoratori Agroindustriale
Partners	<ul style="list-style-type: none"> • Associazione Lavaratori Produttori dell'Agroalimentare; • Izpjalnitelna Agentsiya Glavna Inspektsiya po Truda; • Sdruzenie Federacija na Nezavisimite Sindikati ot Zemedelieto; • Trade Union of the Workers in the Agroindustrial Complex of Republic of North Macedonia.
EU contribution in euro	357 467.32 (initial)
Project duration	11 December 2017-10 June 2019
Project/organisation website	https://www.fondazionemetes.it/raise-up

Socioeconomic context: Agriculture has traditionally been a sector with high undeclared work because of its seasonal character and because workers are almost always hired on a daily basis. Working conditions in the agricultural sector are overall significantly poorer compared with employment in the rest of the economy. Women under gang masters receive 20 % less salary than their male colleagues. In the severe cases of exploitation analysed, some migrant workers received a salary of 1 euro per hour. The average working day is from 8 to 12 hours.

The many forms of illegality existing among workers' employment conditions (informal, undeclared and exploited work) in the agricultural sector show up critical issues that reveal how hard and complex it is to approach and tackle these phenomena within all Member States. They are characterised by their heterogeneous nature, stemming from the different aspects of the work, but also from the cultural, social and economic origins of the workers in addition to the different type of employees (men, women, children and migrants). This complexity makes it hard to understand, control and counter the problems.

According to the Italian statistical office ISTAT, 43 % of the workers in agriculture are undeclared representing some 400 000 in Italy, of which 100 000 are foreigners. The later group is particularly prone to exploitation and living in sub-standard and unhygienic conditions. The pay of these undeclared foreign workers is in general 40 % lower compared to the salary of Italian workers. Moreover, they work 10 to 12 hours a day. And to make matters worse this illegal employment of agricultural workers takes place through the mediation of so-called, caporale, an intermediary that takes a percentage of the workers' earnings.

As stated in recent literature and reinforced by the European Platform Tackling Undeclared Work, cost-effective ways of dealing with the undeclared economy shift away from the 'stick and carrot' approach and rely on indirect controls. A holistic approach which involves using the full range of direct and indirect policy measures available to enhance the power of, and trust in, authorities respectively is needed (Williams, 2017).

Aims of the project/organisation: The overall goal of the RAISE UP Project was to engage all stakeholders in a broad policy debate and to develop responsible policies and measures for tackling undeclared work in agriculture involving all stakeholders in strategic decisions and supporting the development of flexible policies and measures that contribute to tackling undeclared work in agriculture. In order to meet this overall goal, the RAISE UP Consortium focused on the following five specific objectives:

- Defining and building a common understanding of a holistic approach to preventing and limiting undeclared work.
- Establishing and promoting political dialogue to implement a holistic approach and integrative policy measures.
- To develop concrete action plans and roadmaps based on evidence and input from all stakeholders to ensure the involvement of the institutions and social partners, as well as other key players.
- To foster dialogue and mutual trust between partners at all levels, to enhance cooperation between them in an effective way to counteract undeclared employment and transform it into a legal one.
- To build coherent partnerships, engaging stakeholders and involve the media, similar networks, decision-makers in the activities of this project and promote the results of its work, seeking a critical outward view to stimulate greater effectiveness of action.

Results, impacts and lessons learned: To tackle undeclared work the project focused on building networks, reputation, and co-creation. According to the project partners, this is a new, more effective, and more sustainable mechanism for preventing and tackling undeclared work. Furthermore, building such a holistic approach asks for stronger and more evidence and a mind shift which requires large investments of time and effort. The project indeed established cooperation, mutual trust, exchange of information and competence which may be identified both at a transnational level among project partners (enhanced cooperation among unions, unions and inspectorates, bilateral agreements, etc.) and among national stakeholders. In Bulgaria and North Macedonia, the EU support mostly reflected in the ability of representatives of different state institutions to 'sit down at the same table' and openly discuss the topic of undeclared work. This allowed to get a broader perspective of undeclared work, its definition, and possible measures to tackle and prevent it and to develop sustainable and more effective cooperation.

Specifically, the RAISE UP Consortium focused on the following segments:

1. External/cross-border segment, thanks to the support of Bulgarian, North Macedonian, Romanian and other European citizens working with undeclared and socially neglected agricultural workers. The activities and results include:
 - Active cross-border cooperation of applicants and project collaborators and key stakeholders;
 - Study visits and workshops in Italy, Bulgaria and the North Macedonia engaging trade unions, enforcement authorities, decision and policymakers, non-Governmental organisations (NGOs), business representatives;
 - identification of specific regions and cities in North Macedonia, Bulgaria and Romania from which there is economic migration to Italy;
 - Conversations with Italian, North Macedonian, Bulgarian, Romanian seasonal workers working in Italy;

- Formal cooperation agreements between Italy and Romania and between Italy and Bulgaria, as well as future activities planned for 2020, including cooperation with related unions from several European countries employing seasonal North Macedonian workers and signing Memorandums of Understanding to support seasonal North Macedonian workers.

2. Internally/in the concerned countries – by caring for the rights of agricultural workers for their economic and social security in Italy, Bulgaria, and North Macedonia. The activities and results include:

- Mapping, analysis of good practices and current processes for tackling undeclared work in agriculture in the countries concerned;
- Labour analysis legal framework and a proposal for amendments;
- Questionnaires/interviews/dialogues with employers who hire seasonal workers in the country;
- Meetings with representatives of the Temporary Employment Agencies, business organisations, activists;
- Organisation of national workshops with a large number of national and local decision and policymakers, enforcement authorities, unions, business representatives, NGOs;
- Mutual learning and transfer of experience and good practices outside the Consortium also.

Innovativeness of the project/activities: Usually, most of the measures to tackle undeclared work in the EU are based on eliciting compliance through formal command and control. The project consortium proposed a holistic approach that relies on bottom-up processes of participatory forms of governance, and peer-to-peer coordination. Not command, control, and compliance, but networks, reputation, and co-creation would be the new, more effective and sustainable mechanisms for preventing and tackling undeclared work.

Policy evidence generated by the project: The Consortium members published quality information and project progress results, status documents, and publications on the project [webpage](#)⁸¹. They also provided stakeholders and policymakers with online tools for education, training and campaigns to raise awareness of workers' rights and obligations, and the forms in which undeclared work occurs.

Transnational dimension: The project activities included transnational actions such as joint outreach education and awareness campaigns, mutual learning and transnational cooperative actions in Italy, Bulgaria and North Macedonia from December 2017 to July 2019 engaging stakeholders of other EU countries (Romania, Serbia, Germany, Austria, etc.).

Dissemination strategy: Dissemination of information and promotion of the project and activities was implemented by distributing leaflets and posters, publications, designing a project [webpage](#)⁸², Facebook page, Twitter and Instagram profiles and blog page as part of the website.

Dissemination was a horizontal activity and concentrated on disseminating the results of the RAISE UP project itself to a wide range of existing and/or potential stakeholders. The practical experience, evidence, and guidance that emerged from the project work, was of relevance to an array of stakeholders at national and European level. To fulfil these aims, the RAISE UP project worked through various carefully focused groups and committees through formal and informal mechanisms. Clear channels of communication between the project partners

⁸¹ <https://www.fondazionemetes.it/raise-up>

⁸² <https://www.fondazionemetes.it/raise-up>

themselves as well as with a broader community played a crucial role in the success of the project.

European added value: The most relevant achievement and EU added value of the RAISE UP project is the established cooperation, mutual trust, exchange of information and competence which may be identified both at transnational level among project partners (enhanced cooperation among unions, unions and inspectorates, bilateral agreements, etc.) and among national stakeholders. This would not have been possible without the common action of the partners and EaSI funding.

Sustainability measures: RAISE UP succeeded in generating a long-lasting impact and activities which will be continued beyond the end of the project. An outreach campaign with transnational teams, signature of Memorandums of Understanding to support seasonal workers working across Europe; online campaigns and/or education to increase awareness of labour rights and obligations for workers and the forms in which undeclared work, are easily accessible to all workers, whether in the country or abroad, will continue to apply and develop. The Bulgarian Labour Inspectorate enhanced bilateral cooperation and joint inspections. In Italy, an info point has been activated in Apulia in cooperation with the Romanian Consulate. Through the RAISE UP project the first information point for Bulgarians in Italy, in Ginosa, Puglia district was created. A Bulgarian seasonal worker is included in the FLAI-CGIL team and is committed to providing information and helping her countrymen in the field in Taranto (Apulia) and its surroundings.

Horizontal objectives: Gender equality was a strong component of the project, foreseen not only through cross-cutting issues, but in deliberate and targeted activities concerning equal opportunities of women and men as well as social inclusion of vulnerable groups. Furthermore, third country migrants or EU mobile workers are considered to constitute a larger proportion of the workforce in agriculture than in the EU economy in general, and undeclared work is considered particularly prevalent among third country migrants and EU movers involved in seasonal agricultural work. A part of RAISE UP relates directly to the inclusion of gender issues and social inclusion issues related with undeclared work at national and transnational level addressing gender concerns, and concerns of vulnerable migrant workers.

3.3 Employment

3.3.a. Fast-track integration into the labour market for third country nationals targeting exclusively asylum seekers, refugees and their family members

The projects funded under this call of proposals aimed to promote the development and testing of innovative and effective mechanisms to ensure fast-track integration into the labour market. They also worked on developing sustainable multi-level partnership models for the integration of the targeted groups into the labour market. And finally, they foster knowledge – and experience-sharing – between different Member States of already functioning, swift and successful insertion mechanisms into the labour market of the targeted groups, with a strong emphasis on the challenges faced by women.

The funded actions resulted in effective integration of the targeted groups into the labour market. The success of the actions was ensured by following these activities:

- The activities took the job market needs into account;
- Activities targeted groups matching job market needs;
- Activities covered the different dimensions of a fast integration of the target groups;
- They demonstrated a long-term vision;
- The activities challenged stereotypes as to gender roles among migrant communities and ensured that work practices promote gender equality and do not reinforce gender stereotypes, segregation and inequalities;
- They proved to be sustainable and included mechanisms for transfer and replication.

3.3.1 Fast-track Integration in European Regions (FIER)

'The instruments allowed them to integrate in different European areas through the developed quality competence assessment strategies, training curricula, self-empowerment initiatives, and a workplace language learning concept.'



Call identification number	VP/2016/015
Grant identification number	VS/2017/0437
Policy area	Employment and social protection and social inclusion
Policy sub-area	Employment analysis and public employment services and skills and active inclusion
Target groups	<ul style="list-style-type: none"> • Employment services; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • Experts in evaluation and in impact assessment;

	<ul style="list-style-type: none"> • Media.
Activities implemented	<ul style="list-style-type: none"> • A thematic evaluation report on the communication practices best practices and the added value of FIER (Region Västra Götaland); • Developing guided and supervised internships shortening the way to enter the Swedish labour market (PES and City of Mölndal); • Running a course educating participants to become integration coordinators, researching the demands of municipalities and the experiences of former course participants to assess integration coordinators' impact on the labour market (Dalsland Folk High School); • Developing a one-year course for kitchen assistants and cleaning staff, with the aim of making the participants go from income support to self-sufficiency. The team also developed the education further, coached and supervised students, and organised internships and study visits (Gothenburg Folk High School, Rosenhof school in Oslo); • Developing, training, testing and disseminating an educational learning path Growing in Active Citizenship in reception education that contributes to strengthening young people in reception education in citizenship competences (GO!); • Testing new ways of integrating refugees into the labour market (Baden-Württemberg); • Offering classroom training combined with internships and vocational, as well as practical training in hotel and gastronomy, warehouse and logistics, as well as constructions (VHS and Jobcentre Stuttgart); • Developing training programme for the position of a 'Mentor for Language Learning at the Workplace', enabling German-speaking employees to assist their new colleagues' integration at the workplace, mentoring them in work-related topics (PHW); • Testing systems and software tools for competence balancing and assessment useful in making the competencies of immigrants more easily visible and accessible (Baden-Württemberg); • Organising 12 workshops with over 300 participants promoting self-empowerment (City of Stuttgart, Support Group Network) resulting also in a new cross-regional inter-EU network of refugees; • Conducting market research on available job opportunities for Syrians living in Turkey, which led to the development of relevant vocational subjects and relevant content (YUVA).
Implementation country (-ies)	Sweden
Participating countries	Austria, Belgium, Germany, Norway, Sweden, and Turkey
Coordinator	Västra Götalands Läns Landsting (Sweden) – Region Västra Götaland
Partners	<ul style="list-style-type: none"> • Arbetsförmedlingen (Sweden) – Swedish Public Employment Service Mölndal (PES); • Association Européenne des Autorités Régionales et Locales pour l'Apprentissage tout au Long de la Vie AISBL (Belgium) – EARLALL European Association of Regional and Local Authorities for Lifelong Learning; • Baden-Württemberg (Germany) – BW Ministry of Education; • Het Gemeenschapsonderwijs (Belgium) – GO!; • Yuva Derengi (Turkey) – YUVA; • Landeshauptstadt Stuttgart (Germany) – City of Stuttgart; • Mölndals kommun (Sweden) – City of Mölndal; • Oslo Voksenopplaering Rosenhof (Norway) – Oslo Rosenhof; • Pädagogische Hochschule Weingarten (Germany) – PHW; • Salzburg (Austria) – Land Salzburg; • The Folk High Schools of Region Västra Götaland (Sweden)- Dalsland and Gothenburg Folk High School; • Volkshochschulverband Baden-Württemberg EV (Germany) – VHS.
EU contribution in euro	1 940 501.56 (initial grant)
Project duration	1 January 2018-31 December 2019
Project/organisation website	https://fierprojecteu.com/

Socioeconomic context: The international refugee crisis is ongoing, and today more people are refugees than during World War II. In 2015 and 2016, more than 2.6 million asylum applications were recorded in Europe. A total of 366 000 persons were granted refugee status in the EU-28 in 2016 at first instance, 258 00 were given subsidiary protection status, and 48 000 were given authorisation to stay for humanitarian reasons. It can be very hard to

integrate into a new society, to find a job and to make a living as a newcomer in an unknown country where you do not know the language, you are not familiar with the traditions, and you lack a network. Therefore, the integration process has legal, economic, social and cultural dimensions. Furthermore, it imposes considerable demands on both the newcomer and the host society. Establishing innovative fast-track integration strategies and actions to the labour market is currently an important challenge for European regions.

Aims of the project/organisation: Within the FIER project, European regions and partners from Austria, Belgium, Germany, Norway, Sweden, and Turkey aimed to commonly develop strategies to support integration through dedicated fast-track instruments for labour market access and instruments addressing social and economic cohesion. According to regional needs and integration structures, the partners:

- ensured that the skills of immigrants are better understood by introducing validation and competence assessment procedures, especially procedures focusing on generic and soft skills, specific talents, interests and motivation;
- supported the utilisation of individual skills of refugees with guidance on individual labour market access options and information on the 'hidden' labour market;
- tested new formats of language courses combined with work experience (internships, part-time jobs, mini jobs). In addition to language training, the courses would include basic skills training, intercultural elements, self-empowerment modules. The trainings will use methods of individual teaching and coaching in different speeds and with the help of digital tools;
- spread common guidelines for enterprises to support inclusion through apprenticeships, work-based learning and job offers;
- developed trainings for trainers and mentors in companies;
- established mentoring programmes at workplaces;
- started self-empowerment initiatives of refugees;
- initiated an online platform as a centre of communication and exchange;
- tested new funding and political frameworks for the integration of third-country nations.

Results, impacts and lessons learned: The project partners from Austria, Belgium, Germany, Norway, Sweden, and Turkey developed instruments and strategies for a fast-track labour market integration of disadvantaged groups among refugees and asylum seekers. The instruments allowed them to integrate in different European areas through the developed quality competence assessment strategies, training curricula, self-empowerment initiatives, and a workplace language learning concept. Each project partners worked on issues, depending on the regional needs and the pre-existing integration structures.

To better showcase the skills of migrants, the project engaged in the following activities:

- developing an educational learning path that is geared towards reception education is one such tool. Soft skills proved to be important skills to highlight when encouraging individuals to act towards integration.
- Developing the 'Train the Trainer' concept, which provided a new way of evaluating and assessing the skills of refugees. It aims to educate and train teachers and workplace professionals in being able to provide better language mentoring and training in the workplace for individuals needing it.

This methodology led to establishing mentoring programmes and developing training for trainers and mentors.

To promote the utilisation of individual skills, the project followed these activities:

- Providing guidance and counselling session. This allowed to create more comprehensive assessment and profiling of each individual, and allowing more informal skills to be recognised.

- Engaging in self-empowerment initiatives. In helping the target group build motivation and appreciation for their own skills and what they can offer, individuals are more likely to realise their own potential and future possibilities. FIER has also created methodology for this activity and has put efforts into disseminating this message. This more inclusive approach to working with refugees has also been important in facilitating better linkage between refugees and authorities, agencies, and organisation.

A major focus of FIER has been the testing and development of ways of combining language training and education with vocational education and training. This has been done in several ways, including:

- Offering internships, part-time employment, and marginal employment. Technical, specialist, and sector-specific language training has been combined with work and vocational experience, which makes participants further prepared for successful labour market integration later. To create an even more holistic approach to integration, courses and implemented measures have also included basic skills training, intercultural elements, and civics, to prepare participants for their new society.
- Personalised education and coaching have further increased chances of success due to every individual's needs being accommodated.

These types of actions have consequences for the employer side of the equation, as well. By implementing these types of methodologies on how to work with apprenticeships and work-based learning, the FIER goal of creating guidelines allowing companies to better support social inclusion has been achieved.

The project achieved the following results:

- Number of refugees reached in guidance sessions, trainings, and empowerment activities - 2 690;
- Stakeholders contacted in active actions like conferences, study visits, personal dissemination activities - 2 352;
- Companies contacted through company networks, personal contacts, with mentorship programmes and in language mentor training - 254;
- Staff members of partners participate in mutual learning activities - 423;
- Volunteers that are active in refugees work will support project activities - 262.

All quantitative components exceeded the initial estimations of the project team.

The project team emphasises several lessons learned:

- Continuous networking is crucial on all levels to facilitate sustainable actions and long-term implementation. Larger networks increase the amount of feedback available, and better assessments of current needs and demands.
- Language training and vocational training ought to be combined for the best results possible. Language training is a crucial part of facilitating integration. Furthermore, long-term engagement with the target group (i.e., refugees) may be required to facilitate valuable and lasting results. Short-term actions increase the risk of participants falling off the grid and losing motivation following the completion of said action. Yet short-term actions are necessary, especially in areas where refugees have high mobility, as help make the most of any time spent in one place.
- If there is a short supply of jobs in one place, self-employment and/or online options and programmes could potentially be beneficial to avoid the risk of losing motivation.
- Non-formal education has formal methodologies tied to it, as education is taken less seriously if a formal structure is lacking.
- Making use of translators helps get the initial message across; they also help mitigate or reduce potential cultural clashes and language barriers.
- Including the specific target group in the development and implementation of initiatives and projects is crucial to maximising effectiveness and ensuring that the existing needs and demands are being met.

- High levels of motivation of the target group. If participants lack the motivation to continue or to complete their training and education, they become less likely to successfully integrate into the labour market, thus remaining far from it. This can be achieved through various empowerment initiatives.

Identification of potential practice: The project team observed that language training is best combined with vocational education training to increase skills and the level of language. These language skills need to be geared towards the sector. Furthermore, there is a need to 'train the trainer' to ensure that the workplace is equipped to teach new recruits with potentially limited language skills. Even more so, vocational training and internships within occupations experiencing shortages or which are in great demand of labour appears to be a good way of initiating fruitful exchanges and collaborations with employers and companies. Competency assessment and validation remains a necessity. Whilst especially true for formal skills, the documentation of informal skills can also greatly strengthen job prospects. This is especially true for those with limited formal education or other competencies.

Whilst fast-track solutions are necessary and highly beneficial, 'slow-track' initiatives also need to be put in place for those requiring it. Continuous support and guidance are necessary to facilitate long-term integration. Other practices of the project, such as motivational strategies and empowerment initiatives are important to create incentives for full participation and engagement of refugees with the targeted measures. Moreover, the target group itself also needs to be included into the decision-making phases of these types of integration measures.

The team also recommends continuous evaluation and flexibility to adapt to the ever-changing labour market. The project needs to remain malleable, and applicable to other context areas. This can be facilitated by continuous experience exchange with like-minded actors to inspire and challenge each other which is beneficial for continued growth and development. Study visits can be useful in this case.

Policy evidence: The project partner GO! Established a [website](#) for teachers and other stakeholders in reception education in their network. This website shares all information about the learning path, the underlying vision, and the supporting tools. It contains the report [Growing in Active Citizenship in reception education](#) that contributes to strengthening young people in reception education in citizenship competences. It gives an [Active citizenship competencies in reception education](#) (in Flemish). The project also produced four [Newsletters](#), documenting the progress of the project. The project also had a dedicated [homepage](#) which collected all highlights of the project.

Transnational dimension: The project was conceived to be transnational, with partners from Austria, Belgium, Germany, Norway, Sweden, and Turkey. The partners exchanged experience across national borders. In addition to the transnational project partner meetings, several bilateral study visits have been carried out, and plans for future cooperation among project partners after the conclusion of the project are ongoing.

New partnerships created: Partnerships have been created at all levels of the project. All Swedish partners have expanded their scope of cooperation with each other. German partners have experienced a considerable strengthening of partnerships with each other, which is a noteworthy change given the genuine lack of cooperation existing prior to FIER. The international partnerships created through the project are perhaps the strongest, however. It has facilitated network building with partners and regions that would have never otherwise been in contact. Noteworthy bilateral cooperation and collaborations have arisen through the work in FIER, as well.

Dissemination strategy: Actions and project results have been disseminated to politicians, members of parliament, government officials, EU-institutions and officials, academic

institutions, socioeconomic organisations, and NGOs. The dissemination means included oral presentations, project partners' websites, social media, evaluation sessions, meetings with project partners and external stakeholders, as part of larger reports, and by being shared in partner networks engaged in similar themes to that of the FIER project. Digital communication has been the preferred way of sharing analytical outputs between project partners. Therefore, a project profile, website, and newsletters were created. EARLALL as the lead partner responsible for communication further disseminated FIER materials to important and relevant stakeholders (10 events/conferences in total). Two multiplier events have been organised (with the FIER conference being one), and more than 1 500 participants have been reached through event/conference participation. Over 250 communication and information actions have been made, overall.

European added value: The project could not have reached the same results without EU funding. The participation of partners from Germany and Turkey would not have been possible without the funding. Others, such as the two folk high schools from Sweden, would have performed iterations of the same activities that they have performed in FIER, though to a much lesser extent. The EU funding has greatly helped these partners extend and expand their operations. EARLALL, as a disseminating body, would be doing similar things without EU funding, though not pertaining to this theme and subject. The Swedish Public Employment Service would be implementing the same activities without partaking in an EU-funded project. All partners have benefited greatly from the EU funding in the sense that it brought all of these partners together to create a highly appreciated network of like-minded actors striving towards the same goal of improved integration and labour market inclusion.

Sustainability measures: Due to the partnerships created in the region of Baden-Württemberg through FIER, a solid collaborative model has been installed. The partners from the region have also been able to create stronger and more efficient implementation and argument dissemination efforts. The region will continue the activities put in place through FIER without EU funding. Nationally certified training concepts and courses will be offered in Stuttgart and other municipalities. Jobcentre Stuttgart will continue their FIER activities as part of their regular programme; a call for tenders will be launched in 2020; and the target group will be expanded to include low-skilled migrants with language deficits. In terms of upscaling activities, many of the 170 schools belonging to the VHS/BW network are in the process of implementing the fast-track training used in FIER.

PHW's 'Train the Trainer' concept that they developed in FIER will be offered beginning from the spring of 2020. Additional project applications have been submitted. Through the networks and cooperation structures that have been developed in FIER, VHS expects around 20 new fast-track classes in Baden-Württemberg during 2020, with over 300 participants. Fast-track classes will also be expanded to other branches and sectors.

The Swedish Folk high schools will continue to offer their respective courses of Integration Coordinators and kitchen assistants and cleaning staff. Lessons learned from FIER will indirectly affect the Rosenhof school in Oslo.

Some activities will be continued in Land Salzburg. These include providing information to the target group about possibilities and jobs and the work of social care professions. Similar projects aimed at refugees will be supported and initiated in Salzburg.

YUVA will continue their activities of language and vocational training. In 2020, some of their activities will be handed over to other public institutions to prolong sustainability.

Since the PES's activities within FIER are part of their regular services regardless of EU funding, their activities will carry on past FIER's conclusion.

Horizontal objectives: Youth employment was indirectly addressed by partners. Some partners aimed at developing an educational path to facilitate the transition from education to employment for unaccompanied or separated minors. The issue of long-term unemployment is acknowledged by the project in general, especially since this is relatively widespread within the group of immigrants and the more disadvantaged groups of refugees and asylum seekers. Several partners thus have the aim of eliminating social exclusion and poverty by helping more people to enter the labour market and become a part of the society. Furthermore, one of the underlying main principles of the project set out in the application was to pay attention to women by breaking isolation and stereotypical gender roles. It is also a relevant instrument to spread information about rights, health and integration in the host society. The project sought to promote of a high level of quality and sustainable employment by creating fast-track integration at the labour market but also to promote quality and sustainable employment. Furthermore, the project sought to combat discrimination based on sex, racial or ethnic belief, disability, age, or sexual orientation; pay attention to vulnerable groups, such as young people. The activities in the project addressed the issue indirectly, since the project leads to more people of foreign background given the opportunity of entering the labour market.

3.3.b. European Solidarity Corps – occupational strand

This section presents two projects in the area of geographical labour mobility as a result of the call for [proposals](#)⁸³ aimed at ensuring the provision of customised employment and mediation services for the placement and integration of young mobile workers (within the age bracket 18-30 years) combined with financial support. The following activities were funded:

- carrying out outreach and information activities towards stakeholder organisations and employers involved in solidarity activities to share opportunities, offers or job vacancies;
- providing information on the opportunities under the occupational strand of the [European Solidarity Corps](#)⁸⁴ to young people;
- providing guidance and support with selection, matching and placement for European Solidarity Corps participants who have registered on the registration tool built into the [European Youth Portal](#)⁸⁵;
- promoting and developing cooperation with public employment services, for instance through an operational link with the PES network at EU/EEA level;
- working with employers to identify opportunities under the occupational strand for European Solidarity Corps participants and develop concrete offers for placement suitable to such participants, involving training, integration and other support measures;
- accompanying participants and employers throughout the duration of the placement and in particular ensuring follow-up during the placement by offering mentoring support to the selected European Solidarity Corps participants;
- assisting participants with the return formalities at the end of the contract and, where appropriate, providing information on access to further job search assistance, including for new intra-EU job opportunities.

Actions described below fell into the occupation strand, which sought to provide young people with an opportunity for a job, traineeship or apprenticeship in a wide range of sectors engaged in solidarity activities in another or their own country and needing highly motivated and socially-minded young people.

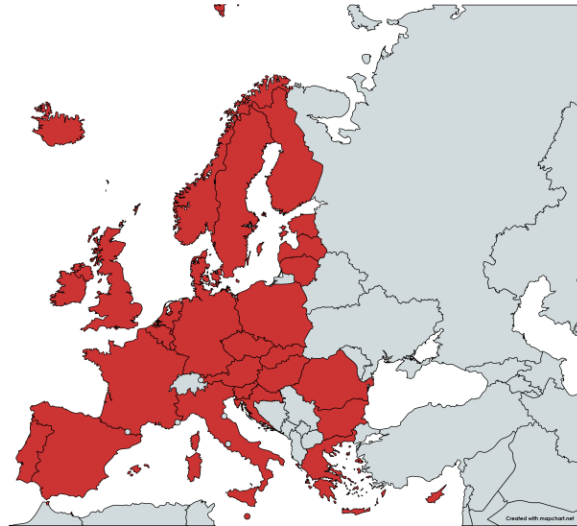
⁸³ <https://ec.europa.eu/social/main.jsp?catId=629&langId=en&callId=503&furtherCalls=yes>

⁸⁴ https://europa.eu/youth/solidarity_en

⁸⁵ https://europa.eu/youth/EU_en

3.3.2 European Solidarity Corps – Occupational Strand – For Youth

'The action generated 287 paid allowances amounting to almost EUR 233 000 thus contributing to the reduction of youth employment across the EU.'



Call identification number	VP/2016/018
Grant identification number	VS/2017/0108
Policy area	Employment
Policy sub-area	Youth Employment
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Social partners; • Non-governmental organisations; • Enterprises; • Non-profit associations; • Start-ups.
Activities implemented	<ul style="list-style-type: none"> • 287 allowances paid amounting to almost EUR 233 000; • 27 job interviews supported; • 75 relocations supported; • 24 language courses supported; • 22 SME integrations supported; • 116 subsistence allowances provided; • 6 return allowances provided; • 3 information campaigns launched; • 3 guides developed about ESC4Y and translated in multiple different languages; • 35 chambers of commerce from 26 EU countries reached out to directly; • 148 European organisations and associations contacted directly.
Implementation country (-ies)	EU-27, United Kingdom, Iceland and Norway.
Participating countries	EU-27, United Kingdom, Iceland and Norway.
Coordinator	Pôle emploi, France
Partners	<ul style="list-style-type: none"> • Bundesagentur für Arbeit, Germany; • Eurochambres Association des Chambres de Commerce et d'Industrie européennes, France; • ADEM – Agence pour le développement de l'emploi, Luxembourg; • Instituto do Emprego e Formação Profissional (IEFP), Portugal; • I.F.O.A. Istituto Formazione Operatori Aziendali, Italy; • Le Forem, Belgium; • ΟΑΕΔ – Οργανισμός Απασχόλησης Εργατικού Δυναμικού, Greece; • Office Régional Bruxellois de l'Emploi, Belgium; • Министерство на труда и социалната политика, Агенция по заетостта, Bulgaria; • Servicio Público de Empleo Estatal (SEPE), Spain;

	<ul style="list-style-type: none"> • Trendhuis, Belgium; • Vlaamse Dienst voor Arbeidsbemiddeling en Beroepsopleiding VDAB, Belgium.
EU contribution in euro	9 530 963.90 (initial)
Project duration	2 May 2017-1 May 2019
Project/organisation website	https://issuu.com/esc4youth

The [European Solidarity Corps](#)⁸⁶ launched by [President Juncker in September 2016](#)⁸⁷ aimed at starting a new era in the EU and Member States action towards European youth. The employment situation in the European Union in 2016 – with a persistent imbalance of the labour market and the massive influx of refugees – led to Europe launching complementary actions to those already implemented. There was a realisation that young Europeans needed to be offered new opportunities so that they could develop new skills at once and commit to doing meaningful actions. This action targets the promotion of solidarity and of employment linked to the solidarity sectors (especially health, social action, assistance to refugees, and the environment).

Aims of the project/organisation: There are four primary aims of this action. To start with, the action aims to allow young European citizens to bring their personal skills out and to develop new professional abilities through job contracts lasting from 2 to 12 months. It is expected to guide the young recipients before, during and after employment by confirming their ability to join the action, especially in a different country, and by enabling them to add value to their acquired skills at the end of the placement.

Secondly, the action aims to provide specific financial help to young jobseekers in order to make their mobility easier and to secure their mobility by removing any financial obstacles. Thirdly, the action will raise awareness amongst employers of chosen sectors to make sure that young employees benefit from an adapted management which will enable them to better develop their existing set of skills while also acquiring new ones. The companies will be made aware of the necessity to develop a specific integration programme.

Finally, the action aims to increase visibility at the European level through the European Commission and Member States joining the European Solidarity Corps programme and through its impact on citizenship and employment.

Results, impacts and lessons learned: The action generated 287 paid allowances amounting to almost EUR 233 000 thus contributing to the reduction of youth employment across the EU. These paid allowances supported 27 job interviews, 75 relocations, 24 language courses, 18 recognitions of qualifications, 22 small and medium-sized enterprise integrations, 115 [subsistence allowances](#)⁸⁸ (for 24 candidates), and 6 return allowances. The programme led to a total of 77 placements, 37 of which were traineeships and 40 – fixed-term contracts. The placements happened mostly in the education and training sector (42 %), or the health and well-being (24 %). In total, 97 individuals took part in this action.

It is clear from these results that the European Solidarity Corps had a limited impact on jobseekers. However, some partners were able to create contacts with new employers who will benefit from other programmes afterwards. The unexpected outcome of this action was that it allowed new collaborations to flourish not only amongst the consortium but also with employers or structures outside the consortium thus establishing grounds for future collaborations.

⁸⁶ https://europa.eu/youth/solidarity_en

⁸⁷ https://ec.europa.eu/commission/presscorner/detail/en/IP_16_4165

⁸⁸ <https://dictionary.cambridge.org/dictionary/english/subsistence-allowance>

Identification of potential good practices: After finalising the results, the consortium outlined the following recommendations both with reference to future actions and future call applicants:

- Not launching a programme without the proper material ready: e.g. communication tools and admin documentation. It is also recommended to have a clear strategy and planning regarding specific target groups and media, etc.
- Targeting both young jobseekers and employers at the same time and not only one of those categories, ideally having one specialised group working on relations with employers and another one with candidates.
- Simplifying and unifying public European policies in the field of labour mobility would make it easier to manage this type of project.
- Unified tools ([ESC/PASS portal website](#)⁸⁹) and strategy should be ready before launching the action.
- There is a need for the European Commission to make a preliminary impact assessment before the start of the action. Even considering European level bureaucracy, things were done in a hurry and without weighing the potential pros and cons. This led to a lot of confusion for partners as well as end users: employers and jobseekers.

Transnational dimension: The action had an inherent transnational dimension as it provided 97 individuals from all over the EU with financial assistance in order to obtain a job in another country or take part in a traineeship, etc.

New partnerships created: The action allowed new collaborations flourish not only amongst the existing consortium but also with employers or structures outside the consortium thus establishing grounds for future collaborations.

Dissemination strategy: Three dissemination campaigns were performed in order to reach out to employers. The first one – the general dissemination campaign – involved three guides being developed in all EU languages about the [ESC4Y project](#)⁹⁰. The translations as well as the original guides are available [here](#)⁹¹. The second campaign – Autumn 2019 dissemination campaign – resulted in flyers being developed to enhance the promotion towards employers. The last dissemination campaign led to the development of an info sheet to promote the action towards employers.

With respect to non-campaign efforts, 40 posts targeting employers were published via the ESC4Y [LinkedIn](#)⁹² account. Consortium members were able to disseminate outputs of the action to 35 chambers of commerce from 26 EU Member States. Concurrently, 148 European organisations and associations were contacted directly about potential participation in the action.

European added value: The project raised awareness among the employers of the chosen sectors to make sure that the young employee benefited from an adapted management. Moreover, it provided young people with the opportunity of a job or traineeship in sectors which are engaged in solidarity-related activities, and which need highly motivated and socially minded young people.

Sustainability measures: In general, the programme allowed for new collaborations to flourish amongst the consortium and also with employers or structures outside the consortium, creating the ground base for future collaborations. Because of this, some of the partners have

⁸⁹ https://europa.eu/youth/solidarity/pass_en

⁹⁰ <https://www.efc.be/news-post/european-solidarity-corps-4-youth-short-term-employment-opportunities-for-young-people-across-the-eu/>

⁹¹ <https://issuu.com/esc4youth>

⁹² <https://www.linkedin.com/company/european-solidarity-corps-for-youth/?originalSubdomain=lt>

voiced their considerations about being involved in the other side of the European Solidarity Corps.

Horizontal objectives: The project targeted 18 to 30-year-old jobseekers wishing to undertake solidarity actions in the form of a job, traineeship or apprenticeship contract, for a period lasting between 2 to 12 months.

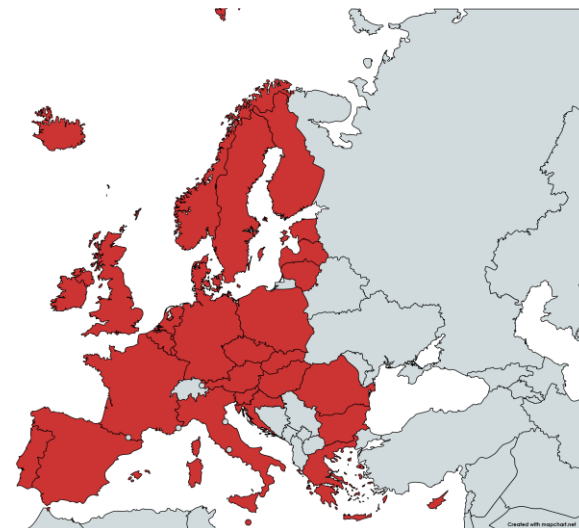
The focus was placed the most on those furthest from employment, meaning long-term jobseekers for whom being included in a solidarity project could be a first step towards professional reintegration.

By specifically targeting a low-skilled audience, the project aimed to enable young people to gain personal and complementary professional skills, making them more competitive on the European labour market. To do this, the action aimed to involve employers from the following three sectors: health and social action, assistance to refugees and environment.

However, it was very difficult to reach employers who worked in these sectors and who were interested in participating in the programme, which is why it was decided to broaden the research perimeter to other sectors that took the social component into account.

3.3.3 ESC2YOUNG

'A total of 72 sessions, i.e. conferences, seminars and other high-level events, were organised, and 22 863 participants attended these events.'



Call identification number	VP/2016/018
Grant identification number	VS/2017/0109
Policy area	Employment
Policy sub-area	Youth employment
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Specialist bodies provided for under Union law; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • Experts in evaluation and in impact assessment; • National statistical offices; • Media.

Activities implemented	<ul style="list-style-type: none"> • 177 young participants placed; • 28 interview trips assisted financially; • 174 young participants provided with financial support for relocation; • 127 language courses supported financially; • 22 qualifications recognised; • 18 individuals provided with subsistence support; • 6 return trips assisted financially; • Web portal developed for the action; • Google Repository created to exchange documents and information amongst consortium members; • 72 conferences, seminars and other high-level events organised; • 20 training sessions organised.
Implementation country (-ies)	EU-27, United Kingdom, Iceland and Norway.
Participating countries	EU-27, United Kingdom, Iceland and Norway.
Coordinator	Agenzia Nazionale per le Politiche Attive del Lavoro (ANPAL), Italy
Partners	<ul style="list-style-type: none"> • Търговско промишлена палата Добрич, Bulgaria; • Città metropolitana di Roma Capitale, Italy; • Federația VOLUM, Romania; • Fondazione Giacomo Brodolini, Italy; • K Milios and SIA OE, Greece; • Servicio Público de Empleo Estatal (SEPE), Spain; • Time4Society, Belgium.
EU contribution in euro	4 559 504.07 (initial)
Project duration	2 May 2017-1 October 2019
Project/organisation website	https://eusolidaritycorps.anpal.gov.it/it/home , http://dian.qr/en/esc2young-2/

Socioeconomic context: The [European Solidarity Corps](#)⁹³ launched by [President Juncker in September 2016](#)⁹⁴ aimed at starting a new era in the EU and Member States action towards European youth. The employment situation in the European Union in 2016 – with a persistent imbalance of the labour market and the massive influx of refugees – led to Europe launching complementary actions to those already implemented. There was a realisation that it was necessary to present young Europeans with new opportunities so that they can develop new skills at once and commit to do meaningful actions. This action – ESC2YOUNG – targets the promotion of solidarity and of employment linked to the solidarity sectors.

Aims of the project/organisation: The main objectives of this action are the following:

- To provide new opportunities and support (traineeship or work experiences) to young jobseekers in the solidarity field across the EU labour market in order to acquire and develop skills, competences and knowledge;
- To answer the needs of the employers and organisations (institutions, private companies, NGOs, etc.) operating in the solidarity, social innovation and social inclusion field, facing barriers to fill in bottleneck vacancies and/or hiring abroad and delivering cross-country matching schemes aimed at overcoming labour market imbalances and skill mismatches;
- To support young jobseekers in their pathway in solidarity sector providing them with targeted services on the basis of their needs, aptitudes and goals: information and first guidance, assistance in the application process, CV handling, job matching, job placement and mentoring, financial aids and benefits and other supporting activities (training course, language course, etc.).

Results, impacts and lessons learned: The action resulted in a number of outputs and achievements. To start with, a total of 177 young participants were placed and 35 hosting organisations took place in the action. Out of the 177 young participants, 28 were provided with interview trip support, 174 were provided with relocation support, 127 were provided financial assistance to take language courses, 22 had their qualifications recognised, 18 were provided subsistence support for trainees and 14 were provided return support. In terms of

⁹³ https://europa.eu/youth/solidarity_en

⁹⁴ https://ec.europa.eu/commission/presscorner/detail/en/IP_16_4165

the integration programme from the employers' side, 29 young participants were involved along with 19 organisations from 9 different EU countries.

A total of 72 conferences, seminars and other high-level events were organised, and 22 863 participants attended these events. Examples of the sessions include: [Eurodesk Italy and EURES Training Day](#)⁹⁵, which took place in Milan on 12 June 2018; [Joint Seminar Between EURES, PCN-Eurodesk and ANPAL](#)⁹⁶, which took place in Perugia on 13 November 2018 and was meant to provide information about the transnational mobility schemes and the transparency and compatibility of qualification; and an information training seminar '[Training Day ANG-ERASMUS+](#)⁹⁷', which took place in Venice on 15 November 2018. Concurrently, a total of 20 training sessions were held throughout the duration of the action, addressing different Italian regions and territories. Around 1 468 participants (EURES advisers, EURES assistants, employment/job centre operators, trainers and teachers) were trained and informed on project issues, implementing procedures and tools.

Lastly, the action also resulted in a [web portal](#)⁹⁸ developed to provide updated information about the project contents, objectives, activities and outputs (public area) and to support the operational and management functions of the [European Solidarity Corps](#)⁹⁹ initiative.

Identification of potential good practices: A monitoring fiche (bi-weekly) was delivered throughout the project duration to all consortium members to collect updated information on project activities and work in progress.

Transferability element(s) of the project/activities: A [Google Repository](#)¹⁰⁰ project was created to exchange documents and information among consortium members from the beginning of the project.

Policy evidence generated by the project: Out of the total 177 participants, 112 (63 %) were female and 65 (37 %) were male. With respect to age groups, 47 % of participants were aged 21-24, 40 % are aged 25-27 and 13 % are aged 28-30. In terms of level of education ([ISCED](#)¹⁰¹), 158 held a Bachelor's or equivalent level; 10 held a Master's or equivalent level and 9 – a short-cycle tertiary education.

Most of the participants placed came from Italy (120 cases out of 177), 29 of them were Spanish, 13 came from Portugal, 4 from Romania, 6 from UK and France (3 and 3 respectively); 2 from Croatia and 3 in total from Poland, Greece and Germany. As far as the country of destination is concerned, in most of cases (75) they moved to Germany, in 72 cases they moved to Netherlands, 9 of them moved to Belgium, 7 to Italy, 5 to UK, 3 to Ireland, 2 to Spain, 1 to France, 1 to Lithuania, 1 to Greece and 1 to Croatia.

Out of the 177 placements, job experiences cover 82 % whereas traineeships cover 18 %. In 140 cases the job experience was 12 months whereas the remaining 37 were 9 months or less. A total of 168 placements were full time (95 %) and only 9 had a fixed contract.

As regards the hosting organisations, 138 young participants were hired in hospitals / healthcare organisations, 16 in social/ cultural associations, 12 in foundations, 5 in education organisations, 4 in NGOs and 2 in VET Agencies.

⁹⁵ <https://www.facebook.com/EuropeanSolidarityCorps.Occupational.Italy/photos/savethedateon-june-12-in-milan-eurodesk-italy-and-agenzia-nazionale-giovani-ang-/438254480021717/>

⁹⁶ <https://www.eurodesk.it/2018/PCN-Perugia>

⁹⁷ <https://www.eurodesk.it/2018/TD-Venezia>

⁹⁸ <https://eusolidaritycorps.anpal.gov.it/it/home>

⁹⁹ https://europa.eu/youth/solidarity_en

¹⁰⁰ <https://cloud.google.com/source-repositories>

¹⁰¹ <http://uis.unesco.org/sites/default/files/documents/international-standard-classification-of-education-isced-2011-en.pdf>

Transnational dimension: The project's scope covered EU nationals and residents, as well as those from the United Kingdom, Iceland and Norway, aged 18 to 30 thus tackling youth unemployment whilst fostering geographical mobility and boosting cross-border employment opportunities.

New partnerships created: Targeted meetings were implemented with [Red Cross](#)¹⁰², [Caritas](#)¹⁰³ and other third sector NGOs, which resulted in the creation of broader partnerships.

Dissemination strategy: A communication strategy was employed using a diverse range of tools, channels and materials. This included the organisation of promotional events and activities aimed at reaching out to as many individuals and entities as possible as well as [webpage](#)¹⁰⁴ communication and social media communication ([Facebook](#)¹⁰⁵, [Twitter](#)¹⁰⁶, and [LinkedIn](#)¹⁰⁷). During various events a total of 54 042 copies of materials were delivered. Social media channels managed to reach 18 451 people and maintained 7 341 interactions.

European added value: Loyalty was gained from institutions and organisations active in professional sectors that are normally outside the national [EURES Network](#)¹⁰⁸. Thanks to the [European Solidarity Corps](#)¹⁰⁹, it has been possible to broaden the scope of action of the EURES advisers, who in the future can rely on consolidated relationships and high-quality job offers.

Furthermore, targeted meetings were implemented with entities, organisations and NGOs engaged in solidarity activities and support to individuals, e.g. Red Cross, Caritas and other third sector NGOs. This resulted in the creation of broader partnerships which in turn strengthened and structured multi-level cooperation between private and public sectors, i.e. employment centres, EURES Network, agencies, organisation and Non-Governmental Organisations.

Sustainability measures: Thanks to the European Solidarity Corps, it has been possible to broaden the scope of action of the EURES Advisers, who in the future will be able to rely on consolidated relationships and high-quality job offers. The creation of broader partnerships resulting from the project has strengthened and improved the multi-level cooperation between public and private sectors, i.e. employment centres, EURES network and various agencies, organisations and NGOs.

Horizontal objectives: The horizontal objectives were addressed by delivering an EU-wide quality mobility package, combining information, recruitment, matching and placement services with EU financial incentives in the frame of a client-centred, multi- and cross-channelling integrated and effective services, designed to respond to the individual needs of young jobseekers to employment and job mobility in solidarity contexts and social inclusion approaches.

Whilst implementing the planned work programme, the consortium took into account long-term unemployment, fight against poverty and social exclusion, gender equality, sustainable employment as well as discrimination based on sex, race and ethnicity. However, a special focus was placed on youth employment as actors across the public, non-profit and private sectors at national and European level were aligned around improving youth job opportunities.

¹⁰² <https://www.icrc.org/en>

¹⁰³ <https://www.caritas.org/>

¹⁰⁴ <https://eusolidaritycorps.anpal.gov.it/it/home>

¹⁰⁵ https://www.facebook.com/EuropeanSolidarityCorps.Occupational.Italy/?hc_ref=ARTPI-ILtLJbSN2nRGfIczSUC2-0B-DY5tb3HxM1qV75eMLoYa8CRpCN5W8P8yb87wA&fref=nf&_tn_ =kC-R

¹⁰⁶ <https://twitter.com/ANPALgov/status/933626698448408577>

¹⁰⁷ <https://www.linkedin.com/company/european-solidarity-corps-for-youth/?originalSubdomain=it>

¹⁰⁸ <https://ec.europa.eu/eures/public/eures-network>

¹⁰⁹ https://europa.eu/youth/solidarity_en

Participants in the action embraced the values of solidarity, respect for human dignity and human rights, and believed in the promotion of a fair and equal society in which pluralism, non-discrimination, tolerance, justice, solidarity and equality prevail. At the same time, thanks to this experience, participants showed that they are willing to make meaningful contributions to society through solidarity, cooperation and mutual understanding.

The implementation of the programme was also focused on strengthening the links between young jobseekers (trainees, unemployed and NEETs), employers and labour market, responding to the needs of the employers (institutions, private companies, NGOs, etc.) that operate in the solidarity, social innovation and social inclusion field, facing barriers to fill in bottleneck vacancies and/or hiring abroad and delivering cross-country matching schemes aimed at overcoming labour market imbalances and skill mismatches.

3.3.c. Awareness-raising activities on 'Upskilling Pathways: New Opportunities for Adults'

The main purpose of this call was to support the upskilling of adults with low levels of basic skills or low qualifications by assisting public authorities in the implementation of the [Council Recommendation on 'Upskilling Pathways'](#)¹¹⁰.

The project presented in this section, in line with the call objectives, implemented activities supporting the successful implementation of the Council Recommendation on Upskilling Pathways. It worked on facilitating the access of low-skilled and/or low qualified adults to flexible pathways for enhancing their literacy, numeracy and digital skills.

3.3.4 E.QU.A.L. Enhancing Qualification of Adult Learners through the implementation of Upskilling pathways

'... as a result of this project, the issue of adult learning will find ample space and significant allocation of resources in the future social programmes.'



Call identification number	VP/2017/011
Grant identification number	VS/2018/0016

¹¹⁰ <https://ec.europa.eu/social/main.jsp?catId=1224>

Policy area	Employment
Policy sub-area	Skills
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Social partners; • Higher education institutions and research institutes.
Activities implemented	<ul style="list-style-type: none"> • Mapping the existing adult learning policies, measures and resources in Italy; • Carried out a study to identify priority groups for the implementation of the project; • Prepared regional case studies for the definition of a model for the implementation of the Upskilling Pathways, including validation; • Running the dissemination activities; • Evaluated the project results and impacts;
Implementation country (-ies)	Italy
Participating countries	Italy and France.
Coordinator	Istituto Nazionale per l'Analisi delle Politiche Pubbliche, Italy
Partners	<ul style="list-style-type: none"> • CEREQ Centre d'études et de recherches sur les qualifications, France; • Fondazione Giacomo Brodolini, Italy; • Lazio, Italy; • Lombardia, Italy; • Provincia Autonoma di Trento, Italy.
EU contribution in euro	270 438.00 (initial)
Project duration	01 May 2018-30 September 2019
Project/organisation website	www.upskillingitaly.eu

Socioeconomic context: Italy is one of the countries across Europe where the need to upskill is both great and most challenging. In particular:

- The percentage of adults scoring at or below level 1 in literacy in the Survey of Adult Skills (PIAAC) is 27.7 %, (19.9 % at EU-level), and in numeracy the results are 31.7 % and 23.6 % respectively. In addition, the percentage of individuals without basic digital skills is 57 % of the population aged 16-74, 26 p.p. above the EU average;
- Although the participation in education and training of people aged 25-64 is slowly increasing the country ranks 15th in the EU and is still below the EU (10.6 %) average.

Significant policy efforts are being carried out to address this, however there is a continuing need to strengthen employment services capable of promoting upskilling and tailored to individual needs. The reform of Provincial Centres for Adult Learning (hereafter PCAL, DPR 263/2012) introduced key innovations that are pertinent to the UP but may need further emphasis towards full implementation. Also, there is a need to better address the negative intertwining between fragility in terms of adult skills and high unemployment rates forcing many people out of employment or out of the labour force through labour market-relevant upskilling.

Aims of the project/organisation: The overall objective of the project was to contribute to the upskilling of low-skilled adults by supporting relevant Italian national authorities in implementing so-called upskilling pathways in response to the relevant Recommendation of October 2016. Therefore, the project team aimed to overview the current situation Italy, to propose criteria for the identification of priority groups, and further support national and regional stakeholders in devising such upskilling schemes by drawing on existing tools and resources. The project is characterised by the promotion of a participatory and enabling approach by aiming at maximum dissemination of findings and tools developed throughout the action.

Results, impacts and lessons learned: E.QU.A.L. did not have low-skilled adults among its beneficiaries, so there are no impacts relating to these actors. Rather, the expected – and joined – goal was to contribute and guide the drafting of some important planning and legislative acts produced by policymakers during the period of its implementation. Nevertheless, the project has achieved the following results:

- The first results of the research action fuelled the National Report on the Implementation of the Council Recommendation 'Upskilling Pathways: New Opportunities for Adults'.
- The project's findings and conclusions were the subject of a presentation to the Inter-Institutional Table for Lifelong Learning which decided – in line with one of the project's recommendations to start a 'Strategic Plan national competencies for the skills of the adult population.'
- The Ministry of Labour has requested the technical support of some members of the partnership in the negotiation phase for the drafting of the future European Social Fund plus planning documents for the period 2021-2027. It is possible that as a result of this project, the issue of adult learning will find ample space and significant allocation of resources in the future social programmes.
- The Councillor for Labour and Vocational Training of the Lazio Region has publicly stressed the importance of the results and recommendations of the E.Q.U.A.L. project for the definition of the next intervention programmes to be planned by its own regional administration for the adult population with low skills and low qualifications.

The project consortium has reflected on the lessons they learned during the project implementation and share its recommendations for the future actions:

- It is a good idea to carry out stock-taking relationships especially if they include an analysis of the transferability potential of the solutions collected in them.
- The robustness and reliability of the data and statistical information used in the investigations lends credibility and usability of the results, increasing the possibility that these will be used for policy design.
- Exploit the benefits from favourable circumstances to implement the project, using the social capital of all partners or particular roles that can facilitate the impact of the results.
- Support the transnational dimension of action: actively involve European partners, create stable links with the promoters of other initiatives funded under the EaSI Fund itself, consider the experiences and policies of other countries with an open mind and benchmarking logic.
- Constantly track the design action, using for this purpose a website whose architecture can accommodate results and products, but also descriptions of actions that do not necessarily involve the production of physical outcomes. This increases accountability and transparency in design steps that can be replicated.
- Balance the investment in outward communication and in the practice of listening, thus making possible to change the original design path to maintain it constantly relevant (more important in multi-year projects).
- Reinvest any resources saved in actions of dissemination and comparison with the outside world.
- Reduce the outsourcing of services as far as possible, investing mainly in the use of internal resources.

Policy evidence generated by the project: E.Q.U.A.L. resulted in case studies portraying the situation in three Italian regions. These studies have analysed the concrete ways adopted locally to act in line with the Council's Recommendation 'Upskilling Pathways: New Opportunities for Adults' three-step strategy on improving the skills of the adult population. For each experience detected, as expected in the candidature, a concise SWOT analysis was conducted. This report is also available on the project website.

Transnational dimension: The implementation of the project but also the resulting conclusions and recommendations have largely benefitted from the active involvement of the French Research Centre. This despite the fact that the systems of the two countries (Italy and France) are implemented in extremely different governance contexts.

New partnerships created: The project consortium made contacts with other regional administrations during the implementation of the project to develop joint initiatives (such as

participating in the study visit to France by a delegation from the Val D'Aosta). The contacts initiated with the Sardinian Region and Tuscany Region for the preparation of joint initiatives in the short to medium term originated the decision to formulate an application for the last EaSI-Progress Call (VALUE CHAIN), promoted by the same partners of E.QU.A.L. with the expansion of the members of the Consortium to ANPAL (National Agency of Active Labour Policies), Ministry of Labour, Assolombarda, five major training agencies operating in the regional territories cited for upskilling of low-skilled workers in digital skills (according to DIGICOMP II standards).

E.QU.A.L. has also gained great visibility among non-institutional actors. Relations with several Inter-Professional Funds (particularly on a regional scale) and with the social partners (especially the representative component of the entrepreneurs (Assolombarda) have been strengthened. The fact that the head of the actions of the CGIL in E.QU.A.L. has gone, meanwhile, to a leadership role within one of the most important national voluntary associations (AUSER), has already allowed planning training initiatives for the network operators on the issues of upskilling of workers and the unemployed over 55-years old.

Dissemination strategy: All project outputs and deliverables are available on the project's [website](#)¹¹¹. It is easily navigable and most of the content is in English and Italian. Although the project is finished, Partners continue to feed the sections dedicated to supporting citizens and stakeholders (such as the Resources section and the News section).

The activities of E.QU.A.L. enabled the realisation of three reports that were disseminated via three channels:

- The [website](#), which provides a specific section within which deliverables and outputs are collected for each WP;
- Seminars and conferences, as well as workshops and training days;
- Interviews and articles are published on national and international journals.

European added value: Given the urgency of intervening in this issue because of the undeniably critical data concerning the skills possessed by Italian adults would have meant the need and the choice to intervene even without the contribution of EaSI, at least in terms of strengthening existing policies. However, there is no doubt that the EU funding allowed for an urgent action that would not be available with only national funding. The project was an opportunity to rationalise investments and to give the results even greater authority and credibility. It also provided a wide networking space that create a possibility of strengthening relationships with experts and institutions involved in the implementation of the other approved EaSI projects (contacts have been made, for example, with Greek colleagues, who are interested in verifying the possibility of adopting a website architecture similar to that engineered in E.QU.A.L.).

Sustainability measures: The partnership's members, including the Associate Partner (National CGIL), are committed to continuing this work, including following up on some recommendations and conclusions summarised in the 'Upskilling pathways implementation in Italy: taking stock of existing adult learning policies, measures and resources report, with a particular focus on:

- development of territorial networks for lifelong learning and expansion of existing ones;
- start-up of larger-scale trials on the provision of basic and cross-cutting skills for particular categories of beneficiaries (unemployed, young adults not included in Youth Guarantee provisions and workers with insufficient or inadequate skills/qualifications);
- replicate training need forecasting surveys (Inapp), including in-depth focus on adult training needs;

¹¹¹ www.upskillingleitaly.eu

- to expand the provision of diagnostic services and skills audits, also in view of the fact that between December 2019 and February 2020 the regulatory framework process concerning the identification, validation and certification of skills however and wherever acquired (NFIL) will be finalised.

Horizontal objectives: The project has addressed the phenomenon that functional illiteracy is closely linked to the risk of being left out of the labour market for a long time, of not being able to accrue sufficient incomes to enable a decent life and, finally, inability to access medium-to-high-level jobs and professions. The strategy contained in the Council's 'Upskilling Pathways' Recommendation, which has been widely reflected in the national legislative framework and in some of the policies being implemented in Italy, appears to be able to contribute to the contrast of issues mentioned above. The dissemination of the reports has also certainly helped to focus the attention of a wide audience of stakeholders on these issues: in the definition of the most at-risk groups, the unemployed (especially the older ones), the workers with low-level skills and little possibility of professional mobility and those who find themselves in severe economic difficulties and who come from disadvantaged backgrounds were clearly selected.

3.4. EURES: projects promoting geographical labour mobility

In total, 17 projects funded during the analysed period in the area of geographical labour mobility (EURES) supported:

- Targeted mobility schemes;
- Cross-border partnerships, including activities of cross-border partnerships between employment services and other stakeholders relevant in the cross-border labour markets and the development of new cross-border partnerships and social partners' activities within EURES.

3.4.a. Targeted mobility schemes

This section presents projects in the area of geographical labour mobility as a result of the call for [proposals](#)¹¹² aimed at fostering and boosting cross-border employment opportunities for young candidates aged 18-35. The following types of activities were funded:

- fostering the exercise of workers' freedom of movement as set out in the [Treaty of the Functioning of the European Union](#)¹¹³ (TFEU, Art. 45);
- contributing to filling hard-to-fill vacancies with available youth workforce at EU EFTA/EEA level;
- developing comprehensive mobility support services in EU EFTA/EEA countries and enhancing the quality of services provided to employers who wish to recruit workers from other EU EFTA/EEA countries;
- boosting cross-border matching and placement services for apprentices and trainees as a critical element to help transition from education to work;
- addressing labour mobility obstacles;
- testing innovative ways of improving the integration of young mobile candidates into the host country, in particular to trigger the development of a 'welcoming integration culture'.

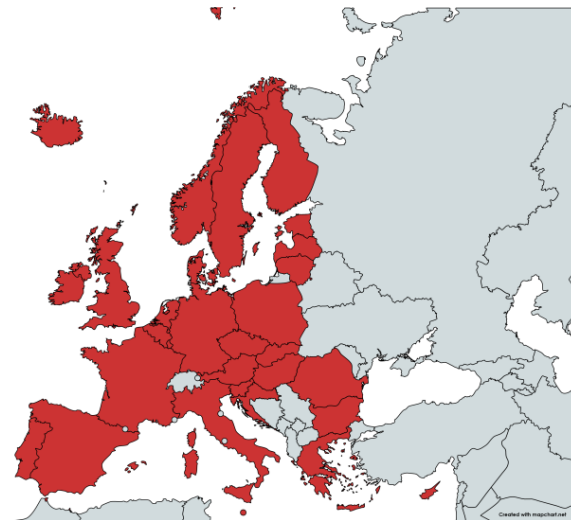
The funded activities fostered the use of customised services and innovative working methods to improve the integration of mobile young workers into the host country and supported the development of partnerships between EURES and labour market stakeholders and players from other expertise areas willing to develop innovative placement support services.

¹¹² <https://ec.europa.eu/social/main.jsp?catId=629&langId=en&callId=489&furtherCalls=yes>

¹¹³ https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex_%3A12012E_%2FTXT

3.4.1 'Your first EURES job' – Targeted Mobility Scheme – YfEj TMS 5.0

'1 051 job- and work-based interview trips were reimbursed to mobile young jobseekers and 1 068 relocation allowances were delivered throughout the duration of the project.'



Call identification number	VP/2016/009
Grant identification number	VS/2016/0380
Policy area	Employment
Policy sub-area	Youth Employment
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Social partners; • Higher education institutions and research institutes.
Activities implemented	<ul style="list-style-type: none"> • 1 154 jobseekers from 23 European countries placed; • 1 051 job- and work-based interview trips reimbursed; • 1 068 relocation allowances delivered; • 196 young jobseekers received financial support for the recognition of qualification or diplomas; • 299 young people received financial benefits for language training; • 339 SMEs' integration training programmes financed; • 1 200 vouchers for preparatory training made available to young jobseekers all across the EU, United Kingdom, Iceland and Norway; • 7 initial training sessions for 326 EURES assistants from different Italian regions held; • Meeting organised for 51 EURES advisers in Rome in July 2017; • Training meeting with EURES advisers' national working groups YfEj and European Solidarity Corps held; • Annual national meeting of EURES Italy on 11-13 July 2018 held; • Webinars organised with Eurodesk and EURES network.
Implementation country (-ies)	EU-27 and United Kingdom, Norway and Iceland
Participating countries	Italy, Romania, Croatia, Bulgaria, Greece, Portugal, United Kingdom and Spain.
Coordinator	Agenzia Nazionale per le Politiche Attive del Lavoro (ANPAL), Italy
Partners	<ul style="list-style-type: none"> • Agenția Națională pentru Ocuparea Forței de Muncă, Romania; • Città metropolitana di Roma Capitale, Italy; • FutureLearn Limited, United Kingdom; • Hrvatski zavod za zapošljavanje, Croatia; • Instituto do Emprego e Formação Profissional (IEFP), Portugal; • K Milios and SIA OE, Greece; • Το Τμήμα Εργασίας υπάγεται στο Υπουργείο Εργασίας, Προνοίας και Κοινωνικών Ασφαλίσεων, Cyprus;

	<ul style="list-style-type: none"> • Министерство на труда и социалната политика Агенция по заетостта, Bulgaria; • SEPE: Servicio Público de Empleo Estatal, Spain; • Università degli Studi di Roma La Sapienza, Italy.
EU contribution in euro	3 489 546.08 (initial)
Project duration	2 February 2017-1 February 2019
Project/organisation website	https://www.yourfirsteuresjob.eu/en/home

Socioeconomic context: Your first EURES job (hereafter YfEj) is an intra-EU and small-scale job mobility scheme. It helps young nationals in the 18-35 age bracket from the EU-27, United Kingdom, Iceland and Norway to find a work placement – job, traineeship or apprenticeship – in a country other than their country of residence. It also helps employers, in particular small and medium-sized enterprises (SMEs), to find the workers they need for their hard-to-fill vacancies. YfEj is an EU labour market activation measure, combining tailor-made employment assistance with financial support for the target groups, which is implemented by the YfEj employment services. These include public employment services, members of the EURES network, in cooperation with EURES partners and other public or private organisations. They provide information, recruitment, matching, and pre- and post-placement support to both young people and employers.

Aims of the project/organisation: The YfEj 5.0 Project aims to:

- support youth in making successful transitions into the EU labour market and companies;
- fill in bottlenecks vacancies, thereby resulting in increased employment, filled bottleneck vacancies;
- sustain workers' freedom of movement in the EU-27, United Kingdom, Norway, and Iceland.

The project builds upon the experiences gathered with the four previous editions since 2012. The main aim is to provide EU-wide, result-oriented customised job mobility services, fully embedded in the EURES system, to young people and employers. The focus is on recruitment, matching and placement.

Results, impacts and lessons learned: The action resulted in a number of outputs throughout its duration. To start with, 1 051 job- and work-based interview trips were reimbursed to mobile young jobseekers and 1 068 relocation allowances were delivered. Traineeships were a significant percentage of the implemented placements. The data show that YfEj 5.0 was able to reach beneficiaries across Europe beyond the countries represented in the Consortium.

Secondly, financial support for the recognition of qualification or diplomas was delivered to 196 young jobseekers and 299 young people also received financial benefits for language training. A total of 339 small and medium-sized enterprise integration training programmes were financed thanks to the action. Continuing on, 1 200 vouchers for preparatory training were made available to young jobseekers all across the EU-27, United Kingdom, Iceland and Norway. The consortium members of the action also organised a large number of events, which were targeted towards young beneficiaries, to deliver information on YfEj services and procedures. Thanks to the organised events, applicants were notified about external events and had the opportunity to take part in various jobs fairs, career days and conferences.

Thirdly, 7 initial training sessions for 326 EURES assistants from different Italian regions were held (4 in Rome, 1 in Naples, 1 in Bologna and 1 in Ancona), along with a meeting organised for 51 EURES advisers in Rome in July 2017, which focused on management rules, matching and placement procedures as well as communication strategy. Other events include a training meeting with EURES advisers' national working groups YfEj and European Solidarity Corps, and the annual national meeting of EURES Italy.

Lastly, YfEj 5.0 put in a lot of effort to fully embed YfEj within the services of EURES, thereby guaranteeing continuity placed within the structure tasked with intra-EU job mobility. Throughout 2017-2019, YfEj reinforced the EURES network by adding new measures such as financial support to the service catalogue. Further, YfEj 5.0 strengthened the role of EURES in promoting and supporting intra-EU job mobility strengthening international connections and knowledge about foreign markets, enhancing EU networking and linkages with other EU stakeholders, namely other EURES network, public employment services, small and medium-sized enterprises, trade associations, universities and non-governmental organisations.

Identification of potential good practices: Several webinars were organised for the presentation of the project aimed, for example, at informing [Eurodesk](#)¹¹⁴ network operators (organised on 6 April 2017 and 27 April 2018) and at [EURES network](#)¹¹⁵ (organised on 7 April 2017).

Transferability element(s) of the project/activities: Throughout the duration of the project, a new internal tool to register and monitor the beneficiaries' data and the related payments was created and consolidated by [ANPAL](#)¹¹⁶. The same tool could be applicable to other YfEj actions.

Policy evidence generated by the project: The action focused on financially supporting young jobseekers' interview trips, relocation, recognition, language courses, preparatory training and other factors. A number of findings were discovered throughout the action with respect to these financial support measures.

To start with, 'traditional' interviews were found to be preferred by large companies, in some sectors (human health and social work, ICT, transport / storage) and in some countries (France, Denmark, Ireland, United Kingdom and Austria) in comparison to other types, e.g. group interviews, telephone interviews, etc. 38 % of interviews assisted by YfEj resulted in a work placement in another Member State.

In total, 1 154 jobseekers from 23 European countries were placed through the project, mainly: 23-30-year-olds (75 %); male (56 %); from Italy (56 %), Spain (20 %), The Netherlands (4 %), Denmark (3 %) Portugal (3 %); and with a higher level of education ([ISCED](#)¹¹⁷ +5, 73 %). Amongst the most frequent destination countries were Germany (22 %), France (16 %), Portugal (13 %), United Kingdom (10 %), and Bulgaria (9 %). Young people were primarily placed through work contracts (88 %) and only a few had to be assisted with activating traineeships (12 %) due to the different legal frameworks across the EU. Lastly, almost half of the contracts were permanent (46 %).

Transnational dimension: The transnational dimension was at the heart of the project, especially through its reliance on the EURES expertise of many members of the consortium, most of which were public employment service entities. The project only supported transnational mobility and free movement of workers within the EU-27, United Kingdom, Iceland and Norway. The mobility triggered specific support measures and dedicated financial allowances to remove obstacles to European labour mobility.

Dissemination strategy: Web communication and social media marketing can be considered the main means of dissemination. Other communication activities, channels, and products

¹¹⁴ <https://eurodesk.eu/>

¹¹⁵ <https://ec.europa.eu/eures/public/eures-network>

¹¹⁶ <https://www.anpal.gov.it/>

¹¹⁷ <http://uis.unesco.org/sites/default/files/documents/international-standard-classification-of-education-isced-2011-en.pdf>

include articles, guides, leaflets, media and [web news](#)¹¹⁸, newsletters, dedicated webpages in the consortium institutional websites, and various Facebook pages.

Recipients of the communication activities were mainly young jobseekers, small and medium-sized enterprises as well as large companies, public employment service officers, employers' associations, chambers of commerce, educational institutions, public and private employment services, EU, national, regional and local policy and decision-makers.

Reports produced throughout the action were disseminated electronically to the project and programme management, staff and decision-makers of co-applicant organisations. Extracts from the reports were disseminated to the public employment service officials and general public during conferences and information sessions.

European added value: The action allowed for cross-border risks to be reduced and mitigated. This is because YfEj 5.0 provided a strong multipronged strategy and service package involving complementary interventions to remove key constraints to youth employment. YfEj as an initiative facilitates the transition from education to work and labour market (re)integration, preventing the accumulation of problems and detachment from the labour market. Furthermore, YfEj provides services tailored to overcome individual financial and nonfinancial obstacles to labour mobility, such as the lack of labour market information, appropriate language skills, recognition of qualifications, helping young people become familiar with the world of work, acquire skills and competences deemed relevant to employers, and enhancing their employability. Lastly, together with EURES, it constitutes the main infrastructure of European mobility.

Sustainability measures: The sustainability of the scheme is safeguarded by the existence of other YfEj projects and the promotion of long-term mobility. The developed partnerships are deemed to be long lasting since the lead coordinator has been working with the same organisations on most of their projects but also in their day-to-day affairs.

Horizontal objectives: The issues were addressed by delivering an EU-wide quality mobility package, embedded in the EURES system, combining information, recruitment, matching and placement services with EU financial incentives in the frame of a client-oriented, multi- and cross-channelling integrated and effective services, designed to respond to the individual needs of young jobseekers to employment and job mobility and to support young mobility, brain circulation, and facilitate transition from school to work in the EU-27, United Kingdom, Norway, and Iceland.

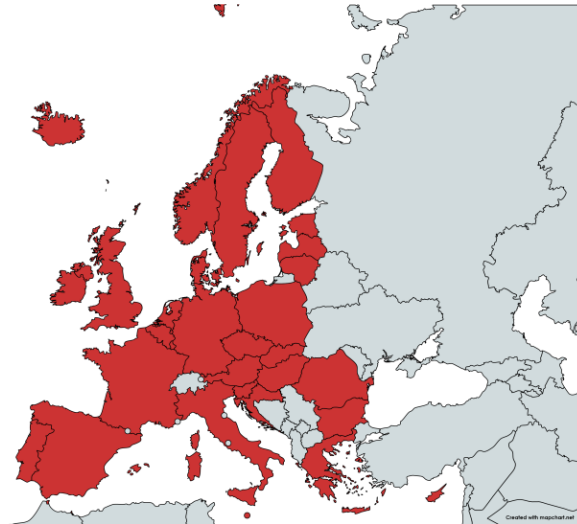
Labour market imbalances and skill mismatches were addressed by delivering an economic and demand-driven scheme and client-oriented, multi and cross-channelling integrated and effective services, designed to respond to the individual needs of employers facing barriers to fill in bottleneck vacancies and/or hiring abroad.

Furthermore, YfEj 5.0 offers a wide range of activities that are tailored to meet individual employers' and youth needs before, during and after placement which included direct delivery mechanism of information and advisory services and tools, skills development, comprehensive recruitment package (including assistance in the application process, vacancies and CV handling, job matching and job placement support and follow-up), language and soft skills training and financial benefits for services to support successful placement in another EU country (interview, relocation allowance, qualification recognition, language, preparatory and integration training).

¹¹⁸ <https://www.yourfirsteuresjob.eu/en/home>

3.4.2 Targeted Mobility Scheme – Your first EURES Job

'Throughout 2017-2019, the project managed to financially assist 754 jobseekers with their interviews. This means that jobseekers received funding to travel for an interview to another country instead of having to request an online interview.'



Call identification number	VP/2016/009
Grant identification number	VS/2016/0381
Policy area	Employment
Policy sub-area	Youth Employment
Target groups	<ul style="list-style-type: none"> • Employment services; • 18–35-year-old jobseekers.
Activities implemented	<ul style="list-style-type: none"> • 754 interviews financially assisted; • 1 533 job placements arranged and supported; • 264 recognitions of qualification supported; • 65 candidates employed and received an integration programme from 19 employers; • 372 language courses financially assisted.
Implementation country (-ies)	EU-27, United Kingdom, Iceland and Norway
Participating countries	Sweden, Ireland, Denmark, Portugal, Slovenia, Norway, Luxembourg, Spain and Finland.
Coordinator	Arbetsförmedlingen, Sweden
Partners	<ul style="list-style-type: none"> • Department of Employment Affairs and Social Protection, Ireland; • Instituto do Emprego e Formação Profissional (IEFP), Portugal; • Københavns Kommune, Denmark; • Região Autónoma dos Açores, Portugal; • Zavod Republike Slovenije za zaposlovanje, Slovenia.
EU contribution in euro	3 845 820.50 (initial)
Project duration	2 February 2017-1 February 2019
Project/organisation website	https://arbetsformedlingen.se/other-languages/english-engelska/your-first-eures-job

Socioeconomic context: Your first EURES job (hereafter YfEj) is an intra-EU and small-scale job mobility scheme. It helps young nationals in the 18-35 age bracket from the EU-27, United Kingdom, Iceland and Norway to find a work placement – job, traineeship or apprenticeship – in a country other than their country of residence. It also helps employers, in particular small and medium-sized enterprises (SMEs), to find the workers they need for their hard-to-fill vacancies. YfEj is an EU labour market activation measure, combining tailor-made employment assistance with financial support for the target groups, which is implemented by the YfEj employment services. These include public employment services, members of the EURES network, in cooperation with EURES partners and other public or private organisations. They

provide information, recruitment, matching, and pre- and post-placement support to both young people and employers.

Aims of the project/organisation: The main objectives of the project focus on supporting the policies of EURES – to provide information, advice and recruitment / placement (job matching) services for the benefit of young EU workers and employers alike, those wishing to benefit from the principle of the free movement of workers. There is a co-existing situation in Europe with high youth unemployment and simultaneously employers face problems in filling vacancies in several sectors.

Results, impacts and lessons learned: One of the main achievements of this action was providing mobility services to jobseekers and employers and thus reducing youth unemployment. In addition to providing mobility services, the action also provided financial support to a considerable number of jobseekers as well as small and medium-sized enterprises.

The consortium members also promoted the free movement of labour in the EU, fitting well with the [EURES reform](#)¹¹⁹ and services offered by the [EURES network](#)¹²⁰ in the consortium countries. Furthermore, the consortium continued to capitalise on existing EURES resources such as the [EURES portal](#)¹²¹, [European Job Days](#)¹²², the [EURES chat function](#)¹²³, etc. This action thus provided a hands-on tool to increase mobility amongst young jobseekers, as well as provide recruitment services to employers with hard-to-fill vacancies.

Throughout 2017-2019, the project managed to financially assist 754 jobseekers with their interviews. This means that jobseekers received funding to travel for an interview to another country instead of having to request for an online interview. It was found that employers tend to prefer traditional interviews in comparison to online or phone interviews. The project also managed to assist jobseekers with 1 533 placements. Jobseekers were matched to the most suitable jobs in other EU countries, United Kingdom, Iceland or Norway. Continuing on, a total number of 19 small and medium-sized enterprises offered integration programmes to 65 of their newly employed candidates thanks to the action. However, reaching out to further employers willing to offer an introduction programme to their employees proved to be a challenge.

With respect to languages, 372 jobseekers were granted language courses. Such a large number was attained due to an increased interest to find qualified jobs where the employer in fact demands a basic level of language proficiency before making a commitment to employ. Having adequate language skills is one of the key factors for mobility, and therefore language courses are of vital importance to an increasing number of jobseekers. Lastly, 264 jobseekers were granted support for recognition of qualifications. When jobseekers have their qualifications recognised, it makes it easier for them to meet the recruitment needs of the employers. The number surpassed the expected number of support grants largely due to sectors such as healthcare and education requiring recognition in order to be employed.

Identification of potential good practices: The following good practices were identified during the project:

¹¹⁹ <https://www.consilium.europa.eu/en/policies/labour-mobility/reform-eures/#:~:text=Launched%20in%201993%2C%20EURES%20is,public%20employment%20services%20in%20Europe.&text=The%20aim%20of%20the%20reform,needed%20intra%20DEU%20labour%20mobility.>

¹²⁰ <https://ec.europa.eu/eures/public/eures-network>

¹²¹ <https://ec.europa.eu/eures/public/homepage>

¹²² <https://www.europeanjobdays.eu/en>

¹²³ <https://ec.europa.eu/eures/public/chat-with-eures-advisers>

- Spend time at the beginning of the project establishing a common platform for understanding project implementation, cooperation and processes within the consortium;
- Build-up trust amongst the consortium members by being transparent and professional regarding the management of the project;
- Maintain a good level of communication by arranging regular online meetings with the consortium members to follow up on budget and results;
- Focus on quality, fair mobility and continuous improvement of processes and administrative procedures.

Transnational dimension: The project worked within the transnational dimension by being open to jobseekers and employers from all EU-27 countries as well as the United Kingdom, Norway and Iceland. Furthermore, it promoted mobility in Europe through the [EURES network](#)¹²⁴ and public employment services. However, there was a specific focus on supporting the target groups within the countries of the consortium members. These countries ensured that information about the project was widely disseminated amongst jobseekers, employers and within their national public employment services as well as within their geographical area of Europe. By having the Azores as a co-applicant, the project included an ultra-peripheral region in Europe.

New partnerships created: Luxembourg was the newest addition to the consortium countries making up the action.

Dissemination strategy: The established good connections with other European networks such as [Enterprise Europe](#)¹²⁵, [Euro Desk](#)¹²⁶, [Euro Guidance](#)¹²⁷ and [Europass](#)¹²⁸ were used to market and disseminate information about the project. The communication department of [Arbetsförmedlingen](#)¹²⁹ in cooperation with the consortium produced information materials for the promotion of the project and for reaching out to the target groups, such as posters, brochures etc. Furthermore, the consortium made sure that all communication regarding Your first EURES job was clearly visible and indicated that the project was initiated and funded by the European Commission via the [Employment and Social Innovation](#)¹³⁰ (EaSI) programme.

European added value: The project resulted in two types of added value, one being the good level of cooperation within the consortium adding to the increased knowledge of the European labour imbalances, as well as an increased number of quality recruitments taking place across the borders. Therefore, this result can be seen as an added value for the entire [EURES network](#)¹³¹. Secondly, the project provided added value within the ultra-peripheral parts of Europe such as the Azores where it gave an opportunity for jobseekers to receive mobility services.

Sustainability measures: The sustainable impact of this action is the well-established cooperation between the consortium members, which in turn has resulted in a variety of new recruitment collaborations, all targeted at resolving situations of shortages, supporting both jobseekers and employers. As these new collaborations were based on mutual trust it has good potential to become a long-lasting partnership, which could continue to grow and develop within new mobility projects and within other contexts of cooperation.

¹²⁴ <https://ec.europa.eu/eures/public/eures-network>

¹²⁵ <https://een.ec.europa.eu/>

¹²⁶ <https://eurodesk.eu/>

¹²⁷ <https://www.euroguidance.eu/>

¹²⁸ <https://europass.cedefop.europa.eu/>

¹²⁹ <https://arbetsformedlingen.se/>

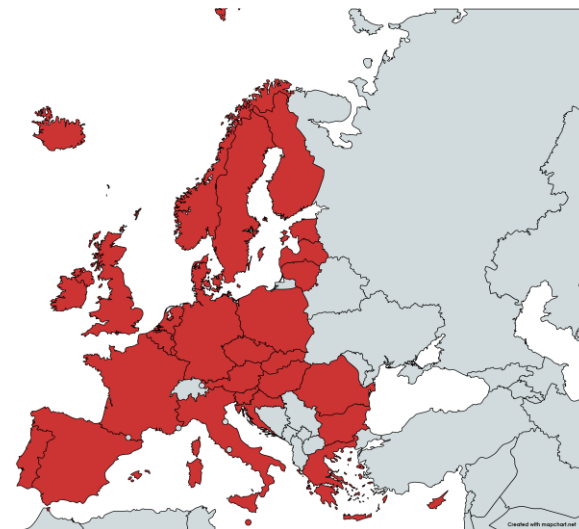
¹³⁰ <https://ec.europa.eu/social/main.jsp?catId=1081>

¹³¹ <https://ec.europa.eu/eures/public/eures-network>

Horizontal objectives: Youth employment and combating youth unemployment are both key issues of the Your first EURES job project. The purpose is to work on lowering the unemployment level of youth by focusing on increasing mobility in Europe. The project has addressed these key issues through the work performed by the [EURES network](https://ec.europa.eu/eures/public/eures-network)¹³² within the consortium member countries. The work consisted of recruitment services including targeted recruitment events, pre-selection of candidates, job matching and preparation as well as information sessions with both jobseekers and employers. Good connections with recruiting employers throughout Europe were an important asset. The importance of spreading the knowledge about the project to EURES organisations outside of the consortium member countries, with the aim of increasing transparency to the EU-27, United Kingdom, Norway and Iceland, was also emphasised.

3.4.3 Your First EURES Job – a Tool for Mobility – Second step

'The programme led by Pôle emploi helped place 1 375 young people aged between 18 and 35, coming from 25 countries out of 30 regardless of their level of qualifications, education, previous professional experiences either in their country of residence or abroad.'



Call identification number	VP/2016/009
Grant identification number	VS/2016/0383
Policy area	Employment
Policy sub-area	Youth Employment
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Social partners; • Non-governmental organisations; • Long-term unemployed, low-skilled, financially underprivileged jobseekers; • Employers and in particular small and medium-sized enterprises.
Activities implemented	<ul style="list-style-type: none"> • 1 375 young jobseekers placed; • Consortium partners developed a specific page on their own websites in their own languages to promote the Your first EURES job; • 2 training sessions organised; • Numerous job fairs and European Job Days attended; • Animated short film developed.
Implementation country (-ies)	EU-27, United Kingdom, Iceland and Norway.

¹³² <https://ec.europa.eu/eures/public/eures-network>

Participating countries	EU-27, United Kingdom, Iceland and Norway.
Coordinator	Pôle emploi, France
Partners	<ul style="list-style-type: none"> • EDUGEP – Conceção, Desenvolvimento e Gestão de Projectos de Natureza Educacional, Social e Cultural Lda, Portugal; • Department of Employment Affairs and Social Protection, Ireland; • IFOA, Istituto Formazione Operatori Aziendali, Italy; • SEPE: Servicio Público de Empleo Estatal, Spain; • UNISER Societa Cooperativa Sociale Onlus, Italy; • Department for Work and Pensions, United Kingdom.
EU contribution in euro	2 635 590.70 (initial)
Project duration	1 February 2017-31 July 2019
Project/organisation website	https://www.pole-emploi.fr/international/mobilite-internationale/les-aides-a-la-mobilite-1/coup-de-pouce-a-la-mobilite-des.html#:~:text=Your %20first %20EURES %20job %20(Ton,main %20d' %C5 %93uvre %20qualifi %C3 %A9e

Socioeconomic context: Free movement in the European Union is one of the main rights of its citizens. Nowadays, free movement of people is perceived as one of the main tools to fight imbalances in the labour market persisting in Europe. The generation of 18–35-year-olds in Europe has been the most successful at capitalising on the concept of European mobility. However, many young Europeans encounter financial obstacles when aiming to achieve sustainable job mobility within the Union. For these reasons and in as a continuity of its earlier project 'Your First Eures Job – a tool for mobility 2015-2017', [Pôle emploi](#)¹³³ and its partners decided to implement this project again.

Aims of the project/organisation: The project aims to address the difficulties of recruitment and labour shortages covering many sectors and occupations in Europe. It is well known that many qualifications are available on the European labour market but not necessarily in the right country. The main objectives of the action were the following:

- Contribute to the reduction of the unemployment rate of the 18-35 age group;
- Facilitate the free movement of workers within the EU while tackling the financial obstacles that may occur;
- Contribute to the reduction of labour market imbalances and skill shortages while helping companies to recruit workers from another EU country.

Results, impacts and lessons learned: The programme led by Pôle emploi helped place 1 375 young people aged between 18 and 35 from 25 countries out of the 30 covered regardless of their level of qualifications, education, previous professional experiences either in their country of residence or abroad. Moreover, the project developed a highly accessible programme for beneficiaries, as the candidates do not have to be registered on a specific platform to have the right to apply. Facilitating use of application is key in growing the number of candidates. The actual impact was the return / entry to employment of 1 375 young people. A total of 76.29 % of the candidates came from only 2 countries: Spain (with 467 persons) and France (with 582 persons).

Special attention was paid to the duration of the work contracts to ensure sustainable mobility and to provide candidates with a significant step to remain integrated within the labour market. The sustainability of the impact is quite important as 42 % of work contracts were open-ended, 25 % of work contracts were more than 12 months including the apprenticeship contracts and only 12 % had a duration of 6 months. In addition, 83 % of the candidates were unemployed at the time of application. Given this, it is quite obvious that the [Your first EURES job](#)¹³⁴ scheme contributes to the objective of employment sustainability.

The programme for this period also resulted in all consortium partners developing a specific page on their own websites in their own languages to promote the Your first EURES job

¹³³ <https://www.pole-emploi.fr/accueil/>

¹³⁴ <https://www.yourfirsteuresjob.eu/en/home>

scheme. Examples include [EDUGEP](#)¹³⁵, [Department of Employment Affairs and Social Protection Ireland](#)¹³⁶, and [Servicio Público de Empleo Estatal \(SEPE\)](#)¹³⁷.

In terms of events, two training sessions were organised 7-8 March 2017 and 26-27 September 2018 for the 33 new French EURES advisers. [Pôle emploi](#)¹³⁸ also participated in various job fairs and job days in 2017, 2018 and 2019, either online or on site.

Identification of potential good practices: A [live web conference](#)¹³⁹ was organised and conducted by the [Pôle emploi](#)¹⁴⁰ targeted mobility scheme team and the Pôle emploi communication department on 12 October 2017. The conference was subtitled in English and German and shared with consortium partners. Furthermore, the conference was used to disseminate information on the targeted mobility schemes both internally and externally. Currently, at the time of compiling this report, the conference has collected over 16 000 views on YouTube.

Innovativeness of the project/activities: An [animated short film](#)¹⁴¹ in French and subtitled in English, German, Italian and Spanish was created during the programme. The short film was presented on the dedicated webpages of the consortium members and used as a promotional tool for various events such as job fairs.

Transnational dimension: The project's scope covered EU nationals and residents, as well as those from the United Kingdom, Iceland and Norway, aged 18 to 35 thus tackling youth unemployment whilst fostering geographical mobility and boosting cross-border employment opportunities. The programme led by Pôle emploi helped place 1 375 young people from 25 countries out of the 30 covered by the project.

New partnerships created: The project allowed the consortium to continue improving collaborative ties with different partners and to capitalise on the best practices developed within their EURES networks. For this project, it was decided to combine public and private partners. The project also enabled partners to interact with private organisations and develop new partnerships outside the [EURES network](#)¹⁴². This broadening of the scope of cooperation was particularly valuable as the EURES network had to open to private organisations starting from May 2018. The consortium meetings provided the different members of the consortium with opportunities to discover more the different partners and their working organisations.

Dissemination strategy: The outputs of the programme were shared with the consortium members as well as well as the [DG Employment, Social Affairs and Inclusion](#)¹⁴³ of the European Commission. Each consortium member was responsible for further dissemination activities. Results were also shared on the Pôle emploi website.

European added value: The EU added value of the project was a better enforcement of the [new EURES regulation](#)¹⁴⁴. The project enabled an easier implementation of the free movement of workers. The project was also coherent with public policies on combating unemployment,

¹³⁵ <https://www.edugep.pt/projeto-yfej/>

¹³⁶ <https://www.gov.ie/en/publication/f42233-your-first-eures-job/>

¹³⁷ <https://www.sepe.es/HomeSepe/Personas/encontrar-trabajo/empleo-europa/tu-primer-empleo-eures.html>

¹³⁸ <https://www.pole-emploi.fr/accueil/>

¹³⁹ <https://youtu.be/Y5umBA3yJWs>

¹⁴⁰ <https://www.pole-emploi.fr/accueil/>

¹⁴¹ <https://www.youtube.com/watch?v=AU-vzLJcauk&feature=youtu.be>

¹⁴² <https://ec.europa.eu/eures/public/eures-network>

¹⁴³ <https://ec.europa.eu/social/home.jsp>

¹⁴⁴ https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv_%3AOJ.L_.2016.107.01.0001.01.ENG

and participated in the objective of seeking full employment, defined by [Europe 2020 Strategy](#)¹⁴⁵, by focusing on placement and recruitment.

The coordination gains were significant as cooperation between the consortium members and the different public employment services was reinforced. Furthermore, the project was an effective opportunity to develop working relationships with private employment bodies which may later on join the [EURES network](#)¹⁴⁶ as members or associates.

Sustainability measures: The project was strengthened by the pre-existing ties between many members of the consortium that were used to working together at the European level. Thanks to the existence of EURES, the European job mobility portal and its network, the setting up of the project was greatly facilitated. Furthermore, thanks to a vivid web of European actors, the project was promoted throughout the European territory. Finally, the existence of other consortia of the same project in other member States facilitated the sharing of best practices and allowed the French consortium to tackle some issues encountered. In a nutshell, the European scale of the project smoothed the creation of the project, the project management, and its achievements. All these benefits ensure that the results are not purely limited to the duration of the project but should develop further in another project on targeted mobility schemes.

Horizontal objectives: The project promoted fair and sustainable mobility throughout its duration. The mobility experience is meant to provide candidates with a significant step to be integrated within the labour market. Sustainable mobility is demonstrated by the fact that the programme helped young people aged between 18 and 35 secure 574 open-ended contracts and 342 year-long contracts including apprenticeship contracts.

At the same time, the project also positively affected youth employment since a total of 1 375 young people aged between 18 and 35 were placed with the help of [Pôle emploi](#)¹⁴⁷, from 25 countries out of 30 regardless of their level of qualifications, education, previous professional experiences either in their country of residence or abroad.

It was noted throughout the project that out of the 1 375 placements, 729 (53 %) were women and 646 (47 %) were men thus resulting in an almost equal gender balance.

3.4.b. Cross-border partnerships

In the framework of EURES, in 2019 the European Commission also supported 14 EURES cross-border partnerships amongst organisations providing employment services in the cross-border areas and their cooperation with the social partners. These partnerships brought together public employment and vocational training services, employers and trade union organisations, local authorities and other institutions dealing with employment and vocational training in cross-border regions.

EURES cross-border partnerships serve as valuable one-stop shops among employment administrations, both regional and national, social partners and other relevant stakeholders. They are also an important means for monitoring these cross-border employment areas, constituting a key element in the development of a genuine European labour market. Actions described below fell into different strands:

¹⁴⁵

[https://ec.europa.eu/eu2020/pdf/COMPLET %20EN %20BARROSO %20 %20 %20007 %20- %20Europe %202020 %20- %20EN %20version.pdf](https://ec.europa.eu/eu2020/pdf/COMPLET%20EN%20BARROSO%20%20%20007%20-%20Europe%202020%20-%20EN%20version.pdf)

¹⁴⁶ <https://ec.europa.eu/eures/public/eures-network>

¹⁴⁷ <https://www.pole-emploi.fr/accueil/>

- i. The first strand supported fair mobility for frontier workers in **cross-border regions**;
- ii. The second strand intended to support the development of **new cross-border partnerships and any activities leading in this direction. However, no applications were received under this strand.**
- iii. The third strand supported intra-EU labour mobility in the **EEA countries**. Projects were granted for Norway and Iceland, respectively.
- iv. The fourth strand supported the **coordination of the social partners' activities** in the EURES network. A project was granted for ETUC, the European Trade Union confederation. Below, the report presents activities of the EURES cross-border partnerships in 2019.

3.4.4 EURES Cross-border Alentejo–Extremadura Partnership 2019



'A mobility study was carried out. The partnership received practical information on cross-border mobility flows, and its economic relevance thanks to the study. The study analysed fields with the highest rate of cross-border mobility, characterisation of employers and workers with cross-border profiles, and cross-border flows to better understand future trends.'

Call identification number	VP/2018/007
Grant identification number	VS/2018/0435
Policy area	Free movement of workers
Policy sub-area	EURES
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Specialist bodies provided for under Union law; • Social partners.
Activities implemented	<ul style="list-style-type: none"> • 2 meetings on taxation and social security organised; • 2 meetings to reinforce the agreed-upon methodology between cross-border employers' associations held; • Workshop on offered EURES services organised; • Mobility study carried out; • New partnerships created.
Implementation country (-ies)	Portugal and Spain.
Participating countries	Portugal and Spain.
Coordinator	Serviço Extremêño Publico De Empleo
Partners	<ul style="list-style-type: none"> • Federación de Municipios y Provincias de Extremadura, Spain; • Fundación Centro Regional Extremeño de Servicios Empresariales, Spain; • Instituto do Emprego e Formação Profissional, Portugal; • Nere-Núcleo Empresarial da Região de Évora -Associação Empresarial, Portugal; • Nerpor - Núcleo Empresarial Da Região De Portalegre/associação Empresarial, Portugal;
EU contribution in euro	123 531.13 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	http://extremaduratrabaja.gobex.es/

Socioeconomic context: The EURES Cross-Border Alentejo–Extremadura Partnership is made up of two regions, which are located in the south of Portugal (Alentejo) and the southwest of Spain (Extremadura), just above the EURES Cross-Border Andalucía–Algarve Partnership. In the recent years, newly developed infrastructure in the Extremadura–Alentejo region has tremendously increased the number of cross-border contacts, commercial transactions and links between businesses. Therefore, to support the mobility of cross-border workers and their employers, several long-term cooperation initiatives between regional and local employment services, social partners and other relevant organisations have been established. The activities of the cross-border cooperation Extremadura–Alentejo, which received financial support from the EaSI, are described below.

Aims of the project/organisation: The action aimed to facilitate cross-border mobility between the Extremadura (Spain) and Alentejo (Portugal) regions by providing cross-border employment services to jobseekers and employers. More specifically, the aim for 2019 was to deepen cooperative ties, stabilise the existing network and get new relevant stakeholders involved in the cross-border partnership. The partnership aimed to achieve these goals so that it could perform its services better, organise more activities, and optimise professional mobility within the cross-border area.

Results, impacts and lessons learned: The action resulted in a number of outputs in 2019. To start with, two meetings on taxation and social security in the cross-border area were organised in Badajoz in November. The first meeting involved public employment services as well as taxation authorities on both sides of the border. The second meeting was between public employment services and social security mirror authorities. The meetings were meant to identify new practices regarding taxation issues and social security within the cross-border region. One of the main findings resulting from the meetings was that it is incredibly difficult for jobseeker residents in Portugal to obtain the [foreign ID](#)¹⁴⁸ in Badajoz, which is required to be hired in Spain and to be registered in the social security system as workers. On the Portuguese side, this registration procedure is easily done in any taxation office or [Loja do Cidadão](#)¹⁴⁹ (citizens' information office). However, on the Spanish side, non-resident citizens must go to the Spanish consular office, in Lisbon, which is 200 kilometres away. This proves to be a major mobility obstacle.

Two meetings were also held to reinforce the agreed-upon methodology between cross-border employers' associations. The meetings were attended by [Cresem](#)¹⁵⁰, [Nerpor](#)¹⁵¹, [Nere](#)¹⁵², [Servicio Extremeño Público de empleo](#)¹⁵³ and [IEFP](#)¹⁵⁴. Attendees exchanged information on cross-border labour hiring and entrepreneurial activity and discussed possible action for attracting attention to the cross-border activity of companies on both sides of the border. Additionally, partners discussed the creation of info. brochures and e-books for employers.

Lastly, EURES staff organised a workshop on 14 October in Mérida (Spain) for local administration employees situated in the border area. The workshop allowed participants to gain thorough knowledge of what services are being offered through the EURES network on both sides of the border. The workshop also provided attendees with knowledge about existing tools and job opportunities as well as living and working conditions. Altogether 77 workers, development agents, managers of municipality associations, etc. attended the workshop.

¹⁴⁸ <https://visaquide.world/europe/spain-visa/foreigner-identity-card/>

¹⁴⁹ <https://www.ama.gov.pt/web/agencia-para-a-modernizacao-administrativa/lojas-do-cidadao>

¹⁵⁰ <http://www.cresem.es/en/>

¹⁵¹ <http://www.nerpor.pt/>

¹⁵² <http://www.diasporalusa.pt/empresas/nere-nucleo-empresarial-da-regiao-evora/>

¹⁵³ <http://extremaduratrabaja.juntaex.es/>

¹⁵⁴ <https://eige.europa.eu/gender-mainstreaming/structures/portugal/iefp-instituto-de-emprego-e-formacao-profissional-institute-employment-and-vocational-training>

Transferability element(s) of the project/activities: The creation of a technical network between social security bodies, taxation-related bodies and public employment services on both sides of the border could be considered a transferable practice. It was also identified that cooperation between employers' associations could be widened, as could the cooperation between mirror stakeholders, such as municipality associations or universities.

Policy evidence generated by the project: A [mobility study](#)¹⁵⁵ was carried out by [Servicio Extremeno Público de empleo](#)¹⁵⁶ and will be finalised throughout 2020. The aim was to determine the approximate number of Extremadurans moving to Alentejo, as well as the number of persons moving from Alentejo to Extremadura. The partnership received practical information on cross-border mobility flows, and its economic relevance thanks to the study. The study also analysed fields with the highest rate of cross-border mobility, characterisation of employers and workers with cross-border profiles, and cross-border flows to better understand future trends.

Transnational dimension: Info points established in Badajoz (Spain) and Elvas (Portugal) provided citizens with access to relevant information concerning cross-border labour mobility. This not only translated into increased cross-border labour mobility flows but also to reduced discrimination based on cross-border jobseekers' origin. In 2019, a total of 241 jobseekers received 390 notifications on social security, unemployment benefits, living and working conditions, job search related matters, and matching vacancies. Furthermore, 104 CVs were matched with 47 positions – resulting in 12 placements – and 8 relocations were detected thanks to the action.

Thanks to the multiple actions undertaken by the cross-border partnership in 2019, national, regional and local authorities competent in employment, citizen services, and professional mobility have been more involved in network dynamics. Actions such as more frequent meetings between public bodies and EURES representatives introduced and reinforced a more cross-border oriented view amongst public representatives. The meetings also strengthened cooperation between relevant authorities competent in labour mobility, social security and taxation.

New partnerships created: From the pilot form to the current year, the partnership grew from two partners to six, e.g. [EuroCity Badajoz-Elvas-Campomaior](#)¹⁵⁷. Currently, the partnership has the aim of getting the [University of Extremadura](#)¹⁵⁸ involved within the action. Other developments include the [Spanish Embassy in Lisbon](#)¹⁵⁹ expressing its interest to follow existing projects, as well as to participate in activities the cross-border partnership performs; and the [Spanish Social Security authority](#)¹⁶⁰ highlighting the necessity of the participation of the department in charge of the [Spanish Foreign Identity Card \(TIE\)](#)¹⁶¹ in EURES stakeholder meetings.

Dissemination strategy: Most of the dissemination concerning the action was done through the cross-border [website](#)¹⁶² as well as other social media channels – [Facebook](#)¹⁶³, [Twitter](#)¹⁶⁴,

¹⁵⁵ https://www.elperiodicoextremadura.com/noticias/extremadura/sexpe-tendra-listo-ano-2020-estudio-movilidad-laboral_1199996.html

¹⁵⁶ <http://extremaduratrabaja.juntaex.es/>

¹⁵⁷ http://badajozcapitalenlafrontera.com/eurociudad_ingles.htm

¹⁵⁸ https://www.unex.es/?set_language=en&cl=en

¹⁵⁹ <http://www.exteriores.gob.es/embajadas/lisboa>

¹⁶⁰ <https://www.lamoncloa.gob.es/lang/en/gobierno/news/paginas/2015/20151022-foreign-citizens.aspx/>

¹⁶¹ <https://visaguide.world/europe/spain-visa/foreigner-identity-card/>

¹⁶² <http://extremaduratrabaja.gobex.es/>

¹⁶³ <https://www.facebook.com/EURESjobs/>

¹⁶⁴ <https://twitter.com/extremtrabaja?lang=en>

and the [EURES España blogpost](#)¹⁶⁵. The cross-border partnership also disseminated its monthly reports to the involved public employment service providers on the services provided to target audiences. Information about the partnership's actions and initiatives was also shared during meetings, conferences and radio interviews.

European added value: The EURES Cross-Border Extremadura–Alentejo Partnership has contributed to free movement of people by providing relevant information to jobseekers and employers regarding social security and taxation. Moreover, the existing skills mismatch was mitigated as the activity supported employers in finding suitable workers and vice versa. This could only be obtained thanks to the EU funding.

Sustainability measures: A total of 6 cooperation meetings was held with public bodies and employers' associations in order to reinforce cooperation with relevant authorities on cross-border mobility. The accomplishments and results of the action are published on the official [website](#)¹⁶⁶. The EU funding was necessary for the development of the action.

Horizontal objectives: The info points in Badajoz (Spain) and Elvas (Portugal) as well as the 'active point', were all established to provide information on how to recruit at the cross-border level, targeted unemployed people, workers, job changers and the self-employed so as to increase their cross-border employment opportunities. These target groups were provided with information concerning open vacancies, matching services, social security, taxation and unemployment protection. Additionally, post-recruitment services were provided to already existing cross-border workers through language learning support, which had a significant impact on their social and labour-based integration.

3.4.5 EaSI–EURES cross-border partnership Scheldemond 2019

'The action also further developed their online digital app GrensMatch supporting cross-border matching. In 2019, 466 matches were realised, which means 466 jobseekers got the opportunity to present their résumé to an employer in the cross-border region.'



¹⁶⁵ <http://euresspain.blogspot.com/2019/12/proyecto-transfronterizo-extremadura.html>

¹⁶⁶ <http://extremaduratrabaja.gobex.es/eures-transfronterizo>

Call identification number	VP/2018/007
Grant identification number	VS/2018/0436
Policy area	Free movement of workers
Policy sub-area	EURES
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Social partners; • Employers with recruitment needs and also experiencing skills shortages; • HR professionals within SMEs and multi nationals as well as recruiters in private employment agencies; • Jobseekers with and without benefits; • EU and non-EU migrants living in the border region with language and/or other constraints which influence their opportunities of utilising their talents on the labour market; • School leavers and (under) graduates looking for the first step on the career ladder; • Jobseekers unemployed >1 year with few opportunities on the labour market due to a combination of their educational level, work experience and age; • Job changers due to career advancement and/or (un)expected redundancy; • Policy advisers and policymakers.
Activities implemented	<ul style="list-style-type: none"> • 2 'Grensnetwerking' session organised including workshops; • 2 training sessions transition from benefit to work organised; • 2 business to business meetings with a balanced mix of Dutch and Flemish employers/entrepreneurs organised; • 2 two general events for entrepreneurs and employers held; • GrensMatch app announced/launched; • Performance Measurement System report produced; • Job hunting Excel database developed for internal usage; • Labour market survey carried out; • New partnerships created.
Implementation country (-ies)	Netherlands and Belgium.
Participating countries	Netherlands and Belgium.
Coordinator	Uitvoeringsinstituut Werknemersverzekeringen (UWV), Netherlands
Partners	<ul style="list-style-type: none"> • Interregionale Vakbondsraad Schelde-Kempens VZW, Belgium; • European Group of Territorial Co-operation Linieland van Waas en Hulst, representing both territories. • Vlaamse Dienst voor Arbeidsbemiddeling en Beroepsopleiding (VDAB), Belgium; • Voka – Kamer van Koophandel Oost-Vlaanderen, Belgium.
EU contribution in euro	536 866.47 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	https://www.eurescheldemond.info/home/

Socioeconomic context: EURES Scheldemond is a long standing EURES cross-border partnership that operates in the provinces of Zeeland and Noord-Brabant (North-Brabant) in the Netherlands, and Antwerpen (Antwerp) as well as Oost-Vlaanderen (East Flanders) and West-Vlaanderen (West-Flanders) in Belgium. Up until 2010, the partnership only operated between Zeeland (Netherlands) and East- and West-Flanders (Belgium). After 2010, the provinces of Antwerp (Belgium) and North-Brabant (Netherlands) were included in the cross-border partnership.

When compared to the working population as a whole, the mobility flows of workers in the region are relatively small. The majority of commuters are employed in industry, and the retail and logistics sectors. The low-scale cross-border labour mobility gives rise to concerns because labour supply and demand do not always match in the Dutch and Belgian border regions. While the current labour shortages could be solved by widening the geographical scope of workers' recruitment, employers usually rely on hiring strategies which are lacking

incentives for cross-border labour mobility. Potential workers are also discouraged by the lack of concise and accurate information on working conditions and limited access to guidance and advice.

Aims of the project/organisation: The aim of this action was the promotion of cross-border labour market mobility within the region of Antwerp, East- and West-Flanders (Belgium) and North-Brabant and Zeeland (Netherlands). The action focused on increasing opportunities for jobseekers and employers from both sides of the border. Moreover, the action aimed to provide training to support cross-border mobility and develop mixed cross-border recruitment teams to facilitate the access to job vacancies for jobseekers.

The key priorities in 2019 were the following:

- Provision of information and advice relating to cross-border recruitment (matching and placement activities) for jobseekers and employers on an individual basis and during targeted training and customer panels.
- Matching and placement activities through a digital matching app, cross-border job hunting, recruitment events and the identification of employment goals of jobseekers.
- Promotion of fair mobility through the development of a digital self-assessment tool for jobseekers, employers, trade union and public employment service staff.
- Creation of opportunities for (under)graduate students of technical educational institutions to test the water on the other side of the border through cross-border learning opportunities.
- Reduction of psychological barriers by improving the knowledge and mind-set of jobseekers through customer panels¹⁶⁷ and focused training surrounding the implications of the cross-border commute to work.
- Improvement of employer engagement via [B2B](#)¹⁶⁸ events, seminars, HR platforms focusing on learning on the job.
- Improvement of monitoring & evaluation of the project activities on the basis of targeted follow-up after events have been organised on the basis of the developed monitoring tool at European level for cross-border partnerships.

Results, impacts and lessons learned: A number of results have been achieved throughout the year 2019. To start with, two 'Grensnetwerking' sessions were organised. 'Grensnetwerking' sessions are gatherings that provide networking and knowledge transfer between EURES and Public Employment Service (PES) recruitment advisers. One took place on 4 June and was attended by 25 participants. The focus was placed on the formation of three sectoral network structures in the fields of (1) transport, logistics and harbour related industries; (2) technical and construction jobs; and (3) the service industry providers in the cross-border region. The second session took place on 3 December and was attended by 30 participants. During the second session, labour market experts from both sides of the border provided EURES staff with an interactive presentation on the opportunities and challenges in the border region in the short to mid-term. Alongside this, the participants attended two workshops – one on the practical implications of the application of social security regulations when recruiting in a cross-border context, and one on the usage and promotion of the [GrensMatch app](#)¹⁶⁹ amongst the target groups of jobseekers and employers. The initial contacts gained during the 'Grensnetwerking' sessions have a lasting effect – when queries arise it is always easier to contact network contacts after meeting them in person.

¹⁶⁷ <https://www.euresscheldemond.info/nieuws-agenda/nieuwsbericht/news/werken-in-het-buurland-dichterbij-met-ondersteuning-van-eures/>

¹⁶⁸ <https://www.eventplanner.net/news/9178-how-to-navigate-the-differences-between-b2b-and-b2c-events.html#:~:text=With%20B2B%20events%2C%20you're,of%20a%20brand%2C%20for%20example.>

¹⁶⁹ For more information <https://grensmatch.nl/>

Secondly, two pre-selection sessions were organised in Essen, Netherlands for the unemployed aged 50+ and the long-term unemployed – one on 11 February and one on 23 September. The training sessions which were held on 18 February and 3 October were attended by 12 and 13 pre-selected jobseekers respectively, all of whom received guidance on finding job vacancies, developing suitable CV's and writing job applications. The training facilitates job matching, placement and recruitment process on the cross-border labour market. The cross-border partnership also organised four information sessions, which were attended by 193 jobseekers and job changers. The information sessions addressed the complexity of rules and laws that form a barrier to guaranteeing the cross-border right to sustainable work for all.

With respect to employers, the cross-border partnership organised two business to business meetings with a balanced mix of Dutch and Flemish employers/entrepreneurs on alternating locations in the cross-border region. The first meeting focused on doing business across the border and held a panel discussion with politicians in the cross-border region about the importance of cooperation between the Netherlands and Flanders. After the meeting, there was a networking part and workshop with themes such as grants for hiring personnel on both sides of the border, cross-border marketing and communication, and labour mobility across the border. A total of 118 participants showed up to the meeting. The second meeting focused on the cross-border labour market and how to improve cross-border recruitment. After the meeting, there was also a networking part and workshops on internships across the border, new recruitment methods and employer branding. A total of 54 participants showed up to the meeting. Both meetings combined led to about 25 follow-up appointments and contact with individual employers.

The cross-border partnership also held two general events for entrepreneurs and employers. The first event '[Next Level HR](#)¹⁷⁰' took place on 1 April and had 208 participants. The event was meant to inform companies on new HR trends. One of the key topics was international labour mobility. The event also proved to be the perfect place to promote usage of the GrensMatch app. The second event '[International Employment](#)¹⁷¹' took the form of a seminar on 9 October and had 12 participants. The seminar gave information on when a foreign employee comes to work in a Belgian branch, and provided an overview of all social, fiscal and employment law aspects of international employment. After the seminar, participants were expected to have the right knowledge to deal with international personnel employment and know exactly what to do to avoid unpleasant surprises regarding international employment.

Transferability element(s) of the project/activities: 'Grensnetwerking' is an initiative during which EURES and PES recruitment advisers gather to network and transfer knowledge between one another. It is an activity that requires limited funding and is easily transferable to other border regions. The most important factor for the success of this activity is the back-up of the involved public employment services management.

Innovativeness of the project/activities: The novelty of the action lies in the drive to test new services extending beyond the regular EURES activities. These include the introduction of post-recruitment support, specific services for placement of the long-term unemployed, youth and disadvantaged jobseekers or a focus on the quality of job vacancies. Furthermore, the inclusion of HR departments and private employment services through the development of network platforms can be considered as innovative. The action also further developed their online digital app [GrensMatch](#)¹⁷² supporting cross-border matching. GrensMatch facilitates an

¹⁷⁰ For more information <https://www.voka.be/en/node/16655>

¹⁷¹ For more information <https://www.voka.be/en/user/sign-in?destination=/en/node/18268>

¹⁷² <https://grensmatch.nl/>

easily accessible job-matching tool for both employers and jobseekers. Subscribing only takes a few simple steps after which the employer has access to the profiles of the jobseekers. The employer swipes through the profiles and makes the match. EURES ensures that an interview takes place. The app provides information and guidance on cross-border opportunities. Information and guidance on working conditions, social security, taxation and labour law is provided to both jobseekers and employers after follow-up contacts by EURES advisers. In 2019, 466 matches were realised, which means 466 jobseekers got the opportunity to present their résumé to an employer in the cross-border region. As of 23 December 2019, there were 473 jobseekers and 172 employers with an active user profile on the app.

Policy evidence generated by the project: The project generated a number of outputs related to policy evidence. To start with, a Performance Management System report was prepared, which included results from Google Analytics regarding website visitors as well as back-end management data from the GrensMatch app. Secondly, the EURES Scheldemond Cross-Border Partnership developed a job-hunting Excel database (for internal usage) in which EURES staff can monitor candidates. The partnership also developed a work process and generated intake forms and CV's and linked them to the Excel data base.

In terms of other outputs, one of the partnership members – [Voka](#)¹⁷³ – launched a labour market survey for all companies in East Flanders to analyse the labour market situation in the region focusing on which sectors and occupations lack qualified staff, etc.

Transnational dimension: The action has an inherent transnational dimension as it promotes labour mobility between Belgium and the Netherlands. This is done via events, information dissemination and consultations – which benefit from the usage of a common language.

New partnerships created: New partnerships were created with various educational institutes, [Syntra Vlaanderen](#)¹⁷⁴ and [EGTS Linieland van Waas en Hulst](#)¹⁷⁵.

Dissemination strategy: Jobseekers registered with the public employment services are informed of the EURES Scheldemond activities via direct mail and/or e-services. Activities are also disseminated to the public at large via websites, social media accounts ([Facebook](#)¹⁷⁶ and [LinkedIn](#)¹⁷⁷) and via the single sign on accounts of the organisations involved.

In terms of specific action outputs, the performance management system report was distributed to the [Directorate-General for Employment, Social Affairs and Inclusion](#)¹⁷⁸ and within the partnership structure, and the results of the labour market survey amongst employers in the 'Kanaalzone' of East Flanders were distributed to the employers involved and the EURES Scheldemond network.

European added value: The action provided an opportunity for the public employment services to join forces with EURES and other relevant institutions to provide services tailored to the needs of this cross-border region. The EU funding ensured smooth collaboration between the involved public employment services and social partners through the provision of

¹⁷³ <https://www.voka.be/en/node/17709>

¹⁷⁴ <https://www.syntravlaanderen.be/>

¹⁷⁵ <https://www.egtslinieland.eu/>

¹⁷⁶ <https://www.facebook.com/EURESjobs/photos/the-team-from-eures-scheldemond-uwv-and-vdab-working-in-the-border-region-between/10155869255606822/>

¹⁷⁷ <https://www.linkedin.com/company/eures/?originalSubdomain=be>

¹⁷⁸ <https://ec.europa.eu/social/home.jsp>

human resources. The action, in turn, facilitated free movement of the labour force in the EU, increased the visibility of EURES, stimulated employers and jobseekers to increase their search area within the cross-border region, and implemented innovative social policy experiments.

Sustainability measures: The 'Grensnetwerking' sessions provide networking and knowledge transfer between EURES and Public Employment Service (PES) recruitment advisers. The sessions reinforce cooperation with relevant stakeholders and ensure the sustainability of the action.

Horizontal objectives: The public employment service databases show that the available workforce has recent work experience but very often outdated qualifications. Employers tend to 'cherry pick' the jobseekers with the most recent qualifications, so the activities and inclusive approach designed by EURES Scheldemond creates a level playing field for all jobseekers.

Social security and the most important issues of labour law matters as well as taxation systems differ when working across the border. The partnership aims to provide participants with information sessions that entail a deeper insight into procedures, legislations and European regulations so that the jobseekers can make sensible decisions on the basis of their own personal situation.

The cross-border partnership also pays special attention to the long-term unemployed and unemployed aged 50+ who are interested to work in the cross-border region by organising trainings and providing guidance on finding job vacancies, developing suitable CV's and writing job applications. The training facilitates job matching, placement and recruitment process on the cross-border labour market. Two training sessions were organised in 2019 – one on 11 February and one on 23 September. The sessions had 12 and 13 pre-selected attendees, respectively. Both the trainings were organised in Essen, Netherlands.

3.4.6. EURES Transfrontalier Grande Région 2018-2019

'More than 3 500 jobseekers were supported in activities with cross-border characteristics carried out by the partners and nearly 2 000 cross-border job offers were registered.'



Call identification number	VP/2018/007
Grant identification number	VS/2018/0440
Policy area	Free movement of workers
Policy sub-area	EURES
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Social partners; • Higher education institutions and research institutes; • Companies facing recruitment difficulties; • Jobseekers and job changers; • Students, apprentices and trainees.
Activities implemented	<ul style="list-style-type: none"> • 33 types of activities were carried out; • More than 3 500 jobseekers were able to be supported in activities with cross-border characteristics carried out by the partners and nearly 2 000 cross-border job offers were registered; • Europa Camp organised; • Orientation forum in Pirmasens organised; • 91 'Work in Belgium/France/Germany/Luxembourg' workshops organised; • Over 310 cross-border training places co-financed; • Nearly 4 000 interviews and services carried out by EURES advisers; • 63 000 brochures printed and distributed; • 7 information meetings organised for the benefit of companies; • 2 online fairs for cross-border employment organised; • 7 European Job Days organised in Creutzwald, Saarbrücken, Luxembourg, and Trier.
Implementation country (-ies)	Belgium, France, Germany and Luxembourg.
Participating countries	Belgium, France, Germany and Luxembourg.
Coordinator	Pôle Emploi; France
Partners	<ul style="list-style-type: none"> • Arbeitsamt der Deutschsprachigen Gemeinschaft Belgiens, Belgium; • Bundesagentur für Arbeit, Germany; • Bundesrepublik Deutschland, Germany; • Centre de Ressources et de Documentation des EURES Transfrontaliers de Lorraine Association, Luxembourg; • Chambre de Commerce et d'Industrie du Luxembourg Belge, Luxembourg; • Fedil Business Federation Luxembourg, Luxembourg; • Grand-Duché de Luxembourg, Luxembourg; • Le Forem, Belgium; • Medef Meurthe-et-Moselle, France; • Medef Moselle Organisme Professionnel, France; • Vereinigung Der Saarländischen Unternehmensverbände eV, Germany.
EU contribution in euro	1 280 000.00 (initial)
Project duration	1 May 2018- 31 December 2019
Project/organisation website	https://www.eures-granderegion.eu/fr

Socioeconomic context: The EURES Grande Région (hereinafter Greater Region) is a cross-border mobility initiative covering Saarland, Lorraine, Luxembourg, Rhineland-Palatinate, Wallonia and the German-speaking community of Belgium. It is a result of the merger between two earlier initiatives – EURES-T PED and EURES-T SLLRP. With over 223 000 border workers, the Greater Region is one of the largest areas of cross-border mobility within the EU. Located at the heart of the EU, it is the homeland of the father of Europe – Robert Schuman. While born in Luxembourg, Schuman later took out French citizenship and adopted the ways and customs common to Lorraine. This is but one of the many examples that illustrate the diversity and multiculturalism that remains within the region.

Given the region's magnitude, demographic and economic changes being faced, as well as their effects on the markets of cross-border employment, the Greater Region provides a unique testing ground at the European level. The interdependencies between labour markets create economic and functional dependencies whose economic, social and cultural dimensions in the partner regions must be examined more closely.

Aims of the project/organisation: Much like other EURES initiatives, the project aimed to provide better information that would enable better cross-border mobility. Besides increasing awareness, the initiative also sought to create more opportunities for jobseekers and employers from all border regions, as well as improve access to job vacancies for jobseekers. Lastly, the initiative aimed to implement a coordinated strategy for cross-border employment by ensuring a balance between supply and demand of labour on both sides of the borders as well as ensuring greater transparency of the labour markets within the region.

Results, impacts and lessons learned: In 2018-2019, the cross-border partnership achieved a number of impressive results. To start with, 33 different activities were carried out for the benefit of one of the three main target audiences: jobseekers / job changers, employers and cross-border workers. More than 3 500 jobseekers were supported in activities with cross-border characteristics carried out by the partners and nearly 2 000 cross-border job offers were registered.

Over 310 cross-border training places were co-financed by EURES Greater Region, and nearly 4 000 interviews and services were carried out by EURES advisers during the period of 2018-2019. Additionally, over 63 000 brochures were printed and distributed during various events, workshops and trainings.

An interesting initiative also took place throughout the action. Cross-border coaching was carried out as a return-to-work assistance service, aimed at promoting and facilitating a match between supply and demand with regard to feedback, access to cross-border employment. The public employment services offered people looking for work coaching sessions to support them in their job search strategy and actions across the border. [Pôle Emploi](#)¹⁷⁹ organised 9 sessions for 96 beneficiaries. The rate of return to employment in the first sessions was 58.33 % at 3 months (6 sessions are being followed up). Similarly, [L'Agence pour le développement de l'emploi](#)¹⁸⁰ organised 2 sessions for 22 candidates, and [Le Forem](#)¹⁸¹ organised 2 sessions for 16 participants. The coaching sessions are an important service prompting return to employment and the visibility of EURES. The rates of return to employment, be it not final, seem lower than what was expected given the results obtained in the previous fiscal years. One of the hypotheses is that the target audience has evolved in correlation with the job market. People looking for a job are more and more lacking qualifications and coming from distant job markets in comparison to before.

In addition to cross-border coaching, an orientation forum was held in Pirmasens, Germany, on 14 September 2018. The objective of the forum was to allow high school students meet German training organisations and professionals. The forum gave the opportunity to learn more about companies that offer internships, apprenticeship places in Germany or in the cross-border region, and to learn about study possibilities in the Greater Region. A total of 20 classes were held and approximately 3 100 visitors were received.

The cross-border partnership also organised 91 'Work in Belgium/France/Germany/Luxembourg' workshops, which were attended by over 1 100 jobseekers. The workshops were a huge success as the satisfaction rate of 95.5 % was achieved.

Other events include seven information meetings with companies, two online fairs and seven [European Job](#)¹⁸² Days, in Creutzwald, Saarbrücken, Luxembourg, and Trier.

¹⁷⁹ <https://www.pole-emploi.fr/accueil/>

¹⁸⁰ <https://adem.public.lu/fr.html>

¹⁸¹ <https://www.leforem.be/>

¹⁸² <https://www.europeanjobdays.eu/en>

Identification of potential good practices: For the first time, the cross-border partnership organised a [European Online Job Day: Work in Greater Region](#)¹⁸³ on 19 March 2019. During this online event participants were able to contact employers from Luxembourg, Wallonia, the Grand Est region, Saarland and Rhineland-Palatinate, and gained a better understanding of how to look for a job, live and work in each of these places. Participants were also instructed how to apply online for job offers published by companies participating in the event and obtain interviews. A total of 36 companies registered and 46 company associates attended the online event where they published 176 new job offers and elaborated on the already available 294 positions. A total of 326 unique job applications were submitted during the event and resulted in 57 interviews. More than 1 200 jobseekers registered for the event and approximately 1 000 of them shared their CVs during the event.

Innovativeness of the project/activities: [Europa Camp](#)¹⁸⁴ was organised by the [Bundesagentur für Arbeit](#)¹⁸⁵ on 18-20 October 2019. A total of 21 young people from Germany, Belgium, France and Luxembourg were made aware of mobility in the Greater Region. In camp, young people/adolescents were invited to reflect and exchange their thoughts on the theme '[Discovering spaces - Crossing borders](#)'¹⁸⁶. The objective was to inform the participants about the study, training and employment opportunities in the Greater Region and to encourage them to use their right to mobility. A satisfaction rate of 85.72 % was achieved during this initiative.

Policy evidence generated by the project: [L'Agence pour le développement de l'emploi](#)¹⁸⁷ and [Pôle Emploi](#)¹⁸⁸ launched a feasibility study in 2019 for the implementation of a Cross-Border Placement Service aimed at supporting French jobseekers with a cross-border mobility project in sectors decided by the two institutions. The provisional implementation of the pilot project is expected to be finalised throughout 2020.

In 2018-2019, a total of 24 separate publications were produced. The following publications received the most attention in descending order:

- '[Comment trouver un emploi au Luxembourg?](#)¹⁸⁹', September 2019;
- '[Guide de l'intérim au Luxembourg](#)¹⁹⁰', 2019;
- '[Guide pour les frontaliers France-Luxembourg](#)¹⁹¹', 8th edition, October 2018;
- '[B.A. BA pour les frontaliers franco-allemands / franco-belges / franco-luxembourgeois](#)¹⁹²', 6th edition, September 2019;
- '[Comment trouver un emploi en Allemagne?](#)¹⁹³', September 2019;
- '[Comment trouver un emploi en Belgique?](#)¹⁹⁴', September 2019.

It is interesting to note that the publications, which received the most attention, were those related to work possibilities in Luxembourg. Currently, Luxembourg has the highest number of cross-border commuters coming in from the neighbouring countries¹⁹⁵.

¹⁸³ <https://www.europeanjobdays.eu/en/events/work-greater-region-luxembourg-lu-lorraine-fr-province-de-luxembourg-be-saarland-de-rheinland>

¹⁸⁴ More information on Europa Camp from the previous years, at <https://www.eures-granderegion.eu/download/516/europa-camp.pdf>

¹⁸⁵ <https://www.arbeitsagentur.de/>

¹⁸⁶ <https://qrrrrr.uni.lu/de/europa-camp-raume-entdecken-grenzen-uberwinden/>

¹⁸⁷ <https://adem.public.lu/fr.html>

¹⁸⁸ <https://www.pole-emploi.fr/accueil/>

¹⁸⁹ <https://www.eures-granderegion.eu/download/733/comment-trouver-un-emploi-au-luxembourg-.pdf>

¹⁹⁰ https://www.frontaliers-grandest.eu/uploads/publications/Interim_Luxembourg_2019.pdf

¹⁹¹ <https://www.eures-granderegion.eu/fr/a-propos-d-eures/mediatheque/media?media=127>

¹⁹² <https://www.frontaliers-grandest.eu/fr/publications/39-guides-des-salaries-frontaliers/53-luxembourg>

¹⁹³ https://www.frontaliers-grandest.eu/uploads/publications/Emploi_Allemagne_2019.pdf

¹⁹⁴ https://www.frontaliers-grandest.eu/uploads/publications/Emploi_Belgique_2019.pdf

¹⁹⁵ <https://ec.europa.eu/eurostat/statistics-explained/pdfscache/50943.pdf>

Transnational dimension: The EURES Greater Region cross-border partnership has a transnational dimension by including in its strategic partnership ministries of employment of each State (Luxembourg, Saarland, Rhineland-Palatinate and Wallonia) as well as the Region of Grand Est. The [Ministry of Labour of Rhineland-Palatinate \(MSAGD\)](#)¹⁹⁶ is also an operational partner, as it implements EURES co-financing activities. Moreover, the cross-border partnership also hosts multilingual events and tries to provide translations to services and documents whenever it can, e.g. over 70 German job offers were translated for integration into [Pôle Emploi's](#)¹⁹⁷ French information system, thus facilitating possible cross-border intermediation.

Additionally, Pôle Emploi and [Bundesagentur für Arbeit](#)¹⁹⁸ developed a reinforced bilateral partnership aimed at supporting jobseekers with a cross-border professional mobility skill set on each side of the border. In 2018 alone the reinforced partnership resulted in 1 320 people being supported, including 427 who found a job after the support.

Dissemination strategy: The partnership platform EURES Greater Region includes 19 partners from Alsace, Lorraine, Champagne-Ardenne, Luxembourg, Saarland, Rhineland-Palatinate, Wallonia and the German-speaking community of Belgium, as well as the Public Employment Services, respective social partners or regional political authorities. The implementation of activities tends to provide public targets with a range of services that meet agreed strategic objectives, but also allow for the dissemination of information, externally and within the same structures. This information is primarily focused on what EURES is, what added value it provides in terms of cross-border mobility, etc. The partners and coordinators are thus led to introduce the activities and relevant information to regional and national policymakers, other markets involved in cross-border employment, local economic actors and the press.

European added value: Much like other EURES initiatives, EURES Greater Region contributed to the free movement of workers and enhanced collaboration in the cross-border regions and contributed to the rise of employment. Aside from that, the initiative has had an impact on the education sector, specifically the students that wish to utilise both German and French to seek better job opportunities.

Sustainability measures: To promote sustainable and quality jobs, seven information meetings were held with companies to help them seek and find skilled labour on the other side of the border. The goal is to break down barriers to the recruitment of border workers through personalised advice to employers to enable them to employ the workforce they need for sustainable, quality jobs. The information meetings are planned to be a recurring event to provide sustainability

Horizontal objectives: The following horizontal objectives were addressed: youth employment, long-term unemployment, sustainable and quality jobs, and fight against discrimination.

To start with, youth employment was addressed during various activities, e.g. visits to German companies by French college students; weekend orientation camp to promote cross-border and European professional mobility with students from across the Greater Region; and organisation of a cross-border orientation fair in Pirmasens, Germany for school classes with companies and institutions present

¹⁹⁶ <https://msagd.rlp.de/de/unsere-themen/gesundheitsdienst-hygiene-und-infektionsschutz/infektionsschutz/informationen-zum-coronavirus-sars-cov-2/>

¹⁹⁷ <https://www.pole-emploi.fr/accueil/>

¹⁹⁸ <https://www.arbeitsagentur.de/>

Secondly, numerous services were mobilised and offered to jobseekers so as to expand their job-search opportunities on the other side of the border, in order to combat long-term unemployment. Examples include but are not limited to: co-financing of training for jobseekers with the aim of returning to work; personalised support provide to jobseekers in the form of coaching for 3 months, in order to restore their self-confidence and prepare them for job interviews; and 'CV preparation in German'.

Furthermore, numerous information meetings have also been organised with businesses to help them find workers on the other side of the border thus promoting sustainable and quality jobs. The goal is to break down barriers to recruiting cross-border workers through personalised advice to employers and enable them to employ the workforce they need for quality sustainable jobs. The training for jobseekers set up by the public employment services is determined according to the needs and requirements of the labour market on the other side of the border. This allows jobseekers to qualify for positions on the other side of the border and employers to benefit from staff with the skills required for their position.

Lastly, the partnership supports the fight against any discrimination based on sex, racial or ethnic origin. EURES staff participated in the [European Week for the Employment of Persons with Disabilities](#)¹⁹⁹ (SEEPH) and took part in educating themselves more about the disability status in France and Luxembourg as well as the arrangements concerning compensation and work for the disabled.

3.4.7. EURES-TriRegio 2019

More than 10 000 people used services of the EURES-TriRegio in 2019. The partnership contributed to high employment and fair working conditions in the border region Czechia, Poland and Germany.'



Call identification number	VP/2018/007
Grant identification number	VS/2018/0442
Policy area	Free movement of workers
Policy sub-area	EURES

¹⁹⁹ <http://www.semaine-emploi-handicap.com/>

Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Specialist bodies provided for under Union law; • Social partners; • Non-governmental organisations; • Experts in evaluation and in impact assessment; • National statistical offices; • Media; • Jobseekers; • Mobile workers; • Employers.
Activities implemented	<ul style="list-style-type: none"> • 3 Job fairs organised; • 1 European Online Job day organised; • 146 information, counselling and placement days organised; • 2 discussion forums organised; • 11 cross-border visit events organised for students from Czechia and Poland; • network of 15 contact points for cross-border labour mobility established; • Brochure 'Arbeits und Ausbildungsmarkt kompakt' produced; • Brochures 'Social Security – information for cross-border commuters in the border region Germany – Czechia – Poland' and 'Labour Law – information for cross-border commuters in the border region Germany – Czechia – Poland' in Czech, Polish and German produced
Implementation country (-ies)	Germany, Czechia, Poland.
Participating countries	Germany, Czechia, Poland.
Coordinator	Bundesagentur für Arbeit, Germany
Partners	<ul style="list-style-type: none"> • Úřad práce České republiky – krajská pobočka v Liberci, Czechia; • Deutscher Gewerkschaftsbund Bezirk Sachsen, Germany; • Dolnośląscy Pracodawcy, Poland; • Dolnośląski Wojewódzki Urząd Pracy w Wałbrzychu, Poland; • Úřad práce České republiky – krajská pobočka v Hradci Králové, Czechia; • Krajská hospodářská komora v Hradci Králové, Czechia; • Úřad práce České republiky – krajská pobočka v Karlových Varech, Czechia; • Úřad práce České republiky – krajská pobočka v Ústí nad Labem, Czechia; • IGR ELAN e.V., Germany.
EU contribution in euro	335 059.80 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	https://www.eures-triregio.eu/ueber-uns.html

Socioeconomic context: EURES-TriRegio is a cross-border partnership, which is composed of 15 partner organisations including employers, trade unions and public employment services. The action covers the cross-border triangle between Poland, Germany and Czechia. More specifically, it covers parts of Lower Silesia on the Polish side, the regions Hradec Králové, Liberec, Ústí nad Labem and Karlovy Vary on the Czech side, and parts of Saxony on the German side.

Aims of the project/organisation: The overarching aim of the EURES-TriRegio Cross-Border Partnership is to develop a common labour market while respecting local labour and social standards. The partnership also has the following more specific goals:

- Increase employment in the region through regular placement activities and cross-border provision of services;
- Create perspectives for young people in the cross-border region by providing information about training opportunities in the neighbouring region;
- Improve the image and presentation of the EURES-TriRegio as well as the EURES network in general by using social networks.

Results, impacts and lessons learned: The action resulted in a number of outputs in 2019. Among the implemented activities were job fairs, information- and counselling days for

jobseekers and information events for students before taking the first step into professional life. An important role play counselling and provision of information on questions on cross-border employment. The TriRegio contributed to high employment and fair working conditions.

In 2019, the partnership planned and realised 31 actions, in the course of which 310 events took place, among them activities like company visits for school classes, information- and counselling days for jobseekers and cross-border workers as well as a job fair with more than 2.000 participants. The partnership reached more than 10.000 workers and jobseekers and 1.404 employers. Its target groups were jobseekers, unemployed, employers – especially small and medium enterprises -, the youth, as well as politicians, the labour administration and social partner organisations. During 141 information and counselling days, 1.148 persons visited the individual and group consultations for jobseekers. The EURES advisers informed them about vacancies in the neighbouring regions and the labour and social security law. In 2019 the activities along the Czech-Polish border were further strengthened. The leading force were der employers' organisations and the regional public employment services.

In the Polish and Czech part of the partnership, three job fairs took place with the participation of more than 2 880 visitors and 155 exhibitors. The partnership developed information material for jobseekers and cross-border commuters, on the subject of labour law and social security. In cooperation with sectoral trade unions seven group meetings for cross-border commuters took place.

Questions on labour mobility can be directed to the contact point of the EURES-TriRegio. In 2019 he delivered 301 consultations, most of them to employees (94 %). Cross-border commuters asked for advice on labour law, social security law and taxation. The cases showed that cross-border workers frequently encounter difficult situations, for example, when reporting obligations to social security are circumvented or minimum wages are not granted. In addition, cross-border issues tend to be complicated and even the responsible institutions cannot provide ready answers to many questions.

During the activities for career guidance, more 273 pupils informed themselves on professions and the vocational system in the neighbouring country. For the first time pupils from Saxony visited an employer on the neighbouring country. The homepage of the EURES-TriRegio www.eures-triregio.eu registered 91.025 users in 2019. The most frequented pages were the information on German labour and social security law in Polish and Czech language.

Identification of potential good practices: In order to strengthen cross-border cooperation between vocational schools and employers and to promote training, career counselling and company visits were organised. For example, four events were organised for students from Czechia and Poland (training sessions, workshops, exchange, etc.) and 390 individuals received information on cross-border mobility opportunities in lower Saxony. This practice could be applied in other cross-border regions across the EU.

Policy evidence generated by the project: The action produced a brochure '[Arbeits und Ausbildungsmarkt kompakt](https://www.eures-triregio.eu/broschuere-arbeits-und-ausbildungsmarkt-kompakt.html)²⁰⁰' in 2019, which is available in three languages – Polish, Czech and German. The brochure provides information about the labour laws, social security and taxation in all three countries. It was also specifically used as a reference tool during decision-making meetings.

Transnational dimension: The transnational dimension is inherent to the EURES-TriRegio cross-border labour market. At least two of the three partners from the three sub-border regions of the Lower Silesia, Saxony and North Bohemia partnership were involved in all of

²⁰⁰ <https://www.eures-triregio.eu/broschuere-arbeits-und-ausbildungsmarkt-kompakt.html>

the activities performed throughout the action. Some specific initiatives, e.g. job exchanges, were carried out in cooperation with other national EURES programmes.

Dissemination strategy: Various information dissemination strategies were applied in 2019. The informational material was targeted at two main groups – employers and jobseekers – via printed and digital versions. Throughout the implementation phase, the project [website](#)²⁰¹ was a main tool for knowledge sharing. The 15 partner organisations used their own social media channels and websites to propagate the services of the partnership. Furthermore, 23 conferences and seminars were organised to disseminate key information on cross-border mobility – twice as many in comparison to the previous year. For instance, a conference '[Modernes Personalmanagement in der Oberlausitz](#)²⁰²' was held in Bautzen on 28 August 2019 and involved key local and regional enterprises. At the same time, events aimed at jobseekers, such as job boards and information and consultation days, were advertised regionally, with the help of advertisements in the local press, public transportation and radio spots. Lastly, the action also produced three brochures '[Arbeits und Ausbildungsmarkt kompakt](#)²⁰³', '[Social Security – information for cross-border commuters in the border region Germany – Czechia – Poland](#)²⁰⁴' and '[Labour Law – information for cross-border commuters in the border region Germany – Czechia – Poland](#)²⁰⁵' in 2019. The brochures are available in three languages – Polish, Czech and German. It was distributed to partner organisations via email as well as in printed form during various events.

European added value: The EURES-TriRegio partnership has contributed to the free movement of workers and enhanced cohesion in the cross-border region and thus, to a rise of the employment rate in the region. Finally, EURES-TriRegio has contributed to networking activities not only between cross-border region countries but among other neighbouring states as well.

Sustainability measures: The partners of the EURES-TriRegio view the cooperation between employers' organisations, trade unions and the labour offices in the cross-border triangle between Saxony, Lower Silesia and northern Bohemia as a success and are committed to continue the collaboration. The concept of the tripartite cooperation will be maintained and adapted to the specific developments on the labour market.

Horizontal objectives: Multiple horizontal objectives were addressed during the action. As part of the activity 'Vocational Orientation Measures', nine events were held for young people and pupils from Czechia, Germany and Poland, during which the vocational education and training system in Germany was presented. The cross-border area is considered to be a place that many young people leave after finishing school. Training in the border area is a way of providing them with potential employment and other local prospects.

In order to address the higher level of unemployment in the cross-border region, the long-term unemployed were targeted and invited to events within the EURES network. Application training 'How do I apply in Germany' was carried out, an activity for the long-term unemployed target group.

Lastly, the cross-border partnership helps cross-border commuters take advantage of their social benefits and prevent social emergencies. The commuters' cases mainly concern

²⁰¹ <https://www.eures-triregio.eu/ueber-uns.html>

²⁰²

https://www.radeberg.de/inhalte/radeberg/inhalt/wirtschaft/aktuelles_wirtschaft/bilder_akt_wirtschaft/perso_28.8.19.pdf

²⁰³ <https://www.eures-triregio.eu/broschuere-arbeits-und-ausbildungsmarkt-kompakt.html>

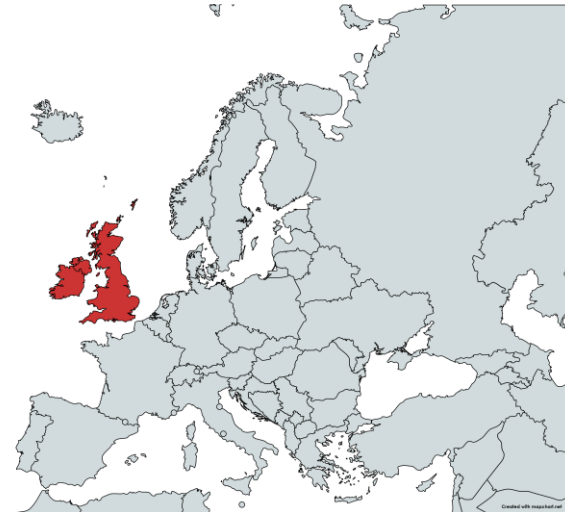
²⁰⁴ <https://eures-triregio.eu/informationen-fuer-grenzgaenger-2019.html>

²⁰⁵ <https://eures-triregio.eu/informationen-fuer-grenzgaenger-2019.html>

coverage for sickness, pregnancy and unemployment following layoffs, special claims in the event of occupational accidents and illnesses as well as support services for children.

3.4.8. EURES Ireland – Northern Ireland Cross-Border Partnership 2019

'To date 222 job placements have been secured as a result of these four job fairs.'



Call identification number	VP/2018/007
Grant identification number	VS/2018/0443
Policy area	Free movement of workers
Policy sub-area	EURES
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Specialist bodies provided for under Union law; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • Experts in evaluation and in impact assessment; • National statistical offices; • Media.
Activities implemented	<ul style="list-style-type: none"> • Four seminars for SME's on EURES services and employment incentives held; • Two information seminars on tax and social security held; • Five job fairs held; • Report titled 'Cross-Border Labour Market Movement and Skills Gaps on the Island of Ireland – A Statistical Analysis' produced.
Implementation country (-ies)	United Kingdom and Ireland.
Participating countries	United Kingdom and Ireland.
Coordinator	Department for Communities, N Ireland
Partners	<ul style="list-style-type: none"> • Dundalk Chamber of Commerce Incorporated, Ireland; • Department of Employment Affairs and Social Ireland • Northern Ireland Trade Union Educational and Social Centre Limited, United Kingdom; • Londonderry Chamber of Commerce, United Kingdom.
EU contribution in euro	213 502.75 (initial EU grant)
Project duration	1 January 2019-31 December 2019
Project/organisation website	http://www.eures-crossborder.eu/ ; http://www.welfare.ie/

Socioeconomic context: The potential for cooperation in the Ireland/Northern Ireland border region has been strongly influenced by 30 years of violent conflict, which set the communities against each other. The conflict has also adversely affected the views of employers, who have been reluctant to locate start-up businesses in the border region. Additionally, transport infrastructure remains underdeveloped in some areas. Nevertheless, the region is moving on from its recent history and communities are committed to working together pragmatically in seeking common employment and trade opportunities.

However, with the United Kingdom having left the European Union, the region faces yet another major challenge to the cooperation as those living, working and running a business in the cross-border region can already feel the impact²⁰⁶. Northern Ireland will remain part of the United Kingdom customs territory, but it will also continue to align with the EU on specific trade regulations and follow European Union customs rules until further trading relationship decisions are reached²⁰⁷.

Aims of the project/organisation: This particular project of the Ireland/Northern Ireland cross-border partnership aimed to offer services to actual and potential cross-border workers and employers by increasing the visibility of cross-border labour mobility benefits in the border region. In particular, the EURES Ireland / Northern Ireland Cross-Border Partnership aimed to address skills bottlenecks and imbalances through 1) the provision of clear and factual information on living and working conditions, 2) support to employers in finding the required skillsets, and 3) aid jobseekers in cross-border labour mobility. The partnership also sought to ensure that public employment services (PES) and EURES advisers in both jurisdictions play a more active role while providing services. The specific goals of the partnership were to:

- address skills mismatches and employment bottlenecks in the region through EU Job Day Online events;
- promote recruitment of people from the live register and those currently neither in employment, education or training with a particular focus on young people and long-term unemployed;
- provide information, counselling, placement and recruitment services for workers and jobseekers on job vacancies, job applications, living and working conditions and social security, taxation and labour laws;
- continue developing and modernising information and communication activities to raise awareness of labour mobility opportunities and to promote the work of public employment services and EURES;
- continue to mainstream EURES in the regular work of public employment services.

Results, impacts and lessons learned: A number of results have been achieved throughout the year 2019. To start with, the EURES Ireland/Northern Ireland Cross-Border Partnership held four seminars for SME's on EURES services and employment incentives. Over 224 employers attended the events to hear from public employment services in both jurisdictions, local enterprise organisations, [INTERTRADE](#)²⁰⁸ as well as local councils and support organisations from both jurisdictions. Employers were given details of how the EURES Ireland/Northern Ireland Cross-Border Partnership could collectively assist and support them in the field of employment and business support. The seminars were held in Donegal North, Donegal South, Derry and Dundalk in both Northern Ireland and the Republic of Ireland.

Secondly, two information seminars on tax and social security for workers and employers were held in the North West and the North East of the region. A total of 170 people attended with

²⁰⁶ <https://www.itv.com/news/utv/2019-10-14/businesses-north-south-feel-impact-of-brexite/>

²⁰⁷ <http://www.statewatch.org/news/2017/may/ep-briefing-brexite-nireland.pdf>

²⁰⁸ Cross-Border Business support. <https://intertradeireland.com/>

a mix between citizens and employers. A total of 24 issues were addressed in the Q&A sessions following the briefing.

Additionally, five job fairs – one more than initially planned – were held. These events took place in County Donegal in the North-West region of Ireland, Derry in the North-West region of Northern Ireland, Dundalk in the North-East Region of Ireland and Cavan in the central border region. A total of 30 109 on the [Unemployment Live Register](#)²⁰⁹ were notified individually by text and at adviser interviews about the events. The fairs attracted over 3 980 attendees and 202 employers from both sides of the border. 1 375 jobs were on offer and 77 service providers were in attendance. To date 222 job placements have been secured as a result of these four job fairs.

Lastly, EURES cross-border advisers dealt with over 1 643 individual contacts and had 59 group contacts which included 650 individuals. The network has facilitated 58 placements for both incoming and outgoing jobseekers.

Identification of potential good practices: The [one-stop-shop](#)²¹⁰ acts as a knowledge hub facility meant to publicise outcomes (good news stories, etc.) and present event reports and photographs. The website had 12 402 visitors and a total of 23 273 pages viewed in 2019. Increased visitation from the previous year is attributed to newly developed videos and YouTube clips available on the website, as well as the pilot project been carried out with a local company to widen the website's appeal.

Transferability element(s) of the project/activities: Giveaways advertising the EURES Ireland /Northern Ireland Cross-Border Partnership were provided during the events. Giveaways included not only leaflets but also information packs and bags publicising EURES services. Packs promoting the service and an overview of what EURES does were also sent to each member of staff in the public employment service offices in both jurisdictions as well as partner offices to further publicise the EURES network and the benefits of mobility.

Innovativeness of the project/activities: A cross-border work shadowing programme was operated for 14 young people assisting them into the cross-border labour market. The young people were given the opportunity to observe or 'shadow' individuals who take part in cross-border labour mobility.

Policy evidence generated by the project: A detailed report titled '[Cross-Border Labour Market Movement and Skills Gaps on the Island of Ireland – A Statistical Analysis](#)²¹¹, was produced by EURES Ireland / Northern Ireland Cross-Border Partnership. The report gathered and analysed evidence on cross-border labour mobility in the border region of Ireland. Furthermore, it pulled together concrete, up-to-date information from the statistics agencies on both sides of the border and included a valuable survey carried out with employers in the region.

Dissemination strategy: The official EURES Ireland / Northern Ireland Cross-Border Partnership [website](#)²¹² had 12 402 visits with 23 273 pages viewed in 2019. Social media

²⁰⁹ <https://www.cso.ie/en/statistics/labourmarket/liveregister/>

²¹⁰ <http://www.eurescrossborder.eu/>

²¹¹ <https://bit.ly/2LHMsYt>

²¹² www.eurescrossborder.eu

interactions included 1 097 [Twitter](#)²¹³ followers and 150 [Facebook](#)²¹⁴ friends. A reach of 191 818 people has been achieved via these channels.

The earlier mentioned report was distributed to national, regional & local policymakers and EURES partners, public employment service senior management in both jurisdictions through the steering committee, the EURES advisers and EURES managers. Additionally, 200 copies were printed and sent to public employment staff, academics, policymakers and those interested in cross-border mobility.

All events and activities were promoted in regional newspapers, radio advertisements, through EURES cross-border and partner social media channels and on public employment service and partner websites. An article and editorial on EURES were published in the high circulation edition of the [Enterprise](#)²¹⁵ magazine which is distributed to all passengers on the main cross-border train link. Therefore, results were relayed to the ultimate target group.

European added value: The EU's support via the [EaSI programme](#)²¹⁶ is invaluable and makes a tangible and practical impact in this region thanks to the provision of financial support and advice along with access to the EURES network and portal. The partnership continued to offer client services to actual and potential cross-border workers as well as employers through promoting the benefits of cross-border labour mobility and improving awareness of job opportunities and career development. The employers were encouraged to see the potential of having access to a larger cross-border labour market and free EURES cross-border services in the region.

Sustainability measures: The EURES Cross-Border Project was carried out with sustainability to the fore. The actions in the activity plan were designed to ensure sustainability in the coming years including a job fair model which is carried out time after time, employer events and tax and social security events which as a model can be repeated regularly to ensure best outcomes, a one-stop shop which can be updated and an English for Employability model which has been rolled out along the border region. The outcomes of the plan have produced sustainable results in getting people into employment and employers getting workers with the skills they need. This in turn has helped the economy and, of course the quality of life in the border region of Ireland.

Horizontal objectives: Multiple horizontal issues have been addressed by interacting with the target markets and using a number of cross-cutting themes. Long-term unemployed individuals were invited to jobs fairs and individual recruitment events organised by EURES. Additionally, employer incentive events were held to hear the value of employing the long-term unemployed. Youth employment was specifically addressed with the help of the [Belfast Unemployed Resource Centre](#)²¹⁷. The centre assisted young people in making the first steps towards gaining employment. One of the job fairs was held at a third-level education campus in order to attract young people. Lastly, EURES also provided [BSL](#)²¹⁸ & [ISL](#)²¹⁹ sign language interpretation at all cross-border events and physical assistance for those with sight challenges.

²¹³ <https://twitter.com/home@crosseures>

²¹⁴ <https://www.facebook.com/eures.crossborder.7>

²¹⁵ <https://www.enterprise-ireland.com/en/Publications/Newsletter/>

²¹⁶ <https://ec.europa.eu/social/main.jsp?catId=1081>

²¹⁷ <http://www.burc.org/>

²¹⁸ <https://www.signbsl.com/>

²¹⁹ <https://www.irishdeafcommunity.ie/irish-sign-language/>

3.4.9. EURES Cross-Border Galicia-North Portugal Annual Plan 2019

'The cross-border partnership held a virtual cross-border Job Day (FINDE.U) in April 2019. A total of 205 employers took part in the event of which 101 were Galician and Portuguese companies.'



Call identification number	VP/2018/007
Grant identification number	VS/2018/0448
Policy area	Free movement of workers
Policy sub-area	EURES
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Social partners; • Higher education institutions and research institutes; • National statistical offices; • Media.
Activities implemented	<ul style="list-style-type: none"> • Virtual cross-border Job Day (FINDE.U) held; • Meeting organised with 11 cross-border companies established in Galicia and Portugal or with the expectation of being established in both regions; • Report on cross-border mobility indicators within the regions published; • Integration procedure of Galician and Portuguese students developed; • 39 companies visited by EURES staff to promote cross-border mobility; • 2 seminars organised; • 2 bulletins published.
Implementation country (-ies)	Spain and Portugal.
Participating countries	Spain and Portugal.
Coordinator	Comunidad Autónoma de Galicia, Spain
Partners	<ul style="list-style-type: none"> • ACISAT – Associação Empresarial do Alto Tâmega, Portugal; • AEVC – Associação Empresarial De Viana Do Castelo, Portugal; • Comunidade Intermunicipal do Minho-Lima, Portugal; • Confederación de Empresarios de Galicia, Spain; • Consello Sindical Interrexional Galicia-Norte de Portugal, Portugal; • Instituto do Emprego e Formação Profissional (IEFP), Portugal; • Servicio Público de Empleo Estatal, Spain; • Universidade de Vigo, Spain; • Universidade do Minho, Portugal.
EU contribution in euro	172 593.16 (initial)

Project duration	1 January 2019-31 December 2019
Project/organisation website	http://www.eures-norteportugal-galicia.org/

Socioeconomic context: Despite the common ancestry, the regions of northern Portugal and Galicia today are distinguished by disparities in terms of unemployment and wage rates. Citizens of northern Portugal frequently face difficulties in finding work in Galicia due to high unemployment rates, whereas residents of Galicia lack the incentive to seek employment in Portugal. This is because the minimum wage in Portugal is 635 euros²²⁰ whereas it is 950 euro in Spain²²¹. Moreover, it has been noted that due to different cross-border socioeconomic contexts, some of the organisations and sectors resort to social dumping practices.

EURES Cross-Border Galicia-North Portugal comprises of public employment services from Portugal, Galicia and Spain²²² and [Servicio Público de Empleo Estatal](#)²²³ respectively), the most representative Euro-region trade unions ([Consello Sindical Interrexional Galicia/Norte de Portugal](#)²²⁴), principal entrepreneur associations, universities ([Vigo](#)²²⁵ and [Minho](#)²²⁶), and municipal associations ([Comunidade de Trabalho Galicia-North Portugal](#) and [Comissão para a Coordenação e o Desenvolvimento da Região Norte](#)²²⁷).

Aims of the project/organisation: This project aimed to provide information related to the facilitation of cross-border mobility by increasing the visibility of potential cross-border employment benefits. To this end, the cross-border partnership sought to enhance dialogue between national and local labour market authorities that are active in the region as well as between other labour market stakeholders (universities, trade unions, employer organisations) and social partners.

At the same time, the cross-border partnership aimed to facilitate labour market mobility by initiating information exchange sessions between Northern Portugal and Galicia. In particular, the partnership sought to provide employers and jobseekers with all the relevant information on working and living conditions abroad. Furthermore, one of the main objectives was to tackle youth unemployment by developing measures needed to boost and facilitate the mobility of young workers.

Finally, the project partners sought to carry out labour market monitoring activities and disseminate the information gathered, including information on professional internships and apprenticeships, and their effective implementation among key stakeholders.

Results, impacts and lessons learned: During 2019, the project partners implemented various activities to increase cross-border labour mobility, reduce youth unemployment and disseminate information regarding working and living conditions in the regions of Northern Portugal and Galicia.

To start with, two bulletins ([Nº22](#)²²⁸ and [Nº23](#)²²⁹) were published in 2019 with relevant information on the Euro-region for the provision of services concerning companies and in

²²⁰ <https://www.lisbob.net/en/blog/minimum-wage-portugal-2020-increase>

²²¹ <https://www.euroweeklynews.com/2020/02/04/minimum-wage-in-spain-is-officially-increased-to-e950-per-month/>

²²² <https://emprego.xunta.gal/portal/ql/>

²²³ <http://www.sepe.es/HomeSepe>

²²⁴ <https://www.developmentaid.org/#!/organizations/view/136182/consello-sindical-interrexional-galicianorte-de-portugal>

²²⁵ <https://www.uvigo.gal/en>

²²⁶ <https://www.uminho.pt/EN>

²²⁷ <https://www.ccdr-n.pt/>

²²⁸ https://www.eures-norteportugal-galicia.org/wp-content/uploads/2019/08/Bolet_%C3%ADn-EURES-T-Norte-Portugal-Galicia-N_%C2%BA-22-2019.pdf

²²⁹ https://www.eures-norteportugal-galicia.org/wp-content/uploads/2020/01/Bolet_%C3%ADn-EURES-T-Norte-Portugal-Galicia-N_%C2%BA-23-2019.pdf

relation to the mobility of workers. The bulletins included an analysis of some aspects of Portuguese labour laws that are important to Spanish companies and workers in the area of mobility, such as the framework of collective bargaining and labour hiring modalities. In addition, an article on the [reform of the Labour Law of Portugal](#)²³⁰ – the most important norm in labour matters – was incorporated.

Secondly, EURES advisers, representing public employment services as well as business associations, prepared a portfolio presentation of EURES services and visited 39 companies in their respective geographic areas. The companies were offered increased collaboration in the process of job offers in the cross-border area. This resulted in an increase of contacts with employers, an increase in the number of cross-border job vacancies being managed by public employment services and EURES Cross-Border Galicia-North Portugal, as well as in 10 immediate job placements.

EURES advisers also organised two seminars. The first one was held for entrepreneurs and professionals on 23 October 2019, at the headquarters of [Confederación de Empresarios de Galicia](#)²³¹ titled '[News on the mobility of workers and companies Spain-Portugal](#)²³²'. During the seminar, the main developments in terms of displacement and mobility of workers were discussed along with labour conditions in both countries. The second seminar took place in the city of Chaves on 21 October 2019. The main focus was on (1) the instruments that EURES makes available to employers in terms of the disclosure of job offers; (2) support in the selection process; (3) hiring cross-border workers; and (4) information on aspects related to applicable labour legislation, social security or taxation. The seminar resulted in increased perception of labour market needs in relevant activity sectors for the region and stronger bonds between possible employers of the Euro-region and other actors operating in the Euro-region with the EURES network.

Lastly, a meeting was organised with 11 cross-border companies established in Galicia and Portugal or with the expectation of being established in both regions. In the first part of the meeting, the services available to the companies offered by the EURES Cross-Border Galicia-North Portugal network and the cross-border mobility [report](#)²³³ prepared annually by Confederación de Empresarios de Galicia, were presented. Participants then discussed and exchanged information on the opportunities and difficulties on the mobility of workers and companies in the Euro-region. Lastly, a representative of the [Association of European Border Regions](#)²³⁴ of Portugal also participated in the meeting, to inform employers and other participants of the main implications, obligations and responsibilities of companies with respect to their cross-border or displaced workers and those to whom they provide services on both sides of the border.

Identification of potential good practices: A bulletin produced by EURES Cross-Border Galicia-North Portugal was distinguished specifically as a good practice in the report '[Information services in Europe for cross-border workers](#)²³⁵' published by the [Association of European Border Regions](#)²³⁶, as indicated on page 35. The bulletin includes information on legislative changes, the labour market situation in the regions of Galicia and North Portugal and on cross-border labour market cooperation. Additionally, the bulletin provides detailed statistical data on the number of frontier workers.

²³⁰ Entered into force in September 2019. For more information <https://espanhaassociados.pt/relevant-amendments-to-the-portuguese-labour-code/?lang=en>

²³¹ <https://ceg.es/>

²³² ²³² <https://www.eures-norteportugal-galicia.org/2019/10/21/novedades-en-materia-de-movilidad-de-trabajadores-y-empresas-espana-portugal-santiago-de-compostela-23-de-octubre-de-2019/>

²³³ <https://ceg.es/es/publicaciones/informe-de-indicadores-de-movilidad-transfronteriza-2019>

²³⁴ <https://www.aebr.eu/en/index.php>

²³⁵ https://www.aebr.eu/files/publications/121030_Final_Report_long_version_EN.pdf

²³⁶ <https://www.aebr.eu/en/index.php>

Innovativeness of the project/activities: The EURES Cross-Border Galicia-North Portugal partnership developed an integration procedure of Galician and Portuguese students to companies on the other side of the border. This allows students to easily carry out cross-border professional internships. The action is achieved due to an established relationship between the EURES Cross-Border Galicia-North Portugal partnership and vocational training centres, sectoral business associations and universities.

Additionally, the cross-border partnership held a virtual cross-border [Job Day \(FINDE.U\)](#)²³⁷ in April 2019. A total of 205 employers took part in the event of which 101 were Galician and Portuguese companies. The mobilisation capacity of all the institutions involved reflected in over 506 job offers and 1 943 total enrolments not only in Portugal and Galicia but also across Europe.

Policy evidence generated by the project: In terms of tangible policy evidence, a [report](#)²³⁸ on cross-border mobility indicators within the regions was published. All the indicators defined in the report were updated with data referring to the year 2018. The report includes 6 indicators related to population mobility, 32 indicators that measure labour mobility and 4 refer to business mobility. Most of them include a comparative report between the data in Galicia and in the northern region of Portugal as well as an analysis of the evolution of the indicators over recent years.

The report was distributed to EURES partners and others via email and also via the [EURES Cross-Border Galicia-North Portugal](#)²³⁹ and the Confederación de Empresarios de Galicia websites. The [report](#)²⁴⁰ was also presented to the Steering Committee at its last meeting in Valença on 3 December 2019, with the participation of the partners and representatives of the National Coordination Office EURES of both Spain and Portugal. After presenting the report, suggestions were collected from partners about the scope of the work, future development as well as the mode of communication and dissemination regarding future reports.

Additionally, the [report](#)²⁴¹ was presented publicly during an event titled 'The Business Meeting' organised by Confederación de Empresarios de Galicia. The report prompted great interest among the attendees and especially among the media ([ABC](#)²⁴², [Expansión](#)²⁴³, [La Voz de Galicia](#)²⁴⁴, [La Región](#)²⁴⁵, [Galicia Press](#)²⁴⁶, [Economy in Galicia](#)²⁴⁷, [Radio Galega](#)²⁴⁸, [Cadena SER](#)²⁴⁹).

Transnational dimension: EURES Cross-Border Galicia-North Portugal has a transnational dimension in its composition: 10 organisations consisting of both Spanish and Portuguese partners of various calibre are all represented in a balanced manner across multiple bodies of the partnership. The EURES Cross-Border Galicia-North Portugal action covers a bi-national territory and aims to encourage the development of a unique cross-border labour market.

Dissemination strategy: EURES Cross-border Galicia-North Portugal has its own [website](#)²⁵⁰ with a section called 'agenda', where the performance of each of the activities such as working

²³⁷ <https://www.europeanjobdays.eu/en/events/findeu-virtual-university-international-job-fair-0>

²³⁸ <https://ceq.es/es/publicaciones/informe-de-indicadores-de-movilidad-transfronteriza-2019>

²³⁹ <http://www.eures-norteportugal-galicia.org/>

²⁴⁰ <https://ceq.es/es/publicaciones/informe-de-indicadores-de-movilidad-transfronteriza-2019>

²⁴¹ <https://ceq.es/es/publicaciones/informe-de-indicadores-de-movilidad-transfronteriza-2019>

²⁴² <https://www.abc.es/>

²⁴³ <https://www.expansion.com/>

²⁴⁴ <https://www.lavozdegalicia.es/>

²⁴⁵ <https://www.laregion.es/>

²⁴⁶ <https://www.galiciapress.es/>

²⁴⁷ <https://www.economiaengalicia.com/>

²⁴⁸ <http://www.crtvg.es/rq>

²⁴⁹ <https://cadenaser.com/>

²⁵⁰ www.eures-norteportugal-galicia.org

groups, seminars, training sessions, dissemination events, sectoral meetings, etc. is published.

The results of the activities are documented in an activity form in which the work programme, objectives and outcomes are collected. This information is also published on the web in 'documentation'.

Additionally, a [bulletin](#)²⁵¹ is published every six months in both a digital format and hard copy, and is available on the EURES Cross-border Galicia-North Portugal [website](#)²⁵² and the websites of the partner organisations; and distributed to all partner organisations at all meetings and sessions, and sent to approximately 1 000 employers in the Euro-region.

European added value: The partnership contributed to the added European value by increasing the visibility of the EURES network, e.g. via posts on [Twitter](#)²⁵³ and [Facebook](#)²⁵⁴. At the same time, the implemented actions promoted benchmarking activities for decision-making, e.g. via workshops and external internships. The partnership mitigated cross-border mobility barriers by providing targeted groups with relevant information and, thus, enhanced free movement of people. An example of this would be the two bulletins ([Nº22](#)²⁵⁵ and [Nº23](#)²⁵⁶) published in 2019 with relevant information on the Euro-region for the provision of services concerning companies and in relation to the mobility of workers.

Sustainability measures: EU funding has enhanced the quality and the quantity of the services provided. Some of the project activities would not have been carried out in the absence of EU funding.

Horizontal objectives: The action aimed to improve the employability of young graduates in the Galicia-North Portugal region. To this end, potential beneficiaries were informed of the possibilities offered by the cross-border labour market and mobility. Information was also provided on the EURES Cross-Border Galicia-North Portugal partnership and its operations, as well as the EURES network as a whole.

²⁵¹ <https://www.eures-norteportugal-galicia.org/boletin-eures-t/>

²⁵² www.eures-norteportugal-galicia.org

²⁵³ <https://twitter.com/Xunta>

²⁵⁴ https://www.facebook.com/eures.pt/?hc_ref=ARSdsBICXRLmQfW-CdRFtAyOnjxxDu1SFZkF0---WZrxpw5oim5Ao5R3qZcfO6CYh8&fref=nf&_tn=kc-R

²⁵⁵ https://www.eures-norteportugal-galicia.org/wp-content/uploads/2019/08/Bolet_%C3%ADn-EURES-T-Norte-Portugal-Galicia-N_%C2%BA-22-2019.pdf

²⁵⁶ https://www.eures-norteportugal-galicia.org/wp-content/uploads/2020/01/Bolet_%C3%ADn-EURES-T-Norte-Portugal-Galicia-N_%C2%BA-23-2019.pdf

3.4.10. EURES in den Grenzregionen Belgien, Deutschland, Niederlande

'An education project was carried out during which long-term unemployed Germans were trained in Dutch logistics enterprises. The project resulted in a total of 65 successful placements.'



Call identification number	VP/2018/007
Grant identification number	VS/2018/0454
Policy area	Free movement of workers
Policy sub-area	EURES
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Specialist bodies provided under Union law; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • National statistical offices; • Media; • Others (companies, employers, jobseekers, the unemployed, students, frontier workers).
Activities implemented	<ul style="list-style-type: none"> • Information events; • Joint training sessions; • Workshops and seminars; • Consultation days; • Job speed dating gatherings; • Education projects and studies.
Implementation country (-ies)	Germany, Belgium and Netherlands.
Participating countries	Germany, Belgium and Netherlands.
Coordinator	Bundesagentur für Arbeit, Germany
Partners	<ul style="list-style-type: none"> • Arbeitsamt der Deutschsprachigen Gemeinschaft, Belgium; • Deutschen Gewerkschaftsbund, Germany; • Euregio EV, Germany; • Euregio Rhein-Maas-Nord, Germany; • Euregio Rhein-Waal, Germany; • Gemeente Maastrich, Netherlands; • I.V.R. – EURES, Belgium; • Le Forem, Belgium; • Start People B.V., Netherlands; • Stichting Euregio Maas-Rijn, Netherlands; • Stichting samenwerkende Kamers van Koophandel en economische Ontwikkeling Euregio Maas-Rijn, Netherlands; • Uitvoeringsinstituut Werknemersverzekeringen, Netherlands; • Vlaamse Dienst voor Arbeidsbemiddeling en Beroepsopleiding, Belgium (VDAB); • Zweckverband Region Aachen, Germany.
EU contribution in euro	73 528.62 (initial)

Project duration	1 January 2019-31 December 2019
Project/organisation website	https://www.arbeitsagentur.de/ , https://grenzinfo.eu/informationen/arbeiten-im-nachbarland/

Socioeconomic context: The border region between the Netherlands and North Rhine-Westphalia is marked by a relatively low mobility flow of young people (15-25-year-olds). In addition, due to different social benefits, disability pension systems and diploma recognition practices, German-speaking workers from Belgium commute more often to Germany, than do German workers to Belgium. According to a Belgian Trade Union Confederation survey (2014), 6 024 workers travelled to Germany from Belgium, while only 501 workers commuted from Germany to Belgium. In this context, this EURES partnership promotes the rights of employees and employers to move freely within the border region and works towards improving the placement process in the EU regional labour market. Set in the border region of Belgium, Germany and the Netherlands, it covers 21 partner organisations from the Euregios Maas-Rhine, Rhine-Waal, Rhine-Maas-North and Gronau.

Aims of the project/organisation: The main objective of the action was to facilitate free movement of workers in the cross-border region by providing jobseekers and employers with relevant information. At the same time, the action aimed to mitigate mobility barriers by increasing cooperation among the state institutions responsible for taxation, social security and labour law in the respective geographical areas. Additionally, it sought to promote the transparency of cross-border labour markets and tackle the existing skills mismatch in the cross-border region.

Results, impacts and lessons learned: A great number of outputs were achieved in cooperation with external partner organisations and employers. Activities could be categorised into the provision of information and facilitation of placements. The activities consisted mainly of organising: (1) information events, e.g. '[Living in Germany – Working in the Netherlands](#)'²⁵⁷ organised by the employment agency [Mönchengladbach](#)²⁵⁸; (2) joint training sessions, e.g. the employment agency [Aachen-Düren](#)²⁵⁹ initiated a training sessions 'Training in the Netherlands according to German Law' in cooperation with [S-BB Nederland](#)²⁶⁰ and the [IHK Aachen](#)²⁶¹; (3) workshops, e.g. a workshop on the German vacation bonus system and the conditions in the construction industry was held by [Euregio Rhine-Maas-North](#)²⁶²; (4) seminars, e.g. a cross-border seminar in Hamminkeln was organised by [Euregio Rhein-Waal](#)²⁶³ to address the current issues of the EURES network and the cross-border labour market; (5) individual consultations, e.g. Euregio Rhein-Waal organised 'Consultation Days' where information was provided to German and Dutch citizens concerning pensions, social security and taxes in the neighbouring country; and (6) job speed dating, e.g. the [Krefeld](#)²⁶⁴ employment agency organised speed dates where information about cross-border work and access to the Dutch labour market is given along with concrete job offers.

Identification of potential good practices: [EURES in den Grenzregionen Belgien, Deutschland, Niederlande](#)²⁶⁵ shares best practices with other EURES partners, particularly with regard to successful recruitment procedures and events, innovative initiatives, targeted mobility programmes and successful educational events. The action also disseminates specifically tailored information and advice to individual employers on specific issues such as legal regulations and qualifications in the neighbouring regions.

²⁵⁷ <https://grenzinfo.eu/nl/informaties/werken-in-een-buurland/wonen-in-duitsland-werken-in-nederland/>

²⁵⁸ <https://www.arbeitsagentur.de/vor-ort/moenchengladbach/startseite>

²⁵⁹ <https://www.arbeitsagentur.de/vor-ort/aachen-dueren/startseite>

²⁶⁰ <https://www.s-bb.nl/>

²⁶¹ <https://www.aachen.ihk.de/>

²⁶² <https://euregio-rmn.de/>

²⁶³ <https://www.euregio.org/?lang=2>

²⁶⁴ <https://www.arbeitsagentur.de/vor-ort/krefeld/ueber-uns>

²⁶⁵ <https://grenzinfo.eu/informationen/arbeiten-im-nachbarland/>

Innovativeness of the project/activities: As in the previous year, an education project was carried out during which long-term unemployed Germans were trained in Dutch logistics enterprises. This year, the project was carried out in cooperation with [Krefeld](#)²⁶⁶, [Mönchengladbach](#)²⁶⁷ and [Wesel](#)²⁶⁸ employment agencies, as well as [Uitvoeringsinstituut Werknemersverzekeringen \(UWV\)](#)²⁶⁹, [Start People B.V.](#)²⁷⁰, and various other job centres. The project resulted in 65 successful placements. It is planned to continue throughout 2020/2021 (and possibly beyond).

Policy evidence generated by the project: In 2018, a [study](#)²⁷¹ on the necessity and feasibility of a web-based instrument in cross-border commuting advice was completed by the commissioned [ITEM Institute in Maastricht](#)²⁷². The following findings were obtained: (1) there is currently a shortage of advisory tools that focus on the topic of labour law in the context of cross-border commuting advice. A 'fair mobility tool' could fill the gap; (2) the use of such a tool should be web-based and integrated into existing counselling situations in the area of cross-border mobility counselling (e.g. employment services). The study was presented to the cross-border partnership members as well as other interested parties in 2019.

Transnational dimension: The action has an inherent transnational dimension as it promotes labour mobility between Belgium, Germany and the Netherlands. This is done via events, information dissemination and consultations – nearly all of which incorporate some multilingual aspect.

New partnerships created: A new member – Start People B.V. – joined the partnership in 2019.

Dissemination strategy: Information was disseminated internally through seven border info points. Brochures, guides and leaflets were printed and handed out. Regional and local decision-makers and social partners were reached by posting information on social websites ([Twitter](#)²⁷³, [Facebook](#)²⁷⁴) and through traditional information sources such as newspapers, magazines, radio and television. Finally, the network of EURES advisers and social partners supported the dissemination of relevant information through their channels. In addition, information to potential jobseekers was provided on the action's websites in German, French and Dutch, therefore eliminating the language barrier when accessing information.

European added value: The activities implemented by the [EURES in den Grenzregionen Belgien, Deutschland, Niederlande](#)²⁷⁵ have led to increased visibility of EURES as a quality service and information provider. Among other things, this included information campaigns, advisory service provisions, and round table organisation thus contributing to the free movement of workers by mitigating key bottlenecks of cross-border mobility and the implementation of [Directive 2014/54/EU](#)²⁷⁶. The EU funding has enhanced the quality and the quantity of the services provided. Some of the project activities would not have been carried out in the absence of EU funding.

²⁶⁶ <https://www.arbeitsagentur.de/vor-ort/krefeld/ueber-uns>

²⁶⁷ <https://www.arbeitsagentur.de/vor-ort/moenchengladbach/startseite>

²⁶⁸ <https://www.arbeitsagentur.de/vor-ort/wesel/startseite>

²⁶⁹ <https://www.uwv.nl/particulieren/>

²⁷⁰ <https://startpeople.nl/>

²⁷¹ <https://ec.europa.eu/futurium/en/evidence-and-data/item-cross-border-impact-assessment-institute-transnational-and-euregional>

²⁷² <https://www.maastrichtuniversity.nl/research/institute-transnational-and-euregional-cross-border-cooperation-and-mobility-item>

²⁷³ <https://twitter.com/euresnederland?lang=en>

²⁷⁴ https://www.facebook.com/pg/eures.maasrhein/about/?ref=page_internal

²⁷⁵ <https://grenzinfo.eu/informationen/arbeiten-im-nachbarland/>

²⁷⁶ <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32014L0067&from=EN>

Sustainability measures: Regular meetings occur at least once every quarter between relevant stakeholders and institutional partners. During these meetings, the labour market situation is discussed in relation to employment services and companies in the immediate cross-border region. Moreover, thanks to the funding coming from the EU, the cross-border partnership is able to organise information events, joint training sessions and workshops to promote cross-border mobility on a continuing basis.

Horizontal objectives: All horizontal objectives were regularly addressed throughout the action as part of the 'normal work' routine. Examples include: (1) conducting cross-border industry discussions with public employment services in Belgium, the Netherlands and Germany so as to promote high quality and sustainable employment; (2) holding German-Dutch business forums where employers were taught about the value of employing the long-term unemployed; (3) organising cross-border university fairs to inform young individuals about the cross-border mobility possibilities; and (4) starting an initiative to place long-term unemployed Germans into Dutch logistics companies.

3.4.11. Crossborder Øresund 2019

'EURES staff participated in 12 online / on-site job and career fairs, where it presented posted job possibilities within the Øresund region along with the 1 215 job vacancies.'



Call identification number	VP/2018/007
Grant identification number	VS/2018/0457
Policy area	Free movement of workers
Policy sub-area	EURES
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Social partners; • Higher education institutions and research institutes; • National statistical offices; • Media; • Jobseekers; • Employers; • Students.

Activities implemented	<ul style="list-style-type: none"> • 4 training courses organised for young jobseekers; • 4 training courses organised for 55+ jobseekers; • Job fair held in Lund; • 12 online/on-site job fairs attended by EURES staff; • Strong relationships forged with 24 companies on both sides of the border; • Analysis carried out about the Øresund region.
Implementation country (-ies)	Sweden and Denmark.
Participating countries	Sweden and Denmark.
Coordinator	Styrelsen for Arbejdsmarked og Rekruttering, Denmark
Partners	Arbetsförmedlingen, Sweden
EU contribution in euro	234 916.87 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	https://www.oresunddirekt.com/ www.star.dk www.arbetsformedlingen.se

Socioeconomic context: The cross-border Øresund project and underlying activities took place in the Øresund Region. This dynamic region covers the eastern parts of Denmark (Copenhagen metropolitan area) and the Swedish region of Skåne (Scania) and is home to approximately 4 million inhabitants. The region is physically tied together by the Øresund Bridge, which connects the Danish capital of Copenhagen with Sweden's third largest city Malmö.

The overall objective and reason for the action is to promote a common labour market in the region through information and concrete recruitment, matching and placement activities. This entails that Cross-border Øresund, as in previous years, supports projects and activities that enhance interregional and European mobility, thus contributing to a diverse and qualified labour force in the region.

Aims of the project/organisation: The aim of the project is to: (1) get a better understanding of the mobility flows and their economic relevance, the mobility of different occupations, the profile of current frontier workers and their obstacles; (2) decrease youth unemployment (especially on the Swedish side); (3) match and place unemployed craftsmen and construction advisers and other academics within construction companies and subsidiary businesses particularly in Eastern Denmark; (4) help Danish and Swedish companies fill vacant positions by recruiting life science specialists from other EU/EEA countries; (5) match and place unemployed Danish academics within fields in Scania which lack academic employees; and (6) better the process of employers finding jobseekers and vice versa.

Results, impacts and lessons learned: The action resulted in a number of outcomes due to the projects that fall under the action. To start with, the 'Youngjobseekers' project proceeded from the previous year. Youngjobseekers and potential frontier workers received two training courses in spring and two in autumn. The courses included Danish lessons, lessons concerning labour market laws, conditions and services, which would boost their employment opportunities. The target sector was the service sector in Copenhagen since this sector is missing a sufficient amount of jobseekers. Contacts were made with some interested employers: [the service department at the Copenhagen airport](#)²⁷⁷, [DFDS ferries](#)²⁷⁸, and within hotel and retail industry in Copenhagen.

The project 'Life Science' resulted in a career fair in October 2019, which took place in Lund. Alongside that, EURES staff participated in 12 online/on-site job and career fairs, where it presented posted job possibilities within the Øresund region along with the 1 215 job vacancies. The cross-border partnership also forged strong relationships with companies on both sides of the border with the greatest shortages of employees in life sciences. More

²⁷⁷ <https://www.cph.dk/en/customer-service>

²⁷⁸ <https://www.dfds.com/en>

precisely, 24 big companies specialising in life sciences signed company agreements with the EURES Øresund Cross-Border Partnership.

A specialised [LinkedIn group](#)²⁷⁹ was created in the previous year. In 2019, 288 new members joined the group making the total number of members now 1 607. EURES staff published links and information about approximately 100 vacancies a month. This included offers for internships from [Astra Zeneca](#)²⁸⁰ and [Novo Nordisk](#)²⁸¹.

Lastly, two courses were organised in May and June, and again in October and November under the project 'Jobseekers 55+'. Participants aged 55 and over from both Sweden and Denmark received information about taxation, labour laws, social security and pension laws in both countries. The interest among this target group about participating in the courses and learning more about the possibilities on the other side of the border was certainly positive. They were also informed about job fairs taking place on the opposite side of the border.

Identification of potential good practices: A specialised [LinkedIn group](#)²⁸² was created in the previous year. It is an excellent tool for EURES advisers whereby they can offer employers a constantly updated CV database of international jobseekers / specialists who have expressed interest in working in the region.

Policy evidence generated by the project: An analysis was carried out throughout the project, which resulted in a 20-page report. The report includes surveys, statistics and interviews that describe the current state of the labour market in Øresund and covers both barriers and obstacles for mobility over the Danish-Swedish border. More specifically, it describes technical barriers for frontier workers such as border control, delays of public transportation and the need for national ID numbers. The findings on obstacles and barriers can be relevant for both employers and employees in order to better understand and quicker adapt to frontier work.

Based on the results from the interviews, the analysis states that the mobility flow is mainly concentrated towards Denmark with an average of 95 % of all commuters commuting to Denmark from Sweden. The capital region of Denmark is able to attract more demographic groups than the region of Skåne (where Malmö is located) and provides broader opportunities and economic benefit to current and potential commuters. The analysis concluded that the mobility flow will continue to be concentrated towards Denmark and will continue to do so for the foreseeable future. Furthermore, based on the findings, it can be assumed that the average Sweden-bound commuter profile is currently male, 40-44 years of age and has an educational background equal to that of university level. The person is most likely to be employed as a high-skilled worker within diverse industries.

Additionally, a report titled '[Analyse af det tværregionale samarbejde over Øresund](#)²⁸³' was published by [Øresundsinstittet](#)²⁸⁴. The report provides brief coverage of the Øresund cross-border as well as the EURES Øresund Cross-Border Partnership.

Transnational dimension: A transnational dimension is inherent to all cross-border activities as these address regional and European cooperation across the direct geographic border and frontier workers.

²⁷⁹ https://ec.europa.eu/eures/public/ga/news-articles/-/asset_publisher/QOSmqQGuvdnC/content/life-science-linked-in-group-bridges-scandinavian-talent-gap?inheritRedirect=false

²⁸⁰ <https://www.astrazeneca.com/>

²⁸¹ <https://www.novonordisk.com/>

²⁸² https://ec.europa.eu/eures/public/ga/news-articles/-/asset_publisher/QOSmqQGuvdnC/content/life-science-linked-in-group-bridges-scandinavian-talent-gap?inheritRedirect=false

²⁸³ http://www.oresundsinstittet.dk/wp-content/uploads/2019/10/Samarbetsrapport_20191008_DK_webb.pdf

²⁸⁴ <https://www.oresundsinstittet.org/>

Dissemination strategy: The outputs of the action were disseminated to the target jobseekers, employers, students and partners through [Facebook](#)²⁸⁵ and [LinkedIn](#)²⁸⁶ posts, PowerPoint presentations, brochures, flyers and emails.

The analysis report including a survey regarding the Øresund region, is planned to be disseminated and forwarded to all interest groups (stakeholders, public employment services, etc.) throughout the year 2020.

European added value: Much like in the previous year, the added value could most clearly be perceived under the Young Jobseekers project. This project could not have been implemented without EU funding because of the comprehensive planning and preparation needed to facilitate the regional project cooperation between the employers, public employment services, [one-stop shop](#) and social partners. The representative for the social partner in this project validated the project and assured the steering group of the active participation of the employers. The low employment rate under this project has stressed the importance of proper marketing of the project towards the intended target group, which in turn will improve the overall employment rate in future cross-border projects.

Sustainability measures: EU funding has enhanced the quality and the quantity of the services provided. The project results are expected to have a sustainable and long-term positive effect as participants in meetings and trainings have gained much knowledge regarding the collective labour market in the cross-border region. Furthermore, the project's continuity is supported by a specialised [LinkedIn group](#)²⁸⁷ that offers employers a constantly updated CV database of international jobseekers/specialists who have expressed interest in working in the region.

Horizontal objectives: The issue of youth employment was addressed by offering young Swedish jobseekers a training course thus improving their chances of obtaining a job in east Denmark. Long-term unemployment was addressed by offering help and assistance to consistently vulnerable long-term unemployment groups – young jobseekers without experience, and jobseekers above the age of 55 or more.

All projects under the EURES Øresund Cross-Border Partnership were aimed at fighting poverty and social exclusion by helping and consistently assisting vulnerable groups on the labour market. In terms of promoting gender equality and combating all sorts of discrimination, the action is bound by the existing legislation in Denmark and Sweden. Both countries have mainstreamed gender equality and anti-discrimination into their national legislation. Furthermore, project activities reached out to all target groups regardless of gender, racial or ethnic origin, religion of belief, disability, age or sexual orientation.

The promotion of a high level of quality and sustainable employment and adequate and decent social protection was guaranteed via living and working seminars at job fairs, courses, etc. EURES staff members provide information on the Nordic labour market model, rights and responsibilities as a jobseeker and where to get assistance in case of problems.

It is worth noting that the cross-border partnership cooperates with employers that follow the labour law and collective labour market agreements, which in turn ensures adequate and decent social protection. Moreover, the partnership works closely with and also refers clients to the one-stop shops where they receive updated and correct information about the labour market and living and working conditions in the region.

²⁸⁵ <https://www.facebook.com/Arbetsformedlingen/>

²⁸⁶ <https://www.linkedin.com/company/arbetsformedlingen/>

²⁸⁷ https://ec.europa.eu/eures/public/ga/news-articles/-/asset_publisher/QOSmqQGuvdnC/content/life-science-linked-in-group-bridges-scandinavian-talent-gap?inheritRedirect=false

Lastly, combating any kind of discrimination is inherent to all cross-border activities and is paramount to the entire partnership. During the steering group meetings, vulnerable groups were discussed with the aim of actively involving them in partnership projects.

3.4.12. EURADRIA 2019

'A Job Speed Dating matching day also took place in December in Trieste. The matching event was a real success, as it had more than 162 registered cross-border candidates, resulted in 72 interviews in two hours, and had 15 employers involved from 7 sectors.'



Call identification number	VP/2018/007
Grant identification number	VS/2018/0468
Policy area	Free Movement of Workers
Policy sub-area	EURES
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Social partners; • Higher education institutions and research institutes; • Experts in evaluation and in impact assessment; • Media; • Regional Development Agency for Territorial Cooperation; • SMEs and Entrepreneurs; • Jobseekers; • Employers.
Activities implemented	<ul style="list-style-type: none"> • Euradria project logo updated; • One-stop-shop developed; • 4 events and 1 matching day organised; • 2 online questionnaires carried out.
Implementation country (-ies)	Italy and Slovenia.
Participating countries	Italy and Slovenia.
Coordinator	Regione Autonoma Friuli Venezia Giulia, Italy
Partners	<ul style="list-style-type: none"> • Društvo prijateljstva med prebivalci obmejnih območij Inca-Slovenija, Slovenia/Associazione Di Amicizia fra Gli Abitanti Delle Regioni Confinanti Inca-Slovenia, Slovenia; • Inas, zavod za varstvo italijanskih in slovenskih delavcev, Nova Gorica, Slovenia; • Obalna sindikalna organizacija sindikat KS90, Slovenia; • Območna obrtno-podjetniška zbornica Nova Gorica, Slovenia; • Primorska gospodarska Zbornica, Slovenia; • Slovensko Deželno Gospodarsko Združenje – Unione Regionale Economica Slovena, Slovenia; • Unione Regionale Uil Friuli Venezia Giulia Associazione, Italy;

	<ul style="list-style-type: none"> Unione Sindacale Regionale Cisl del Friuli Venezia Giulia Associazione, Italy.
EU contribution in euro	345 137.13 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	https://euradria.eu/en/

Socioeconomic context: EURES Euradria is part of the EURES cooperation network, which aims to facilitate the free movement of workers within the [European Economic Area](#)²⁸⁸. The initiative covers the following cross-border regions:

- Friuli Venezia Giulia, Italy;
- Goriška, Slovenia;
- Obalno-kraška, Slovenia;
- Notranjsko-kraška, Slovenia;

Thanks to a network of specialised partners from different employment services, employers' associations, trade unions and EURES counsellors, Euradria provides assistance and counselling to frontier workers and other jobseekers, as well as to employers in the regions who are looking for specific personnel with suitable skills.

EURES Euradria works to facilitate mobility within the European Union and, specifically, to ensure the principle of free movement in the Euradria region – the cross-border regions between Italy and Slovenia – is upheld. To this end Euradria operates on two levels – it offers advisory services through its EURES advisers, and also promotes and implements specific and targeted projects.

Aims of the project/organisation: The main goals and objectives of the action for 2019 were the following:

- To organise services to frontier workers and employers on the following topics: (1) for frontier workers – finding job vacancies, preparing suitable CVs and job applications, social security, taxation, labour work and labour market; (2) for employers – information and guidance on recruiting frontier workers from the territories of the two bordering partners.
- To share methodology and actions to manage obstacles to mobility supported by awareness-raising events, technical meetings, action plan and an ad hoc database;
- To increase the job matching, placement, recruitment process and matching on cross-border-labour market with the organisation of speed dates, Info Day and a specific section on the one-stop shop;
- To establish a permanent cross-border observatory to monitor and collect data on the current state of play and future potential scenarios related to cross-border labour and related issues supported by an updated version of the performance measurement system for cross-border partnerships;
- To strengthen the cross-border dimension of activities relating to the prevention, deterrence and combatting of undeclared work thanks to the publication of an anonymous questionnaire on undeclared work on the one-stop shop, and the organisation of an awareness-raising event and a specific help desk.

Results, impacts and lessons learned: In 2019, EURES Euradria achieved a number of results. To start with, a public procurement procedure was held for the selection of a graphic design to update the logo of the Euradria project and to develop a new visual identity. A new visual identity has been developed and adopted by the whole partnership incorporating inputs from the partners.

²⁸⁸ <https://www.europarl.europa.eu/factsheets/en/sheet/169/the-european-economic-area-eea-switzerland-and-the-north>

A [One-Stop-Shop](#)²⁸⁹ was developed. The new website is meant to provide tools and contents that will accompany candidates, frontier workers, employers and any other interested party through cross-border mobility issues. It is currently collecting data and other indicators to assess current and future potential scenarios: sectors and occupations, jobseeker profiles, as well as the number of potential employers interested in recruiting workers in the future in [Friuli Venezia Giulia](#)²⁹⁰ and Slovenia. Visitors to the new website can find an updated factsheet, which includes information about finding job vacancies, preparing suitable CVs and job applications, living and working conditions, social security, taxation and labour law.

Several events were organised and/or attended. To start with, [Primorska Gospodarska Zbornica](#)²⁹¹ organised '[Open day of supportive environment for entrepreneurs of Costal-Karst Region](#)²⁹² on 17 October, '[Green and social entrepreneurship – an opportunity or a must?](#)²⁹³ on 17 April, as well as a Board Meeting on 6 December along with Euradria members' annual assembly. Other members of the partnership also organised 'Info Days' to present the Euradria project and to inform workers of the most common issues regarding cross-border mobility between Italy and Slovenia. The event took place in Trieste and involved over 80 workers, employed in different lines of work (e.g. metalworking industry, commerce, tourism, general services, construction). A final event was organised in Koper on 12 December. During the event, partners presented the main achievements accomplished during the project as well as the next steps. A [Job Speed Dating](#)²⁹⁴ workshop also took place on 13 December in Trieste. The workshop was a real success, as it had more than 162 registered cross-border candidates, resulted in 72 interviews in two hours, and had 15 employers involved from 7 sectors. Other success stories included the advertising of 22 vacancies during the workshop which resulted in 3 workers being offered employed two days after the workshop. This workshop format was particularly appreciated by both candidates and employers.

Identification of potential good practices: During a meeting that took place on 19 April, [Unione Regionale Uil Friuli Venezia Giulia Associazione](#)²⁹⁵ and [Obalna sindikalna organizacijaKS 90](#)²⁹⁶ shared their mutual knowledge about (1) the problems arising from the obstacles to mobility that affect the frontier workers; and (2) legislative materials in the fields of social security and social advantages, labour legislation and taxation and tax advantages.

Additionally, a basis has been set up for a permanent table where high-level officials from national and regional institutions responsible for unemployment, safety at work, health, disability and family allowances meet regularly to find common solutions;

Innovativeness of the project/activities: Two questionnaires were launched to fight and prevent undeclared work and these are still available on the EURES Euradria [website](#)²⁹⁷.

The first one was addressed to officers in [Friuli Venezia Giulia](#)²⁹⁸ and Slovenia that deal with the issues of social security and tax assistance, and protection of frontier workers. The objective of the questionnaire was to collect the experiences and suggestion of operators who provide assistance to frontier workers whilst keeping their anonymity in check. So far, 37

²⁸⁹ <http://www.euradria.eu/>

²⁹⁰ <https://www.britannica.com/place/Friuli-Venezia-Giulia>

²⁹¹ <https://www.pgz-slo.si/>

²⁹² <https://www.podjetniski-portal.si/moj-spletni-prirocnik/26041-dan-odprtih-vrat-podjetniskega-podpornega-okolja-obalno-kraske-regije-koper>

²⁹³ <https://www.facebook.com/events/marina-portoro-%C5%BE/delavnica-zeleno-in-socialno-podjetni-%C5%A1tvo-prilo-%C5%BFenost-ali-nuja/291479128455921/>

²⁹⁴ <https://euradria.eu/si/il-progetto/euradria-cross-border-speed-date-opportunit-%C3%A0-di-lavoro-transfrontaliero-tra-italia-e-slovenia/>. on the concept

<https://ec.europa.eu/eures/main.jsp?catId=9673&acro=news&lang=en>

²⁹⁵ <https://www.uilfvq.org/>

²⁹⁶ <http://www.sindikat-osoks90.si/>

²⁹⁷ <https://euradria.eu/en/>

²⁹⁸ <https://www.britannica.com/place/Friuli-Venezia-Giulia>

replies have been received with 60 % of the respondents being union operators and roughly 20 % being civil servants. The questionnaire allowed partners to clearly understand the need for establishing a round / permanent table to help find common methodologies for frontier work and also to find a faster solution for unsolved cases.

The second one aimed to understand and track undeclared work. A total of 300 replies have been collected and processed along with a listening desk being opened as a result of such turnout. A presentation concerning the results of this survey and the recommendation guidelines was held in Koper on 19 December.

Transnational dimension: EURES Euradria has a transnational dimension in its composition: nine organisations consisting of partners are all represented in a balanced manner across multiple bodies of the partnership. The EURES Euradria action covers a tri-national territory and aims to encourage the development of a unique cross-border labour market.

Dissemination strategy: EURES Euradria used the following communication channels to disseminate outputs: [Facebook](#)²⁹⁹, [LinkedIn](#)³⁰⁰, [Twitter](#)³⁰¹, and [YouTube](#)³⁰². Information was disseminated about events, meetings, Info Days, [Job Speed Dating](#)³⁰³, traineeship and apprenticeship tools, and opportunities in the cross-border area including various vacancies. Information about the two questionnaires previously mentioned was distributed to the partnership during the life of the project in order to monitor the internal communication and the internal activities performance. The questionnaires can still be found on the EURES Euradria website – one for frontier workers and the other for undeclared work.

European added value: A common framework and guidelines were set up for data collection and related assessment on the following specific topics considered as obstacles to mobility: unemployment, safety at work, illness, disability, and family allowances. The added value represented by this is that 238 cases related to obstacles to mobility were processed. The methods for collecting the cases helped the partners to share a methodology: positive-case resolved, negative-unresolved and in progress.

Sustainability measures: The project highlighted the need to find common solutions and adopt common procedures to face obstacles to mobility and also the need to find common policies in the field of unemployment, safety at work, illness, disability and family allowances. All these issues will continue to be pursued by the partnership with the new EURES Euradria 2020-2021 project.

Horizontal objectives: The project was organised to give a transnational and cross-border dimension. All the activities have been carried out by international team and addressed the audiences of all three regions. Furthermore, Info Days, [Job Speed Dating](#)³⁰⁴, side events as well as the one-stop shop [portal](#)³⁰⁵ are considered instruments meant to address and, on a broader scale, prevent youth unemployment and long-term unemployment.

²⁹⁹ <https://www.facebook.com/euradriaproject/>

³⁰⁰ <https://www.linkedin.com/in/euradria-cross-border-partnership-6a6969124/>

³⁰¹ <https://twitter.com/euradria2019?lang=en>

³⁰² https://www.youtube.com/channel/UCOuxukuS-QbxDbAHuVb8_3Q

³⁰³ <https://euradria.eu/sl/il-progetto/euradria-cross-border-speed-date-opportunit-%C3%A0-di-lavoro-transfrontaliero-tra-italia-e-slovenia/>

³⁰⁴ <https://euradria.eu/sl/il-progetto/euradria-cross-border-speed-date-opportunit-%C3%A0-di-lavoro-transfrontaliero-tra-italia-e-slovenia/>

³⁰⁵ <https://euradria.eu/en/>

3.4.13. EURES Cross-border Partnership Andalucía–Algarve

'In 2019, the cross-border partnership attended three online fairs. EURES advisers provided guidance and information services to nearly 1 500 jobseekers and employers from Portugal and Spain through the chat as well as presentations.'



Call identification number	VP/2018/007
Grant identification number	VS/2018/0469
Policy area	Free movement of workers
Policy sub-area	EURES
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Trade unions; • Employers organisations; • Non-government organisations; • Higher education institutions and research institutes; • Experts in evaluation and in impact assessment; • National statistical offices; • Media.
Activities implemented	<ul style="list-style-type: none"> • 332 jobseekers and job changers received guidance and information from EURES staff; • 56 enterprises received individual counselling services related to the recruitment of workers or regarding legislative or administrative issues on cross-border mobility; • 684 cross-border vacancies were collected and published on the EURES platform and the Cross-Border Andalucía–Algarve website; • 13 working sessions and 2 workshops were carried out with employers, along with 5 events organised by cross-border partnership business associations; • 3 online job fairs were attended.
Implementation country (-ies)	Spain and Portugal.
Participating countries	Spain and Portugal.
Coordinator	Servicio Andaluz de Empleo, Spain
Partners	<ul style="list-style-type: none"> • Associação do Comércio e Serviços da Região do Algarve – ACRAL, Portugal; • Associação dos Hotéis e Empreendimentos Turísticos Do Algarve – AHETA, Portugal; • Associação Empresarial da Região do Algarve – NERA, Portugal; • Comissão de Coordenação e Desenvolvimento Regional do Algarve – CCDR Algarve, Portugal;

	<ul style="list-style-type: none"> • Confederación de Empresarios de Andalucía – CEA, Spain; • Confederação Geral dos Trabalhadores Portugueses – CGTP-IN, Portugal; • Confederación Sindical de Comisiones Obreras – CCOO Andalucía, Spain; • Diputación de Huelva – Europe Direct, Spain; • Federación Onubense de Empresarios – FOE, Spain; • Instituto do Emprego e Formação Profissional – IEFP, Portugal; • Associação para o Desenvolvimento do Baixo Guadiana – ODIANA, Portugal; • Servicio Andaluz de Empleo – SAE, Spain; • Servicio Público de Empleo Estatal – SEPE, Spain; • Unión General de Trabajadores de Andalucía – UGT Andalucía, Spain; • União Geral de Trabalhadores do Algarve – UGT Algarve, Portugal; • Universidad do Algarve – UAlg, Portugal; • Universidad de Huelva – UHU, Spain.
EU contribution in euro	227 048.73 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	http://www.eures-andalucia-algarve.eu/

Socioeconomic context: The EURES Cross-Border Andalucía–Algarve covers two regions which are located in the south of Spain (Andalucía) and in the south of Portugal (Algarve). Nowadays, the existing cross-border is marked by a rapidly increasing number of commuters and each region faces different challenges.

The region of Andalucía is characterised by a high unemployment rate of 20.8 % and severe bottlenecks in some of its main sectors (i.e., hotel and restaurant, agro-business, industry, construction). Although Algarve has a lower unemployment rate of 6.4 %, it also suffers from bottlenecks, which unfortunately cannot be covered by workers from Andalucía owing to lower salaries in Portugal. The minimum wage in Portugal is EUR 635 compared to EUR 950 in Spain. Moreover, disparities exist not only between fiscal regimes but also between labour, social security, healthcare and educational systems. Language difference is another barrier to cross-border mobility. The present set of issues challenge the future of cross-border labour mobility in both regions.

Aims of the project/organisation: EURES Andalucía–Algarve Cross-Border Partnership was established in 2017 to enhance free movement of the labour force. It aims to accomplish the following:

- To develop and provide services for the recruitment and placement of workers;
- To foster the transparency of job vacancies, encourage applications to vacancies by jobseekers, adequately inform jobseekers, workers and employers in the cross-border area;
- To develop a cross-border partnership, which builds on existing experience of public employment services (PES), different trade unions, employers’ associations, universities and territorial organisations for the consolidation of the labour market between Andalucía and Algarve;
- To pay particular attention to vulnerable groups, such as young people;
- To promote equality between women and men;
- To promote the generation of a high level of quality and sustainable employment in both territories, guarantee adequate and decent social protection, combat long-term unemployment and fight against poverty and social exclusion.

Results, impacts and lessons learned: A number of results have been achieved in 2019. To start with, 332 jobseekers, job changers and workers received individual information and guidance from EURES staff in both regions, mainly on issues related to vacancies, access to healthcare services, unemployment benefits or labour procedures. They were attended to

either in the offices of the PES, by email or by telephone. Up to 58.13 % of them were men and 41.86 % were women. Those aged 35-49 represented 52.41 %, while the cohort of 15 and 34 made up 60 % of them. Furthermore, 378 jobseekers received job vacancies offers through SMS messages. Last but not the least, EURES advisers delivered 17 workshops on job search techniques and working and living conditions to 518 participants.

Jobseekers who expressed a wish to establish themselves as self-employed workers in the cross-border area were offered information about the opportunities which exist in both regions and were given counselling on marketing issues and administrative formalities, such as social security and applicable fiscal rules.

A total of 94 employers received individual information and counselling for recruitment or regarding administrative issues related to cross-border mobility in the fields of labour, social security and taxation. When necessary, they and their potential cross-border employees were advised on how to obtain a work permit. They also received assistance for the advertising and the matching of their job vacancies. Some 684 cross-border vacancies were published by 6 employers from Andalucía and 3 from Algarve on the EURES Cross-Border Andalucía–Algarve website, on the EURES portal and social networks.

Public employment services of the Cross-Border partnership held 13 working sessions with employers to discuss current obstacles to recruitment in specific sectors and in rural areas. To this end, they conducted 2 workshops, one on employment and training in the ICT sector, and the other one on bottlenecks in the hotel and restaurant sector.

Business associations of the cross-border partnership also organised other workshops in which most of the participants were small and very small entrepreneurs from different sectors in Algarve and Andalucía. Other participants included relevant regional and local authorities, universities and training centres. ACRAL held a workshop to tackle recruitment shortages and boost self-employment in Tavira on 30 May with 48 participants among which 13 employers. FOE organised a workshop on 'Entrepreneurship and self-employment in Andalucía and Algarve' in Huelva on 3 July with 85 participants of whom 46 were employers. On 4 December, it held another 'Workshop for the promotion and creation of employment in Andalucía and Algarve – Real demands of human resources' in Faro with 58 participants, including 26 enterprises, as well as representatives from the University of Huelva and the University of Algarve. ODIANA organised a workshop in Castro Marim on 13 November 'to harness cross-border opportunities' with 45 participants among which 11 employers.

The Cross-border partnership also attended three online job fairs in which EURES advisers provided guidance and information services to nearly 1 500 jobseekers and employers from Portugal and Spain. These job fairs were (1) EOJD Seize the Summer which was organised by IEFP and the University of Algarve on 13 February in Faro; (2) UALG Careers Fair which was organised by the University of Algarve with 399 participants from Portugal and Spain; (3) Work in Portugal job fair which was organised by IEFP with 971 participants from Portugal and Spain and other nationals.

A mutual learning and exchange of good practices event was held in Seville on 24 October with the objective to exchange and learn from the innovative services to users in cross-border regions. Three round tables were organised around the issues of services to jobseekers and workers, Services to employers and the one-stop shop. The EURES Cross-border Partnerships which could join us came from the Grenzregionen Belgien – Deutschland-Niederlande; Ireland–Northern Ireland; Scheldemond; Alentejo–Extremadura; and Grande Région.

Identification of potential good practices: The events which were organised by cross-border partner organisations for jobseekers, employers or other external actors of both nationalities

were simultaneously translated into Spanish and Portuguese so that the content of the debates could be understood by everyone and the exchanges more stimulating and productive.

In addition to the multilingualism of the different events, a cross-border employment observatory has been set up. The observatory, which is managed by EURES CBP Andalucía–Algarve has been endorsed by Euro-region AAA as part of its own strategy to make available statistical information on cross-border labour markets that would inform decision-making in the field of employment.

Transferability element(s) of the project/activities: The business agents of Servicio Andaluz de Empleo, are a unit specialised in services to employers whom they visit regularly. When they identify a cross-border component in any job vacancies, they explain to the employers all the services available to them, i.e. the existence of a pool of qualified cross-border jobseekers in the border region, how to access it and how to place a vacancy offer. Some employers already know about the cross-border partnership, so they contact the EURES advisers directly when a vacancy occurs.

Innovativeness of the project/activities: EURES Andalucía–Algarve is perceived by cross-border jobseekers and workers as an innovative programme which broadens the access to vacancies and better jobs. It is also considered to be effective for the removal of obstacles to mobility, thanks to its one-stop shop. It is a reliable job-matching service for employers and a useful resource for sorting out cross-border administrative and labour procedures. The partnership is also viewed by stakeholders of both regions as an effective platform that stimulates networking among them and encourages the development of joint initiatives for the elimination of labour mobility barriers.

Policy evidence generated by the project: A study was carried out in order to identify existing traineeship and apprenticeship opportunities in Andalusian enterprises and associations. While it provided a better understanding of the conditions in which they are actually implemented, it concluded that traineeships and apprenticeships in Andalucía are better implemented through agreements which are directly signed by VET schools and enterprises. These agreements are a way to secure quality training in enterprises for students and avoid cheap labour contracts. The study also demonstrated that VET schools are interested in taking part in cross-border traineeships, prompting the drafting of a working plan by the EURES Partnership which was due to be implemented in 2020. If successful, the strategy could be extended to other VET centres in Andalucía and Algarve.

Transnational dimension: EURES Andalucía–Algarve has a transnational dimension as it brings together 17 partners which represent the main social and economic actors of Andalucía and Algarve and are fully concerned with labour-market issues in their respective territory. They range from public employment services, trade unions, employers' organisations, universities and regional and local entities.

New partnerships created: NERA, an active business association of Algarve, became a partner. It brings to the cross-border partnership its dynamism and a thorough knowledge of the evolution of the labour market in its territory.

Dissemination strategy: During 2019, a total of 42 different pieces of information were published on the EURES Andalucía–Algarve Cross-Border Partnership website: 16 news items, 27 announcements for different job vacancies, 7 reports / guides and 2 videos. The website had a total of 2 261 users, accounting for 3 860 sessions and 12 228 page views. Both news and job offers were additionally disseminated through the EURES Andalucía–Algarve Facebook profile. Further dissemination was achieved by creating a EURES Andalucía–Algarve Twitter account and linking it to the Facebook account.

European added value: The EU grant has enhanced the capacity of public employment services and other relevant actors to conduct a wide range of activities in the field of employment. The action has also contributed to the implementation of EU legislation in the area of labour mobility by monitoring project activities, including the quality of services provision.

Sustainability measures: This action could not have been thoroughly implemented without the EU funding. The EU funding has provided all of the partners with the opportunity to carry out activities which they would not have implemented either individually or jointly, were it not for the grant.

Horizontal objectives: Horizontal objectives were addressed through the provision of information and tailor-made guidance services regarding cross-border mobility key issues such as access to job vacancies and healthcare, but also social security and taxation or education and training. Services were also provided to jobseekers and workers who wished to settle as self-employed workers or entrepreneurs. Employers were given assistance in advertising their vacancies and in the selection of workers for different job positions.

The main objectives of the cross-border partnership in 2019 were to promote the cross-border mobility of jobseekers and workers, to assist employers in recruiting qualified workers of both sexes, to curb unemployment and reduce the bottleneck. The partners also invited different social and economic actors of Algarve and Andalusia to reflect together on the way to stimulate and increase the robustness of the cross-border economic fabric with a view to generating more stable employment opportunities. In order to gain a better understanding of the characteristics of both labour markets, the partnership carried out statistical studies and research into the obstacles which hinder workers' mobility. Recommendations were also gathered from key stakeholders so as to eradicate such hindrances. The findings were summarised in the *Report on the diagnostics of the labour market and cross-border mobility between Andalucía and Algarve 2018* and are due to be published soon. The previous reports can be found on the the EURES Cross-border Andalucía–Algarve website.

3.4.14. EURES-T Upper Rhine Cross-border Partnership 2019

'EURES advisers carried out 408 group contacts with more than 13 337 individuals – ten times more than in the previous year.'



Call identification number	VP/2018/007
Grant identification number	VS/2018/0478
Policy area	Free movement of workers
Policy sub-area	EURES

Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Social partners; • Higher education institutions and research institutes; • National statistical offices; • Media.
Activities implemented	<ul style="list-style-type: none"> • Labour market monitoring tool has been reconfigured; • Annual conference organised; • Three steering committee meetings held; • Training and internship programme; • Provision of information to jobseekers and employers.
Implementation country (-ies)	Germany, France and Switzerland (associate covering its own costs)
Participating countries	Germany, France and Switzerland.
Coordinator	Pôle emploi, France
Partners	<ul style="list-style-type: none"> • Bundesagentur für Arbeit, Germany; • Deutscher Gewerkschaftsbund (DGB), Bezirk Baden-Württemberg, Germany; • Deutscher Gewerkschaftsbund Rechtsschutz GmbH, Germany; • Mouvement des Entreprises de France Association, Germany ; • Regierungspräsidium Freiburg, Germany; • Regionaldirektion Rheinland-Pfalz-Saarland der Bundesagentur für Arbeit, Germany.
EU contribution in euro	641 842.95 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	https://www.eures-t-rhinsuperieur.eu/

Socioeconomic context: [EURES-T Upper Rhine](#)³⁰⁶ was founded in 1999 to promote labour mobility in the cross-border region. Currently, the partnership acts as a framework for the collaboration of relevant actors from Germany, Switzerland and France. The services provided by the partnership cover the entire Upper Rhine region (Alsace, Southern Palatinate, Baden and North-western Switzerland), where every day more than 93 000 cross-border commuters travel across the border for work.

Most of the commuting – roughly 67 % – takes place from Alsace to the regions of NW-Switzerland, Baden, and southern Palatinate. The remaining 32 % commute from Baden to NW-Switzerland and Alsace, and around 1 % – from NW-Switzerland to Alsace, Baden and Southern Palatinate³⁰⁷.

Aims of the project/organisation: The EURES-T Upper Rhine Cross-Border Partnership acts in collaboration with the border states' public employment services in order to facilitate and increase labour mobility. This particular action aimed at tackling skills mismatches and at enhancing the quality of advisory services provided to employers, jobseekers and people considering a job change. It also aimed at fostering cross-border collaboration by initiating cross-border debates on differences in national labour, tax and social security policies. EURES-T Upper Rhine sought to act as an incubator for new projects and initiatives.

Results, impacts and lessons learned: A number of results have been achieved in 2019. To start with, the labour market monitoring tool has been completely reconfigured. Previously, two separate version were used to access the [Labour Market Monitoring](#)³⁰⁸ – one for PC and one for mobile. However now, new software allows for a single version to exist and the [Labour Market Monitoring](#)³⁰⁹ can also be viewed on devices without Adobe Flash Player.

Secondly, the annual conference was organised by the [Bundesagentur für Arbeit](#)³¹⁰ on 10-11 October in Freiburg in synergy with the ceremony for the 20th anniversary of the partnership.

³⁰⁶ <https://www.eures-t-rhinsuperieur.eu/a-propos-deures-t/portrait>

³⁰⁷ <https://slideplayer.com/slide/14223726/>

³⁰⁸ The Labour Market Monitoring is a quality tool that makes EURES / EURES-T more visible as a modern and innovative network: <https://ec.europa.eu/eures/main.jsp?acro=Imi&lang=en&parentId=0&countryId=DE>

³⁰⁹ <https://ec.europa.eu/eures/main.jsp?acro=Imi&lang=en&parentId=0&countryId=DE>

³¹⁰ <https://www.arbeitsagentur.de/en/welcome>

The conference this year was titled 'Skills and training across borders'. The first part included the commemoration of the 20 years of partnership and paid tribute to the four founders of the partnership. This was followed by presentations from two external speakers, Prof. Dr. Renkel from the [University of Freiburg](https://www.uni-freiburg.de/)³¹¹ and Mr. Krafft, head of the company 'Trusted AI'³¹² on 'Promoting skills: tackling the challenges of the future' and 'Artificial Intelligence – what should tomorrow's society expect from it?'. In the second part, the German, French and Swiss public employment services presented the labour needs on the three sides of the borders of the Upper Rhine and their measures to meet them. The third part was devoted to assessing the achievements of the previous years in working groups. Two questions were posed: 'What have we achieved?' and 'How do we develop in the future?' A total of 137 representatives from public employment services, employer and worker organisations, as well as French, German and Swiss local and regional authorities participated in the conference.

In addition to the annual conference, the steering committee, which includes 25 members, held three meetings. One on 12 February in Basel, one on 16 July in Strasbourg, and one on 11 October in Freiburg. The following themes were discussed during the meetings: strategy development and validation, validation of the activity plan and budget, increased transparency regarding the labour market, exchanges of innovative practices within EURES-T (cross-border learning, one-stop shop etc.) and within partner organisations.

Impressive digital results have also been achieved in terms of the [EURES-T Upper Rhine](https://www.eures-t-UpperRhine.eu/)³¹³ website. In 2019, according to Google Analytics, 30 468 users were recorded (i.e. + 65 % compared to the previous year) for 37 306 sessions (+ 60 %) and 73 495 page views (+ 35 %). The vast majority of users were from Germany (42 %), Switzerland (31 %) and France (15 %). It was noted that 60 % of users were under 34 years of age. The most viewed sections were the home page of EURES-T, the EURES team of advisers, and the section 'frontier workers' – more particularly concerning labour mobility flows from France to Germany, and job search in Switzerland.

Lastly, for 2019, the results of the EURES advisers have been recorded via the new Performance Measurement System instead of the previously used Monitoring Table. A total of 23 628 individual contacts – 21 373 with jobseekers / workers (90 %) and 2 555 (10 %) with employers – were recorded throughout the year. Additionally, EURES advisers carried out 408 group contacts with more than 13 337 individuals – ten times more than in the previous year.

Identification of potential good practices: The cross-border apprenticeship training programme can be identified as a good practice. It offers young people the opportunity to integrate into the labour market of neighbouring countries and allows companies to gain additional recruitment opportunities. The one-stop shop is another example of a good practice since it optimises the treatment of cross-border workers' requests and indicates specific needs of workers from different regions.

Innovativeness of the project/activities: The novelty of the action is its focus on unemployed youth and older people aged 50 and above. In particular, the former group was targeted by initiating skills development sessions in the cross-border region. The sessions offered young people opportunities to gain international work experience and to obtain a double qualification. The latter group was offered specialised support such as individual and group coaching in order to gain self-confidence.

Policy evidence generated by the project: Policymakers at both local and regional levels are part of the partnership and actively participate in the development and implementation of

³¹¹ <https://www.uni-freiburg.de/>

³¹² <https://www.trusted-ai.com/>

³¹³ <https://www.eures-t-rhinsuperieur.eu/a-propos-deures-t/portrait>

the activities. Much like in the previous years, they were regularly informed about the strategic orientations and partnership activities, particularly, during the seminars and Annual Conference or steering committee meetings. Moreover, the effective controlling and monitoring system of the action allowed continuous evolution of labour mobility trends in Germany, France and Switzerland to be observed. The gathered evidence was presented to the members of the praesidium and the steering committee, both of which further outlined the strategic directions and future operational activities of the partnership.

Transnational dimension: EURES-T Upper Rhine has a transnational dimension in its composition: 22 organisations consisting of German, French and Swiss partners are all represented in a balanced manner in the steering committee and other bodies of the partnership, e.g. the finance committee. The EURES-T Upper Rhine action covers a tri-national territory and aims to encourage the development of a unique cross-border labour market.

Dissemination strategy: The information materials, which include the financial partnership information and logos of EURES, EURES-T, the European Union and Switzerland, were presented and disseminated in individual and/or group meetings with local, national or European political and economic decision-makers. Brochures, studies and reports are accessible online on the partnership's [website](#)³¹⁴. At the same time, the [Facebook page](#)³¹⁵ acted as a popular vector of information for youth. The social media significantly contributed to increasing the visibility of the EURES-T Upper Rhine Cross-Border Partnership and the EURES network among young people. The Facebook page now has 361 subscribers and 349 likes. Finally, events received attention from the public media, thus the activities of the partnership were presented to the wider public through press releases as well.

European added value: The partnership provides a framework for developing new innovative projects which are shared with others for possible replication and/or lessons learned. This can be achieved thanks to the effective networking functions embedded in the partnership.

Sustainability measures: The good practices/initiatives, i.e. the cross-border apprenticeship programme as well as the one-stop-shop, will be continued in the upcoming years. However, the education reforms in France do pose a challenge in this respect.

Horizontal objectives: Young people have been particularly affected by the economic crisis. As a result, the EURES-T Upper Rhine Cross-Border Partnership has chosen to make youth employment one of its top priorities by encouraging the development of cross-border learning.

To this end, a framework agreement was signed on 12 September 2013 by 28 French and German partners, including the president of EURES-T Upper Rhine. The system is meant to enable young people to follow practical training and their apprenticeships in the neighbouring country whilst continuing theoretical training in their country of origin.

In 2019, a total of 69 cross-border apprenticeship contracts have been signed. However, in comparison to 2018, a 20 % decrease can be observed. Despite the good results, the future of this initiative may be impacted by the changes stemming from the French education reforms.

³¹⁴ <https://www.eures-t-oberrhein.eu/?author=1&cHash=03638f74a6f0cbb37b90f034069e9563>

³¹⁵ <https://www.facebook.com/Eures-T-Oberrhein-135564580377466/>

3.4.15. Support to Cooperation on Intra-EU Mobility in the EEA Countries

'In 2019, two surveys were conducted by NAV – one on knowledge and awareness of EURES aimed towards public employment services staff, and one on employers' recruitment needs from EU/EEA'



Call identification number	VP/2018/007
Grant identification number	VS/2018/0437
Policy area	Free movement of workers
Policy sub-area	EURES
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • National statistical offices; • Media.
Activities implemented	<ul style="list-style-type: none"> • 2 working group meetings organised; • Workshop on digitalisation of the EURES services organised; • National EURES pre-training for public employment services staff organised; • EURES information and communication event 'EURESinaction' attended; • 2 ESCO Member States Working Group meetings attended; • Nordic-Baltic Meeting organised by EURES Lithuania attended; • 'Your First EURES Job' conference organised by EURES Sweden attended; • Local/regional job fairs and recruitment events organised/attended; • 2 surveys carried out.
Implementation country (-ies)	Norway
Participating countries	Norway
Coordinator	The Norwegian Labour & Welfare Administration (NAV), Norway
Partners	-
EU contribution in euro	92 208.32 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	https://www.nav.no/en/home/about-nav/nav-eures-services

Socioeconomic context: The situation on the Norwegian labour market is moving in a steady positive direction with a continuing drop in the unemployment rate. According to [NAV](#)³¹⁶ – the EURES representative in Norway – the unemployment rate at national level in Norway in 2019 was 2.3 % slightly down from 2.2 % in 2018 (NAV figures). Latest data show that more men (2.5 %) than women (2.1 %) are unemployed, and that unemployment is highest for young people. The differences between the regions continue, which means that some regions have less need to recruit employees from abroad due to possibilities to recruit locally or nationally for certain sectors.

A survey conducted by NAV amongst Norwegian employers showed that employers from the north and west of Norway are more inclined to recruit from EU/EEA than employers from other parts of the country. This could be explained by regional differences in labour market structures. The survey also discovered that private employers are more inclined to recruit from abroad than public employers. According to the same survey, Norwegian employers need to fill vacancies in the following professions: hospitality sector (seasonal work), industry, construction, as well as transport and storage.

Aims of the project/organisation: The overall aim of this action was to facilitate voluntary and fair labour mobility in the EEA countries as well as to support the work of the EURES network in EEA countries in line with the standards and procedures established in the EURES regulation. The action also sought to focus on vulnerable groups, promote gender equality, combat any kind of discrimination and promote high-quality and sustainable employment. Finally, the overall goal of the action was to integrate EURES with national priorities and strategies and to mitigate barriers restricting free movement of workers.

Results, impacts and lessons learned: A number of results were achieved in 2019. To start with, several EURES network meetings were organised by EURES representatives in Norway. Two working group meetings were organised with the management of two separate EURES actions. The management wanted to gain a better understanding of the obligations and requirements binding EURES network members in providing EURES services. Aside from meetings, other organised events included a workshop on digitalisation of the EURES services, where specific attention was paid to the future role of the [EURES Single Point of Contact in Norway](#)³¹⁷; and a national EURES pre-training for public employment services staff. A total of 28 public employment service staffers took part in the training, representing nearly all of the existing EURES network actions. The aim of the training was to focus on the practical aspects of the EURES service provision and provide participants with easily accessible tools in their meetings with jobseekers and employers.

In terms of attending events, NAV took part in the EURES information and communication event, '[EURESinaction](#)³¹⁸', organised by the European Commission. The event commemorated the 25th anniversary of EURES and focused on the milestones and results achieved by the network since 1994. NAV also participated in an ad hoc mutual learning workshop on the [EURES Programming Cycle](#)³¹⁹, an ad hoc training on working with new EURES members and partners, as well as two [ESCO Member States Working Group](#)³²⁰ meetings. The ad hoc mutual learning workshop and training ensured the exchange of best practices with the European Commission and other [National Coordination Offices](#)³²¹. These meetings were of great importance in the preparation work linked to the admission system and programming cycle.

³¹⁶ <https://www.nav.no/en/home/about-nav/nav-eures-services>

³¹⁷ <https://www.altinn.no/en/start-and-run-business/>

³¹⁸ <https://www.facebook.com/EURESjobs/photos/the-2019-euresinaction-event-came-to-an-end-we-had-a-lovely-time-celebrating-the/10156351853391822/>

³¹⁹ <https://ec.europa.eu/social/BlobServlet?docId=19225&langId=en>

³²⁰ https://ec.europa.eu/esco/portal/escopedia/ESCO_Member_States_Working_Group

³²¹ <https://ec.europa.eu/eures/public/eures-in-your-country>

[NAV](#)³²² also contributed in the workshop on the [Programing Cycle](#)³²³ by giving a presentation on how to better use the [EURES Portal Extranet](#)³²⁴ to enhance effective and transparent communication in the EURES network. The participation in the [ESCO Member States Working Group](#)³²⁵ enabled NAV to follow-up on the obligations laid down in the [EURES Regulation \(EU\) 2016/589](#)³²⁶ and share best practices between different EU/EEA countries. These activities enhanced the operation of the EURES network and improved the cooperation and mutual learning in the EURES network at both national and European level.

One of the objectives for 2019 was to facilitate the job matching and placement from and to EEA countries. To this end, NAV participated in the Nordic-Baltic Meeting organised by [EURES Lithuania](#)³²⁷. The Nordic-Baltic Meeting is an important meeting place for the EURES member organisations in the Nordic-Baltic region, as it allows strengthening cooperative ties between the countries in the region. It is also important considering the mobility pattern between these countries. The aim of the meeting was to share best practices and ensure mutual exchange, with a special focus on the EURES training. NAV also participated in [‘Your First EURES Job](#)³²⁸’ conference organised by [EURES Sweden](#)³²⁹. During the conference it was revealed that in the recent years there have been more incoming than outgoing jobseekers in Norway and that the number of incoming jobseekers is steadily increasing. Lastly, NAV organised and/or participated in local and regional job fairs and recruitment events. These activities took place in various parts of Norway with employers from the EU/EEA with/without cooperation of local public employment services. The local/regional job fairs and recruitment events resulted in cases of real job matches between jobseekers and employers. The different events also provided opportunities for jobseekers and employers to learn more about the advantages of mobility, especially when finding a job or the right candidate.

Policy evidence generated by the project: In 2019, two surveys were conducted by [NAV](#)³³⁰ – one on knowledge and awareness of EURES aimed towards public employment services staff, and one on employers’ recruitment needs from EU/EEA. With respect to the former, it was found that there exists a good level of knowledge of EURES. However, the integration of the service in the overall service provision network is going at a slower pace than expected and the knowledge about the EURES service provision among employers and jobseekers is rather weak. With respect to the latter, it was found that employers from the north and the west of Norway are more inclined to recruit from EU/EEA than employers from other parts of the country. This could be explained by regional differences in labour market structures. The survey also discovered that private employers are more inclined to recruit from abroad than public employers. According to the same survey, Norwegian employers need to fill vacancies in the following professions: hospitality sector (seasonal work), industry, construction, as well as transport and storage.

Dissemination strategy: The results and achievements of the action were communicated through a set of means, such as EURES postcards and posters. Best practices were shared in

³²² <https://www.nav.no/en/home/about-nav/nav-eures-services>

³²³ <https://ec.europa.eu/social/BlobServlet?docId=19225&langId=en>

³²⁴ [https://ec.europa.eu/eures/eures-](https://ec.europa.eu/eures/eures-apps/cas/login?lang=en&service=https%3A%2F%2Fec.europa.eu%3A443%2Feures%2Fextranet%2Fc%2Fportal%2Flogin%3Fredirect%3D%252Feures%252Fextranet%252Fgroup%252Fextranet%252Fhome%26p%26id%3D55421)

[apps/cas/login?lang=en&service=https%3A%2F%2Fec.europa.eu%3A443%2Feures%2Fextranet%2Fc%2Fportal%2Flogin%3Fredirect%3D%252Feures%252Fextranet%252Fgroup%252Fextranet%252Fhome%26p%26id%3D55421](https://ec.europa.eu/eures/eures-apps/cas/login?lang=en&service=https%3A%2F%2Fec.europa.eu%3A443%2Feures%2Fextranet%2Fc%2Fportal%2Flogin%3Fredirect%3D%252Feures%252Fextranet%252Fgroup%252Fextranet%252Fhome%26p%26id%3D55421)

³²⁵ https://ec.europa.eu/esco/portal/escopedia/ESCO_Member_States_Working_Group

³²⁶ <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv%3AOJ.L.2016.107.01.0001.01.ENG>

³²⁷

<https://ec.europa.eu/eures/main.jsp?lang=en&countryId=LT&accessing=0&content=1&restrictions=1&step=1&acro=free>

³²⁸ http://english.ess.gov.si/eures/your_first_eures_job

³²⁹

<https://ec.europa.eu/eures/main.jsp?lang=en&countryId=SE&accessing=0&content=1&restrictions=1&step=1&acro=free>

³³⁰ <https://www.nav.no/en/home/about-nav/nav-eures-services>

the local press and on the NAV intranet. The NAV communication platform supported information dissemination activities. Therefore, constant information flow within and outside Norway was achieved.

European added value: EU funding was necessary to achieving and supporting the objectives set out by the partnership. The core benefit of the action was the enhancement of the free movement of EU/EEA workers. At the same time, the visibility and awareness of EURES have been increased, especially in Norway.

Sustainability measures: The implementation of the action has been possible because of the EU funding and it is seen as complementary to national funding. Amongst other things, the funding has been used for participating in and organising meetings, training, translations and producing information and communication products. EU funding is without doubt important to achieving and supporting concrete results in the field of ensuring fair mobility on the [European Labour Market](#)³³¹, where the EURES services are core. On the other hand, the legal framework between Norway and the EU on EURES (the [EEA agreement](#)³³²) also ensures to a certain extent that activities are implemented.

Horizontal objectives: The [Norwegian Labour and Welfare Administrations](#)³³³ focus on young people and long-term unemployed, promoting high-quality and sustainable employment and taking equality into consideration on all levels. Amongst other things, the aim is to (1) have more people active and working, (2) fewer people on benefits, (3) a well-functioning job market, and (4) a comprehensive and efficient labour and welfare administration. These issues were addressed at different meetings, trainings, seminars and job fairs with jobseekers, employers and stakeholders. Furthermore, these issues are addressed on the action's official [website](#)³³⁴ as well as the NAV intranet. The topics were also communicated to the [Norwegian Ministry of Labour and Social Affairs](#)³³⁵, as well as the management of the Norwegian Directorate of Labour and Welfare. Should the funding disappear, continued service provision and level of quality would be brought into question. The action would continue but likely in another setting.

³³¹ <https://ec.europa.eu/eurostat/web/labour-market>

³³² [https://www.efta.int/eea/eea-agreement#:~:text=The %20EEA %20Agreement %20guarantees %20equal,throughout %20the %2030 %20EEA %20States.](https://www.efta.int/eea/eea-agreement#:~:text=The%20EEA%20Agreement%20guarantees%20equal,throughout%20the%2030%20EEA%20States.)

³³³ <https://www.nav.no/no/person>

³³⁴ <https://www.nav.no/en/home/about-nav/nav-eures-services>

³³⁵ <https://www.regjeringen.no/en/dep/asd/id165/>

3.4.16. EURES Activity Plan 2019 Iceland

'EURES Iceland managed to reach 10 % more registered vacancies than in 2018, and contacted at least four employers per week introducing them to the available services provided domestically by both public employment services and EURES Iceland.'



Call identification number	VP/2018/007
Grant identification number	VS/2018/0439
Policy area	Free movement of workers
Policy sub-area	EURES
Target groups	<ul style="list-style-type: none"> • Employment services; • Non-government organisations; • Media; • Domestic employers; • Domestic jobseekers and job changers; • Unemployed persons.
Activities implemented	<ul style="list-style-type: none"> • EURES assistants started handling EURES matters; • Workshop sharing best practices organised; • Annual information seminar held in cooperation with Norden Association; • 2 EURES Coordination Group meetings attended; • EaSI conference held in Brussels on March attended; • 10 % more registered vacancies than in 2018; • 4DX Lean methodology implemented; • Report titled 'Ársskýrsla Vinnumálastofnunar 2018 published.
Implementation country (-ies)	Iceland
Participating countries	Iceland
Coordinator	Vinnumálastofnun (Directorate of Labour), Iceland
Partners	-
EU contribution in euro	54 030.72 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	https://vinnumalastofnun.is/en/job_search/eures

Socioeconomic context: The Directorate of Labour in Iceland – [Vinnumálastofnun](https://vinnumalastofnun.is)³³⁶ – has participated in the EURES project since 1995. Since then, basic EURES services concerning employers and jobseekers have been an important part of the Directorate’s policy and its national budget. The grants that Vinnumálastofnun has applied for over the years and received through EU funds have been used to add value to this existing labour mobility services and developed them further.

Aims of the project/organisation: The action aimed to facilitate and enhance mobility between (and within) the EEA countries, EU and Iceland. Concurrently, it aimed to contribute

³³⁶ For more information <https://vinnumalastofnun.is/>

to the EU policy in promoting sustainable employment and fighting poverty and social exclusion. The specific objectives were: (1) to focus on enhancing the effectiveness of job and skills-matching and placement procedures; (2) commence the preparation plans for the implementation of EURES regulations; (3) enhance the quality of services provided to local employers; (4) decrease youth unemployment rate; and (5) improve the visibility and awareness of EURES Iceland both outside and on a national level, among local employers. The action was also based on a pragmatic vision to be able and ready to adjust the action's design due to rapidly changing labour market contexts.

Results, impacts and lessons learned: Much like in the previous last few years, EURES Iceland remained made up of a small core unit of three individuals and a team of EURES assistants from different regional offices. Representatives of EURES Iceland were responsible for registration and handling of vacancies, matching and all communication, and follow-up with both employers and jobseekers. However, in 2019 a significant change occurred as EURES assistants started handling EURES matters in their regions. As a result, both employers and jobseekers were able to get more personalised service provided locally by staff that know the region's labour market very well.

EURES Iceland organised a half-day workshop on 22 November where regional EURES assistants joined the core team to discuss best practices as well as challenges in regard to EURES services, as well as their annual information seminar for jobseekers interested in moving to one of the other Nordic countries together with the [Norden Association](#)³³⁷. The national coordinator [Vinnumálastofnun](#)³³⁸ also attended two informal meetings with representatives of [Ásmundur Einar Daðason](#)³³⁹ (Ministry of Social Affairs) on the EURES regulation and also met regularly with public employment service representatives in the [ESCO working group](#)³⁴⁰.

In terms of overseas events, the national coordinator Vinnumálastofnun attended two [EURES Coordination Group](#)³⁴¹ meetings held on 11 April and 2 December in Brussels, and an EaSI conference in March in Brussels.

Lastly, the core team of EURES Iceland managed to reach 10 % more registered vacancies than in 2018 and contacted at least four employers per week introducing them to the available services provided domestically by both public employment services and EURES Iceland. Unfortunately, there were fewer placements in 2019 compared to the previous year.

Identification of potential good practices: EURES Iceland maintained its active participation in a special working group devoted to fighting against human trafficking in Iceland. Employees will continue to receive informal training from stakeholders within the group and will learn how to better handle such cases in 2020.

Innovativeness of the project/activities: The EURES Iceland members started using [4DX Lean methodology](#)³⁴² where they set goals every six months for themselves regarding employment and mobility services. In 2019, results were monitored with weekly meetings where the team disseminated information to an online scoreboard. This new database was also partly visible on a scoreboard that the team kept in its office space to monitor the project.

³³⁷ <https://norden.se/in-english/>

³³⁸ <https://vinnumalastofnun.is/>

³³⁹ <https://www.government.is/ministries/ministry-of-social-affairs/>

³⁴⁰ https://ec.europa.eu/esco/portal/escopedia/Public_Employment_Service_of_Iceland

³⁴¹ <https://ec.europa.eu/transparency/regexpert/index.cfm?do=groupDetail.groupDetail&groupID=3469>

³⁴² <https://www.leaderinme.org/blog/4dx/>

Policy evidence generated by the project: Representatives of EURES Iceland report to [Vinnumálastofnun](https://vinnumalastofnun.is/)³⁴³ about the status of the project throughout the year. Vinnumálastofnun develops an annual report, which is published and introduced to the public, government and media. A report titled '[Ársskýrsla Vinnumálastofnunar 2018](https://www.vinnumalastofnun.is/frettir/2019/09/arsskyrsla-vinnumalastofnunar-2018)³⁴⁴, was published in September 2019.

Transnational dimension: The project had an inherent transnational dimension as one of its main objectives was to hire jobseekers from abroad to work in Iceland and have more international visibility.

Dissemination strategy: Results from meetings, training, webinars etc. are reported to public employment service management. The number of EURES vacancies and placements were counted and EURES staff also kept track of all communication with jobseekers, employers and events and reported it in the Performance Measurement System internal file. [Facebook](https://www.facebook.com/EURESinIceland/)³⁴⁵ was also used to disseminate the results of the action.

European added value: EU funding is an essential part of EURES Iceland activity. The EU support allowed EURES services to be carried out and improved. Furthermore, EURES Iceland has contributed to the implementation of EURES regulations and facilitated the free movement of people.

Sustainability measures: The action could continue in some form without the EU funding. Nevertheless, the services would be scaled down to only the provision of basic services.

Horizontal objectives: By handling vacancies and providing information to jobseekers EURES Iceland is – in an indirect way – addressing the issues of promotion of a high level of quality and sustainable employment, social protection and combating discrimination. Employers are asked for information about wages and other terms of employment. If there is suspicion or reported complaints from jobseekers, EURES Iceland, investigates the matter. There have been incidents where employers have been denied service because of either lack of information or breach of collective wage agreements and labour laws. In addition, EURES Iceland started a new cooperation with the legal and public administration division of the Directorate, where one of the goals is to combat undeclared work and social dumping.

3.4.17. ETUC Coordination in the EURES Network

'Throughout the duration of the action, ETUC pointed out the obstacles to workers' mobility in the fields of social security, labour legislation and taxation multiple times. This regular exercise enabled ETUC to update the 'Guide for mobile workers' and better form their positions presented to institutions and bodies at national, regional and EU level.'



³⁴³ <https://vinnumalastofnun.is/>

³⁴⁴ <https://www.vinnumalastofnun.is/frettir/2019/09/arsskyrsla-vinnumalastofnunar-2018>

³⁴⁵ <https://www.facebook.com/EURESinIceland/>

Call identification number	VP/2018/007
Grant identification number	VS/2018/0438
Policy area	Free movement of workers
Policy sub-area	EURES
Target groups	<ul style="list-style-type: none"> • Social partners; • Trade union partners in the EURES cross-border partnerships; • Interregional Trade Union Councils (IRTUCs); • Mobile and frontier workers.
Activities implemented	<ul style="list-style-type: none"> • Annual Seminar of EURES Trade Union Advisers organised; • Seminar of the EURES cross-border partnerships organised; • Seminar on taxation organised; • 14th ETUC Congress held; • ETUC Constitution 2019-2023 prepared.
Implementation country (-ies)	EU-27
Participating countries	EU-27
Coordinator	European Trade Union Confederation (ETUC), Belgium.
Partners	-
EU contribution in euro	119 180.00 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	www.etuc.org

Socioeconomic context: Founded in 1973, the European Trade Union Confederation (hereafter ETUC) brings together 45 million members from 90 national trade union confederations in 38 countries, plus 10 European trade union federations, and represents all workers at the European level. ETUC also coordinates the participation of the trade union organisations in the [EURES network](https://ec.europa.eu/eures/public/eures-network)³⁴⁶ and fights for sustainable growth, better employment opportunities, better quality of jobs, fair pay, good public services, fair taxation, etc.

Currently, people all across EU are bearing the consequences of flawed structural reforms and economic policies, which in turn have begun to drive society apart creating alienation, political extremism and other societal issues. As such, ETUC's current primary objective is to fight for and advocate policies that better promote people's values and objectives across the EU by having a larger say in the EU decision-making apparatus.

Aims of the project/organisation: Improvement of working conditions, fair and voluntary labour mobility within the EU have always been the main priorities for the organisation. Much like in the previous years, this project sought to meet the following goals:

- enhance the quality of EURES services provided by trade union organisations directly involved as EURES members or partners;
- improve and update the knowledge of the EURES trade union advisers in the field of free movement of workers, social security and taxation;
- improve the coordination of the trade union organisations' activities in the EURES network and their contribution, in particular, the coordination of/between the Interregional Trade Union Councils (hereafter IRTUCs);
- ensure a stronger involvement of national, regional and local employers' organisations and trade unions in the EURES network;
- increase practical cooperation between employers' and workers' organisations at the regional and national level as regards labour mobility;
- improve the functioning of the cross-border labour markets.

Greater attention is also paid to matters such as identifying obstacles concerning labour mobility and improving the functioning of the interregional labour markets.

Results, impacts and lessons learned: The action contributed to ensuring fair and chosen mobility by improving the expertise and knowledge of EURES trade union advisers with a view to giving advice and counsel to mobile and frontier workers. The action also ensured fair and

³⁴⁶ <https://ec.europa.eu/eures/public/eures-network>

chosen mobility by improving the involvement of social partners and in particular of trade unions in the EURES network – the key instrument at EU level to ensure fair and chosen mobility.

In 2019, ETUC also organised three seminars. The first seminar – the Annual Seminar of EURES Trade Union Advisers – was held on 7 June in Brussels. The event attracted 19 representatives from different EU Member States. The main outcome was the development and strengthening of the expertise of EURES trade union advisers. The second seminar was held on 15 October in Tallinn. It focused on EURES Cross-Border Partnerships as well as members of [National Coordination Offices](#)³⁴⁷. Parties also discussed the involvement of social partners, the EURES network at national and regional level. A total of 25 participants showed up to the event. The third seminar focused on the topic of taxation and was held on 28 November in Munich. The event had 16 attendants from different EU Member States, and the main outcome was the development and strengthening of the expertise of EURES advisers in the field of taxation.

Lastly, ETUC also organised the [14th ETUC Congress](#)³⁴⁸, which was held in Vienna in May 2019. The congress welcomed over 600 national trade unions, delegates, including the general secretaries and/or presidents of some 90 national trade union organisations. The congress resulted in the adoption of the [Action Programme 2019-2023](#)³⁴⁹.

Identification of potential good practices: Throughout the duration of the action, ETUC pointed out the obstacles to workers' mobility in the fields of social security, labour legislation and taxation multiple times. This regular exercise enabled ETUC to update the '[Guide for mobile workers](#)³⁵⁰' and better form their positions presented to institutions and bodies at national, regional and EU level.

Policy evidence generated by the project: Throughout the duration of the project, ETUC developed the '[ETUC Constitution 2019-2023](#)³⁵¹', which derived from the [14th ETUC Congress](#)³⁵². The document focuses on the institutional structure of the organisation, finances and membership.

Transnational dimension: One of the main objectives of the project and also a priority for ETUC is to ensure fair and chosen mobility of workers and citizens in the EU. By definition, mobility has a transnational dimension. In addition to that, the ETUC coordination ensures a European dimension of the project and the [IRTUC's](#)³⁵³ involvement ensures an inter-regional dimension.

New partnerships created: Contacts established between Estonian and Finnish managing authorities and social partners are a potential basis to establish a future EURES cross-border partnership between Estonia and Finland.

Dissemination strategy: All outputs as well as the impacts achieved during the project were disseminated through the official ETUC [website](#) as well as social media channels – [Facebook](#)³⁵⁴ and [Twitter](#)³⁵⁵.

³⁴⁷ <https://ec.europa.eu/eures/public/eures-in-your-country>

³⁴⁸ <https://www.etuc.org/en/european-trade-union-confederation-14th-congress-etuc19>

³⁴⁹ <https://www.etuc.org/en/publication/etuc-action-programme-2019-2023>

³⁵⁰ <https://www.etuc.org/en/publication/guide-mobile-european-workers-0>

³⁵¹ <https://www.etuc.org/sites/default/files/publication/file/2020-01/CES-14e %20Congre %CC %80s-Statuts-UK.pdf>

³⁵² <https://www.etuc.org/en/european-trade-union-confederation-14th-congress-etuc19>

³⁵³ <https://www.etuc.org/en/interregional-trade-union-councils-irtucs/>

³⁵⁴ <https://www.facebook.com/ETUCCES/>

³⁵⁵ https://twitter.com/etuc_ces?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor

European added value: Cooperation in the framework of the EURES cross-border partnerships plays a significant role in labour mobility. The already present success of networking among multiple EU entities signals that there is a need for further development. Thanks to ETUC's initiatives and events, mobility is greatly improved.

Sustainability measures: ETUC will continue to coordinate the participation of the trade union organisations in the EURES network at regional/interregional levels, especially the [Interregional Trade Union Councils \(IRTUCs\)](#)^{356, 357}

Horizontal objectives: The [ETUC's Women's Committee](#)³⁵⁸ consists of representatives from all ETUC affiliates and all organisations with observer status and focuses on gender equality while being represented at both congress and within the executive committee.

³⁵⁶ <https://www.etuc.org/en/interregional-trade-union-councils-irtucs>

³⁵⁷ <https://www.etuc.org/en>

³⁵⁸ <https://www.etuc.org/en/issue/womens-committee>

4 EaSI-funded organisations

The EaSI programme has a crucial role to play in promoting the involvement of civil society through financial support for the key EU-level Non-Governmental Organisation (NGO) networks. The programme supports these networks with the aim of boosting their capacity to participate in and influence decision-making and policy implementation at both EU and national levels. Furthermore, such involvement fosters the accountability and transparency of authorities and increases the relevance of policy responses.

Below, the report describes activities implemented in 2019 by 23 EaSI-supported organisations active in the promotion of social inclusion, poverty reduction, microfinance and social enterprise finance. These organisations are major EU-level networks working in different areas of social policy or microfinance and social enterprise finance and holding four-year Framework Partnership Agreements with the European Commission.

The overall goal of the funded **organisations active in promoting social inclusion and poverty reduction** is to support the Commission's initiatives contributing to the modernisation of social protection systems and the development of adequate social protection schemes as well as the implementation of [Europe's 2020 Strategy](#)³⁵⁹, [EU Structural and Investment Funds](#)³⁶⁰ and the [Social Investment Package](#)³⁶¹. The organisations also contribute to the processes related to the [European Semester](#)³⁶², the [Open Method of Coordination](#)³⁶³ (OMC) on social protection and social inclusion. Their activities have also paid particular attention to the key principles of the [European Pillar of Social Rights](#)³⁶⁴ initiative (EPSR), including gender equality, work-life balance, support to children, the inclusion of people with disabilities and long-term care, as well as to targets of Europe's 2020 Strategy in terms of employment and fighting poverty and social exclusion. To this end, the following types of activities were implemented in 2019:

- **Analytical activities** such as the collection of data and statistics, the development of common methodologies, the monitoring and assessment of relevant legislation, policies and practice, research, mapping projects and evaluations, publication of guides, reports and educational material, and different events, including expert meetings, workshops, seminars and conferences.
- **Training activities** such as staff exchange, workshops, seminars, capacity building actions, train the trainer events and developing online training tools.
- **Actions aiming at the creation and improvement of networks** through mutual learning, cooperation, awareness-raising and dissemination activities such as the identification of and exchange of good practices, organisation of peer reviews and mutual learning, organisation of conferences, seminars, media campaigns, the compilation and publication of materials, and regular information on the EU social and employment policy issues.

³⁵⁹ https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester/framework/europe-2020-strategy_en

³⁶⁰ https://ec.europa.eu/info/funding-tenders/funding-opportunities/funding-programmes/overview-funding-programmes/european-structural-and-investment-funds_en

³⁶¹ <https://www.eurofound.europa.eu/observatories/eurwork/industrial-relations-dictionary/social-investment-package>

³⁶² https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester_en

³⁶³ <http://www.europarl.europa.eu/EPRS/EPRS-AaG-542142-Open-Method-of-Coordination-FINAL.pdf>

³⁶⁴ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights_en

The European Semester

The European Semester provides a framework for the coordination of economic policies across the European Union. It allows EU countries to discuss their economic and budget plans and monitor progress at specific times throughout the year.

The goals of the European Semester are:

- ensuring sound public finances (avoiding excessive government debt).
- preventing excessive macroeconomic imbalances in the EU support.
- structural reforms, to create more jobs and growth.
- boosting investment.

4.1 European Association of Service Providers for Persons with Disabilities (EASPD) – (Re)connect: EU4you

'In 2019, EASPD has launched its own 2019 European Elections Website to ensure that its members and disability support services are kept up to date with the latest sector-specific news and information on the European elections.'

Call identification number	VP/2018/016
Grant identification number	VS/2019/0152
Policy area	Social inclusion of people with disabilities Social welfare
Policy sub-area	<ul style="list-style-type: none"> • Social Solidarity; • Non-discrimination; • Inequality reduction;
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • Media; • Service providers for persons with disabilities.
Activities implemented	<ul style="list-style-type: none"> • 11 reports published; • 10 country fact sheets produced; • Position paper about the future EDS produced; • The Annual Convention on Inclusive Growth attended; • The Lighthouse Network started its activities; • 2019 European Elections Website launched; • 2019 Conference of the European Union of Supported Employment (EUSE) attended; • 5th European Migration Forum attended; • 2019 International Conference organised by the Association OSVIT attended.
Implementation country (-ies)	159 EASPD members in 33 European countries
Participating countries	
Coordinator	EASPD – European Association of Service providers for Persons with Disabilities, Belgium
Partners	-
EU contribution in euro	711 575.70 (initial)
Project duration	1 January 2019-31 December 2019

Project/organisation website | <http://www.easpd.eu/>

Socioeconomic context: The European Association of Service Providers for Persons with Disabilities (hereafter EASPD) represents over 17 000 service providers for persons with disabilities from across Europe and across disability. EASPD strives to deliver high-quality, person-centred services promoting full participation and inclusion in society for all persons with disabilities. Support services play a key role in enabling people to enjoy their human rights on an equal basis with all others.

This action '(Re)connect: EU4you' – which supports the implementation of [EASPD's strategy 2018-2021 Commit! Delivering the support services of Tomorrow](#)³⁶⁵ – aims to improve the connection and understanding between the EU level and the grassroots level. The project aims to accomplish this through meaningful exchanges to better translate the value and the impact of Europe for its citizens and better address local needs with European answers. This will forge inclusive growth, tackle social inclusion and reduce poverty.

Aims of the project/organisation: The aims of the project were to:

- better inform all target groups with tailored communication tools that can reduce the gap between the European and the grassroots level;
- develop more effective support services sector able to implement and understand EU policies so that it is empowered to contribute to EU developments;
- ensure an improved access to funding and financing instruments for support services;
- collect more evidence-based data and research on the support services sector directly usable by EU policymakers;
- establish greater cooperation across sectors and across stakeholders;
- have more empowered staff in social services across Europe through stronger awareness of the principles of the [UNCRPD](#)³⁶⁶;
- have a more empowered and enlarged membership;
- make the EASPD network more sustainable in the long-term.

Results, impacts and lessons learned: In 2019, the following reports were published:

- [Promising Practices on Support Models to Ensure the Rights to Vote for All](#)³⁶⁷;
- [The Opportunities and Barriers to Different Employment Models for Persons with Disabilities](#)³⁶⁸;
- [Alternatives to Public Procurement in Social Care](#)³⁶⁹;
- [Technology for Employment in Work Integration](#)³⁷⁰;
- [Study on the Implementation of the European Accessibility Act and Web Accessibility Directive](#)³⁷¹;
- [Service Provision to People with Disabilities that are Ageing](#)³⁷²;
- [Access to Health Services for Persons with Disabilities in the EU: Review and Commentary](#)³⁷³;

³⁶⁵ <https://www.easpd.eu/en/content/easpd-strategy-2018-2021-commit-now-available-7-languages>

³⁶⁶ <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>

³⁶⁷ <https://www.easpd.eu/sites/default/files/sites/default/files/voting.pdf>

³⁶⁸ https://www.easpd.eu/sites/default/files/sites/default/files/final_report_-_opportunities_and_barriers_of_different_employment_models_for_persons_with_disabilities.pdf

³⁶⁹ https://www.easpd.eu/sites/default/files/sites/default/files/Publications2020/alternatives_to_public_procurement_in_social_care_final_2.pdf

³⁷⁰ https://www.easpd.eu/sites/default/files/sites/default/files/Publications2020/reports_technology.pdf

³⁷¹ https://www.easpd.eu/sites/default/files/sites/default/files/Publications2020/final_report_eaa_and_web_accessibility_directive.pdf

³⁷² https://www.easpd.eu/sites/default/files/sites/default/files/Publications2020/report_on_ageing.pdf

³⁷³ https://www.easpd.eu/sites/default/files/sites/default/files/Publications2020/access_to_health.pdf

- [The Right to Vote for Persons with Disabilities: An overview of the situation in Europe](#)³⁷⁴;
- [How to Fund Quality Care and Support Services: 7 key elements](#)³⁷⁵
- [Disability Support Services in the EU: A Reality Check](#)³⁷⁶;
- [Staff Matters: from care worker to enabler of change](#)³⁷⁷.

EASPD also published 10 [country fact sheets](#)³⁷⁸, on the social care and support services sector for persons with disabilities. Aside from publishing, the network organised and actively took part in events organised by the European Union and civil society organisations. For example, in [the Annual Convention on Inclusive Growth](#)³⁷⁹, that took place in Brussels on 20 May 2019, EASPD co-organised a [side event](#)³⁸⁰ on workforce and staff-related issues in cooperation with the Federation of European Social Employers and the European Public Service Union to draw attention to the need for the over 8 million professionals employed in the social sector to receive adequate training and re-training as well as to benefit from better working conditions;

Identification of potential good practices: The Lighthouse Network kicked off its activities in January 2019. Seven experts from four different countries covering four topics (person-centred technology, change management, supported decision-making and inclusive education) were appointed. The experts supported organisations from Kosovo, North Macedonia, Hungary, Greece and Spain through five study visits. The results of the cooperation between the experts and the receiving organisations were shared with all of the EASPD membership in a workshop organised during the EASPD Annual Conference and in a series of dedicated webinars. It is expected that the Lighthouse Network will grow in 2020 to include more experts and provide more opportunities for peer learning.

Transferability element(s) of the project/activities: EASPD launched a new communication tool related to its EU Funding Info System – the Funding Alerts – which are special newsletters for members with information about calls for proposal, partner searches and other project management-related features.

Innovativeness of the project/activities: In 2019, EASPD launched its own [2019 European Elections Website](#)³⁸¹ to ensure that its members and disability support services are kept up to date with the latest sector-specific news and information on the European elections. The website included EASPD’s latest reports on the European Parliament elections as well as an overview of how each of the European political groups committed to support the provision of high-quality services and the rights of persons with disabilities.

Policy evidence generated by the project: The policy work of EASPD has revolved around key debates for the future of the sector. The network was actively involved in the activities related to the implementation of the European Disability Strategy (EDS). It prepared a position paper about the future of the European Disability Strategy (EDS). EASPD also organised and participated in different events that covered the topic. EASPD organised a policy hearing for newly elected members of the European Parliament to discuss the role of

³⁷⁴ see: https://www.easpd.eu/sites/default/files/sites/default/files/Publications/easpd_report_-_right_to_vote_summary_final_version.pdf

³⁷⁵ https://www.easpd.eu/sites/default/files/sites/default/files/bucharest_2019_conference_report_2.pdf

³⁷⁶

https://www.easpd.eu/sites/default/files/sites/default/files/Publications/eu_semester_report_2019_electronic_version_compressed_0.pdf

³⁷⁷ https://www.easpd.eu/sites/default/files/sites/default/files/easpd_helsinki_conference_report_2019_0.pdf

³⁷⁸ <https://www.easpd.eu/en/content/publications>

³⁷⁹

[https://ec.europa.eu/social/main.jsp?catId=88&furtherEvents=yes&eventsId=1394&langId=en#:~:text=The %20Annual %20Convention %20for %20Inclusive,Brussels %20on %2020 %20May %202019.](https://ec.europa.eu/social/main.jsp?catId=88&furtherEvents=yes&eventsId=1394&langId=en#:~:text=The%20Annual%20Convention%20for%20Inclusive,Brussels%20on%2020%20May%202019.)

³⁸⁰ https://gallery.mailchimp.com/47548462519f84ab547c39ce9/files/33f555e3-8597-4eb2-974c-93fdac173c7e/ACIG_2019_ppt_Final.pdf

³⁸¹ <https://www.easpd.eu/en/content/2019-european-elections>

support services in the future EDS. The network is also part of the High-Level Group on Disability and takes part in its biannual meetings. In 2019, EASPD raised two important issues within the group. First, it addressed the need to ensure a strong support services dimension in the next EDS post 2020, enabling co-production approaches and stronger cooperation across the sector towards common objectives. Second, the network addressed the issues of ICT and assistive technologies highlighting that, while several examples of good practices exist at national level, more coordination and leadership is needed at European level to mainstream practices and make them available across borders.

The studies and reports published and commissioned by EASPD contributed to filling in the gap in available data on disability service provision. In 2019, EASPD produced 10 [Country Fact Sheets³⁸² for Croatia, Cyprus](#), Czechia, Denmark, Estonia, Hungary, Luxembourg, Portugal, Romania and Sweden, which are unique resources that provide an overview on the state of play in disability services across different countries and across disability service subsectors. The network translated into national languages the country fact sheets prepared in 2018. Additionally, EASPD prepared a global report on the [European Semester³⁸³](#) and the [European Pillar of Social Rights³⁸⁴ 'Disability Support Services in the EU: A Reality Check'³⁸⁵](#), which contains an assessment of the most pressing challenges for support services for persons with disabilities in Austria, Belgium, Bulgaria, France, Greece, Latvia, Romania and Spain. It includes 6 key messages to EU policymakers to inform their work on the European Semester in those 8 countries for the delivery of high-quality services, contributing to the full implementation of the European Pillar of Social Rights and of the rights of persons with disabilities on the basis of the UN Convention on the Rights of Persons with Disabilities³⁸⁶.

Transnational dimension: As an EU-wide network, EASPD's work is transnational by definition. It encourages members and partners to exchange experiences and acquired know-how. EASPD also actively cooperated and engaged with other European social NGOs and European and international networks such as [Social Services Europe³⁸⁷](#), [Social Platform³⁸⁸](#), [EU Alliance for Investing in Children³⁸⁹](#) and [Federation of European Social Employers³⁹⁰](#).

New partnerships created: At the end of 2019 EASPD had a total of 159 members, including 20 new full members and 2 new observers.

Dissemination strategy: The network has a specific focus on striving for and supporting the [United Nations Convention on the Rights of Persons with Disabilities³⁹¹](#) and the [European Disability Strategy³⁹²](#). It therefore disseminates information concerning these initiatives to its stakeholders via different channels, reaching a large share of its audience through its official website, social media platforms and YouTube channel.

³⁸² <https://www.easpd.eu/en/content/publications>

³⁸³ https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester_en

³⁸⁴ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights_en

³⁸⁵

https://www.easpd.eu/sites/default/files/sites/default/files/Publications/eu_semester_report_2019_electronic_version_compressed_0.pdf

³⁸⁶ <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>

³⁸⁷ <https://www.socialserviceseurope.eu/>

³⁸⁸ <https://www.socialplatform.org/>

³⁸⁹ <http://www.alliance4investinginchildren.eu/>

³⁹⁰ <http://socialemployers.eu/en/>

³⁹¹ <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>

³⁹² <https://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2010:0636:FIN:en:PDF>

During the year 2019, EASPD received 157 230 page views and 51 324 website users – 87.5 % of which were new visitors. The network updated its [Facebook](#)³⁹³ and [Twitter](#)³⁹⁴ feed on daily basis and provided regular updates to its [YouTube](#)³⁹⁵ channel and [LinkedIn](#)³⁹⁶ page. ESPD experienced growth in terms of likes and followers on the above-mentioned social media platforms compared to 2018: Facebook page likes increased by 19 %, Twitter followers increased by 355 followers, LinkedIn followers increased by 40 %. EASPD issued 23 newsletters in English, French, Spanish, Bulgarian and German, which were sent out to EASPD’s database of 2 200 contacts across Europe, which include EASPD members, NGOs, associations, SMEs, decision-makers, media, civil servants, research and education centres, and universities. The network also launched a new information service for members about the EU funding opportunities and project management tools. Additionally, EASPD published 13 press releases and produced 10 video flashes to improve communication with social service providers, especially EASPD members.

European added value: EASPD is an important player in the field of disability at the European level. The network provides a unique EU added value by bringing support services closer to the EU decision-making process and by providing the EU institutions, bodies and networks with first-hand information on the situation at a grass root level. In 2019, EASPD performed extensive work related to the new European Commission by producing a position paper on key EASPD proposals. The network also reported to its members and EU officials on the outcomes of all activities through communication tools such as press releases, newsletters and video flashes.

Sustainability measures: As in previous years, EASPD will continue to use its internal and external expertise to build the body of knowledge on delivering quality services for persons with disabilities. The network will put more emphasis on further development of its research and innovation capacities. EASPD will be diversifying the topics addressed in the field to offer more ready to use support to its members. It also plans to introduce new topics such as work on health, ageing and support in remote and rural areas. To ensure that the network’s workforce is capable of achieving its goals and providing top-notch expertise and services, EASPD will prioritise staff training and recruitment strategies.

Horizontal objectives: In 2019, EASPD actively cooperated with actors from housing, mainstream employment, migration, assistive technology, education, and health and ageing sectors. Engagement with different sectors is aimed at improving the quality of life of persons with disability in different contexts. EASPD worked with [European Public Service Union](#)³⁹⁷ (EPSU) and the [Federation of European Social Employers](#)³⁹⁸ on issues related to the impact of digitalisation in health and care services. It also participated in the [5th European Migration Forum](#)³⁹⁹ and met with many organisations active in the employment sector through participation in the [2019 Conference of the European Union of Supported Employment \(EUSE\)](#)⁴⁰⁰ and in the [2019 International Conference](#)⁴⁰¹ organised by the [Association OSVIT](#)⁴⁰². In addition, the network actively combats discrimination, poverty and social exclusion, and promotes equality between men and women.

³⁹³ <https://www.facebook.com/easpdbrux/>

³⁹⁴ https://twitter.com/easpd_brussels?lang=en

³⁹⁵ https://www.youtube.com/channel/UCd48JhmUCdovkm_ELw5eIAw

³⁹⁶ <https://www.linkedin.com/company/easpd---european-association-of-service-providers-for-persons-with-disabilities>

³⁹⁷ <https://www.epsu.org/>

³⁹⁸ <http://socialemmployers.eu/en/>

³⁹⁹ <https://www.eesc.europa.eu/en/agenda/our-events/events/european-migration-forum-5th-meeting>

⁴⁰⁰ <https://euse2019.eu/>

⁴⁰¹ <http://osvit-zadar.eu/>

⁴⁰² <http://www.osvit.rs/>

4.2 ERGO Network – Roma Included in Social Europe 2019

'In 2019, ERGO developed the campaign plan and campaign materials for the "A Place for All campaign" on inclusive workspaces. The objectives of the campaign are to raise employers' awareness of the benefits of an inclusive and diverse workplace and of motivation and competencies of young Roma. The campaign also seeks to highlight employers' good practices in diversity and inclusion and to encourage other to follow their example.'

Call identification number	VP/2018/016
Grant identification number	VS/2019/0153
Policy area	Social Protection and Social Inclusion Diversity and Anti-Discrimination
Policy sub-area	<ul style="list-style-type: none"> • Roma inclusion; • Poverty; • Youth employment; • Migration.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Non-governmental organisations; • Experts in evaluation and in impact assessment; • Media; • Roma youth; • Roma grassroots activists.
Activities implemented	<ul style="list-style-type: none"> • Input on the implementation of National Roma Integration Strategies (NRIS) provided; • Five case studies for five countries with the highest Roma population prepared; • EU Roma Week 2019 attended and facilitated Roma civil society participation in the event; • Event 'Creating Trust through Uncovering and Recognising the Truth Advancing Recognition and Remedy for AntiGypsyism' co-organised; • Event 'Evaluating the EU Framework for National Roma Integration Strategies' co-organised; • Advocacy workshop for multipliers and National Grassroots Advocacy Academies organised in Slovakia, Czech Republic and Hungary; • Campaign plan and campaign materials for the 'A Place for All' campaign developed; • 'Policy Option 7' for the Post 2020 EU Roma policy prepared; • Annual Members Meeting organised; • Guidance for the adoption of the Post 2020 EU Roma policy submitted; • 'Roma Included: Can the 2030 Agenda and the Sustainable Development Goals contribute to combating antigypsyism' co-hosted; • 'International Conference on Discrimination based on Work and Descent' co-organised.
Implementation country (-ies)	30 ERGO members
Participating countries	
Coordinator	ERGO Network STICHTING, Netherlands
Partners	-
EU contribution in euro	393 136 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	www.ergonetwork.org

Socioeconomic context: Roma people, being the single largest minority in Europe, have been treated as insignificant and discriminated against and stigmatised for centuries. Many Roma have suffered from antigypsyism, manifested mainly in inequalities in employment, education, health and housing. Roma face many obstacles in obtaining equal citizenship and

recognition as active agents in civic life. In combination with inadequate and biased public policies, this results in the exclusion of Roma from the wider society. Established in 2008, the European Roma Grassroots Organisations Network (ERGO) aims to empower Roma people in Europe and brings together 30 organisations from different European countries. Through its members, the ERGO Network is strongly connected to community-based organisations, leaders and Roma youth. They understand local dynamics and contexts and can create bottom-up pressure on administrations to take positive action to address Roma exclusion. As such, ERGO uniquely bridges the gap between the grassroots level and European level. As a grassroots platform, ERGO's activities reflect common concerns, priorities, objectives and approaches of its members.

Aims of the project/organisation: The main objective of the network is to convince policymakers that positive change for Roma is possible when antigypsyism is recognised and tackled as a root cause of the inequality they face, and when Roma can take part in civic life as equal stakeholders. The objectives in 2019 included (but were not limited to):

- providing grassroots input to the EU institutions on social policy, funding and anti-discrimination policy;
- contributing to the [European Youth Guarantee](#)⁴⁰³;
- monitoring the [European Semester](#)⁴⁰⁴ and feeding evidence from a Roma perspective;
- raising the awareness of the motivation of young Roma to work and the need to invest in supporting their access to the labour market;
- raising the awareness of young Roma of existing employment measures and raising their confidence to ask for support to access the labour market;
- strengthening the capacity of national Roma coalitions;
- strengthening members' capacity and ownership over the ERGO Network.

Results, impacts and lessons learned: In 2019, ERGO continued to contribute to the development, implementation, monitoring and evaluation of relevant social initiatives concerning Roma people with the help of its analytical and networking activities. First, ERGO took a leading role in coordinating civil society input into the development of the [Post 2020 EU Roma Strategic Framework](#)⁴⁰⁵. This included a series of coordination meetings, participation in the consultation process organised by the Roma Unit of the European Commission, submission of written questions to the new EU Commissioners, as well as written input into the Post 2020 process. ERGO continued to be involved in the [EU Roma Week 2019](#)⁴⁰⁶, which is a crucial platform for ERGO to bring the expertise of its members to the EU level. The network co-organised three events: [Creating Trust through Uncovering and Recognising the Truth: Advancing Recognition and Remedy for AntiGypsyism](#)⁴⁰⁷, Evaluating the EU Framework for National Roma Integration Strategies and Roma Included: Can the 2030 Agenda and the Sustainable Development Goals contribute to combating antigypsyism?

ERGO organised three National [Grassroots Advocacy Academies](#)⁴⁰⁸ in Slovakia, Czechia and Hungary, following a European advocacy workshop for multipliers. In each country they had a slightly different format depending on the local context, but each focused on building the capacity of Roma activists. In Czechia and Slovakia, the activities targeted specifically women activists, while in Hungary the focus was on members of more established organisations. In the first two countries the focus was on partnerships and community

⁴⁰³ <https://ec.europa.eu/social/main.jsp?catId=1079>

⁴⁰⁴ https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester_en

⁴⁰⁵ https://ec.europa.eu/info/policies/justice-and-fundamental-rights/combating-discrimination/roma-and-eu/preparing-post-2020-initiative-roma-equality-and-inclusion_en

⁴⁰⁶ <http://ergonetwork.org/2019/03/eu-roma-week-2019/>

⁴⁰⁷ <https://www.coe.int/en/web/commissioner/-/creating-trust-through-uncovering-and-recognising-the-truth-advancing-recognition-and-remedy-for-antigypsyism>

⁴⁰⁸ <http://ergonetwork.org/our-work/empowering/capacity-building/grassroots-advocacy-academy/>

organising, while in Hungary the academy focused on discussing how to do advocacy in a country where the government is fundamentally opposed to Roma civil society.

Identification of potential good practices: ERGO Network contracted its members and provided case studies on national issues impacting Roma that shed light on good practices as well as shortcomings in supporting Roma inclusion in the five Member States with the biggest Roma population. The topics for each case study were identified by Roma civil society and were as follows:

- Roma employment (recognition of Roma workers by employers) in Hungary;
- Indebtedness of Roma and the positive impact of new bankruptcy laws in Slovakia;
- Segregation in education in Czechia;
- School drop-out of Roma children in Romania;
- The impact of Operational Programmes on Roma civil society in Bulgaria.

Dissemination strategy: Outputs produced by ERGO Network are mainly disseminated through electronic channels as it is more cost-efficient and allows more immediate and widespread dissemination. The main dissemination activities included personalised emails, articles on the [network's website](#)⁴⁰⁹, press releases, providing information and reactions to journalists, social media ([Twitter](#)⁴¹⁰, [Facebook](#)⁴¹¹, [LinkedIn](#)⁴¹² and [Instagram](#)⁴¹³), newsletters, in-person meetings and participation at conferences and events. In 2019, ERGO prepared four newsletters with an outreach of almost 2 000 recipients, two press releases, 196 tweets with an outreach of 1 768 followers, numerous Facebook posts with an outreach of 2 632 followers with an increase of 500 followers in 2019. The network also became more active on Instagram and created a LinkedIn account for the organisation.

Innovativeness of the project/activities: In 2019, ERGO developed the campaign plan and campaign materials for the [A Place for All](#)⁴¹⁴ campaign on inclusive workspaces. The objectives of the campaign are to raise employers' awareness of the benefits of an inclusive and diverse workplace and of the motivation and competencies of young Roma. The campaign also seeks to highlight employers' good practices in diversity and inclusion and to encourage other to follow their example. The main focus of the campaign will be on employers who have been approved by ERGO members as inclusive employers and who sign the [Place for All pledge](#)⁴¹⁵, reaffirming their commitment to making their workplace a place for all. These employers will be awarded a badge and will be promoted by the ERGO Network.

Policy evidence generated by the project: In 2018, ERGO continued to provide evidence-based input to the EU institutions and Member States. The network provided input to the EU institutions on the implementation of [National Roma Integration Strategies \(NRIS\)](#)⁴¹⁶. Five ERGO Network members provided case studies on different aspects of NRIS implementation in terms of education, funding, employment and poverty. ERGO also provided evidence-based input and recommendations to the EU institutions and Member States for the adoption of the post-2020 EU Roma policy and mainstream social and employment policies. Specifically, together with its partners in the [Alliance Against Antigypsyism](#)⁴¹⁷, ERGO Network submitted [guidance for the adoption of the Post 2020 EU Roma policy](#), both regarding antigypsyism and in regards to mainstream social and employment policies. With a wider alliance of organisations, the network developed the '[Policy Option 7](#)'⁴¹⁸ in response to the

⁴⁰⁹ <http://ergonetwork.org/>

⁴¹⁰ https://twitter.com/ERGO_Network

⁴¹¹ <https://www.facebook.com/ERGONetwork>

⁴¹² <https://www.linkedin.com/company/ergo-network/>

⁴¹³ <https://www.instagram.com/ergo.network/>

⁴¹⁴ <http://ergonetwork.org/2020/03/a-place-for-all/>

⁴¹⁵ http://ergonetwork.org/wp-content/uploads/2019/11/Pledge_Place-for-All.pdf

⁴¹⁶ <https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1444910230246&uri=CELEX:52012DC0226>

⁴¹⁷ <http://ergonetwork.org/our-work/networking/antigypsyism/>

⁴¹⁸ <http://ergonetwork.org/wp-content/uploads/2019/10/Policy-option-7-Final.pdf>

policy options for a Post 2020 Roma Policy proposed by the European Commission. Additionally, ERGO actively participated in all consultations organised by the Commission.

Transnational dimension: ERGO Network has 30 member organisations across Europe and is the biggest European Roma network. Sharing of experiences, learning from each other and developing common advocacy strategies, built on evidence from the grassroots level, are the main working methods of the network. The transnational dimension is evident in common research projects and policy papers as well as in meetings between members, where they share their work and define common priorities. This is particularly pronounced during the [Annual Members Meeting](#)⁴¹⁹, where all members are offered a space to meet.

It works closely with strategic partners such as the [Roma Entrepreneurship Development Initiative \(REDI\)](#)⁴²⁰, [TernYpe Youth Network](#)⁴²¹, [Phiren Amenca](#)⁴²², [Open Society European Policy Institute](#)⁴²³, [European Network Against Racism](#)⁴²⁴, [Amnesty International](#)⁴²⁵, [Office of the High Commissioner for Human Rights](#)⁴²⁶, [Fundacion Secretariado Gitano](#)⁴²⁷, [Social Platform](#)⁴²⁸ and many others.

European added value: The network bridges the gap between the Roma grassroots level and the European level through its activities, resulting in the promotion of best practice, and thus providing EU added value. It informs Roma actors about the possibilities offered by EU policies and programmes and builds their capacity to engage and monitor their implementation. Furthermore, it brings evidence from the local level to national and EU policymakers to improve policies and programmes, e.g. by participating in shadow reporting on the [National Roma Integration Strategy](#)⁴²⁹, fact-finding missions on projects funded by the European Social Fund and monitoring the community-led local development process.

Sustainability measures: ERGO will continue representing and advocating the Roma perspective in EU policies by providing alternative and complementary data to feed into policy processes and support the development of the [post-2020 EU Roma strategy](#)⁴³⁰.

Horizontal objectives: ERGO addressed a number of horizontal objectives in 2019, including youth employment, fight against poverty and social exclusion, as well as discrimination. Throughout 2019, the network provided inputs in numerous activities that concern Roma youth employment in different European structures. For example, ERGO provided input into the [Roma Youth Action Plan of the Council of Europe](#)⁴³¹ by participating in the seminar [Roma Youth Participation: What Now](#)⁴³². The network also developed the campaign plan and materials for its awareness-raising campaign [A Place for All](#)⁴³³.

With reference to the [Sustainable Development Goals](#)⁴³⁴, ERGO co-hosted the event titled ['Roma Included: Can the 2030 Agenda and the Sustainable Development Goals contribute](#)

⁴¹⁹ <http://ergonetwork.org/2019/10/>

⁴²⁰ <https://www.redi-ngo.eu/>

⁴²¹ <http://www.ternype.eu/>

⁴²² <http://phirenamenca.eu/>

⁴²³ <https://www.opensocietyfoundations.org/about/offices-foundations/open-society-european-policy-institute>

⁴²⁴ <http://www.enar-eu.org/>

⁴²⁵ <https://www.amnesty.org/en/>

⁴²⁶ <https://www.ohchr.org/EN/pages/home.aspx>

⁴²⁷ <https://www.gitanos.org/>

⁴²⁸ <https://www.socialplatform.org/>

⁴²⁹ https://ec.europa.eu/info/publications/national-roma-integration-strategies-annual-reports_en

⁴³⁰ <https://www.opensocietyfoundations.org/publications/post-2020-eu-roma-strategy-the-way-forward>

⁴³¹ <https://www.coe.int/en/web/youth-roma>

⁴³² <https://www.coe.int/en/web/youth-roma/seminar-what-now>

⁴³³ <http://ergonetwork.org/2020/03/a-place-for-all/>

⁴³⁴ <https://www.un.org/sustainabledevelopment/sustainable-development-goals/>

to combating antigypsyism⁴³⁵, co-organised the ‘[International Conference on Discrimination based on Work and Descent](#)⁴³⁶’ as a side event to the [UN General Assembly](#)⁴³⁷ in September 2019, and contributed a chapter ‘Reducing Inequalities between Roma and Non-Roma: EU, SDG 10 and Combating Exclusion of Roma’, to the report ‘[Falling through the Cracks - Exposing Inequalities in the EU and beyond](#)⁴³⁸’, published by [SDG Watch Europe](#)⁴³⁹. Besides the chapter dedicated to Roma inclusion, transversal issues relevant for Roma, such as environmental injustice, are addressed throughout the whole report.

4.3 SOLIDAR – Together for Social Europe

‘In the lead up to the European Parliament elections, SOLIDAR developed a campaign called ‘Behind Nationalism – SOLIDAR work overturning far right arguments against the EU’. The handbook answering nine questions about the EU was developed and covered topics such as the EU added value on people’s daily lives, EU role on promoting sustainable development and jobs, migration and welfare, financial contribution of Member States to the EU.’

Call identification number	VP/2018/016
Grant identification number	VS/2019/0156
Policy area	Social Protection and Social Inclusion
Policy sub-area	<ul style="list-style-type: none"> • Youth employment; • Long-term unemployment; • Poverty reduction; • Non-discrimination.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Social partners; • Non-governmental organisations; • Experts in evaluation and in impact assessment; • Media.
Activities implemented	<ul style="list-style-type: none"> • Social Rights Monitor prepared; • Roundtable ‘How to mobilise critical voting for building a social Europe’ organised; • Several briefing papers published; • Handbook for campaign ‘Behind Nationalism – SOLIDAR work overturning far right arguments against the EU’ developed; • Manifesto and five position papers to answer the existing myth around the EU developed.
Implementation country (-ies)	60 SOLIDAR members
Participating countries	
Coordinator	SOLIDAR, Belgium
Partners	-
EU contribution in euro	383 950 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	www.solidar.org

Socioeconomic context: The social, economic and political developments over the last few years have shown that the EU is yet to recover from the economic and social crisis. Additionally, the EU continues to struggle with finding a comprehensive response to the so-called refugee crisis. Against this background, a strong response by the civil society is needed more than ever to keep promoting the founding values of the European project. SOLIDAR is a European and worldwide network of Civil Society Organisations (CSOs) working to advance social justice in Europe and worldwide. With 60 member organisations

⁴³⁵ http://ergonetnetwork.org/wp-content/uploads/2019/03/2019_03_20-Event-program_SDGs-and-Combating-Antigypsyism-PDF.pdf

⁴³⁶ <http://ergonetnetwork.org/2019/10/international-congress-on-discrimination-based-on-work-and-descent/>

⁴³⁷ <https://gadebate.un.org/generaldebate74/en/>

⁴³⁸ <https://www.sdgwatcheurope.org/wp-content/uploads/2019/06/FALLING-THROUGH-THE-CRACKS-JUNE-2019.pdf>

⁴³⁹ <https://www.sdgwatcheurope.org/>

based in 29 countries (24 of which are EU countries), member organisations are national CSOs in Europe, as well as some non-EU and EU-wide organisations, working in one or more of our fields of activity. SOLIDAR aims to act as a bridge between the EU and the national level. It voices the concerns of its member organisations to the EU and international institutions by carrying out active advocacy, project management and coordination, policy monitoring and awareness-raising across its different policy areas. It also supports its national and regional members in implementing and monitoring EU-driven processes. Over the last four years, SOLIDAR has set up 17 national EU strategy groups and is committed to strengthening their capacity to monitor social progress and the impact of structural reforms as well as to producing recommendations for policies at a national and EU level.

Aims of the project/organisation: SOLIDAR is a European network of civil society organisations working to advance social justice both in Europe and worldwide. Its main aim is to support the development, implementation, monitoring and evaluation of initiatives undertaken towards the policy objectives of the [European Pillar of Social Rights](#)⁴⁴⁰, the [Europe 2020 Strategy](#)⁴⁴¹ and the [Sustainable Development Goals](#)⁴⁴². Other objectives include:

- Supporting the EU-driven processes such as the European Semester and Open Method of Coordination regarding social protection and social inclusion;
- Supporting stakeholders' involvement in the dissemination and implementation of the main political EU-driven processes, and encouraging their cooperation with other civil society organisations and social partners at EU, national, regional and local levels;
- Providing data and strong evidence on policy developments and trends.

Results, impacts and lessons learned: In 2019, SOLIDAR continued promoting high-level social protection throughout the EU as a key to achieve social justice, sustainable and inclusive economic development and more cohesive societies. The network worked on strengthening national strategy groups. All of the groups held a meeting in their respective country and attended both regional meetings and a joint meeting in Brussels. With the support of these national strategy groups, SOLIDAR published the first edition of the [Social Rights Monitor](#)⁴⁴³, which focuses on equal opportunities and fair working conditions, social protection and inclusion and civic space.

Further results included organising a round table to raise the bar in the progressive debate for the upcoming elections in order to build common strategies and new narratives to contribute to building a social Europe. The conference was held in the European Parliament in Brussels on the 11 April 2019 with more than 120 participants and titled '[How to mobilise critical voting for building a social Europe](#)'⁴⁴⁴. SOLIDAR also organised two study visits in Spain and France. Lastly, the network published several briefing papers, including '[Strengthening the Social Dimension of the European Semester](#)'⁴⁴⁵, '[InvestEU](#)'⁴⁴⁶, and '[Implementing the European Pillar of Social Rights](#)'⁴⁴⁷.

⁴⁴⁰ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights_en

⁴⁴¹

https://ec.europa.eu/eu2020/pdf/COMPLET_%20EN_%20BARROSO_%20%20%20007_%20-%20Europe_%202020_%20-%20EN_%20version.pdf

⁴⁴² <https://www.un.org/sustainabledevelopment/sustainable-development-goals/>

⁴⁴³ <https://www.solidar.org/en/publications/social-rights-monitor-2019>

⁴⁴⁴ <https://www.solidar.org/en/events/how-to-mobilise-critical-voting-for-building-social-europe>

⁴⁴⁵ <https://www.solidar.org/en/publications/strengthening-the-social-dimension-of-the-european-semester>

⁴⁴⁶ <https://www.solidar.org/en/publications/briefing-92-investeu-short-briefing-paper>

⁴⁴⁷ <https://www.solidar.org/en/publications/briefing-paper-93-implementing-the-european-pillar-of-social-rights>

Innovativeness of the project/activities: In the lead up to the European Parliament elections, SOLIDAR developed a campaign called 'Behind Nationalism – SOLIDAR work overturning far right arguments against the EU'. A [handbook](#)⁴⁴⁸ answering nine questions about the EU was developed and covered topics such as the EU added value on people's daily lives, EU role in promoting sustainable development and jobs, migration and welfare, financial contribution of Member States to the EU. The handbook was then translated into German, French, Italian and Spanish. Subsequently, SOLIDAR developed a Manifesto and five position papers to answer the existing myths around the EU.

Policy evidence generated by the project: With the proclamation of the [European Pillar of Social Rights](#)⁴⁴⁹ in November 2017, SOLIDAR's work in 2019 was closely tied to its follow-up, promotion and call for implementation. In the light of this, the network increased its efforts to monitor and influence policy developments at the EU level and played an active role in advocating for the realisation of the European Pillar of Social Rights in particular by developing the first edition of the [Social Rights Monitor](#)⁴⁵⁰. SOLIDAR has also contributed to facilitating the discussions on how implementation of the European Pillar of Social Rights can lead to the achievement of the [Sustainable Development Goals](#)⁴⁵¹ and [Agenda 2030](#)⁴⁵².

Dissemination strategy: Outputs produced by SOLIDAR were disseminated through its comprehensive database of targeted contacts developed to communicate with decision-makers and stakeholders at both European and national level, weekly electronic newsletters with a reach of 4 000 interested parties, [SOLIDAR Online Knowledge Hub](#)⁴⁵³, and social media ([Facebook](#)⁴⁵⁴ [and Twitter](#)⁴⁵⁵). The increasing use of social media has opened new channels of interactive communication for the network. In addition to the electronic dissemination channels, SOLIDAR published paper copies of the Social Rights Monitor and the supporting material for the campaign for the European Elections, which were available in different languages to reach a wider audience.

European added value: The transfer of knowledge, information and expertise to and from SOLIDAR members continues to demonstrate the substantial added value of its international network. The interaction with the SOLIDAR network facilitates the exchange of information on national and EU-level processes among members and the secretariat, which results in higher engagement and insight. Among its members, SOLIDAR achieved stronger knowledge sharing of innovative solutions to promote quality and sustainable employment, combating poverty and social exclusion and investing in education, training and lifelong learning through study visits, the training academy as well as during members' forum meetings and the meetings of the national strategy groups to develop the Social Rights Monitor. Furthermore, with the reinforcement of the national strategy groups in 17 countries, stronger partnerships have been established among the network's local members and partners and other local stakeholders to further strengthen the relationships and synergies with key social economy stakeholders, social service providers and social partners.

⁴⁴⁸ <https://www.solidar.org/en/projects/behind-nationalism-solidar-work-overturning-far-right-arguments-against-the-eu>

⁴⁴⁹ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights_en

⁴⁵⁰ <https://www.solidar.org/en/publications/social-rights-monitor-2019>

⁴⁵¹ <https://www.un.org/sustainabledevelopment/sustainable-development-goals/>

⁴⁵²

https://sustainabledevelopment.un.org/content/documents/21252030_%20Agenda_%20for_%20Sustainable_%20Development_%20web.pdf

⁴⁵³ <http://www.solidar.org/en/activities/knowledge-hub>

⁴⁵⁴ <https://www.facebook.com/SOLIDAR.org/>

⁴⁵⁵ https://twitter.com/Solidar_EU?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor

Sustainability measures: SOLIDAR will continue to collect comparable data to feed into EU policy initiatives aiming at enhancing social convergence. The network will collect evidence from civil society organisations about relevant employment and social benchmarks as well as share innovative and progressive policy solutions with a goal to end social dumping, precarious working conditions, growth of the informal economy and increasing inequalities.

SOLIDAR ensures the sustainability of its actions and their results mostly by enhancing the technical and financial capacity of the network to participate in EU policymaking in the long term. Another way is to work to foster and preserve a European civic space that is transparent and inclusive, where the voice of our members are heard and valued. The activity that best sums up the technical and financial capacity building that the Secretariat carries out for its network is the yearly Training Academy. Its objective is to strengthen the capacity the networks and their national members, especially the junior staff, in order to (i) support implementation of EU priorities, and (ii) make better use of the various European funds available to support this objective. This also includes improving the sustainability of the members' work, their organisational functioning and their cooperation mechanisms.

Horizontal objectives: Throughout 2019, innovative solutions were identified to improve the delivery of social services providing effective responses to the new and unmet needs of socioeconomic vulnerable groups – in particular long-term unemployed and migrants. These solutions made effective progress in empowering individuals, thus allowing active participation in society, reducing early school leaving, and promoting quality job activation. The network also focused on promoting social investment within the development of [Invest EU](#)⁴⁵⁶ as well as gender equality, following the directive on work-life balance. Further topics that took a prominent role in SOLIDAR's work in 2019 were the promotion of the social service sector and the social economy, the integration of third country nationals in labour markets and society, as well as the connection of the European Pillar of Social Rights with the Sustainable Development Goals.

4.4 EUROCARERS – Supporting Informal Carers, Strengthening Europe

'Eurocarers brought together 71 member organisations from 28 countries in 2019.'

Call identification number	VP/2018/016
Grant identification number	VS/2019/0158
Policy area	Social Protection and Social Inclusion
Policy sub-area	<ul style="list-style-type: none"> • Formal and informal care; • Social inclusion of people with disabilities; • Social welfare; • Non-discrimination; • Ageing.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Specialist bodies provided for under Union law; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • Experts in evaluation and in impact assessment; • National statistical offices; • Media; • Health and social care professionals • Public and private companies involved in the provision of care; • Carers.

⁴⁵⁶ https://europa.eu/investeu/home_en

Activities implemented	<ul style="list-style-type: none"> • 5 newsletters issues disseminated; • Seven position papers and consultation responses published; • Annual Report 2019 published; • 15 country profiles developed; • Study visit between its member organisations organised.
Implementation country (-ies)	71 organisations in 28 countries
Participating countries	
Coordinator	Eurocarers – Association Européenne Travaillant Avec Et Pour Les Aidants Non-professionnels, Belgium
Partners	-
EU contribution in euro	298 120.71 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	www.eurocarers.org

Socioeconomic context: According to research, informal carers provide over 80 % of all care in Europe, with women providing approximately two thirds of care as daughters (in-law) and wives / partners. Estimates suggest that the economic value of unpaid informal care in the EU – as a percentage of the overall cost of formal long-term care – ranges from 50 to 90 %. Meeting the growing care needs of an ageing population without recognising the central part played by millions of families, friends and neighbours in the provision of care will therefore prove challenging. However, when not adequately supported, informal care can have severe consequences for carers themselves and society as a whole. Carers are indeed often faced with additional costs as a result of the condition of the person they care for, and their caring responsibilities can be a barrier to entering education and paid employment. Many working carers have to perform a difficult balancing act and they may be forced to reduce their working hours (involuntary part-timers) or give up paid employment, thereby reducing their income and pension entitlements. Caring can also impact heavily on a carer’s health and well-being. This is particularly true for young and young adult carers.

Aims of the project/organisation: Eurocarers is the European network representing informal carers and their organisations, irrespective of the particular age or health need of the person they are caring for. The collective efforts of our expanding network seek to ensure that the existing and growing care needs of an ageing European population are addressed in a universal and equitable way and that the essential contribution of unpaid / informal carers in the provision of care is valued, recognised as central to the sustainability of health and long-term care systems and supported to prevent the negative impact of care on carers themselves.

The main objective for 2019 were:

- Documenting and raising awareness about the significant contribution made by carers to health and social care systems and the economy as a whole, the impact of caring on carers' ability to maximise their life prospects and maintain an active and productive life, as well as the need to address the daily challenges facing carers across Europe;
- Contributing to evidence-based policy development at national as well as European level that take account of carers, i.e. promote their social inclusion, the development of support services, enable them to remain active in paid employment and maintain a social life;
- Promoting mutual learning and exchange of good practices and innovation throughout the EU.

Results, impacts and lessons learned: Every year, Eurocarers co-organises in-country policy dialogues with its member or partner organisation in order to raise awareness and generate the momentum needed to accompany the development of new national / regional

initiatives targeted at care and caring as well as to connect the dots between the EU objectives and national/regional policy agendas. In 2019, five in-country policy dialogues were organised. A Policy dialogue on 'European Policy for informal carers – what's the news?' and a seminar on 'How to strike a balance for people who are juggling work and care' were held in Oslo on the 19 November 2019. These two policy dialogues allowed to inform ongoing national and regional policy debates on the need for comprehensive and consistent approaches to support informal carers in Norway, building on the existing measures and ongoing policy developments across Europe. Both events were attended by about 45 participants including the Norwegian Ministry of Health and Healthcare Directorate, the Norwegian Board of Health, the Patients' Ombudsman, Norwegian Members of Parliament, officials from the Oslo City Council, trade unions as well as NGOs working on dementia, addiction, young carers, retirees, cancer, mental health, stroke, and heart diseases.

In 2019, Eurocarers published its [Annual Report 2019](#)⁴⁵⁷. The report provides information about policy developments that have occurred in the reported period and that are of relevance to the network's work, including the approval of the [European Pillar of Social Rights](#)⁴⁵⁸, the [EU Directive on work-life balance for parents and carers](#)⁴⁵⁹, the work of the [EP interest group on carers](#)⁴⁶⁰, the progress made with the promotion and implementation of the EU Strategy on carers. The report also gives an overview of the research, data and practices generated or collected by our network in order to document our work and support our policy messaging.

Identification of potential good practices: Eurocarers have continued to conduct a review of the policy environment of relevance to care and caring throughout the EU. Country profiles are available through the '[About Carers](#)'⁴⁶¹ section of the network's website, which continues to provide an updated and concise overview of the situation of carers across Europe. Currently, a first batch of 15 country profiles is available on the Eurocarers websites. The main goal of Eurocarers is to cover all the EU countries as soon as possible. These profiles will be revisited on a regular basis (at least every year) to monitor progress and sustain the advocacy work at all levels of activity.

Policy evidence generated by the project: Eurocarers developed seven position papers and consultation responses in 2019, building on the network's collective work and intelligence, including:

- '[Home and family employment and home care in the EU - A civil society initiative](#)'⁴⁶² prepared with EFFE;
- Joint manifesto '[All Policies for a Healthy Europe](#)'⁴⁶³;
- '[Valuing Informal Care in Europe – Analytical Review of Existing Valuation Methods](#)'⁴⁶⁴;
- '[European Semester 2019: how to build on the increasing focus on care?](#)'⁴⁶⁵;
- 'Eurocarers' response to Public Consultation on 12 proposed Institutionalised European Partnerships under the future Horizon Europe Research and Innovation programme';
- Eurocarer's response to Public Consultation on Horizon Europe Co-design 2021-2024;

⁴⁵⁷ <https://eurocarers.org/publications/2019-annual-report/>

⁴⁵⁸ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights_en

⁴⁵⁹ <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32019L1158>

⁴⁶⁰ <https://eurocarers.org/ep-interest-group-on-carers/>

⁴⁶¹ <https://eurocarers.org/country-profiles/>

⁴⁶² <https://www.effe-homecare.eu/wp-content/uploads/2019/03/White-Paper-EFFE-UK.pdf>

⁴⁶³ <https://healthyeurope.eu/>

⁴⁶⁴ <https://eurocarers.org/publications/valuing-informal-care-in-europe/>

⁴⁶⁵ <https://eurocarers.org/publications/european-semester-2019-how-to-build-on-the-increasing-focus-on-care/>

- [Eurocarer's response to EC public consultation on ESF support to social inclusion](#)⁴⁶⁶.

Transnational dimension: Eurocarers brought together 71 member organisations from 28 countries in 2019. These organisations are at very different stages of development and may operate in the framework (or in the margins) of similar or unrelated policy environments of relevance to care and caring. The capacity building aspect of our work (e.g. study visits, information sharing and peer review seminars) is therefore central to reinforce the European carers' movement and ensure that policy developments occur at all levels of governance. In 2019, Eurocarers organised a study visit between its member organisations, which brought together 28 participants from 14 countries. The study visit provided Eurocarers' members with an opportunity to learn from each other and take stock of the network's in-house knowledge and experience. It also maximised Eurocarers' capacity to learn from and reflect on relevant EU projects. In particular, two sessions focused on the [CARE4DEM project](#)⁴⁶⁷, aimed at developing a model of web-based mutual aid groups for informal carers

Dissemination strategy: Eurocarers' main target audiences include relevant EU, national, and regional policymakers and stakeholders who are active in care and caring, employment, social affairs, education, vocational training, e-health, assisted living, active and healthy ageing. The network's communication strategy was implemented through its main website, monthly newsletter, position papers, calls to action and visibility on social media channels. The network's [website](#)⁴⁶⁸ received 97 596 visits in 2018. Additionally, the Eurocarers [Twitter](#)⁴⁶⁹ account generated more than 86 000 mentions in 2019, which represents a 28 % increase compared to 2018. The network also gained 260 new followers in 2019 reaching a total of 680 followers (up by 60 %). Furthermore, information about relevant EU developments was disseminated through five newsletters to more than 200 readers. The network also relies on a database of more than 3 000 contacts to disseminate relevant information about carers' added value and needs.

European added value: The EU added value of Eurocarers' work supported by the EaSI programme continues to lie in the network's contribution to dialogues relating to the future of care systems, access to employment, education for carers, gender equality, health and well-being, social inclusion and poverty, including through the implementation of the [European Pillar of Social Rights](#)⁴⁷⁰ and [European Semester](#)⁴⁷¹. In 2019, Eurocarers participated in more than 150 relevant events and policy dialogues across Europe to promote the perspective of informal carers and to inform policy agendas around care and caring

Sustainability measures: Eurocarers will continue to support the EC in its efforts to create a policy environment that is favourable for sustainable, equitable and quality long-term care services and where carers are recognised, supported and valued. The work programme and ambitions of the new European Commission for 2020 include additional prospects to convey the network's message and achieve its goals. Despite this favourable policy background, Eurocarers is conscious that the growing momentum around care and caring remains fragile. The network's planned advocacy, communication and capacity building activities in 2020 will therefore seek to elaborate on the definition of good quality care from both the care recipient and carer's perspective. The network will also pursue its actions to implement the

⁴⁶⁶ <https://eurocarers.org/publications/eurocarers-contribution-to-ec-consultation-on-esf/>

⁴⁶⁷ <https://eurocarers.org/care4dem/>

⁴⁶⁸ <https://eurocarers.org/>

⁴⁶⁹ https://twitter.com/eurocarers_info?lang=en

⁴⁷⁰ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights_en

⁴⁷¹ https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester_en

[10 steps](#)⁴⁷² that are necessary to develop supporting and empowering policies targeted at carers, along the lines described in the [Eurocarers' EU Strategy on carers](#)⁴⁷³.

Horizontal objectives: Eurocarers seek to ensure that the existing and growing care needs of an ageing European population are addressed in a universal and equitable way and that the essential contribution of unpaid / informal carers in the provision of care is valued, recognised as central to the sustainability of health and long-term care systems, and supported to prevent the negative impact of care on carers themselves. To ensure success of initiatives aiming to address the needs and preferences of carers, there needs to be an interplay between a broad set of policies in the social, health and employment fields. As a result, Eurocarers concentrate on a number of horizontal objectives in the areas of care and caring, work-life balance, ICT-based solutions for care, youth and young carers, poverty and social exclusion, age-friendly societies, gender equality as well as economic dimension of informal care.

4.5 CARITAS EUROPA – CARES II: Caritas Actions Reinforce the European Social Dimension 2019

'Caritas Europa also continued collecting promising / good practices throughout its mapping system. Given the success of this exercise, Caritas Internationalis has decided to expand the mapping globally by using the structure and layout developed by Caritas Europa.'

Call identification number	VP/2018/016
Grant identification number	VS/2019/0159
Policy area	Social Inclusion and Poverty Reduction
Policy sub-area	<ul style="list-style-type: none"> • Child and family poverty • Youth inclusion and employment • Migration and asylum • Working conditions and inclusive labour markets • Social protection • Social Economy and Social Innovation • Non-discrimination
Target groups	<ul style="list-style-type: none"> • People experiencing poverty • National, regional and local authorities • Social partners • Non-governmental organisations • Media • Council of Europe/EU Institutions' representation
Activities implemented	<ul style="list-style-type: none"> • European Caritas CARES report 16 Caritas CARES country reports published • Institutional Advocacy Handbook published • Grassroots participation/ Advocacy/ ODSS Learning Paths organised • Flagship Conference attended • Grassroots participation handbook translated • Mapping system expanded • 12 social policy updates on social policy issues linked to social protection, social economy and inclusive labour markets prepared
Implementation country (-ies)	49 Caritas Europa members in 46 countries
Participating countries	
Coordinator	Caritas Europa, Belgium
Partners	-
EU contribution in euro	800 000 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	www.caritas.eu

⁴⁷² <https://eurocarers.org/strategy/>

⁴⁷³ <https://eurocarers.org/publications/enabling-carers-to-care/>

Socioeconomic context: Caritas Europa is a Catholic network working with people of all faiths to end poverty and to promote the dignity of all people. The network has 49 member organisations in 46 countries across the European continent. Caritas Europa seeks to reinforce understanding of the key processes of the EU 2020 strategy among its members to stress the importance of this knowledge for achieving a more inclusive EU and for ringing the reality of the most vulnerable to the attention of the European and national stakeholders and policymakers. It also promotes active exchange of experiences, skills and means between the member organisations. Caritas Europa puts in place tools and mechanisms to strengthen and professionalise the role and work of the member organisations in their countries.

Aims of the project/organisation: Caritas Europa aims to aid the most deprived members of society, offers services to people experiencing poverty, and advocates for policies affecting them to be changed. Caritas Europa also provides humanitarian aid and promotes civil engagement through voluntary work. The main policy themes of the 2019 Work Programme remained unchanged:

- Child poverty in the context of family poverty, including the implementation of the Commission's Recommendation on investing in Children and the child-related Country Specific Recommendations (CSRs) produced within the [European Semester Process](#)⁴⁷⁴;
- Social exclusion among young people, including the implementation of the [Youth Employment Initiative](#)⁴⁷⁵, [Youth Guarantee](#)⁴⁷⁶ and youth-related CSRs;
- Legal, employment and inclusion conditions of migrants and their integration, including CSR addressing social exclusion and legal conditions and unemployment among migrants;
- [European Pillar of Social Rights](#)⁴⁷⁷, including the collective complaints mechanism of the [European Social Charter](#)⁴⁷⁸ as an additional tool to ensure that all residents enjoy the social right they are entitled to, thus contributing to achieving the [Sustainable Development Goals](#)⁴⁷⁹, and reinforcing the significance of the [European Social Charter](#)⁴⁸⁰;
- Social economy and social innovation;
- Any other policy area that may affect the objective of poverty reduction and social inclusion in Europe.

Results, impacts and lessons learned: In 2019, Caritas Europa along with its member organisations continued providing relevant inputs to decision-makers, both at the national and EU levels, regarding the development and implementation of social policies. The network also identified the impacts, risks and gaps of policies and provided constructive proposals concerning the development of the European social model(s) in the future. The relevant inputs were provided through the implementation of activities such as developing policy documents, organising conferences, seminars and other capacity building events in different technical or thematic areas. An example of such an event was the conference⁴⁸¹ at the European Economic and Social Committee, which was attended by participants from

⁴⁷⁴ https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester_en

⁴⁷⁵ <https://ec.europa.eu/social/main.jsp?catId=1176>

⁴⁷⁶ <https://ec.europa.eu/social/main.jsp?catId=1079>

⁴⁷⁷ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights_en

⁴⁷⁸ <https://www.coe.int/en/web/european-social-charter>

⁴⁷⁹ https://ec.europa.eu/info/strategy/international-strategies/sustainable-development-goals_en

⁴⁸⁰ <https://rm.coe.int/168007cf93>

⁴⁸¹ <https://www.caritas.eu/job-creation-conference-article/>

all over Europe. Caritas Europa prepared [16 Caritas CARES country reports](#)⁴⁸² and the [European Caritas CARES report](#)⁴⁸³, which included recommendations for policymakers.

Caritas Europa contributed to the [Social Platform's](#)⁴⁸⁴ activities and continued to raise the voices of people experiencing poverty in its advocacy efforts and messages. As a member of the Social Platform's Management Committee, the network attended regular management and steering meetings as well as the [Flagship Conference](#)⁴⁸⁵ in Helsinki where it had a speaking role.

Identification of potential good practices: In December 2018, the Grassroots Participation [Handbook](#)⁴⁸⁶ was produced based on the existing know-how in local communities and on the collection of good practices linked with the network's mapping system. Through this participatory process of producing a handbook on grassroots participation, the local communities were empowered to become more actively involved in national and EU policymaking. As the participation handbook received a lot of interest, Caritas Europa translated it into more languages in 2019. The new Caritas Europa website also includes an online toolkit dedicated to participation. The section contains various testimonies on how people in vulnerable situations are empowered in their social and economic development. These stories were collected by Caritas Europa members and made available to the Secretariat for policy and advocacy purposes. Caritas Europa also continued collecting promising / good practices throughout its [mapping system](#)⁴⁸⁷. In 2019, the mapping continued to grow. Given the success of this exercise, Caritas Internationalis has decided to expand the mapping globally by using the structure and layout developed by Caritas Europa.

Policy evidence generated by the project: Caritas Europa and its member organisations generated critical inputs regarding the development and implementation of social policies, identified the policies' impacts, risks and gaps and provided proposals on the development of the European social model(s) in the future. In 2019, the network prepared 12 social policy updates on social policy issues linked to social protection, social economy and inclusive labour markets, which were disseminated to the relevant staff in charge of social policy and advocacy. Caritas Europa also produced a number of other significant publications:

- [CARES European and country reports](#)⁴⁸⁸;
- [Study on fostering community sponsorships across Europe](#)⁴⁸⁹;
- [Study on educational poverty](#)⁴⁹⁰;
- [Grassroots participation handbook](#)⁴⁹¹;
- [Institutional advocacy handbook](#)⁴⁹²;
- [Social economy handbook](#)⁴⁹³.

Transnational dimension: Caritas Europa is an extensive network, which has a large geographical reach and has members in 46 countries. In 2019, the Caritas Europa network increased and improved coordination of the advocacy work of its members on social policy issues on national and EU levels. More member organisations across Europe provided

⁴⁸² <https://caritascares.eu/15/>

⁴⁸³ https://www.caritas.eu/wordpress/wp-content/uploads/2020/02/Caritas_Cares_Europe_FINAL_Singles_light.pdf

⁴⁸⁴ <https://www.socialplatform.org/>

⁴⁸⁵ <https://www.socialplatform.org/what-we-do/flagship-conference/flagship-conference-2019/>

⁴⁸⁶ <https://www.caritas.eu/grassroots-participation-handbook/>

⁴⁸⁷ <http://mapping.caritas.eu/>

⁴⁸⁸ <https://www.caritas.eu/caritas-cares/>

⁴⁸⁹ <https://www.caritas.eu/wordpress/wp-content/uploads/2019/10/Share-publication-2019-EN.pdf>

⁴⁹⁰ https://www.caritas.eu/wordpress/wp-content/uploads/2019/04/caritas_poverty_observatory_study.pdf

⁴⁹¹ <https://www.caritas.eu/grassroots-participation-handbook/>

⁴⁹² <https://www.caritas.eu/institutional-advocacy/>

⁴⁹³ <https://www.caritas.eu/social-economy-handbook/>

greater input to national EU level social policy initiatives, which is a result of Caritas Europa efforts to assist their members in the development.

New partnerships created: No new members joined the network in 2019. However, Caritas Europa strengthened partnerships with European networks receiving EaSI funding such as [EVPA](#)⁴⁹⁴, [ENSIE](#)⁴⁹⁵ and [European Microfinance Network](#)⁴⁹⁶, to exchange best practices and models, give more visibility to existing promising practices and collaborate on specific advocacy recommendations.

Dissemination strategy: Both Caritas Europa and its member organisations engaged in disseminating information about the implemented activities. Centralised dissemination activities in 2018 included [25 press releases/ \(joint\) statements](#)⁴⁹⁷, several of which were translated by the network's members and disseminated at the national level, dozens of email alerts to promote statements, newsletters and articles published, 4 [thematic newsletters](#)⁴⁹⁸ and 1 special issue of [Faith and Action](#)⁴⁹⁹. Moreover, Caritas Europa social media engagement and the number of followers have increased substantially in 2019 ([Facebook](#)⁵⁰⁰ by 1 100 followers, [Twitter](#)⁵⁰¹ by 700 followers and [Instagram](#)⁵⁰² by 400 followers). Communication activities of Caritas Europa target media, decision-makers and other civil society organisations in Brussels, as well as the whole European Caritas Network and the wider public.

European added value: The added value of Caritas Europa, thanks also to the EaSI funding, resides in its multi-layered network of 49 member organisations in 46 countries. Thanks to its geographical extension, Caritas Europa is able to ensure a capillary presence throughout the European continent and at different levels, e.g. European, national and local. Caritas Europa's work very much depends on the contributions of its members. The collaboration between network members and the Secretariat is formalised by internal structures, such as, e.g. reference networks, action groups and task forces that meet throughout the year.

Sustainability measures: Caritas Europa works towards sustainability, empowering its members to contribute to advocacy activities by providing collected information, building capacities and networking. Their inputs, analyses, and country specific reports were shared with relevant stakeholders in the EU and used in ongoing activities throughout the year. All the implemented activities contribute to dialogue and advocacy strategies towards bringing about change for people experiencing poverty. Caritas Europa works to strengthen the capabilities of its member organisations to build a stronger and more sustainable network.

Horizontal objectives: Caritas Europa participated in the Caritas Germany annual congress in Berlin where it co-organised a stand on the European Parliament elections to raise awareness among Caritas Germany employees and volunteers on the importance of voting. After the event, the network shared several articles and social media messages to build momentum across the EU. Additionally, Caritas Europa drafted a letter, signed by its President and Secretary General, which was sent to member organisations, explaining why the European Parliament elections are important.

⁴⁹⁴ <https://evpa.eu.com/>

⁴⁹⁵ <http://www.ensie.org/>

⁴⁹⁶ <https://www.european-microfinance.org/>

⁴⁹⁷ <https://www.caritas.eu/press-releases/>

⁴⁹⁸ <https://www.caritas.eu/caritas-europa-newsletters/>

⁴⁹⁹ https://www.caritas.eu/publications_and_resources/?fwp_topic=faith-and-action

⁵⁰⁰ <https://www.facebook.com/CaritasEuropa/>

⁵⁰¹ https://twitter.com/CaritasEuropa?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor

⁵⁰² <https://www.instagram.com/caritaseuropa/?hl=en>

Youth engagement is recognised as a crucial topic in all member organisation in the Caritas Europa network. Caritas Europa participated in several events concerning youth. One of the main events was yCiE network strategic meeting in France during which a new project proposal for organising youth exchanges was prepared.

4.6 Eurodiaconia – Eurodiaconia Work Programme 2019

'On 12 and 13 of September 2019, Eurodiaconia held its "Access to employment network meeting" in Madrid. The meeting focused on how providers of social services can establish stronger links with employers and employment opportunities.'

Call identification number	VP/2018/016
Grant identification number	VS/2019/0160
Policy area	Employment Social Protection and Social Inclusion
Policy sub-area	<ul style="list-style-type: none"> Youth employment; Employment analysis; Poverty and social Exclusion; Non-discrimination and equality mainstreaming.
Target groups	<ul style="list-style-type: none"> National, regional and local authorities; Employment services; Specialist bodies provided under Union law; Social partners; Non-governmental organisations; Higher education institutions and research institutes; Media; Citizens; European institutions.
Activities implemented	<ul style="list-style-type: none"> Several analytical outputs, including 'Eurodiaconia's booklet on access to work' produced; Training to raise awareness about the EU funding opportunities organised; 'Access to employment network meeting' held in Madrid; A meeting of experts working on and with mobile Roma citizens in different EU Member States organised.
Implementation country (-ies)	52 Eurodiaconia member organisations in 32 countries
Participating countries	
Coordinator	Eurodiaconia AISBL, Belgium
Partners	-
EU contribution in euro	581 629.50 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	https://www.eurodiaconia.org

Socioeconomic context: Eurodiaconia is a network of churches and Christian organisations that provides social and healthcare services to vulnerable groups. The network consists of 51 national and regional organisations. Eurodiaconia shares evidence and data with policymakers, thus, contributing to the development of EU social policies. The [European Pillar of Social Rights](#)⁵⁰³ is at the heart of network activities. More specifically, the organisation seeks to create a better understanding of European economic governance and the [European Semester](#)⁵⁰⁴ process, build the capacity of EU Member States to follow the European Semester process, align EU social policy with the needs of the most deprived, provide expertise on specific challenges such as youth unemployment or extreme deprivation, enhance access to the labour

⁵⁰³ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights_en

⁵⁰⁴ https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester_en

market for the long-term unemployed, and integrate migrants into the labour market and educational systems.

Aims of the project/organisation: In 2018 Eurodiaconia contributed to the development of social policies tackling poverty, inequality, social exclusion and unemployment by implementing the following objectives:

- Supporting the implementation of the [European Pillar of Social Rights](#)⁵⁰⁵;
- Working to align the EU social goals with the [Sustainable Development Goals](#)⁵⁰⁶;
- Providing data and strong evidence-based policy proposals on the social situation in the Member States and emerging trends related to the European Pillar of Social Rights;
- Upskilling its members to be increasingly active as knowledge bearers and information channel at national, regional and local level, equipping them with tools for effective and timely reporting on the impact of social policies on citizens and providing tools and content for effective dissemination of information among their constituents;
- Providing specialist knowledge on specific challenges, (e.g. young people in urban areas, assistance to return to employment, social integration of migrants);
- Identifying innovative practices across all policy areas in which Eurodiaconia works;
- Supporting constructive engagement in the European Parliament elections with a focus on the vision of a social- and solidarity-focused European Union.

Results, impacts and lessons learned: Eurodiaconia produced several analytical outputs in 2019:

- '[Fostering cooperation between local authorities and civil society actors in the integration and social inclusion of migrants and refugees: Challenges and Opportunities](#)'⁵⁰⁷;
- '[Boosting sustainable and inclusive growth through the European Semester](#)'⁵⁰⁸;
- '[The Role of Social Services in Fighting Inequalities in Europe](#)'⁵⁰⁹;
- '[Helping people in need to be part of the community](#)'⁵¹⁰;
- '[Promoting shared prosperity in the European Semester: taking stock of the 2019 cycle and launching the 2020 Semester](#)'⁵¹¹;
- '[Eurodiaconia's booklet on access to work](#)'⁵¹².

Eurodiaconia also organised training to raise awareness about the EU-funding opportunities in the social sector to 11 participants. They are now better equipped to apply successfully for EU funding. The training also served as an opportunity to gather information about the use of the EU funding among the network so far and prepare

⁵⁰⁵ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights_en

⁵⁰⁶ <https://www.un.org/sustainabledevelopment/sustainable-development-goals/>

⁵⁰⁷ <https://www.eurodiaconia.org/wordpress/wp-content/uploads/2019/06/201906-Fostering-cooperation-refugee-integration.pdf>

⁵⁰⁸ https://www.eurodiaconia.org/wordpress/wp-content/uploads/2019/09/201907-Boosting-sustainable-and-inclusive-growth.pdf?utm_source=Eurodiaconia+Newsletter&utm_campaign=4bb20a489b-EMAIL_CAMPAIGN_2019_01_07_07_48_COPY_04&utm_medium=email&utm_term=0_dca24754fe-4bb20a489b

⁵⁰⁹ <https://www.eurodiaconia.org/wordpress/wp-content/uploads/2019/08/The-Role-o>

⁵¹⁰ <https://www.eurodiaconia.org/wordpress/wp-content/uploads/2019/10/2019-09-26-Eurodiaconia-Helping-people-in-need-ETR.pdf>

⁵¹¹ <https://www.eurodiaconia.org/wordpress/wp-content/uploads/2019/11/Promoting-shared-prosperity-in-the-European-Semester-2020.pdf>

⁵¹² <https://www.eurodiaconia.org/wordpress/wp-content/uploads/2019/12/2019-12-16-Eurodiaconia-Access-to-Employment-in-ETR.pdf>

member organisations for the [post-2020 Multiannual Financial Framework](#)⁵¹³ and its potential for social work.

Transferability element(s) of the project/activities: On 12 and 13 September 2019, Eurodiaconia held its '[Access to employment network meeting](#)'⁵¹⁴ in Madrid. The meeting focused on how providers of social services can establish stronger links with employers and employment opportunities. Members increased their knowledge of partnership models with employers to ensure more effective transitions between work inclusion interventions and sustainable employment for people with lower employability. Participants shared good practice examples, identified common challenges and discussed potential solutions and opportunities for policy development.

Policy evidence generated by the project: Eurodiaconia expanded its focus on the inclusion of Roma people in 2019. The network organised and facilitated a meeting of experts working on and with mobile Roma citizens in different EU Member States. The meeting involved representatives from EU-level organisations representing or working with Roma, as well as from national and local level organisations in different Member States to discuss the specific situations of mobile Roma citizens, understand their needs and challenges and find solutions on how these can be better addressed. Participants developed concrete recommendations for the European Commission for its post-2020 Roma Strategy which were shared with key stakeholders, presented at an EESC hearing in June 2019 on the future of the 2020 Roma strategy and published on the European Commission website.

In the light of the election of the newly elected European Parliament, Eurodiaconia updated some of its policy papers related to extreme poverty, specifically child poverty and homelessness. The updated policy papers provide clear recommendations to the MEPs, the European Commission and other key stakeholders on crucial issues related to extreme destitution.

Transnational dimension: Partnerships and transnational cooperation is a core element of Eurodiaconia's implementation plan and the network benefits from both formal and informal partnerships. We are active members of [Social Platform](#)⁵¹⁵, [Social Services Europe](#)⁵¹⁶, [Civil Society Europe](#)⁵¹⁷, [SDG Watch](#)⁵¹⁸, the [Semester Alliance](#)⁵¹⁹ and various other ad hoc groups and coalitions. We partner with organisations such as [FEANTSA](#)⁵²⁰, [EASPD](#)⁵²¹, [Solidar](#)⁵²², [Caritas Europa](#)⁵²³, [European Social Network](#)⁵²⁴, [PICUM](#)⁵²⁵, and others working on specific topics relevant to Eurodiaconia's work and actions including academic institutions. We have a wide range of contacts in the European Parliament and European Economic and Social Committee.

Dissemination strategy: In 2019 Eurodiaconia used the same dissemination channels as in 2018, which included email, social media channels, website and printed

⁵¹³ <https://www.eesc.europa.eu/en/our-work/opinions-information-reports/opinions/multiannual-financial-framework-after-2020>

⁵¹⁴ <https://www.eurodiaconia.org/it/events/access-to-employment-network-meeting-for-members/>

⁵¹⁵ <https://www.socialplatform.org/>

⁵¹⁶ <https://www.socialserviceseurope.eu/>

⁵¹⁷ <https://civilsocietyeurope.eu/>

⁵¹⁸ <https://www.sdqwatcheurope.org/>

⁵¹⁹ <https://semesteralliance.net/>

⁵²⁰ <https://www.feantsa.org/en>

⁵²¹ <https://www.easpd.eu/>

⁵²² <https://www.solidar.org/>

⁵²³ <https://www.caritas.eu/>

⁵²⁴ <https://www.esn-eu.org/>

⁵²⁵ <https://picum.org/>

copies of the outputs. The analytical outputs (reports, policy papers and recommendations) were disseminated via email to relevant stakeholders. Several hard copies of the studies were produced and shared during the events. Although the network became GDPR compliant in 2018 it has not been easy to clarify exactly what constitutes consent with mailing lists, so Eurodiaconia reviewed its distribution lists once again in 2019.

European added value: Eurodiaconia activities influenced the common policy work and advocacy actions related to the European Pillar of Social Rights. Throughout 2019 Eurodiaconia engaged in the main social policy formation processes at the EU level. This action and bringing the voices into the EU policy debate would not be possible without the EU support.

Sustainability measures: Eurodiaconia expects continued engagement of its members and the network as a whole because there is a sense of both urgency and constructiveness in participating in political processes. The network will continue to bring its members input into the [European Semester](#)⁵²⁶ process and to advocate for an expanded social scoreboard. It will also work further on monitoring the implementation of the [European Pillar of Social Rights](#)⁵²⁷. Eurodiaconia is dedicated to continuing its work on reducing poverty and exclusion by addressing the needs of specific vulnerable groups (e.g., migrants, Roma people).

Horizontal objectives: In 2019, the network has expanded its focus on migrants and Roma. It has also continued working on issues related to non-discrimination and gender equality, high-quality and sustainable work, adequate and decent social protection, long-term unemployment and youth employment as well as poverty and social exclusion. Eurodiaconia provided specialist knowledge on specific challenges such as young people in urban areas, the experience and impact of extreme deprivation, assistance to return to employment for the long-term unemployed, the role of social and healthcare services in reducing exclusion and inequality and the sustainable, holistic social integration of migrants.

4.7 COFACE Families Europe – Safeguarding a Social, Inclusive and Diverse Europe for all Families

'COFACE collected good practices throughout its different meetings and carried out a coordinated mapping of actions and programmes that support families in the digital world, which resulted in the Digital Families Map. Digital Families Map includes innovative practices from the network's member organisations.'

Call identification number	VP/2018/016
Grant identification number	VS/2019/0161
Policy area	Social Protection and Social Inclusion
Policy sub-area	<ul style="list-style-type: none"> • Non-discrimination; • Quality and sustainable employment; • Social protection; • Migration; • Education; • Work-life balance.

⁵²⁶ https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester_en

⁵²⁷ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights_en

Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Specialist bodies provided for under Union law; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • Experts in evaluation and in impact assessment; • Media.
Activities implemented	<ul style="list-style-type: none"> • #Allfamiliespeakout campaign launched; • 'New Deal for Families of Today' published; • S.H.I.F.T guide prepared; • Digital Families Map prepared; • Participation in advisory groups; • Instagram account created; • 11 newsletters sent out.
Implementation country (-ies)	COFACE Families Europe members in 23 European countries
Participating countries	
Coordinator	Confederation des Organisations Familiales de l'Union Européenne AISBL (COFACE), Belgium
Partners	-
EU contribution in euro	480 350.82 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	www.coface-eu.org

Socioeconomic context: COFACE Families Europe (hereafter COFACE), originally founded in 1958, is a network of civil society associations representing the interests of all families. It focuses on policies and legislation that impact the lives of children and families, particularly in the fields of social protection and inclusion, safeguarding the rights of disabled and dependent persons, prevention and fighting child poverty, reconciling family and work-life, migration, inclusive education and early childhood education and care, parenting support services to families, information and communications technologies, health and consumer policies and other relevant policy areas.

Aims of the project/organisation: COFACE works towards promoting the well-being, health and security of families and their members in a changing society and serves as a trusted entity for family mainstreaming as well as for the voice and needs of families in the EU and beyond. The aims of the project were to:

- Represent COFACE member organisations towards the European and international institutions (UN, OECD, Council of Europe) and towards organisations operating at European level (EU agencies, stakeholder groups, NGOs, forums and platforms);
- Carry out advocacy campaigns for families and family organisations wherever the interests of families and their member are at stake;
- Coordinate and facilitate projects, programmes, activities and initiatives of member organisations, bringing a European dimension to their local initiatives to drive change for families;
- Closely follow EU and international initiatives and assess their negative and positive impacts on families;
- Establish networking systems for the continuing exchange of information and actions with member organisations on matters arising within the EU as well as reaching out to individuals who support COFACE's mission;
- Develop new research, projects, conferences, seminars, trainings and study days and put in motion programmes of action at the European level, in partnership with other organisations.

Results, impacts and lessons learned: In 2019, COFACE focused primarily on safeguarding a social, inclusive and diverse Europe. The network organised four internal

expert meetings on communications, work-life balance, disability and digitalisation, and one large public affairs event under the Finnish presidency of the EU on shaping a healthy environment fit for children, bringing together 100 participants from more than 20 countries and a wide range of sectors creating new synergies and partnerships, as well as cross-country knowledge and innovation transfer. Subsequently, COFACE developed four position papers, including [New Deal for Families of Today](#)⁵²⁸ and [S.H.I.F.T guide](#)⁵²⁹ to further boost a shift towards a full inclusion of persons with disabilities.

The network launched a call to mobilise the COFACE network for the European Parliamentary elections through [#Allfamiliespeakout campaign](#)⁵³⁰, which encouraged people to vote for pluralism. COFACE also carried out the first Europe-wide survey about Toys and Diversity, collecting more than 2 000 responses from people in more than 30 countries. It served as a useful tool to both raise awareness and educate the European audience about the fact that equality starts in childhood and that toys and advertising play a key role in shaping and breaking stereotypes: [toys and diversity](#)⁵³¹.

Identification of potential good practices: COFACE collected good practices throughout its different meetings and carried out a coordinated mapping of actions and programmes that support families in the digital world, which resulted in the [Digital Families Map](#)⁵³². Digital Families Map includes innovative practices from the network's member organisations in Belgium, Bulgaria, Croatia, Finland, France, Germany, Greece, Hungary and Spain – civil society organisations representing or supporting families locally. These innovative practices cover numerous topics such as boosting digital skills, protecting children online, fostering digital inclusion of the most vulnerable (e.g., poor families, women and people with disabilities), providing digital services to families, dealing with certain risks such as cyberbullying and using ICT to boost independent living.

Policy evidence generated by the project: Throughout 2019, COFACE continued to collect and disseminate data and evidence on policy developments and trends to tackle the needs of families across the EU through thematic research reports, policy positions and recommendations, various assessments and policy briefs. Their key achievement in 2019 was to keep up pressure on the EU policymaker to adopt the [work-life balance directive](#)⁵³³. The network also took part in a number of advisory groups, including [High Level Group on Disability](#)⁵³⁴, [Financial Services User Group](#)⁵³⁵, [European Banking Authority's stakeholder group](#)⁵³⁶, [Alliance to better protect minors online](#)⁵³⁷, and [Multi-stakeholder platform on SDGs](#)⁵³⁸.

Additionally, the network also produced several publications, including a [paper on 'Building Inclusive Societies: First Steps to Bridging the Gap Between Family, Education and Migration](#)

⁵²⁸ <http://www.coface-eu.org/europe/a-new-deal-for-families-of-today/>

⁵²⁹ http://www.coface-eu.org/wp-content/uploads/2019/12/SHIFT_EN_Final.pdf

⁵³⁰ <http://www.coface-eu.org/europe/all-families-speak-out-to-safeguard-a-social-inclusive-and-democratic-europe/>

⁵³¹ <http://www.coface-eu.org/consumers/tell-us-your-toy-stories-first-europe-wide-survey-on-toysanddiversity/>

⁵³² http://www.coface-eu.org/wp-content/uploads/2020/03/Digital-families_FINAL.pdf

⁵³³ <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32019L1158>

⁵³⁴ <https://ec.europa.eu/transparency/regexpert/index.cfm?do=groupDetail.groupDetail&groupID=1259>

⁵³⁵ https://ec.europa.eu/info/business-economy-euro/banking-and-finance/financial-reforms-and-their-progress/regulatory-process-financial-services/expert-groups-comitology-and-other-committees/financial-services-user-group-fsug_en

⁵³⁶ <https://eba.europa.eu/about-us/organisation/banking-stakeholder-group>

⁵³⁷ <https://ec.europa.eu/digital-single-market/en/alliance-better-protect-minors-online>

⁵³⁸ https://ec.europa.eu/info/strategy/international-strategies/sustainable-development-goals/multi-stakeholder-platform-sdgs_en

[Policies](#)⁵³⁹, [‘A New Deal for Families of Today’](#)⁵⁴⁰, and a [review of The European Disability Strategy 2010-2020](#)⁵⁴¹.

Transnational dimension: Mutual learning and transfer of knowledge is a key tool of COFACE to (1) involve national civil society in European dynamics; (2) to drive innovation in local communities; and (3) to build common positions for EU advocacy to mainstream family concerns in different EU policies and law. To this end, the network uses online communication channels to highlight good practice ([website](#)⁵⁴², [monthly newsletter](#)⁵⁴³, [online communities](#)⁵⁴⁴) and organises different types of meetings to promote cross-country exchanges between the network’s members: public affairs events (four in 2019 on the themes of work-life balance, disability, child well-being and digitalisation), four internal COFACE expert meetings (on communication strategies, digital parenting, the [Convention on the Rights of Persons with Disabilities \(CRPD\)](#)⁵⁴⁵ and work-life balance), and finally strategic statutory meetings (three Administrative Councils every year, as well as an Annual General Assembly) to build consensus across countries and provide a strong voice for family organisations at EU level through common positions. Furthermore, the network’s transnational dynamics in social media communities on [Facebook](#)⁵⁴⁶ and [Twitter](#)⁵⁴⁷ are strengthened annually with huge outreach and impact. In 2019, COFACE also joined [Instagram](#)⁵⁴⁸.

New partnerships created: In 2019, COFACE organised a large public affairs event under the Finnish presidency of the EU on shaping a healthy environment fit for children bringing together 100 participants from 20+ countries and a wide range of sectors creating new synergies and partnerships.

Dissemination strategy: COFACE disseminated its outputs by distributing physical copies of its reports during meetings and events, as well as by sending 11 electronic newsletters to more than 3 000 contacts. Further dissemination was carried out via social media ([Facebook](#)⁵⁴⁹, [Twitter](#)⁵⁵⁰, [LinkedIn](#)⁵⁵¹, [Instagram](#)⁵⁵²) and on [the official website](#) of COFACE Families Europe. COFACE disseminates its outputs to a wide variety of stakeholders, including EU institutions and public authorities, European NGOs and civil society, EU Agencies, corporate networks, research projects and academics, international organisations and stakeholders at national level.

European added value: The network bridged the gap between the EU and the local-level policies via its policy outputs, highlighting the emerging needs of families to be considered in EU law and policy. COFACE also established a link between EU social policy and the global framework through its special consultative status at the UN and its work on the Sustainable Development Goals (SDG). Through its consensus building between national civil society

⁵³⁹ http://www.coface-eu.org/wp-content/uploads/2019/05/COFACE-paper_Building-Inclusive-Societies_FINAL.pdf

⁵⁴⁰ <http://www.coface-eu.org/wp-content/uploads/2019/09/NewDealFamiliesofToday.pdf>

⁵⁴¹ <http://www.coface-eu.org/wp-content/uploads/2019/11/COFACE-statement-on-European-disability-strategy-2019-2-1.pdf>

⁵⁴² <http://www.coface-eu.org/>

⁵⁴³ <http://www.coface-eu.org/newsroom/newsletters/>

⁵⁴⁴ <http://www.coface-eu.org/online-communities/>

⁵⁴⁵ <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>

⁵⁴⁶ <https://www.facebook.com/COFACE.EU/>

⁵⁴⁷ https://twitter.com/coface_eu?lang=en

⁵⁴⁸ <https://www.instagram.com/familieseurope/>

⁵⁴⁹ <https://www.facebook.com/COFACE.EU/>

⁵⁵⁰ https://twitter.com/coface_eu?lang=en

⁵⁵¹ <https://www.linkedin.com/company/coface---confederation-of-family-organisation-in-the-eu/>

⁵⁵² <https://www.instagram.com/familieseurope/>

organisations representing families or support services to families, the network pushes for common positions to allow for the voice of families to be mainstreamed in EU advocacy. COFACE is the only European civil society player to specialise and promote work-life balance measures at EU level, and successfully leads a coalition of NGOs to jointly advocate on this topic with successful adoption of the EU work-life balance directive. COFACE's electronic newsletter is the only source of monthly updates on family matters (EU and national). This work would much harder, if not impossible to carry out, without the EaSI support.

Sustainability measures: Safeguarding a social, inclusive and diverse Europe for all families will remain central in COFACE's future work in consolidating the European social agenda by boosting the European Pillar of Social Rights, and also mainstreaming the family / social perspective in other policy fields (education, digital, finance, consumer, employment, energy) making key connections wherever possible as the network did for the ACIG 2019 with the Lightning talks on financial services for all, and the joint event with the right to energy coalition. The New Deal for Families of Today published end of 2019 will serve as a compass for the next 4 years with concrete recommendations, in line with values of human rights, social inclusion, non-discrimination, intergenerational solidarity. Key areas which COFACE will contribute to shaping and supporting include the adoption of the MFF 2021-2027 with a strong social dimension, the Semester process, discussions around the EU Green Deal, as well as the feasibility of the European Child Guarantee, boosting the new Gender Equality strategy and the new Disability Strategy. The network is already building strategic thinking around the 2024 European elections into its work (using social media platforms, reaching out to the grassroots, connecting more directly with European citizens as well as empowering COFACE member organisations to mainstream European thinking into their daily work).

Horizontal objectives: COFACE addressed a number of horizontal objectives in 2019. First, the network highlighted the difficulties of families in vulnerable situations (large families, single-parent families, migrant families, etc.) in different EU and national conferences / meetings by generally promoting a safety net for all families based on access to resources / services / time, and by promoting investment in family-support systems at local level through access to childcare, long-term care and a wide range of community-based services.

Second, COFACE promoted gender equality through its advocacy on reconciling work and family life, with work-life balance policies to support more women to enter the labour market and more men to take-up their family / caring roles; by leading the alliance of European NGOs on work-life balance to develop joint advocacy actions in support of the EU work-life balance directive and other non-legislative measures; by supporting the [European Women Against Violence](#)⁵⁵³ coalition and advocating for the ratification of the [Istanbul Convention](#)⁵⁵⁴; by highlighting the gender dimension of family care⁵⁵⁵; and finally by advocating for childcare and long-term services to support families with two position papers adopted this year – one on the family dimension of long-term care, and one call for a new EU deal for childcare.

Third, COFACE promoted quality and sustainable employment by pushing for employment legislation on adequate family leaves (maternity, paternity, parental, carers) and flexible work arrangements (flexitime, smart work, telework, part-time). The network generally does that by building links with European Social Partners, listening to the views of trade unions and industry representatives, by participating in European research projects on employment-related topics, and by advocating for the adoption of minimum standards in EU law (as is the

⁵⁵³ <https://www.wave-network.org/>

⁵⁵⁴ <https://www.coe.int/en/web/istanbul-convention/home?desktop=true>

⁵⁵⁵ Most family carers are women and very much threatened with poverty and exclusion.

case of the [EU Work-Life Balance Directive](#)⁵⁵⁶), and supporting EU hard and soft law which strengthens the social rights of workers (e.g. the [Council Recommendation on Access to Social Protection for Workers and the Self-Employed](#)⁵⁵⁷).

4.8 Reuse and Recycling European Union Social Enterprises (RREUSE) – Developing the Role of Social Enterprises in the Circular Economy

'In 2019, the network produced a number of policy inputs, including 17 policy inputs, joint statements and official letters to the Commission.'

Call identification number	VP/2018/016
Grant identification number	VS/2019/0162
Policy area	Social Protection and Social Inclusion and Employment
Policy sub-area	<ul style="list-style-type: none"> • Youth employment; • Long-term unemployment; • Green economy; • Circular economy.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Specialist bodies provided under Union law; • Social partners; • Non-government organisations; • Higher education institutions and research institutes; • Experts in evaluation and in impact assessment; • Media.
Activities implemented	<ul style="list-style-type: none"> • Position paper on European Semester prepared; • 17 policy inputs, joint statements and official letters to the Commission prepared; • 3rd international conference on the role of social enterprise in the circular economy organised; • Internal database of individual member facts and figures for 2018 updated; • Participation as member in four European Commission's expert groups; • Spoke at 28 international conferences, meetings and workshops.
Implementation country (-ies)	27 members from 25 countries
Participating countries	
Coordinator	Reuse and Recycling European Union Social Enterprises (RREUSE), Belgium
Partners	-
EU contribution in euro	263 810 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	www.rreuse.org

Socioeconomic context: Reuse and Recycling European Union Social Enterprises (hereafter RREUSE) is an international network of social enterprises working in the reuse, repair and recycling sector with significant impact on the environment and the lives of thousands of local communities. Together with its 27 members from 25 European countries and the USA, RREUSE represents over 850 social enterprises and strives to help shape European legislation in a way that will support the activities of social enterprises working in the field of reuse, repair and recycling. Moreover, RREUSE aims at influencing policy proposals on employment conditions, social rights and inclusion and linking them to circular economy debates.

Aims of the project/organisation: The main objectives of RREUSE in 2019 included (but were not limited to):

⁵⁵⁶ <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32019L1158>

⁵⁵⁷ https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.C_.2019.387.01.0001.01.ENG&toc=OJ:C:2019:387:TOC

- contributing to the EU's knowledge base on social entrepreneurship, quality jobs and social inclusion;
- informing and improving the effectiveness of EU funding mechanisms in supporting the establishment and development of social enterprises active in reuse, repair and recycling;
- contributing to the fulfilment of the [UN Sustainable Development Goals](#)⁵⁵⁸ by monitoring and influencing the development and implementation of policy proposals under the [EU Commission's Circular Economy Package](#)⁵⁵⁹;
- raising awareness and addressing the need for EU action on the formalisation of informal, excluded and most vulnerable groups working in the field of waste management;
- helping facilitate concrete new partnerships and synergies between social enterprises themselves as well as the private sector;
- engaging in targeted information and/or lobbying campaigns that focus on support of social inclusion and tackling poverty.

Results, impacts and lessons learned: In 2019, RREUSE collected and represented data related to the socioeconomic impact of social enterprises working in the field of reuse, repair and remanufacturing. First, the network distributed a member survey to all of its members with personalised messages highlighting previous year's figures and instructions. New system of sending out member survey in March was implemented and internal guidance on filling in member survey and collecting data was updated. Second, RREUSE updated its internal database of individual member facts and figures for 2018. Third, RREUSE finalised five business model case studies containing 10 mini cases of social enterprises from RREUSE's wider network. Finally, the network organised the 3rd international conference on the role of social enterprise in the circular economy. It was organised together with RREUSE members [AERESS](#)⁵⁶⁰ and [Traperos d'Emaus Navarra](#)⁵⁶¹.

Policy evidence generated by the project: In 2019, the network produced a number of policy inputs, including 17 policy inputs, joint statements and official letters to the Commission. Some of its publications, include:

- [RREUSE Activity Report 2018](#)⁵⁶²;
- ['Why we need to tackle food waste and what social enterprises are doing about it'](#)⁵⁶³;
- ['10 Priorities to Transform EU Waste Policy'](#)⁵⁶⁴;
- [Position on CENELEC standards for the collection, logistics and preparation for re-use of WEEE](#)⁵⁶⁵;
- ['Social enterprises as an integral part of the fair, green and circular transition in Europe'](#)⁵⁶⁶;
- ['Vision for a New Fashion Season: Social and Circular'](#)⁵⁶⁷;
- [RREUSE comments on the effectiveness of the ESF in promoting social inclusion](#)⁵⁶⁸.

RREUSE also participated as a member in four European Commission expert groups: [Expert Group on social economy and social enterprises \(GECES\)](#)⁵⁶⁹, the [European innovation](#)

⁵⁵⁸ <https://www.un.org/sustainabledevelopment/sustainable-development-goals/>

⁵⁵⁹ http://ec.europa.eu/environment/circular-economy/index_en.htm

⁵⁶⁰ <http://www.aeress.org/>

⁵⁶¹ <http://www.emausnavarra.org/index.php/es/>

⁵⁶² <https://www.rreuse.org/wp-content/uploads/757-RReuse-AR-web-3-2-1.pdf>

⁵⁶³ <https://www.rreuse.org/wp-content/uploads/FINAL-Commentary-on-Food-Wa>

⁵⁶⁴ <https://www.rreuse.org/10-priorities-to-transform-eu-waste-policy/>

⁵⁶⁵ https://www.rreuse.org/wp-content/uploads/RREUSE-external-position-Standards_Final-Publication.pdf

⁵⁶⁶ <https://www.rreuse.org/wp-content/uploads/Joint-Statement-on-European-Green-Deal-Caritas-Europa-Euclid-Network-Microfinance-Centre-RREUSE-PDF.pdf>

⁵⁶⁷ https://www.rreuse.org/wp-content/uploads/RREUSE-Textile-Vision-2019_FINAL.pdf

⁵⁶⁸ <https://www.rreuse.org/rreuse-comments-on-the-effectiveness-of-the-esf-in-promoting-social-inclusion/>

⁵⁶⁹ https://ec.europa.eu/growth/sectors/social-economy/enterprises/expert-groups_en

[partnership \(EIP\) on raw materials](#)⁵⁷⁰, [European Circular Economy Stakeholder Platform](#)⁵⁷¹, and [Eco-Design Consultation Forum](#)⁵⁷².

Transnational dimension: The network actively participates in transnational activities. In 2019, it was invited to speak at 28 international conferences, meetings and workshops, including International Labour Organisations' [Social and Solidarity Economy Academy](#)⁵⁷³ and the [SDG Global Festival of Action](#)⁵⁷⁴.

New partnerships created: RREUSE was involved in active liaison with nine organisations interested in RREUSE membership, including social enterprise networks, individual social enterprises as well as interest also from municipalities and private companies. For the latter, however, RREUSE's internal rules and statutes do not allow for them to join RREUSE. In 2019, the network accepted four new members to its network with a pending vote at RREUSE's General Assembly in 2020.

Dissemination strategy: The majority of the network's reports and analyses have been produced in the form of Commission consultations, where reports have been directly submitted to the Commission and then published publicly either on the [official website](#)⁵⁷⁵ or on those of collaborating partners. The stand-alone position papers were sent to desk officers and disseminated to the network's members in order to pass on information to national officials. The most important publications are also included in the network's public newsletters. In 2019 RREUSE issued 19 internal newsletters. RREUSE uses social media to disseminate work published online. On this note, RREUSE noted solid growth on all fronts concerning its social media channels in comparison to 2018: [Facebook](#)⁵⁷⁶ – 37 %, [Twitter](#)⁵⁷⁷ – 20 %, [LinkedIn](#)⁵⁷⁸ – 85 %. RREUSE is also part of three Commission expert groups where it is also able to disseminate reports and other outputs. The network was also given official speaking opportunities at 28 international events.

European added value: RREUSE engaged in the [European Semester](#)⁵⁷⁹ through commenting on national reform programmes and engaging with national ministries and European policymakers on how support for social enterprise can be a great way to meet [EU2020](#)⁵⁸⁰ goals and the [Sustainable Development Goals](#)⁵⁸¹ (SDGs). In 2019, the network prepared a [position paper](#)⁵⁸² with its comments on the European Semester.

Sustainability measures: RREUSE will continue working on the enlargement of its network to have a full EU coverage by 2021 with a focus on attracting international networks that work in the areas related to its work. This will contribute to a goal of the network of ensuring that Member States set reduced VAT rates for activities contributing to environmental improvement and job creation. Additionally, RREUSE will continue supporting the Commission in its work to make investments and funding initiatives such as InvestEU and ESF+ more easily accessible to smaller entities and networks.

⁵⁷⁰ https://ec.europa.eu/growth/sectors/raw-materials/eip_en

⁵⁷¹ <https://circulareconomy.europa.eu/platform/>

⁵⁷² <https://ec.europa.eu/transparency/regexpert/index.cfm?do=groupDetail.groupDetail&groupID=1798>

⁵⁷³ http://www.ilo.org/global/topics/cooperatives/projects/WCMS_546299/lang--en/index.htm

⁵⁷⁴ <https://globalfestivalofaction.org/>

⁵⁷⁵ <https://www.rreuse.org>

⁵⁷⁶ <https://www.facebook.com/RREUSE.RREUSE/>

⁵⁷⁷ https://twitter.com/rreuse_brussels?lang=en

⁵⁷⁸ <https://www.linkedin.com/company/rreuse/>

⁵⁷⁹ https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester_en

⁵⁸⁰ https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester/framework/europe-2020-strategy_en

⁵⁸¹ <https://sustainabledevelopment.un.org/?menu=1300>

⁵⁸² https://www.rreuse.org/wp-content/uploads/RREUSE_2019_European-Semester_final_EH-.pdf

Horizontal objectives: The horizontal objectives have been addressed through RREUSE's work in promoting an enhanced policy framework to social enterprises to develop their activities in the field of reuse, repair and recycling. On top of this, RREUSE has been exploring how municipalities and the private sector can recognise social value brought by social enterprises that can then be used to create new partnerships in the future.

4.9 European Social Network (ESN) – European Social Network 2019 Annual Work Programme

'ESN launched an ESN App to foster engagement between participants at the Annual Seminar. Altogether 77 participants used the app, 55 questions were raised through the app in the Q&A sessions, and 206 publications were downloaded through the app in just 1.5 days.'

Call identification number	VP/2018/016
Grant identification number	VS/2019/0163
Policy area	Social Protection and Social Inclusion
Policy sub-area	<ul style="list-style-type: none"> • Education; • Youth employment; • Adequate and decent social protection; • Social welfare; • Anti-discrimination; • Fight against poverty; • High quality and sustainable employment.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Specialist bodies provided for under Union law; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • Experts in evaluation in impact assessment; • Media; • Social services directors; • People using social services.
Activities implemented	<ul style="list-style-type: none"> • The first meeting of its working group on social services digitalisation and technology hosted; • Second meeting of a working group to assess the role of social services in helping to achieve the Sustainable Development Goals hosted; • Report 'European Semester 2020: Social Services for a Social Europe' published; • ESN app launched during the Annual Seminar; • Several policy document published; • 19 organisations joined.
Implementation country (-ies)	136 ESN members in 33 countries
Participating countries	
Coordinator	European Social Network ASBL, Belgium
Partners	-
EU contribution in euro	929 310.25 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	www.esn-eu.org

Socioeconomic context: Since 1992, the European Social Network (hereafter ESN) has brought together key stakeholders from national, regional and local levels of governance with the aim of generating debate, facilitating learning and informing policymaking in the field of social services. Currently, ESN unites 140 member organisations in 33 countries. ESN represents the perspective of social services in public authorities at all levels of government at EU level by creating a platform for exchange and mutual learning to influence and support policymaking in the field of social services and inclusion.

Aims of the project/organisation: The Network's programme for 2019 focused on the political priorities of the EU regarding social welfare reform and the modernisation of social protection by addressing key challenges for public social services. The main objectives of the 2019 work programme include actions and recommendations feeding into EU policymaking and implementation of the European Pillar of Social Rights (EPSR); bridge-building actions between EU and national actors, specifically enhancing knowledge of EU level actors of policies promoting community-based social care and social services; awareness-raising about the role of quality social services in promoting inclusion and dissemination of innovative practice in the field; actions enhancing the Network's organisation and management expanding and diversifying its member base. Each of these objectives are interrelated and build on each other.

Results, impacts and lessons learned: ESN carried on providing relevant inputs to decision-makers, both at national level and EU level regarding the development and implementation of social policies. ESN organised a series of activities. First, the Network hosted the first meeting of its working group on social services digitalisation and technology with the participation of 25 delegates from across Europe to explore common challenges and opportunities posed by digitalisation. ESN launched this working group in 2019 to explore technological advancements and how they can improve the quality of social services delivery. 71 % of participants said that they gained relevant knowledge and would be able to use the knowledge gained to try to change policy and practice in their own context.

Second, ESN launched a working group to assess the role of social services in helping to achieve the [Sustainable Development Goals](#)⁵⁸³ (SDGs). The second meeting of the working group took place in May 2019. As a result of the discussion during this meeting, ESN prepared a policy paper entitled *The Sustainable Development Agenda: The role of social services in SDG 3*, which focused on social services' well-being promotion. Based on the assessment provided by members, ESN paper presents examples of social services-led well-being promotion programmes supporting the sustainable development agenda.

Third, the annual meeting of the [ESN's European Semester Reference Group](#)⁵⁸⁴ was organised on 27-28 June in Brussels with the participation of 42 delegates, half of whom were EU officials. 74 % of the Group members said that they shared the knowledge gained with national policymakers, bringing the European Semester closer to the national level.

ESN also ran a peer learning programme to allow public social services to learn from each other and assess the transferability of their models to other countries. Thanks to this programme, Riga officials visited Belgium to learn about a programme for youth leaving care so that some of its elements could be used in Riga where they wished to create a similar programme.

Innovativeness of the project/activities: ESN organised its annual seminar, which was attended by 130 participants, on co-production where we identified innovative practice on the involvement of people using services in social service planning, delivery and evaluation and disseminated across Europe this aspect of innovation in social services policy and practice. Also, at its annual seminar, ESN launched an event app to foster engagement between seminar participants. 77 participants used the app, 55 questions were raised through the Q&A functionality, and 206 publications were downloaded through the app in just 1.5 days. Besides its annual seminar, at the working group on digitalisation several programmes on IT and digital case management were identified and uploaded into the E-Library on the ESN website. ESN gathered implementation reports from its peer learning

⁵⁸³ <https://sustainabledevelopment.un.org/?menu=1300>

⁵⁸⁴ <https://www.esn-eu.org/european-semester-reference-group/index.html>

programme in 2018 with examples of transfer of programmes from Iceland to Italy, Hungary to Slovenia, and the UK to Malta based on learning plans and visits the year before.

Policy evidence generated by the project: In 2019, ESN published the report '[European Semester 2020: Social Services for a Social Europe](#)'⁵⁸⁵, which included a cross-country analysis, country profiles and CSRs put forward by the members of ESN Reference Group on the European Semester, which consists mainly of social services directors. With the dissemination of findings, several national member organisations of ESN Reference Group have become interlocutors of national authorities in their own countries and have participated in meetings with national government representatives to contribute to the design and delivery of policies on the social policy aspects of the Europe 2020 strategy. The European Commission has also requested ESN to have members of its Reference Group participating at the meetings on the European Semester organised by the European Commission.

Additionally, ESN produced and published several policy documents, including:

- [ESN Annual Review 2019](#)⁵⁸⁶;
- A proposal for Quality Assurance Principles in Europe '[Striving for Quality](#)'⁵⁸⁷ that makes specific recommendations to the European Commission to update its social services quality framework that dates back to 2010.
- Policy briefing '[Implementing the sustainable Development Agenda: The Role of Social Services](#)'⁵⁸⁸ with specific examples on how social services can support progress of the UN agenda on sustainable development.
- European Parliament elections briefing '[Promoting People's Europe](#)'⁵⁸⁹ highlighting how MEPs could support social services locally to advance social inclusion.

New partnerships created: 19 organisations joined ESN in 2019 bringing the total number of members to 140 in 33 countries. ESN regularly receives requests for membership, which are followed up by email or phone calls. The Network maintains ongoing contact with potential member organisations within and outside the EU about joining ESN events, showcasing ESN's work and exploring possibilities of increasing membership. For example, the Network worked with the government of North Macedonia in a conference to review the social services system in the country. After the event, the Network contacted the authorities to explore the possibilities of cooperation. ESN has also extended outside Europe with a memorandum of understanding signed with its sister organisation in the US and welcoming its first member in Canada.

Dissemination strategy: Outputs produced by ESN in 2019 were disseminated to a wide audience through monthly newsletters to the network's members (sent to about 2 900 members), monthly newsletters to a general audience (sent to about 16 500 contacts) and placements on the website (approached by over 40 000 visitors). They were also shared through targeted communication with stakeholders and media, as well as through social media, its LinkedIn Page,⁵⁹⁰ its [company page](#)⁵⁹¹ and its [Twitter](#)⁵⁹² account. ESN online community of members CONNECT, which is an online platform to encourage engagement and cooperation between our members, grew to 207 members and 23 posts were posted. In addition, ESN worked with external partners and ESN's CEO published in social policy

⁵⁸⁵ <https://www.esn-eu.org/news/european-semester-2020-social-services-social-europe>

⁵⁸⁶ [https://www.esn-](https://www.esn-eu.org/sites/default/files/publications/ESN%20ANNUAL%20REVIEW%202019%20EN%20ISSUU%20compressed%20%281%29.pdf)

[eu.org/sites/default/files/publications/ESN ANNUAL %20REVIEW 2019 EN ISSUU compressed %20 %281 %29.pdf](https://www.esn-eu.org/sites/default/files/publications/ESN%20ANNUAL%20REVIEW%202019%20EN%20ISSUU%20compressed%20%281%29.pdf)

⁵⁸⁷ [https://www.esn-eu.org/sites/default/files/publications/ESN Quality report light web.pdf](https://www.esn-eu.org/sites/default/files/publications/ESN%20Quality%20report%20light%20web.pdf)

⁵⁸⁸ [https://www.esn-eu.org/sites/default/files/publications/SDG3 %20Policy briefing interactive.pdf](https://www.esn-eu.org/sites/default/files/publications/SDG3%20Policy%20briefing%20interactive.pdf)

⁵⁸⁹ [https://www.esn-eu.org/sites/default/files/publications/EP ESN %20elections %20briefing.pdf](https://www.esn-eu.org/sites/default/files/publications/EP%20ESN%20elections%20briefing.pdf)

⁵⁹⁰ <https://www.linkedin.com/company/european-social-network/>

⁵⁹¹ <http://www.esn-eu.org/>

⁵⁹² <https://twitter.com/ESNsocial>

magazines in Spain, France, Belgium and the US, while policy officers wrote in a social policy magazine from Italy.

European added value: EaSI funding was instrumental in ESN's work, especially in facilitating exchanges and peer learning activities between different actors, developing reports and organisation of events. The network's actions led to direct contact between different actors from European, national, regional and local levels. ESN activities have also allowed for exchange of opinions and information between European institutions and the Network's members. ESN's work on the European Semester is particularly important as it allowed benchmarking of national activities. ESN work on quality is directly relevant for the Commission to update its quality framework (dated to 2010) and implementing the EPSR. The work of the Network was the main driver for raising awareness among its members on the EU policy objectives, which resulted in the EU policy being implemented as recommended by the EU and the Commission.

Sustainability measures: The Network will continue to support the implementation of EU priorities and policies such as the [European Pillar of Social Rights](#)⁵⁹³, the [European Semester](#)⁵⁹⁴, the [Social Investment Package](#)⁵⁹⁵. Considering this, 2020 work will include annual meetings of the working groups on the European Semester, and Sustainable Development Goals, and an annual seminar on Long-Term Care, all of which are priorities of the European Commission. ESN will continue to reinforce links with the members of the European Parliament in the framework of the next [Multiannual Financial Framework](#)⁵⁹⁶ and [EU Cohesion Funds](#)⁵⁹⁷, which support social services, through a specific group on the topic. The Network will also continue to follow up on social services and digitalisation and explore this important topic in greater detail at the next meeting of the working group.

Furthermore, there will be a number of thematic policy areas on which ESN will focus in 2020, including community care. Community care has the potential to support smarter spending, generate greater investment in local communities, and reduce inequalities for citizens who want and need to access care and technologies outside of institutional structures, such as hospitals. In light of this, ESN will conduct research on the cost to quality ratio in relation to the procurement of long-term care services for older people by public social services and examine whether this model of providing community services works in terms of quality outcomes for people using services.

Horizontal objectives: ESN activities focused on three key overarching themes in 2019. First, it concentrated on upholding people's social rights throughout the life-course. Through knowledge exchange activities, ESN discussed how social services contribute to the implementation of people's social rights. Second, ESN worked on promoting the sustainability and adequacy of social services and welfare. Through its peer learning programme, ESN supported social services directors and senior professionals to identify, promote and test out services demonstrated to be effective and efficient to discuss their sustainability and transfer across Europe. Third, the Network engaged in European and international policy processes and funding. ESN has been using the potential for mutual learning and policy influence to support the goals of the [Europe 2020 Strategy](#)⁵⁹⁸ and the

⁵⁹³ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights_en

⁵⁹⁴ https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester_en

⁵⁹⁵ <https://ec.europa.eu/social/main.jsp?langId=en&catId=1044&newsId=1807&furtherNews=yes>

⁵⁹⁶ <https://www.eesc.europa.eu/en/our-work/opinions-information-reports/opinions/multiannual-financial-framework-after-2020>

⁵⁹⁷ https://ec.europa.eu/regional_policy/en/funding/cohesion-fund/

⁵⁹⁸ <https://ec.europa.eu/eurostat/web/europe-2020-indicators>

[Agenda 2030](#)⁵⁹⁹ through working groups on the [European Semester](#)⁶⁰⁰ and the [Sustainable Development Goals](#)⁶⁰¹ to encourage the development of quality, sustainable, effective and efficient social services in promoting inclusive communities.

4.10 European Platform for Rehabilitation (EPR) – BRIDGES Year 2: Better Results for Inclusion of Disadvantaged – Good practice and policy from European Services

'EPR led three high-profile national events with hundreds of participants, increasing understanding of issues, sharing best practice from across Europe and developing recommendations.'

Call identification number	VP/2018/016
Grant identification number	VS/2019/0164
Policy area	Social Protection and Social Inclusion
Policy sub-area	<ul style="list-style-type: none"> Youth employment; Long-term unemployment; Non-discrimination; Adequate and decent social protection.
Target groups	<ul style="list-style-type: none"> National, regional and local authorities; Employment services; Non-governmental organisations; Higher education institutions and research institutes; Service providers and social service professionals; Young people; Disadvantaged service users, particularly those with disabilities; Local and national decision-makers; Employers.
Activities implemented	<ul style="list-style-type: none"> EPR Annual Conference organised; A workshop on how to engage staff and leaders to be able to thrive in providing quality services in a changing and challenging environments organised; Toolkit prepared; An analytical paper on women with disabilities produced; Centre Coordinators meetings in June (Tallinn) and December (Brussels) organised; Policy webinar focused on discussing the latest EU policy initiatives.
Implementation country (-ies)	25 EPR members in 16 European countries
Participating countries	
Coordinator	European Platform for Rehabilitation, Belgium
Partners	-
EU contribution in euro	152 317.33 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	www.epr.eu

Socioeconomic context: Established in 1993, the European Platform for Rehabilitation (hereafter EPR) is a network of European providers of rehabilitation services to people with disabilities and other disadvantaged groups. Its members deliver services in the fields of vocational training and education, employment support, physical rehabilitation and social care. The ultimate goal of the network is to build the capacity of its members to provide sustainable, high-quality services in a competitive environment through mutual learning and training.

⁵⁹⁹ <https://sustainabledevelopment.un.org/post2015/transformingourworld/>

⁶⁰⁰ https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester_en

⁶⁰¹ <https://www.un.org/sustainabledevelopment/sustainable-development-goals/>

Aims of the project/organisation: EPR aims to enhance the understanding of EU policy developments among its members, identify policy priorities and formulate recommendations, benchmark and bench-learn to improve the quality and effectiveness of services. Additionally, EPR activities go beyond traditional mutual learning exchanges. EPR members co-create and pilot innovative products, tools and methods to better meet the needs of clients, employers and funders. EPR also aims to develop projects and facilitate access to EU funding.

Results, impacts and lessons learned: EPR gathered more policy recommendations than ever before and co-developed documents on mental health, employment and Funding programmes post-2020. A

survey showed EPR members' knowledge of EU initiatives increased. EPR activities were highly rated in terms of their usefulness for improving services.

EPR led three very successful high profile national awareness-raising events with hundreds of participants, receiving positive feedback and raising understanding of issues, bringing best practice from across Europe and leading to recommendations.

EPR resources were made more accessible through the use of infographics, e-learning modules and the searchable knowledge hub.

The 2019 edition of the EPR Annual Conference, took place in Tallinn in June, which attracted around 90 people from 16 European countries. The theme of the conference was '[Less is more? Rethinking resources for quality services](#)'⁶⁰². The objective of the event was to give participants new stimuli and new tools to transform and improve their services and competences as well as highlight the changes made within EPR. speakers Besides the main theme, another 4 topics were touched during dedicated workshops and mutual learning sessions, with the topics: enable employment, live independently, think digital and manage smarter.

EPR also organised a [workshop on how to engage staff and leaders to be able to thrive in providing quality services in changing and challenging environments](#)⁶⁰³, in which 25 directors and CEOs participated. Participants learned about and discussed how methods supporting incremental change, adapting to change and leading for change can help organisations adapt to changes in external conditions and be able to provide the best quality services to its users. Issues addressed included how change impacts individuals and how to engage individuals in the change process, understanding patterns of communications, adaptive change and adaptive leadership. Following the discussion of the concepts, participants shared challenges and developed recommendations on how funders can support organisations in times of change. Networking among the directors was encouraged.

Identification of potential good practices: EPR collected the most useful information that emerged from the previous training events and contributions from its members to write the 'EU Funding online toolkit'⁶⁰⁴, which can serve as a practical, complete, useful and effective tool for its members and organisations active in the sector. Members were also consulted about what would be the most relevant information for them in such a toolkit and could be accessed on EPR's knowledge hubEPR. Members were also consulted about what would be the most relevant information for them in such a toolkit. The tool provides an overview on the most useful European funding programmes for the support and inclusion of people with disabilities, namely [European Social Fund](#)⁶⁰⁵, [Employment and Social](#)

⁶⁰² <https://www.epr.eu/wp-content/uploads/2019-Annual-Conference-draft-programme-4.pdf>

⁶⁰³ <https://www.epr.eu/event/workshop-for-directors-2019/>

⁶⁰⁴ <https://knowledge.epr.equass.be/collection/59-funding-and-policy> and

<https://knowledge.epr.equass.be/category/344-tips-on-how-to-write-a-successful-project>

⁶⁰⁵ <https://ec.europa.eu/esf/home.jsp>

[Innovation](#)⁶⁰⁶, [Erasmus +](#)⁶⁰⁷, [Rights, Equality and Citizenship](#)⁶⁰⁸, [Horizon 2020](#)⁶⁰⁹, [Creative Europe](#)⁶¹⁰ and [Europe for Citizens](#)⁶¹¹. It also provides suggestions on things to keep in mind before writing a specific project and tips on how to write a successful application. More specifically, the tool gives an overview of goal-oriented project planning and how to implement it in the proposal writing phase. The tool also provides links to the websites of all mentioned programmes, important agencies and other external resources, which are useful for project impact evaluation, search for partners, call monitoring, linguistic support, online discussion.

Policy evidence generated by the project: In 2019, the network produced an [analytical paper on women with disabilities](#) focusing on the concrete discrimination and barriers women with disabilities face and the role social services play in addressing those. The paper was linked to EPR's online campaign on women with disabilities and focused on the main barriers identified and drawn attention to through it, such as barriers to the right to education, the right to employment, barriers faced due to suffering violence and barriers to accessing healthcare. The paper included good practices from EPR members on services, projects and practices addressed specifically at empowering and fighting barriers faced by women with disabilities. The analytical paper provided a concrete link between existing EU policies and service provision for people with disabilities. In addition, it provided an overview of the situation of women with disabilities in the European Union and key recommendations for achieving active inclusion and equal opportunities for women with disabilities in the EU in the future.

EPR also monitored the [European Semester](#)⁶¹² and informed its members about the [Country Specific Recommendations](#)⁶¹³, [the Annual Growth Survey](#) key messages and the country reports at the [Centre Coordinators](#) meetings both in June (Tallinn) and December (Brussels) 2019 and at the EU Policy Webinar (5 September) feeding back members' analysis into the process. EPR produced an analytical note on the Annual Growth Survey to inform its members on education, employment and skills priorities. EPR monitored the Country Reports and Country Specific Recommendations and gave feedback to the Commission based on the network members' experience at national level. This feedback was provided throughout the year in collaboration and participation to EU conferences, through policy recommendations and responses to EU public consultations (e.g. [European Disability Strategy](#)⁶¹⁴, Gender Equality) and through the recommendations elaborated and gathered together and shared within our events and activities reports.

EPR led a policy webinar focused on discussing the latest EU policy initiatives, the European Disability Strategy 2010-2020 public consultation, an update on the European Semester and the Country specific Recommendations 2019, updates on EU meetings such as the Disability High Level Group and the Annual Convention for Inclusive Growth and provided members with feedback and key messages from EU policy meetings. EPR produced a study with

⁶⁰⁶ <https://ec.europa.eu/social/main.jsp?catId=1081&langId=en&furtherCalls=yes&callType=2>

⁶⁰⁷ https://ec.europa.eu/programmes/erasmus-plus/node_en

⁶⁰⁸ [https://www.ehu.eus/en/web/europeanprojects/rights-equality-and-citizenship-programme#:~:text=The %20Rights %2C %20Equality %20and %20Citizenship,and %20other %20forms %20of %20intolerance](https://www.ehu.eus/en/web/europeanprojects/rights-equality-and-citizenship-programme#:~:text=The%20Rights%2C%20Equality%20and%20Citizenship,and%20other%20forms%20of%20intolerance)

⁶⁰⁹ <https://ec.europa.eu/programmes/horizon2020/en>

⁶¹⁰ https://ec.europa.eu/programmes/creative-europe/node_en

⁶¹¹ https://eacea.ec.europa.eu/europe-for-citizens_en

⁶¹² https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester_en

⁶¹³ https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester/european-semester-timeline/eu-country-specific-recommendations_en

⁶¹⁴

[https://ec.europa.eu/social/main.jsp?catId=1484#:~:text=The %20European %20disability %20strategy %202010, fully %20in %20society %20and %20economy](https://ec.europa.eu/social/main.jsp?catId=1484#:~:text=The%20European%20disability%20strategy%202010,fully%20in%20society%20and%20economy)

recommendations on systems and trends in quality social services for social inclusion, and one on social enterprises analysing good practices, which was presented for discussion at a public event.

Transnational dimension: EPR is founded on the principle of transnational mutual learning. All activities have transnational involvement of organisations from across Europe, from 4 to 15 different countries participated in each activity. This exchange of best practices and strategies allows for an upscaling and continued transnational transfer of effective approaches. The EPR membership is geographically balanced and includes 18 older and newer Member States of the EU plus Norway.

New partnerships created: In 2019, the secretariat was in touch with over 30 organisations potentially interested in membership and more organisations than ever considered and continue to consider EPR membership. At least 17 organisations expressed an interest in EPR in 2019. At the end of the year, EPR had two new members and developed many relationships with potential members. Member consultations were increased for a better understanding of existing and potential member needs. EPR led the Presidency of Social Services Europe in the first half of 2019, and SSE was very active in engaging in policymaking and implementation with the European Parliament and Commission through meetings and publications. EPR partnered with the European Alliance for Mental Health – Employment and Work as well as six other European organisations in joint policy actions.

Dissemination strategy: All analytical outputs were disseminated through EPR communication channels at organisational, national and EU levels: personal emails, seven e-bulletins, official website, [Facebook](#)⁶¹⁵ page, [LinkedIn](#)⁶¹⁶ page, [Twitter](#)⁶¹⁷ and in partners' newsletters or websites ([Social Services Europe](#)⁶¹⁸ and [Social Platform](#)⁶¹⁹). In 2019, EPR continued to consistently boost its presence on social media reaching out to new actors and attracting more visibility to the dissemination of EU initiatives, its activities and the promotion of its network, as well as EU projects EPR is involved in. EPR gained increased engagement and more followers. Additionally, printed publications were distributed within the network and during internal and external events. Additionally, printed copies were distributed within the network and during main internal and external events. For instance, the 2019 joint study, which EPR commissioned, was presented at the Public Affairs Event on 3 December 2019. It was professionally designed and printed in-house. Articles on EPR activities, collaboration or coordination of EU projects and events were published in the EPR Newsletter. Articles related to policy monitoring and reports from the attendance at the EU conferences were published in e-Bulletin.

European added value: Without the EU funding EPR would not have been able to create mutual learning activities and support organisations to attend them, organise national awareness-raising events, engage experts to deliver high quality activities, engage in policy work. EPR is now seen as a trustworthy and representative public body for disability service providers, which resulted in a strong support from its members and increasing interest of different organisations to join EPR. The membership of service providers in the EU network strengthens their position at the national level. The benchmarking of services and the exchange of innovative practices helps members improve the quality of their services.

⁶¹⁵ <https://www.facebook.com/EPR.Brussels/>

⁶¹⁶ <https://www.linkedin.com/company/european-platform-for-rehabilitation>

⁶¹⁷ https://twitter.com/EPR_Network

⁶¹⁸ <https://www.socialserviceseurope.eu/>

⁶¹⁹ <https://www.socialplatform.org/>

Sustainability measures: EPR will continue to work on the social dimension of the [European Semester](#)⁶²⁰ process and the [European Pillar of Social Rights](#)⁶²¹ and make recommendations to ensure effective social protection systems, and social and labour market inclusion of people with disabilities and other disadvantaged groups. EPR will also monitor the negotiations of the EU funding programmes post 2020 and engage in them where possible with Social Services Europe. EPR will inform its members about the approved funds and will continue working to increase members opportunities to engage with the EU funding programmes, participating in the EU-funded projects and contributing with the network's expertise.

Horizontal objectives: EPR provides resources and information for service providers and public authorities to help tackle a number of social issues. It is particularly active in the area of employment with a focus on supported employment and the roles of job coaches, support to social enterprise, as well as people who are the furthest from the labour market, including people with disabilities. EPR also undertakes activities related to other horizontal policy themes such as the role of social services in the inclusion of third country nationals, skills and training, women with disabilities, mental health, quality of social services, social investment and socially responsible public procurement. For instance, EPR organised a [Public Affairs event focusing on active inclusion of people with disabilities through social economy employment models](#)⁶²². The objective of the event was to develop conclusions and recommendations for social enterprises. The event was attended by 38 people from 14 different countries – 17 EPR members, 10 European organisations and two officers of the European Commission. The event was rated 4.2 obtaining very good feedback on the content, especially the panel with social enterprises.

4.11 EuroHealthNet – Strengthening Action on Health and Social Equity in the EU: EuroHealthNet Proposal for 2019

'In 2019, EuroHealthNet created and widely disseminated a successful video "1000 Life Changing Days" to increase acclaim and use through multiple European languages, including Italian, Slovenian, Spanish, Greek, French, Polish, German, and Portuguese.

Call identification number	VP/2018/016
Grant identification number	VS/2019/0165
Policy area	Social Protection and Social Inclusion
Policy sub-area	<ul style="list-style-type: none"> • Public health; • Disease prevention; • Inequality reduction; • Anti-discrimination.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • National statistical offices; • Media.
Activities implemented	<ul style="list-style-type: none"> • A capacity building workshop on health promotion and disease prevention co-organised; • Presented at the 12th European Public Health Conference; • Policy précis 'Towards healthy, sustainable and inclusive European Food Systems' and 'Digital health literacy: how new skills can help improve health, equity and sustainability' published; • A video '1000 Life changing Days' created and disseminated;

⁶²⁰ https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester_en

⁶²¹ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights_en

⁶²² For more information https://www.epr.eu/event/public-affairs-event/?post_type=event&p=2832/

	<ul style="list-style-type: none"> Eight new organisations joined as members, associate members, and observers.
Implementation country (-ies)	54 EuroHealthNet members, associate members, and observers in 28 European countries, including 23 EU Member States.
Participating countries	
Coordinator	EuroHealthNet ASBL, Belgium
Partners	-
EU contribution in euro	540 169 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	www.eurohealthnet.eu

Socioeconomic context: EuroHealthNet, established in 1996, is a not-for-profit partnership of organisations, agencies and statutory bodies working on public health, disease prevention, health promotion and reducing inequalities. Its members are national and regional institutes, academic and research centres, national and regional authorities and government departments. EuroHealthNet supports their work in the EU and associated states through policy and project development, networking and communication.

Aims of the project/organisation: The main strategic objectives of EuroHealthNet in 2019 were:

- Strengthen the design and implementation of policies at EU level and across the EU that contribute to promoting health and social equity, through the use of EU policy mechanisms such as EU Semester, the Open Method of Coordination, and ESIF/EFSI and (sub)national policy action;
- Make lasting impacts by increasing capacities, competency, and knowledge amongst the partnership and stakeholders in EU Member States to reduce health inequalities, poverty, and social exclusion;
- Improve understanding of health inequalities via effective communication and dissemination of 'what works' among politicians and policymakers, practitioners, and researchers at EU and (sub)national levels;
- Realise a high-quality, effective, and sustainable European Partnership for promoting health and social equity.

Results, impacts and lessons learned: In 2019, EuroHealthNet continued to act as a catalyst that facilitates creative relationships between authoritative bodies and stakeholders from different Member States and sectors. The network co-organised a capacity building workshop on health promotion and disease prevention programme registers with EuroHealthNet members [BZgA](https://www.bzga.de/)⁶²³ in Cologne, Germany. This workshop resulted in the successful launch of the first [Thematic Working Group](https://eurohealthnet.eu/partnership/thematic-working-groups-twigs)⁶²⁴ (TWIG) under the new terms of reference approved at the 2019 General Council Meeting. In addition, EuroHealthNet also presented at the skills-building seminar, 'Making the case for sustainable investment for equity in health and well-being'⁶²⁵ at the 12th [European Public Health Conference](https://ephconference.eu/)⁶²⁶, jointly organised by the WHO Collaborating Centre on Investment for Health and Well-being, the WHO Regions for Health Network, the WHO European Office for Investment for Health and Development, Venice, Italy, of the WHO Regional Office for Europe, and the European Public Health Association (EUPHA).

EuroHealthNet provided advice to interested members and partners on the use of ESIF and other European funding sources to address health and social inequalities in an effective, sustainable and integrated ways. The network applied the knowledge of its members and science-backed evidence to provide input into 12 policy consultations organised by the

⁶²³ <https://www.bzga.de/>

⁶²⁴ <https://eurohealthnet.eu/partnership/thematic-working-groups-twigs>

⁶²⁵ <http://eurohealthnet-magazine.eu/making-the-case-for-sustainable-investment-in-wellbeing-and-health-equity-a-practical-guide/>

⁶²⁶ <https://ephconference.eu/>

Commission and its advisory bodies, including those on the Sustainable Development Goals, impacts of ESF and support for social inclusion, options to foster health promoting systems, Digital Europe, Horizon Europe, gender equality, youth employment, child guarantee, task shifting, value-based healthcare, and all potentially important developments for health equity. In these responses the network particularly sought to present considerations arising from its annual theme around the equitable needs of children and young people.

Identification of potential good practices: In 2019, EuroHealthNet created and widely disseminated the successful video '[1000 Life Changing Days](#)'⁶²⁷ to increase acclaim and use through multiple European languages, including Italian, Slovenian, Spanish, Greek, French, Polish, German, and Portuguese. The video had over 6 600 views. In addition, the network has prepared to launch a new video on sustainable health systems. Called 'Time to Change', it is planned to support health and care system reforms towards community-based systems for sustainable and equitable well-being, through transformations using innovative financial models and measures. This will have three main audiences of public health professionals, medical professionals and professionals in other relevant sectors. The video will be released at a suitable time in 2020 given wider circumstances in Europe.

Policy evidence generated by the project: EuroHealthNet produced and disseminated several policy précis and policy briefings in 2019 – '[Towards healthy, sustainable and inclusive European Food Systems](#)'⁶²⁸ and '[Digital health literacy: how new skills can help improve health, equity and sustainability](#)'⁶²⁹ highlighting the value of the [European Pillar of Social Rights](#)⁶³⁰ principles for supporting health equity and addressing the social determinants of health. The first policy précis made the link between health, education and inequalities, supporting the network's annual theme of children and young people and drawing attention to the European Pillar of Social Rights, relevant EU policies and exemplary actions on the ground. Another policy précis highlighted the important social and health related aspects of the EU Digital Strategy and its implications for equitable literacy, lifelong learning and digital skills, again fitting into our annual theme. EuroHealthNet also updated and disseminated two previously published Factsheets, on Health Inequalities, Childhood & Vaccine-Preventable Diseases and on Health Inequalities.

These documents give a clear and concise overview of the situation including national and European policy, up-to-date evidence, and recommendations to address identified issues. Such briefings and documents benefit from the interconnected nature of the three EuroHealthNet Platforms: PRACTICE, POLICY, and RESEARCH. Research and expert knowledge acquired through the RESEARCH platform is applied in POLICY and PRACTICE activities and outputs. These evidence-based activities and outputs are then used in turn to translate knowledge to policymakers and implementers at European and national levels and are used in the network's contributions to the European Commission's consultations and strategic dialogues. Throughout the year, EuroHealthNet held strategic meetings with Commission officials from DG EMPL, DG SANTE and other DGs and cabinets (e.g., DG EAC, DG ECFIN, DG RTD, DG CONNECT, DG ENVI, DG REGIO) to exchange information on the Commission's social and health equity priorities during its final year of their mandate and looking ahead to the new term 2020-27.

Transnational dimension: In June, the Annual General Council meeting in Madrid brought together members and partners to review and discuss the strategic direction of the

⁶²⁷ <https://eurohealthnet.eu/media/news-releases/new-video-1000-life-changing-days>

⁶²⁸

[https://eurohealthnet.eu/sites/eurohealthnet.eu/files/publications/Towards %20healthy %2C %20sustainable %20and %20inclusive %20European %20food %20systems.pdf](https://eurohealthnet.eu/sites/eurohealthnet.eu/files/publications/Towards%20healthy%20sustainable%20and%20inclusive%20European%20food%20systems.pdf)

⁶²⁹ [https://eurohealthnet.eu/sites/eurohealthnet.eu/files/publications/PP_Digital %20Health %20Literacy_LR.pdf](https://eurohealthnet.eu/sites/eurohealthnet.eu/files/publications/PP_Digital%20Health%20Literacy_LR.pdf)

⁶³⁰ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights_en

partnership, as well as areas of mutual interest and concern. A total of 141 participants from 18 countries took part. They represented NGOs, EU Member State governments, national and regional authorities, EU Institutions, academia and the media. In addition, two country exchange visits helped create and develop connections between representatives of health promotion agencies in different Member States.

New partnerships created: In 2019, the EuroHealthNet Partnership expanded by 2 %. The network aims for a qualitative, effective and cooperative Partnership, rather than a large one with passive recipients. The Executive Board scrutinises every membership application before recommending them for adoption by the General Council meeting. Eight new organisations joined as members, associate members, and observers in 2019, including the [Ministry of Health of the Slovak Republic](http://www.uvzsr.sk/en/)⁶³¹ (as a core member), [University of Brighton, School of Health Sciences](https://www.brighton.ac.uk/about-us/contact-us/academic-departments/school-of-health-sciences.aspx)⁶³² (as a research associate), [Radboud University Medical Centre](https://www.radboudumc.nl/en/patient-care)⁶³³ (as a research and practice associate), the [Health Foundation](https://www.health.org.uk/)⁶³⁴ (as a policy and practice associate), [Appic Santé](http://appicsante.org/)⁶³⁵ (as a practice associate), [Nossa Senhora do Bom Sucesso Foundation](https://www.fnsbs.pt/)⁶³⁶ (as a practice associate), [Ministry of Health of the Republic of Lithuania](https://sam.lrv.lt/en/)⁶³⁷ (as an observer), [Public Health Regulation Department, Office of the Superintendent of Public Health](https://deputyprimeminister.gov.mt/en/sph/Pages/Superintendence-of-Public-Health.aspx)⁶³⁸ (as an observer). In 2019, the EuroHealthNet Partnership consisted of a total of 54 partners, including 33 members, 13 research associates, 5 policy associates, 3 practice associates and 3 observers.

Dissemination strategy: In 2019, EuroHealthNet continued to develop its online presence in order to reach a wider audience and to quickly update our stakeholders with relevant news and opportunities. In 2019, there were 166 673 views of the EUroHealthNet [website](http://eurohealthnet.eu/)⁶³⁹, in comparison with 157 963 views in 2018. Engagement on social media also increased. By the end of 2019, EuroHealthNet had approximately 5 300 [Twitter](https://twitter.com/eurohealthnet1?lang=en)⁶⁴⁰ followers (compared to 4 600 at the end of 2018), 1 734 [Facebook](https://www.facebook.com/EuroHealthNet.eu/)⁶⁴¹ followers, and 1893 [LinkedIn](https://www.linkedin.com/notifications/)⁶⁴² followers. A major update to the Health Inequalities website was also launched, to be ready in 2020, in order to provide visitors with up-to-date news and information. Hard copies of reports are disseminated at events, conferences, and meetings. Digital communications are disseminated through email, websites, social media, newsletters, and the [EuroHealthNet Online Magazine](http://eurohealthnet-magazine.eu/)⁶⁴³. The Online Magazine was redeveloped in 2018 and the new format – including translation of select articles – continues to be well received by the membership.

European added value: Thanks to the EaSI programme, EuroHealthNet can contribute to the upward convergence and increasing social cohesion within and between Member States. Without ambitious tackling of fundamental inequalities in health and societal well-being, European solidarity will remain at risk. Evaluation has shown that EuroHealthNet's work at the EU level and on the ground with countries and communities within the EaSI framework has brought reliable support to stakeholders for action on social and health equity.

The network's steps towards tackling social and health inequalities in 2019 would not have happened without support from the EaSI framework programme, which gave EuroHealthNet

⁶³¹ <http://www.uvzsr.sk/en/>

⁶³² <https://www.brighton.ac.uk/about-us/contact-us/academic-departments/school-of-health-sciences.aspx>

⁶³³ <https://www.radboudumc.nl/en/patient-care>

⁶³⁴ <https://www.health.org.uk/>

⁶³⁵ <http://appicsante.org/>

⁶³⁶ <https://fnsbs.pt/>

⁶³⁷ <https://sam.lrv.lt/en/>

⁶³⁸ <https://deputyprimeminister.gov.mt/en/sph/Pages/Superintendence-of-Public-Health.aspx>

⁶³⁹ <https://eurohealthnet.eu/>

⁶⁴⁰ <https://twitter.com/eurohealthnet1?lang=en>

⁶⁴¹ <https://www.facebook.com/EuroHealthNet.eu/>

⁶⁴² <https://www.linkedin.com/notifications/>

⁶⁴³ <http://eurohealthnet-magazine.eu/>

invaluable support for strengthening its policy, practice and evidence activities and our overall governance.

Sustainability measures: The network will continue contributing to the development of the EU. These will include further linkage of the [European Pillar of Social Rights](#)⁶⁴⁴ and the [European Semester](#)⁶⁴⁵, the [Multiannual Financial Framework 2021-2027](#)⁶⁴⁶, the modernisation of social protection for all, implementation of the [Work-Life Balance Directive](#)⁶⁴⁷, measures to tackle poverty and exclusion, particularly for children and adolescents.

Horizontal objectives: The determinants of health inequalities (e.g., social, commercial, environmental) remain at the centre of EuroHealthNet’s work to implement an effective and multidimensional approach to health and social inequalities. The determinants comprise policy themes such as social inclusion, sustainable development, sustainability of health services, social protection and social security, socioeconomic policy, health and safety at work, sustainable societies, employment policy, mental health and well-being, poverty reduction, gender inequality and discrimination, long-term and youth unemployment, healthy ageing and long-term care, early child development policies, migration and health and integrated, community-based health services, environmental inequalities and environmental health and place-based policies, digital marketing, and health literacy, amongst other interconnected themes. In 2019, the network particularly focused on those aspects concerning children, adolescents and young people.

4.12 EUROCITIES – Inclusive Cities for All: Social Rights in My City

‘In 2019, EUROCITIES organised a high-level political event where 21 cities representing 20 million people presented their pledges to act on the European Pillar of Social Rights through dedicated investments. In total, these first 21 cities pledged to invest EUR 4.32 billion to fight poverty and social exclusion over the next 5 years.’

Call identification number	VP/2018/016
Grant identification number	VS/2019/0166
Policy area	Social Protection and Social Inclusion
Policy sub-area	<ul style="list-style-type: none"> • Urban development; • Affordable housing and tackling homelessness; • Inequality and poverty; • Integration of migrants and refugees; • Roma inclusion; • Inclusive labour markets.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • Experts in evaluation and in impact assessment; • Media.
Activities implemented	<ul style="list-style-type: none"> • High-level political event to present 21 city pledges to the European Pillar of Social Rights organised;

⁶⁴⁴ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights_en

⁶⁴⁵ https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester_en

⁶⁴⁶ https://ec.europa.eu/info/strategy/eu-budget/documents/multiannual-financial-framework/2021-2027_en

⁶⁴⁷ https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.L_.2019.188.01.0079.01.ENG

	<ul style="list-style-type: none"> • Social Affairs Forum in Warsaw on Pillar principles 11 Childcare and support to children, 16 Healthcare and 18 Long-term care organised; • Social Innovation Lab in Glasgow on solutions to new and emerging social challenges in cities organised; • Several mutual learning events on accessibility, migrant integration, Roma inclusion, employment and homelessness' policies and practices in cities organised; • Training session for city policymakers on how cities can contribute to the European Semester organised, from which a guide for cities to engage with the European Semester; • Surveys to collect data on the local implementation of Principle 11 and Principle 19 of the European Pillar of Social Rights at local level launched; • Numerous publications published, including 'Early childhood education and child welfare in European cities' on the local implementation of EPSR principle 11 and 'EUROCITIES contribution to EU Roma framework post-2020'.
Implementation country (-ies)	EUROCITIES members in 39 countries
Participating countries	
Coordinator	EUROCITIES ASBL, Belgium
Partners	-
EU contribution in euro	590 770.37 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	www.eurocities.eu/ ; www.inclusivecities4all.eu/

Socioeconomic context: The EUROCITIES network is a political platform for major European cities. Founded in 1986, it brings together local governments of over 140 of Europe's largest cities and 45 partner cities across 38 countries. It offers its members a platform for sharing knowledge, exchanging ideas and aims to shift the focus of EU legislation, thus allowing city governments to tackle strategic local challenges.

Aims of the project/organisation: EUROCITIES is committed to working towards a common vision of a sustainable future in which all citizens can enjoy a good quality of life in a socially inclusive, fair and cohesive society. In 2019 EUROCITIES' strategic objectives were to promote:

- Inclusive society in which people take part
- Prosperous local economy in which people progress
- Healthy environment in which people move and live
- Vibrant and open public spaces
- City governments that address global challenges
- City governments that are fit for the future

EUROCITIES is committed to ensuring that social inclusion is a core issue in urban policy, and that cities can work together with the European institutions to improve social policymaking and governance, including the design and implementation of the [European Pillar of Social Rights](#)⁶⁴⁸, [Social Open Method of Coordination](#)⁶⁴⁹, [European Semester](#)⁶⁵⁰ and the national strategies on social inclusion.

Results, impacts and lessons learned: Similar to the preceding year, in 2019 EUROCITIES continued to raise awareness on the European Pillar of Social Rights and its implementation at local level, engaging senior policymakers in a series of high level and capacity building events. EUROCITIES organised a high-level political event at the European

⁶⁴⁸ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights_en

⁶⁴⁹ <http://www.europarl.europa.eu/EPRS/EPRS-AaG-542142-Open-Method-of-Coordination-FINAL.pdf>

⁶⁵⁰ https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester_en

Parliament, where 21 cities representing 20 million people presented their pledges⁶⁵¹ to act on the European Pillar of Social Rights through dedicated investments. This event served as the launch of the EUROCITIES political campaign 'Inclusive cities for all: Social rights in my city'⁶⁵², in the presence of Members of the European Parliament, Commission officials and over 100 policymakers. The event also counted on the presence of 15 deputy mayors and city representatives to present the city pledges. The city pledges were handed over to Member of European Parliament Maria Joao Rodrigues and to the European Commission's DG EMPL Director for Social Affairs, Katarina Ivanković-Knežević, as a symbol of the commitment of cities to work together with the European Parliament and the European Commission to make the European Pillar of Social Rights a reality on the ground. By the end of the year, the political campaign reached a total of 34 pledges from 28 cities, representing over EUR 5.9bn in financial investments to implement the Pillar. This campaign continues also in 2020.

Identification of potential good practices: In July 2019, the network launched a survey to collect data on the implementation of Principle 11⁶⁵³ (i.e. childcare and support to children) and Principle 19⁶⁵⁴ (i.e. housing and assistance for homeless) of the European Pillar of Social Rights at local level. The survey focused on the social situation and policy developments in cities on access to childcare, on housing assistance and on preventing homelessness. Based on the data collected, EUROCITIES identified good practices and reflected on what cities could do better and under which conditions. All this fed into two analytical reports: 'Early childhood education and child welfare in cities in Europe'⁶⁵⁵ and on housing and assistance for the homelessness, which is currently under validation process.

Transferability element(s) of the project/activities: EUROCITIES organised in 2019 several mutual learning events focusing on policy areas such as accessibility, migrant integration, Roma inclusion, employment and homelessness. The events' methodology⁶⁵⁶ was designed for city policymakers to share knowledge, co-create innovative solutions and ultimately transfer and replicate elements from inspiring city practices. To foster the transferability element, EUROCITIES produced a series of city guidelines and videos⁶⁵⁷ to help cities replicate innovative social inclusion policies and practices. EUROCITIES also organised a training session for city policymakers on how cities can contribute to the European Semester. Some key documents that were analysed during the presentation were the Annual Growth Survey 2019⁶⁵⁸, the Draft Joint Employment Report 2019⁶⁵⁹ and the Country reports⁶⁶⁰ and country specific recommendations⁶⁶¹ for the preceding year of 2018. The presentation was followed by a Q&A session with the participant cities.

Policy evidence generated by the project: Policy evidence underpinned most of the activities implemented by EUROCITIES in 2019 and served as a basis for mutual learning between members. EUROCITIES produced publications on:

⁶⁵¹ <https://eurocities.eu/latest/cities-commit-to-invest-e4-3-billion-to-fight-poverty-and-social-exclusion-over-5-years/>

⁶⁵² <https://inclusivecities4all.eu/political-campaign/>

⁶⁵³ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights/european-pillar-social-rights-20-principles_en

⁶⁵⁴ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights/european-pillar-social-rights-20-principles_en

⁶⁵⁵ <https://eurocities.eu/latest/eurocities-report-on-early-childhood-education-and-child-welfare-in-european-cities/>

⁶⁵⁶ <https://eurocities.eu/latest/key-takeaways-from-our-first-ever-eurocities-social-innovation-lab/> and <https://eurocities.eu/latest/eurocities-publishes-handbook-on-critical-friend-review/>

⁶⁵⁷ <https://inclusivecities4all.eu/good-practices/>

⁶⁵⁸ https://ec.europa.eu/info/publications/2019-european-semester-annual-growth-survey_en

⁶⁵⁹ https://ec.europa.eu/info/publications/2019-european-semester-draft-joint-employment-report_en

⁶⁶⁰ https://ec.europa.eu/info/publications/2018-european-semester-country-reports_en

⁶⁶¹ https://ec.europa.eu/info/publications/2018-european-semester-country-specific-recommendations-commission-recommendations_en

- [`Early childhood education and child welfare in European cities`⁶⁶²](#);
- [`EUROCITIES contribution to EU Roma framework post-2020`⁶⁶³](#);
- [`City guidelines on moving Roma people out of camps: from planning and evacuation to preventing the formation of a new camp`⁶⁶⁴](#);
- [`City guidelines for an age-friendly and accessible city`⁶⁶⁵](#);
- [`City guidelines for the integration of young migrants and refugees`⁶⁶⁶](#);
- [`City guidelines to support new groups at risk of homelessness`⁶⁶⁷](#);
- [`City guidelines to develop integrated city plans for Roma inclusion`⁶⁶⁸](#).

All of the policy evidence from 2019 can be found under the [`latest publications`⁶⁶⁹](#) sub-section on the official EUROCITIES' webpage.

Transnational dimension: EUROCITIES is a truly transnational network connecting over 140 of Europe's largest cities and more than 40 partner cities that between them govern some 130 million citizens across 38 countries. The network provides a platform for its members to share knowledge and ideas, exchange experiences, analyse common challenges and develop innovative solutions, through a wide range of forums, working groups, projects, activities and events. To deliver its strategic goals, EUROCITIES works in close partnership among cities, Member States and the EU institutions.

The high level and capacity building events organised in 2019 were open to all 150 cities of the EUROCITIES' [Social Affairs Forum \(SAF\)](#)⁶⁷⁰, and the reports on the local implementation of the European Pillar of Social Rights were drafted on the basis of surveys and consultations addressed to all SAF members.

Dissemination strategy: EUROCITIES published all of its consultations, publications and reports on its websites, including [Inclusive Cities for All](#)⁶⁷¹, EUROCITIES and [Solidarity Cities](#)⁶⁷². These websites are expected to reach policymakers on city, regional, national and EU levels, relevant stakeholders and the media. EUROCITIES also reached out to its members and selected stakeholders through emails, newsletters and other targeted communications. At the same time, Social Affairs Forum (SAF) members received policy updates with a comprehensive overview of EU social policy developments, as well as EUROCITIES' work and opportunities for them to get involved. EUROCITIES also operate its [Twitter](#)⁶⁷³, [Facebook](#)⁶⁷⁴ and [Instagram](#)⁶⁷⁵ accounts as well as a [YouTube](#)⁶⁷⁶ channel.

Output dissemination in 2019 also included over 40 articles in the EU, national and local press in various languages and on topics such as the [European Pillar of Social Rights](#)⁶⁷⁷, accessibility in cities, inclusive labour market, Roma inclusion or the integration of migrants.

⁶⁶² <https://eurocities.eu/latest/eurocities-report-on-early-childhood-education-and-child-welfare-in-european-cities/>

⁶⁶³ <https://eurocities.eu/latest/eurocities-contribution-to-post-2020-eu-roma-framework/>

⁶⁶⁴ <https://eurocities.eu/latest/city-guidelines-moving-roma-people-out-of-camps-from-planning-and-evacuation-to-preventing-the-formation-of-a-new-camp/>

⁶⁶⁵ <https://eurocities.eu/latest/guidelines-for-an-age-friendly-and-accessible-city/>

⁶⁶⁶ <https://eurocities.eu/latest/guidelines-for-the-integration-of-young-migrants-and-refugees/>

⁶⁶⁷ <https://eurocities.eu/latest/city-guidelines-supporting-new-groups-at-risk-of-homelessness/>

⁶⁶⁸ <https://eurocities.eu/latest/city-guidelines-developing-an-integrated-city-plan-for-roma-inclusion/>

⁶⁶⁹ <https://eurocities.eu/latest/>

⁶⁷⁰ <https://eurocities.eu/latest/highlights-from-social-affairs-forum/>

⁶⁷¹ <https://inclusivecities4all.eu/evidence/>

⁶⁷² <https://solidaritycities.eu/home#publications>

⁶⁷³ <https://twitter.com/EUROCITIES>

⁶⁷⁴ <https://www.facebook.com/EUROCITIES/>

⁶⁷⁵ <https://www.instagram.com/eurocitiesinsta/>

⁶⁷⁶ <https://www.youtube.com/user/TheEUROCITIESnetwork>

⁶⁷⁷ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights_en

European added value: With the support of the EaSI grant, cities across Europe are engaging in more knowledge sharing activities to build capacity for city practitioners to address social challenges at local level. The grant supports the activities of the [EUROCITIES Social Affairs Forum \(SAF\)](#)⁶⁷⁸, which is a place for exchanging experiences and mutual learning between cities on policies to tackle poverty, inequalities and social exclusion. The SAF brings its member cities together to discuss common urban challenges that need European solutions, contributing a coherent urban dimension to a social Europe. The forum is composed of city administrators, practitioners and politicians (mayors and vice-mayors) from 150 cities from more than 30 different countries. The wide geographical spread, the clear focus on European policies and the high level of political commitment and active participation of senior city policymakers and urban experts brings an important added value to Europe.

Sustainability measures: The network will continue to engage its members in support of the Commission in the development and implementation of the European Pillar of Social Rights via the '[Inclusive Cities for All: Social Rights in My City](#)' campaign⁶⁷⁹, as well as through EUROCITIES' high-level round table discussions and other mutual learning events.

Horizontal objectives: The network engages in dialogue across a wide range of policy areas affecting cities. In 2019, EUROCITIES focused on Roma inclusion, integration of refugees and migrants, inclusive labour markets, tackling homelessness, and accessibility in cities. These priority areas were addressed via four lines of action:

- Feeding into EU policymaking by identifying new trends in social inclusion and poverty at the local level and innovative approaches in its member cities;
- Bridging the gap between the EU and local level by supporting the transfer of innovative policies implementing the European Pillar of Social Rights [at local level](#). [The network also produced guidelines for dissemination to help more cities to transfer and upscale innovative approaches](#);
- Raising awareness by running a public campaign, which triggered political and public support for the implementation of the European Pillar of Social Rights;
- Building the network's capacity by training its members on the EU social inclusion priorities and processes as well as on methodologies for policy transfer and mutual learning.

⁶⁷⁸ [https://eurocities.eu/?s=social %20affairs](https://eurocities.eu/?s=social%20affairs)

⁶⁷⁹ <https://inclusivecities4all.eu/>

4.13 European Network of Social Integration Enterprises (ENSIE) – Be wise in supporting the development of WISEs 2019

'In 2019, ENSIE launched the 'WISEs and Innovation Award'. The aim of this campaign was to highlight innovative work methodologies (managerial, logistical and human resources) and to identify innovative practices used in WISEs and their effects on workers.'

Call identification number	VP/2018/016
Grant identification number	VS/2019/0167
Policy area	Employment, Social Inclusion and Social Economy
Policy sub-area	<ul style="list-style-type: none"> • Labour integration; • Sustainable development; • Poverty.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • Experts in evaluation and in impact assessment; • Media; • National, regional and local WISEs; • EU representatives (Commissioners and cabinets, European Commission civil servants: desk officers, European Semester officers, MEPs and others); • EU/national civil society organisations.
Activities implemented	<ul style="list-style-type: none"> • Two working groups: 'WISEs financial sustainability' and 'The advocacy tools and best practices for a social change' organised; • Mutual learning session on the EU projects design and management organised; • 'IMPACT-WISEs' study prepared; • 33 events attended; • 22 events participated as a speaker; • Digital training session on 'preparing for the Multiannual Financial Framework 2021-2027 and the ESF+'; • 'WISEs and Innovation Award' launched; • Two new members joined.
Implementation country (-ies)	27 ENSIE members across 20 European countries
Participating countries	
Coordinator	European Network of Social Integration Enterprises, Belgium
Partners	-
EU contribution in euro	146 971 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	www.ensie.org

Socioeconomic context: Established in 2001, the European Network of Social Integration Enterprises (hereafter ENSIE) supports and represents mainly national, regional and local networks of Work Integration Social Enterprises (WISEs) and works on the development, maintenance and representation of these networks and their enterprises paying attention also to the social economy sector. Currently, within the framework of the digital transition, ENSIE works to ensure that WISEs are ready to face the new skills requirements and the forms of work.

Aims of the project/organisation: The objectives of ENSIE are the representation, maintenance and development within the European Union of networks and federations of work integration social enterprises. More specifically, the network's objectives for 2019 were:

- leading activities in order to reach the objectives of the EU 2020 strategy, the objectives of the UN agenda for 2030 (SDGs), the implementation of the European Pillar of Social Rights and contributing to the European Semester process;
- working with EU representatives, institutions and presidencies and following the EU legislative processes particularly related to the EU funds;

- involving national and regional networks in the main EU-driven processes, raising their capacity building and increasing synergies among members and with other relevant stakeholders at different levels;
- ensuring effective internal and external communication to raise awareness on EU policies and disseminating activities results;
- promoting and supporting the development and representation of WISEs in new countries;
- ensuring a viable and sustainable fundraising strategy to be able to support its members and ensure ENSIE's functioning and coordination;
- leading the awareness-raising campaigns on WISEs actors, activities, inclusive and innovative practices.

Results, impacts and lessons learned: ENSIE strengthened the capacity of its members, mainly their advocacy and monitoring activities, in order to support the implementation of the main EU priorities. ENSIE organised for its members two working groups: 'WISEs financial sustainability' and 'The advocacy tools and best practices for a social change'. These sessions were organised in order to share good practices, for WISEs in the first case and for WISEs national and local networks and their advocacy activities in the second case. A space for information was organised for members where they could share their experiences on the implementation of the [European Pillar of Social Rights](#)⁶⁸⁰. ENSIE also organised a mutual learning session on EU projects design and management for its members to help them better understand how to answer EU calls and manage them. ENSIE launched a survey among its members on their national policy priorities for the coming year and gathered good practices related to the implementation of the European Pillar of Social Rights and the [Sustainable Development Goals](#)⁶⁸¹ (SDGs) at their national, regional or local levels.

In 2019, ENSIE led its annual '[IMPACT-WISEs](#)'⁶⁸² study. This study focuses on the measurement of the social impact of WISEs and demonstrates their positive social impact on disadvantaged workers and overall society. This tool is made up of 40 indicators among which 8 are related to WISEs identification, 10 to economic data, 9 to human resources, 9 describe the integration pathways and four analyse customers. In 2019, 10 ENSIE members took part in the study representing in total 712 WISEs and 50 730 workers (including 38 022 disadvantaged workers).

In 2019, ENSIE also attended 33 events, conferences and meetings with 27 of them happening at the EU level while the remaining 5 were at national, regional and local levels. These events were all related to social inclusion and employment policies. ENSIE intervened as a speaker at 22 events and conferences among which 15 at the EU level and 7 at national, local and regional levels.

Identification of potential good practices: In 2019, ENSIE organised one online training session on 'preparing for the [Multiannual Financial Framework](#)⁶⁸³ 2021-2027 and the [ESF+](#)⁶⁸⁴' and one face-to-face training session on 'monitoring relevant calls for tenders and calls for proposals'. In order to give continuity to these activities and support members to better access and understand how the EU funds function. In addition, a webpage dedicated to members was created on the [ENSIE website](#)⁶⁸⁵. For the same reasons, ENSIE also launched a survey on major obstacles that its members face in accessing EU funds at the national

⁶⁸⁰ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights_en

⁶⁸¹ <https://www.un.org/sustainabledevelopment/sustainable-development-goals/>

⁶⁸² <http://www.ensie.org/impact-wises>

⁶⁸³ https://ec.europa.eu/info/strategy/eu-budget/documents/multiannual-financial-framework_en

⁶⁸⁴ [https://www.europarl.europa.eu/RegData/etudes/BRIE/2018/625154/EPRS_BRI\(2018\)625154_EN.pdf](https://www.europarl.europa.eu/RegData/etudes/BRIE/2018/625154/EPRS_BRI(2018)625154_EN.pdf)

⁶⁸⁵ <http://www.ensie.org/>

level. This survey helped ENSIE to better target its actions towards its members' needs. In addition, ENSIE organised two working groups for its members one on 'WISEs financial sustainability' and the other one on 'The advocacy tools and best practices for a social change'. These sessions were organised to share good practices, first for WISEs and second for national and local networks and their advocacy activities.

Innovativeness of the project/activities: In 2019, ENSIE launched the '[WISEs and Innovation Award](#)⁶⁸⁶'. The aim of this campaign was to highlight innovative work methodologies (managerial, logistic and human resources) and to identify WISEs' innovative practices and their impact on workers. Managers from various WISEs took part in this campaign demonstrating their good practices in integrating disadvantaged people into the labour market and contributing to a positive and sustainable social impact.

Policy evidence generated by the project: In 2019, ENSIE led activities to reach the objectives of the EU 2020 strategy, the Sustainable Development Goals, to contribute to the European Semester process as well as to the implementation of the European Pillar of Social Rights. In addition, ENSIE contributed to the successful campaign for an 'Action Plan for social economy and social enterprises' and to the measurement of the social impact of WISEs. In order to reach these objectives, ENSIE participated in numerous EU meetings (e.g., structured dialogue meetings, face-to-face meetings with EC representatives, meetings with desk officers, and GECES meetings), events (e.g., ACIG, EU Regions Week) and debates. ENSIE established contacts with EU presidencies as well as SPC and EMCO representatives. ENSIE worked in the framework of the EU Semester process through the analysis of key published documents as the Annual Growth Survey, Joint Employment Report, Country Reports, and Country Specific Recommendations. In this framework, ENSIE guided and encouraged its members to establish contacts with their respective EU representatives at national and EU levels. For that purpose, ENSIE provided them with updated contact details of the European Semester Officers, desk officer and EMCO and SPC representatives. ENSIE also wrote policy recommendations, legislative changes proposals, draft opinions, positions papers, and contributed to EU consultations and feedbacks to feed the EU policies. The network drafted 3 memorandums in the framework of the European 2019 elections (one with its members, one with the EaSI networks and one with SEE) to better express its values and objectives at different levels.

Transnational dimension: ENSIE collaborated with other EU networks for better expertise, impact and representation. ENSIE drafted and published two memorandums for the 2019 EU elections. The first one was published in cooperation with six other EaSI networks while another one was published with Social Economy Europe and all of its members. The network also participated in several inspiring projects in collaboration with [European Association of Service Providers for Persons with Disabilities \(EASPD\)](#)⁶⁸⁷, EURICSE and [Caritas Europa](#)⁶⁸⁸.

New partnerships created: In 2019 ENSIE welcomed two new members: COORACE from France and Kooperationen from Denmark.

Dissemination strategy: Outputs produced by ENSIE were disseminated online through its website, emailing, social media and offline by distributing printed copies of the reports during events at national and regional levels. Reports, studies and research from 2019 have been shared with EU, national and regional stakeholders, mainly public authorities and civil society organisations as well as the general public. Other communication actions were undertaken as a collaboration with the press following the ENSIE's public transnational event organised

⁶⁸⁶

https://static1.squarespace.com/static/53da557be4b0202cfb098951/t/5da5ebc58ba4524f8e30dbbd/1571154888110/EWMA_Regulations_EN.pdf

⁶⁸⁷ <https://www.easpd.eu/>

⁶⁸⁸ <https://www.caritas.eu/>

in Romania in May 2019 on political recommendations for fighting poverty through work integration.

European added value: ENSIE's added value and richness lie in the diversity of its members. ENSIE and its members are recognised as relevant stakeholders within the EU-driven policy processes. ENSIE contributes to the development, monitoring, evaluation, and dissemination of European policies and ENSIE's members disseminate EU policies at the national, local and regional levels. In 2019, ENSIE was actively involved in European debates and activities undertaken to reach the [Europe 2020 strategy](#)⁶⁸⁹ (poverty reduction, social inclusion, employment and education, [Sustainable Development Goals](#)⁶⁹⁰ and the [European Pillar of Social Rights](#)⁶⁹¹).

Sustainability measures: ENSIE will continue to follow the EU financial policy especially concerning the future Multiannual Financial Framework 2021-2027 and the ESF+ in particular. ENSIE will continue to inform and share knowledge and existing tools on the EU funding with its members and work with the EU institutions to facilitate the access to finance for WISEs. The network, together with its members, will continue to advocate for a fair distribution of EU funds which is not yet accomplished, as access to finance remains a challenge in several Member States,. The network will also continue to raise awareness on the WISEs contribution to a fairer and more sustainable society through their services that can be used by the larger public and thus support the development of WISEs activities.

Horizontal objectives: ENSIE worked on a better contribution to the Commission's relevant initiatives related to fundamental rights, for instance by collecting and analysing information on institutional structures, legislation and policies that guarantee equal opportunities, social protection and inclusion – with a focus on migrants, for example. Non-discrimination should be applied as an overarching principle. Moreover, alongside discrimination based on gender or gender identity, racial or ethnic origin, religion or belief, disability, age, sexual orientation, discrimination based on socioeconomic background also deserves specific attention.

4.14 Eurochild – Eurochild Operational Grant 2019

'Eurochild carried out an annual consultation with 29 members from 22 countries on the implementation of the European Commission's 'Recommendation on Investing in Children' and an annual report on the European Semester 2019, which included country profiles on the situation of children in vulnerable situations. The report was accompanied by an interactive map on the varying levels of child poverty rates in Europe.

Call identification number	VP/2018/016
Grant identification number	VS/2019/0169
Policy area	Social Protection and Social Inclusion
Policy sub-area	<ul style="list-style-type: none"> • Family welfare; • Child poverty; • Children's rights.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Non-governmental organisations; • Higher education institutions and research institutes; • Media; • Children and young people.

⁶⁸⁹ https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester/framework/europe-2020-strategy_en

⁶⁹⁰ <https://sustainabledevelopment.un.org/?menu=1300>

⁶⁹¹ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights_en

Activities implemented	<ul style="list-style-type: none"> An annual consultation with 29 members from 22 countries on the implementation of the European Commission's Recommendation on Investing in children and an annual report on the European Semester 2019 carried out; Member of the European Expert Group on the Transition from Institutional to Community-based Care (EEG); 15 new members endorsed; Involved in 2 other projects, sponsored by DG JUST.
Implementation country (-ies)	176 members in 34 countries
Participating countries	
Coordinator	Eurochild AISBL, Belgium
Partners	-
EU contribution in euro	869 852.42 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	www.eurochild.org

Socioeconomic context: Established in 2004, Eurochild is a network of organisations working with and for children throughout Europe and striving for a society that respects the rights of children. It advocates for children's rights and well-being to be at the heart of EU and national policymaking. The [United Nations Convention on the Rights of the Child](#) is the foundation of all Eurochild's work. Currently, 25 million children in the EU face poverty and social exclusion⁶⁹².

Aims of the project/organisation: Eurochild's **vision** is of a society where children and young people grow up happy, healthy and confident and respected as individuals in their own right. Eurochild's **mission** is to promote the rights and well-being of children in policy and practice through advocacy, membership exchange and research. In this framework, Eurochild influences EU decision-making and develops civil society capacity to engage with relevant EU policies and funding. The network's three main priorities are to reduce child poverty, to reform child protection systems, and to increase political recognition of children's rights.

Results, impacts and lessons learned: Eurochild contributes to EU and national policy debate by bringing the perspective of children and the organisations working with and for children together.

Eurochild engaged in dialogues and consultation processes before reviewing the proposals of the European Commission for the future Multi-annual Financial Framework and provided detailed amendments. Many of its suggestions in 'childproofing' the budget were taken up by the European Parliament. The key achievements include:

- setting a specific indicator to measure the how the ESF+ is reaching children under 18 as beneficiaries;
- increased allocations to social inclusion;
- strengthening the meaningful participation of civil society and service users in the design, implementation, monitoring and evaluation of the EU-funded programmes.

In addition, in line with the ESF+, 2 % of the funds have been specifically earmarked for capacity building of civil society in the Parliament's mandate.

In November 2019, Eurochild shared its recommendations following the launch of its annual report on the European Semester '[New Opportunities for Investing in Children](#)', at a high-

⁶⁹² The estimation is based on data provided by Eurostat in 2016, <https://ec.europa.eu/eurostat/documents/2995521/7738122/3-16112016-AP-EN.pdf/c01aade1-ea44-411a-b20a-94f238449689>

level political round table 'Towards No Child Poverty in Europe 2030' in the European Parliament. Eurochild joined forces with Bertelsmann Stiftung, as well as allied Members of the European Parliament to highlight the need for integrated approaches to address child poverty across Europe. Eurochild members from Austria, Denmark, Finland and France provided inputs to the discussions.

Our analysis supports the efforts of the European Commission. In particular officials responsible for Croatia, Estonia, France, Malta and Slovenia acknowledged the value of our inputs. The report 'New opportunities for Investing in Children' was also used to gather support from Member States' Permanent Representatives to the EU for the European Child Guarantee initiative. Many members are using the report in their national advocacy efforts.

Eurochild coordinated the [Opening Doors for Europe's Children Campaign](#)⁶⁹³ involving five international partners and national coordinators in 16 countries in the EU, pre-accession and neighbourhood. The Opening Doors for Europe's Children campaign supported national efforts to develop child protection systems that strengthen families and ensure high quality family and community-based alternative care for children, by leveraging EU funding and policy and building capacity of civil society organisations.

In addition, in coalition with [Save the Children](#)⁶⁹⁴ and [Terre des Hommes](#)⁶⁹⁵, Eurochild prepared a [position paper](#)⁶⁹⁶ on promoting and protecting the rights of children in migration through the MFF 2021-2027. A round table event at the European Parliament and a webinar were held on this topic at the of 2019. Thanks in part to our advocacy, the European Parliament is championing the rights of children in migration. MEPs have called on EU funding to support services for the reception and integration of migrant children. They also called for the Asylum and Migration Fund to be used in line with the UN Convention on the Rights of the Child and the principle of the best interest of the child.

Identification of potential good practices: Eurochild carried out an annual consultation with 29 members from 22 countries on the implementation of the European Commission's Recommendation on [Investing in children](#)⁶⁹⁷ and an [annual report on the European Semester](#)⁶⁹⁸ 2019, which included country profiles on the situation of children in vulnerable situations. The report was accompanied by an interactive map on the varying levels of child poverty rates in Europe.

Policy evidence generated by the project: In 2019, the network was involved in a number of events and expert groups. First, Eurochild is a member and until the end of 2019 was co-chair of the [European Expert Group on the Transition from Institutional to Community-based Care \(EEG\)](#)⁶⁹⁹. As such, the network contributed to the EEG's Reflections on the 2019 European Semester Country Reports and Reflections on the 2019 European Semester: Country Specific Recommendations. Second, the network held a closed meeting with experts on early childhood development (ECD) in May 2019 contributing to shape the scope of a Europe-wide campaign on ECD. Meetings with partners took place with regularity to set up structures of the campaign and to establish its work packages on advocacy and

⁶⁹³ <https://www.openingdoors.eu/>

⁶⁹⁴ <https://www.savethechildren.net/>

⁶⁹⁵ <https://www.terredeshommes.org/>

⁶⁹⁶

https://www.eurochild.org/fileadmin/public/05_Library/Thematic_priorities/01_Childrens_Rights/Eurochild/Promoting_and_Protecting_the_rights_of_children_in_migration_through_the_MFF.pdf

⁶⁹⁷ <https://ec.europa.eu/social/main.jsp?catId=1060&langId=en>

⁶⁹⁸ https://www.eurochild.org/policy/library-details/article/new-opportunities-for-investing-in-children/?no_cache=1

⁶⁹⁹ <https://deinstitutionalisation.com/>

evidence base. Finally, Eurochild participated in the European Commission's [Annual Convention for Inclusive Growth 2019](#)⁷⁰⁰ on 20 April in Brussels where it presented the [Childonomics project](#) and was rapporteur for the workshop: 'Let's talk to each other: how to improve communicating Social Europe with the EU citizens'.

New partnerships created: Eurochild is steadily growing – it reached 176 members in 34 countries in April 2019⁷⁰¹. The General Assembly endorsed 15 new members, all with relevant knowledge and experience to Eurochild's priorities and closely engaged in activities of the network through working groups or projects. [H.E. Marie-Louise Coleiro Preca](#), the President Emeritus of Malta became honorary member and was elected as President of Eurochild.

Eurochild continued engaging with its existing alliances as well amplifying key messages for promotion of children's rights. Eurochild joined forces with a wider EU Alliance for 'Investing in Children' to pressure the European Council for more political commitment to children.

Dissemination strategy: Eurochild's outputs had differing audiences depending on the objectives including, but not limited to the EU, national and regional policy and decision-makers, children's rights experts, social workers and allies in the NGO community. The means used included direct email messages, website, newsletters, social media channels and key events. In order to ensure Eurochild brand, messaging and achievements are widely known and appreciated among varied audiences, the network prepared and disseminated different outputs like monthly e-newsletters for the wider public, articles and blogs, or an [annual report](#) highlighting the Eurochild's main achievements. One of the aims for 2019 was to make Eurochild's work as well as the news from members and the EU more understandable and attractive for different audiences, through the use of visuals, graphs and videos. Eurochild produced a series of informative videos, from explaining the Child Guarantee to introducing the new Children's Council and received over 12 000 views in total. Eurochild's commentary across international media including Forbes, Euronews, Politico newsletters and Euractiv, as well as national press in Wales, the Netherlands, Romania, Portugal, Spain and Malta on the breadth of our key areas of work and campaigns.

European added value: Eurochild's added value is to support exchange and learning among the membership, and to connect our members' knowledge and experience with the EU action. By supporting Eurochild, the EU is helping to ensure that its legislation, policy and funding does not harm children, but rather supports governments in their efforts to protect children's rights, and to improve children's outcomes – in particular those who are disadvantaged due to their circumstances or characteristics. Eurochild also plays an important role in building the capacity of European civil society. A strong, independent civil society is an essential part of healthy democracies and a core value of the EU.

In 2019, Eurochild supported two member-led events: Citizens of the Future hosted by the Slovenian Association of Friends of Youth and the Vote for Children event hosted by Plataforma de Infancia in Spain.

Eurochild has 23 networks of children's rights organisations under its umbrella. These National Partner Networks (NPNs) met in Brussels in September 2019, enabling mutual exchange and learning in particular about the newly elected European Parliament and new structures of the European Commission. NPNs provide valuable input to Eurochild's work on

⁷⁰⁰ <https://ec.europa.eu/social/main.jsp?langId=en&catId=1226&eventsId=1394&furtherEvents=yes>

⁷⁰¹ Since June 2020 Eurochild has 185 members in 35 countries.

the European Semester and the Child Guarantee. They are supported by updates on key EU developments, templates and advocacy toolkits and enabling their participation in key EU conferences to ensure their expertise is heard by decision-makers and policymakers at the highest levels of decision-making.

Sustainability measures: Eurochild's strategic partnership with the European Commission is essential for the network to play a meaningful role in development, implementation and monitoring of the EU policies that impact children. Eurochild is steadily building greater financial resilience due to growing philanthropy support for civil society advocacy and increased awareness of how the EU policy and funding impacts children's lives. Nonetheless EU financial and political support remain vital for the network's independence and influence.

Horizontal objectives: Eurochild works to support children and young people by understanding and engaging in the EU-driven processes through developing training toolkits and working directly with them in the National Eurochild Forums, the Eurochild Children's Council and the advisory group to the network's biannual conference.

In collaboration with the Learning for Well-being Foundation, Eurochild produced a practical set of tools 'We Are Here – Child Participation Toolbox'. The toolkit will help implement meaningful children's participation and encourage collaboration between generations. The toolbox builds on a child rights perspective to support meaningful child participation in a variety of settings.

Final results of 'Europe Kids Want' delivered in 2019 to decision-makers: Together with UNICEF, Eurochild co-developed a survey with children to gain an insight into the views and concerns of children around the continent. Nearly 20 000 responses were received from children in 48 European countries, including every Member State of the European Union. The top three recommendations from children to the EU are: helping to keep peace in the world; protecting the environment and helping to make sure everyone is treated equally. Two thirds of the children and young people are positive about diversity, which is one of the core values of the EU. Fake news and artificial intelligence are new areas where the EU has to ensure children's rights are safeguarded. The results were shared far and wide with decision-makers to act upon the recommendations including the European Parliament, Bucharest Children's Summit and the Council of Europe conference on 'Redefining power'.

Eurochild also actively supported children's participation at the EU's first ever Children's summit, held under the leadership of the Romanian EU Presidency. Children from Eurochild Children's Council shared their experiences of engaging in local and European spaces as experts and shared viewpoints from the Europe Kids Want survey as well as experiences of creating child-friendly spaces such as the Eurochild biennial conference. Eurochild used the declaration developed by children at this Summit to demand more structured mechanisms enabling children to engage with decision-makers at local, national and European levels.

At two key high-level events, children from the Eurochild Children's Council took the high seat. On 20 November 2019, the European Parliament hosted a high-level event in celebration of the 30th anniversary of the United Nations Convention on the Rights of the Child. Eurochild worked in collaboration with other child rights organisations to ensure meaningful participation of children. The Eurochild Children's Council joined other delegations of children to represent their views and ideas in meetings with European parliamentarians raising issues of local and European concern and facilitated live interviews with MEPs Saskia Bricmont and Dragoş Pîslaru.

Similarly, Eurochild cooperated with its member University of Central Lancashire to support the participation of 13 children (aged 11-18) from 10 countries in the conference 'Redefining power: Strengthening the rights of the child' hosted by the Council of Europe. The conference focused on five topics: child participation, the power of technology, speaking up against violence against children, protecting children's data and supporting children in contact with the justice system. The children played a vital and active role – delivering speeches and posing questions to challenge adults and governments from across Europe to do more to respect, protect and promote children's rights.

The network also participates in two other projects funded by DG JUST, which contribute to the goal of ending institutional care for all children in Europe. First, [CarePath](#)⁷⁰² aims at empowering public authorities and professionals towards trauma-informed leaving care support. Second, the [FORUM](#)⁷⁰³ project aims to develop foster care services for 'Unaccompanied Migrant Children in Europe'.

4.15 European Confederation of Industrial and Service Cooperatives (CECOP)

'Throughout 2019, CECOP provided the European Commission with inputs for policy design in terms of employment, social inclusion and funding for social enterprises.'

Call identification number	VP/2018/016
Grant identification number	VS/2019/0170
Policy area	Social Inclusion and Poverty Reduction
Policy sub-area	<ul style="list-style-type: none"> • Quality and sustainable employment; • Youth employment; • Non-discrimination; • Long-term unemployment; • Adequate and decent social protection.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Non-governmental organisations; • Experts in evaluation and in impact assessment; • EU stakeholders; • EU institutions; • General public.
Activities implemented	<ul style="list-style-type: none"> • Several events organised, including a seminar on data collection of cooperatives contributing to social inclusion, a workshop 'The multiplier effect: increasing the access to finance for social cooperatives through EU instruments'; • Two day mission to Greece organised; • A publication 'All for One – Response of worker-owned cooperatives to nonstandard employment' prepared.
Implementation country (-ies)	25 members in 15 European countries
Participating countries	
Coordinator	CECOP – European Confederation of industrial and service cooperatives
Partners	-
EU contribution in euro	125 064 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	www.cecop.coop

Socioeconomic context: CECOP is the European confederation of industrial and service cooperatives. The network's aim is to bring democracy and solidarity to the workplace,

⁷⁰² <https://www.eurochild.org/projects/carepath/>

⁷⁰³ <https://www.eurochild.org/projects/forum/>

sustainable economic growth and social cohesion. This action corresponds to CECOP's will to better understand and provide evidence on good practices about the contribution of cooperatives to social inclusion and quality employment. The action allows the network to collect information about non-standard forms of employment (freelance, self-employment) and to analyse how cooperatives are reacting to those trends. Additionally, it supports the involvement of members in the dissemination and implementation of the [European Pillar of Social Rights](#)⁷⁰⁴, and the strengthening of CECOP's capacity by possibly enlarging its membership.

Aims of the project/organisation: The main objectives of the 2019 work programme included (but were not limited to):

- Collecting information about non-standard forms employment and analysing how cooperatives could contribute to ensure quality employment and access to social protection;
- Providing the EU with evidence on the impact of different employment policies across EU on non-standard workers and their access to social protection, so as to contribute to better EU policymaking in that field;
- Supporting the implementation, monitoring and evaluation of initiatives undertaken towards the policy objectives of the [Social Business Initiative](#)⁷⁰⁵;
- Strengthening CECOP's capacity by possibly enlarging its membership to include Greece;
- Strengthening the capacity of CECOP's national members in data collection and measurement of social impact.

Results, impacts and lessons learned: The action contributed to the expansion of CECOP's activities in terms of advocacy and capacity building. CECOP organised several events, including a seminar on data collection of cooperatives contributing to social inclusion, a workshop '[The multiplier effect: increasing the access to finance for social cooperatives through EU instruments](#)⁷⁰⁶' and a mutual learning session on 'cooperatives contribution to the quality of non-standard employment'. In addition to these events, three CECOP's staff members went on a two-day mission to Greece to visit cooperatives and representative of cooperative organisations in order to expand its network.

Policy evidence generated by the project: The network worked on and produced a few policy publications in 2019. To start with, it concluded research on cooperatives' contribution to quality employment for people in non-standard employment. The research analysed the legal status of the self-employed and freelancers across the EU and the access to social protection that they provide. CECOP also published a publication '[All for One – Response of worker-owned cooperatives to non-standard employment](#)⁷⁰⁷' and conducted analysis of the impact of the Social Business Initiatives in terms of the improvement of the legal environment for social enterprises.

Transnational dimension: CECOP's research, publications, event and initiatives are all looking at the realities and contexts of different EU countries. The events organised by the network usually concentrate on how to transpose the expertise from one member to another and from one country to another. The seminar on data collection of cooperatives contributing to social inclusion was an interactive seminar where members shared their own tools and practices. After the seminar, a manual for members was prepared, but will be shared in 2020. CECOP also organised a mutual learning session among its members on the

⁷⁰⁴ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights_en

⁷⁰⁵ <https://www.eesc.europa.eu/en/our-work/opinions-information-reports/opinions/social-business-initiative>

⁷⁰⁶ <https://www.socialplatform.org/events/cecop-cicopa-europe-the-multiplier-effect-increasing-the-access-to-finance-for-social-cooperatives-through-eu-instruments/>

⁷⁰⁷ <https://cecop.coop/uploads/file/9ppgZoehVkJAghxO9zAk2Mxh7yjoqL5GMXzEUE0MC.pdf>

contribution of cooperatives to social inclusion and fight against poverty. It had a total of 12 participants and achieved the increased knowledge about cooperative solutions to non-standard work increased as well as awareness on members' role in EPSR implementation at national level (especially on quality employment and access to social security for all workers). Members expressed desire to continue the mutual learning activities on the same theme in 2020.

New partnerships created: While no new partners joined the network in 2019, three CECOP staff members went on a two-day mission to Greece where six cooperatives active in catering, tourism, design, manufacturing, media and book sales were visited and potential members identified.

Dissemination strategy: Outputs of CECOP were disseminated through direct email messages, the website, newsletters and social media channels ([Facebook](#)⁷⁰⁸ and [Twitter](#)⁷⁰⁹) as well as during key events. CECOP launched an e-bulletin through [MailChimp](#)⁷¹⁰ to its members and external contacts (more than 3 900 contacts).

European added value: Throughout 2019, CECOP provided the European Commission with inputs for policy design in terms of employment, social inclusion and funding for social enterprises. Furthermore, the network supported the European Commission in its outreach activities and its mission at the EU, national and local levels, in order to ensure awareness and easier implementation of EU policies. CECOP also reinforced its cooperation with other EU-level networks and national, regional and local authorities. Lastly, the capacity of CECOP and its member organisations was reinforced to support Europe 2020 priorities (targets on poverty and employment) and to integrate cross-cutting issues in the day-to-day work.

Sustainability measures: The action would be continued, even without EU funding since it is deeply embedded in CECOP's core mission and strategic plan. The action clearly allows CECOP to broaden its knowledge and allows access to external expertise on certain topics. The EaSI funding allowed CECOP to focus on quality employment and social inclusion, as well as on youth. The research on cooperatives' contribution to quality employment for people in non-standard employment will allow CECOP to better understand the latest trends and new cooperative developments in different EU countries and the results of the research will certainly be beneficial for the whole network, including members, in the long term. It will also allow CECOP to better position its advocacy and policy recommendation in this field. The preparation of the mutual learning sessions among members helped COFACE to realise that it was a very successful tool, and it will certainly replicate it in the future.

Horizontal objectives: Several horizontal objectives were addressed throughout 2019. To start with, CECOP addressed the fight against poverty and social exclusion. It organised a seminar on social impact, which looked at the tools used by cooperatives to measure their social impact on social inclusion of vulnerable groups. CECOP also addressed the youth employment through the research activities, which started in 2018 and analysed cooperative models in Belgium, Finland, France and Spain as solutions to non-standards work. The main outputs were a survey organised among CECOP's members, best practices collected, and recommendations drafted for the EC and Member States. This research also resulted in a publication '[All For One. Response of worker-owned cooperatives to non-standard employment](#)⁷¹¹'. Other horizontal objective addressed by CECOP include adequate and decent social protection, high quality and sustainable employment, and combating long-term unemployment.

⁷⁰⁸ <https://www.facebook.com/cecop.org/?rf=140962049432629>

⁷⁰⁹ https://twitter.com/CECOP_coops?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor

⁷¹⁰ <https://mailchimp.com/>

⁷¹¹ <https://cecop.coop/uploads/file/9ppgZoehVKAghxO9zAk2Mxh7yjoqL5GMXzEUE0MC.pdf>

4.16 Platform for International Cooperation on Undocumented Migrants (PICUM) – Strategic Collaboration and Exchange to Address Migrants’ Social Exclusion

‘In 2019, PICUM provided its members with opportunities to exchange knowledge, good practices and working methodologies through seven member exchanges involving 26 members from Belgium, Czechia, Finland, Germany, Ireland, Italy, the Netherlands, Spain and the UK.’

Call identification number	VP/2018/016
Grant identification number	VS/2019/0171
Policy area	Social Protection, Social Inclusion and Employment
Policy sub-area	<ul style="list-style-type: none"> • Social justice; • Migration; • Poverty; • Non-discrimination; • Sustainable employment.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Specialist bodies provided for under Union law; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • Experts in evaluation and in impact assessment; • Media.
Activities implemented	<ul style="list-style-type: none"> • Evidence on social exclusion across Member States, with a particular focus to vulnerable migrant groups provided; • Mechanisms by which undocumented workers can exercise their labour rights in 15 EU Member States analysed; • A campaign ‘Doing What’s Best for Children’ launched. • Report on ‘Safeguarding the human rights and dignity of undocumented migrant sex workers prepared; • Seven member exchanges organised; • Six new members joined.
Implementation country (-ies)	158 PICUM members in 33 European countries
Participating countries	
Coordinator	Platform for International Cooperation on Undocumented Migrants ASBL, Belgium
Partners	-
EU contribution in euro	675 051.21 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	www.picum.org

Socioeconomic context: Established in 2001, PICUM is a network of organisations working for the human rights of migrants living in poverty and excluded from social protections across Europe. PICUM provides essential tools, resources and training sessions to support the capacity of its members to actively shape migration governance, including social rights, employment and inclusion. The recent Eurostat data ([January 2019](https://ec.europa.eu/eurostat/statistics-explained/index.php/People_at_risk_of_poverty_or_social_exclusion)⁷¹²) show that across Europe, non-EU citizens continue to face a higher risk of poverty and social exclusion (50.1 %), higher rates of in work poverty (21.6 %) and monetary poverty (41 %), and more than twice the rate of severe material deprivation (17 %) than EU migrants or citizens. Not only is the gap widening, but women and older migrants are particularly vulnerable.

Aims of the project/organisation: PICUM members play a key role in the realisation and impact of PICUM's objectives. In 2019, the network had several main goals. To start with, it aimed to provide evidence and insights on sustainable development targets vis-à-vis the European Commission’s Political Guidelines, and the initiatives, tools and instruments

⁷¹² https://ec.europa.eu/eurostat/statistics-explained/index.php/People_at_risk_of_poverty_or_social_exclusion#Number_of_people_at_risk_of_poverty_or_social_exclusion

undertaken towards the policy objectives of the [Europe 2020 Strategy](#)⁷¹³. Secondly, PICUM aimed to enhance migrants' visibility within the policy discussion on social inclusion, adding specific focus on the negotiations on the next [Multiannual Financial Framework](#)⁷¹⁴ (2021-2027). The network also focused on strengthening the capacity of cities to respond to the growing social presence and needs of undocumented migrants at local level and giving visibility to innovative ways cities work to deliver services to residents, regardless their status.

Results, impacts and lessons learned: PICUM responded efficiently and effectively to the 2019 European Parliament election and the new European Commission. The network shared regular updates to members, highlighting key commitments taken up by designate-Commissioners during the hearings. PICUM developed a brief 'PICUM Priorities for the 2019-2024 legislature of the European Parliament', which outlined the network's policy priorities for the new legislature and was sent to Members of the European Parliament of relevant committees. A brief was also published as a blog on PICUM's website and social media channels. Additionally, PICUM carried out targeted communications ahead of the hearings of the Commissioner-candidates in the European Parliament and created visuals for its social media channels, which highlighted the network's key question for each Commissioner-candidate whose portfolio may affect the lives of undocumented people in Europe.

The network also launched an online campaign '[Doing What's Best for Children](#)⁷¹⁵' aimed at raising awareness around the impact of return procedures on children. The video 'To Play Alone: Children's Voices on Deportation' was published on PICUM's social media channels to boost traffic to the campaign's webpage where all of PICUM's resources on the issue of best interests of the child in migration procedures are stored.

Lastly, PICUM's longstanding collaboration with the University of Oxford facilitated ongoing dialogue among cities on the needs of people in irregular situations and sharing of concrete examples of the effective delivery of services to undocumented migrants and other marginalised communities. PICUM was one of two civil society participants in the working group of the University of Oxford-led '[City Initiative on Migrants with Irregular Status in Europe](#)⁷¹⁶' (C-MISE), participating alongside key cities⁷¹⁷. In this role, PICUM provided inputs to the meetings and supported the development of papers and guidance for municipalities.

Identification of potential good practices: In 2019, PICUM provided its members with opportunities to exchange knowledge, good practices and working methodologies through seven member exchanges involving 26 members from Belgium, Czechia, Finland, Germany, Ireland, Italy, the Netherlands, Spain and the UK.

Policy evidence generated by the project: PICUM worked to increase evidence on social exclusion across Member States, with a particular focus on vulnerable migrant groups, including children, youth, people with healthcare needs, people in or at risk of expulsion as well as people facing gender discrimination. The network mapped existing practices for determining best interests and considering children's views in Belgium, Denmark, Finland, Norway and Greece. The data was compiled into an internal reference document available for members. The mapping will be a continuous process and will be regularly updated.

⁷¹³ https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester/framework/europe-2020-strategy_en

⁷¹⁴ <https://www.consilium.europa.eu/en/policies/eu-budgetary-system/multiannual-financial-framework/mff-negotiations/>

⁷¹⁵ <https://picum.org/durable-solutions/page/15/>

⁷¹⁶ <https://www.compas.ox.ac.uk/wp-content/uploads/City-Initiative-on-Migrants-with-Irregular-Status-in-Europe-CMISE-report-November-2017-FINAL.pdf>

⁷¹⁷ The key cities include Athens, Barcelona, Frankfurt, Ghent, Gothenburg, Helsinki, Lisbon, Oslo, Stockholm, Utrecht and Zurich.

In 2019, the network also entered the realm where many human and migrant rights organisations have been largely absent: data protection and the growing use of information technology for immigration enforcement. PICUM addressed this by raising questions among diverse stakeholders on the erosion of privacy through large-scale processing of personal data and its impact on rights and welfare of people with irregular status – including their right to healthcare and housing. At the same time, PICUM continued to be one of the main civil society contributors evaluating and providing recommendations on the EU's migration policies. PICUM supported the organisation of the EU's civil society consultation on the findings of its evaluation on regular migration, and provided recommendations for future EU action, in coordination with its members and the European Trade Union Confederation.

Additionally, PICUM prepared a report on '[Safeguarding the human rights and dignity of undocumented migrant sex workers](#)⁷¹⁸', which outlines the harmful impact of the criminalisation of sex work and concludes that legal frameworks criminalising the purchase and facilitation of sex work impact negatively on undocumented sex workers.

Transnational dimension: PICUM leads the regional-level advocacy of the [European Alternatives to Detention Network](#)⁷¹⁹, which brings together regional-level organisations with national pilot projects implemented by civil society organisations in six countries. In 2019, PICUM also launched several task forces to promote increased alignment of activities and objectives in areas of access to healthcare and access to justice between the secretariat and members. The task force on access to justice, for example, includes organisations from eight European countries. Moreover, PICUM uses its broad network of volunteers and professional translators to translate their resources into key EU languages to maximise outreach and relevance across countries.

New partnerships created: In 2019, PICUM had six new members totalling 158 member organisations in 33 countries, including 25 in the EU.

Dissemination strategy: PICUM continued to disseminate its resources through a variety of means, specifically tailored to the target audiences. Publications were provided both in digital and print, and disseminated on the [website](#)⁷²⁰, social media ([Facebook](#)⁷²¹, [Twitter](#)⁷²², [Instagram](#)⁷²³ and [YouTube](#)⁷²⁴ channel), and at meetings. Several publications were translated into key European languages so as to better reach national audiences and empower our members with tools for their local advocacy. The network was invited to give input at over 100 events during 2019, intervening as a panellist or speaker. PICUM also organised 16 several key events to disseminate its outputs, share practices and exchange information. For instance, PICUM's legal seminar brought together over 60 experts. In 2019, PICUM also responded to 60 information requests, which came mainly from journalists, partners and members. The queries were mainly related to contacts and services, undocumented children and labour rights. In September 2019, PICUM reinstated its newsletter in a new more accessible and engaging format. Its readership currently amounts to over 6 000 people.

European added value: in 2019, PICUM worked to ensure that the social inclusion needs and realities of migrants were addressed within processes and debates on the new

⁷¹⁸ <https://picum.org/wp-content/uploads/2019/09/Safeguarding-the-human-rights-and-dignity-of-undocumented-migrant-sex-workers.pdf>

⁷¹⁹ <https://www.atdnetwork.org/>

⁷²⁰ <https://picum.org/publications/>

⁷²¹ <https://www.facebook.com/picum.org>

⁷²² https://twitter.com/PICUM_Post

⁷²³ https://www.instagram.com/picum_ig/

⁷²⁴ https://www.youtube.com/channel/UCz8y3_zE2esVzy3NuHUxgxA

[Multiannual Financial Framework](#)⁷²⁵ (2021-2027). Throughout its advocacy activities, PICUM focused on influencing the position of the EU co-legislators on the [ESF+](#)⁷²⁶ and [the Asylum, Migration and Integration Fund \(AMIF\)](#)⁷²⁷ proposals, promoting a view of social inclusion avoiding discrimination in social inclusion measures on the basis of residence status.

Sustainability measures: PICUM developed a framework for understanding the discrete elements of 'safe reporting' to ensure access to justice for all, regardless of status, emphasising the critical role of service providers (such as women's shelters and healthcare professionals) and the importance of responsive and accessible protection measures. This framework will be further elaborated with PICUM's members in 2020 and will provide a shared basis for advocacy and for the gathering of good practices.

Horizontal objectives: Migrant youth face exclusion from the labour market when they have irregular status or lose their status when they turn 18, even when they have completed their education in their country of residence. PICUM analysed the mechanisms by which undocumented workers can exercise their labour rights in 15 EU Member States, which found that there is a lack of clear protocols in place. Health also continues to be a thematic area of PICUM's work and in 2019, stepping up its support to members in their work at the national level by developing effective communication strategies to support advocacy. PICUM also undertook activities in the areas of access to justice, children, families and youth, equality between men and women as well as community-based alternatives to detention.

4.17 European Food Banks Federation (FEBA) – Reducing poverty through food redistribution 2019 actions

'In 2019, FEBA began the set-up of a self-assessment grid, which aims to reinforce the capacity of the network to support the EU objectives.'

Call identification number	VP/2018/016
Grant identification number	VS/2010/0174
Policy area	Social Inclusion and Poverty Reduction
Policy sub-area	<ul style="list-style-type: none"> • Food poverty/redistribution; • Food waste.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Non-governmental organisations; • FEBA membership; • European authorities.
Activities implemented	<ul style="list-style-type: none"> • Survey about the implementation of Fund for European Aid to the Most Deprived (FEAD) was carried out; • Annual Forum on Food Aid and Social Inclusion was organised; • Meetings organised by the FEAD network attended; • FEBA Annual Convention 2019 was organised; • Skill-sharing and training sessions organised; • Self-assessment grid set up; • Briefing on the European Green Deal distributed; • 12 monthly reports delivered; • Headquarters moved from Paris to Brussels.
Implementation country (-ies)	24 Full Members and 5 Associate Members in European countries
Participating countries	
Coordinator	European Food Banks Federation, Belgium
Partners	-
EU contribution in euro	250 000 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	www.eurofoodbank.org

⁷²⁵ <https://www.consilium.europa.eu/en/policies/eu-budgetary-system/multiannual-financial-framework/>

⁷²⁶ [https://www.europarl.europa.eu/RegData/etudes/BRIE/2018/625154/EPRS_BRI\(2018\)625154_EN.pdf](https://www.europarl.europa.eu/RegData/etudes/BRIE/2018/625154/EPRS_BRI(2018)625154_EN.pdf)

⁷²⁷ https://ec.europa.eu/home-affairs/financing/fundings/migration-asylum-borders/asylum-migration-integration-fund_en

Socioeconomic context: Founded in 1986, the European Food Banks Federation (FEBA) represents 24 Full Members and 5 Associate Members in European countries and brings together 430 Food Banks and branches that are committed to fight against food waste and to support charities dealing with food aid and assisting the most deprived in Europe. Every day the network's members provide 4.2 million meals to those most deprived through collaboration with 45 283 charities and thanks to the professionalism of 32 280 co-workers (84 % volunteers).

Aims of the project/organisation: The key objective of the action is to strengthen the activity of the European Food Banks Federation (FEBA) and its members, which contribute to the reduction of poverty and social exclusion through the redistribution of food in partnership with charitable organisations that assist the most deprived in Europe.

Results, impacts and lessons learned: FEBA carried out a survey about the implementation of the [Fund for European Aid to the Most Deprived \(FEAD\)](#)⁷²⁸ and received feedback from 10 out of 11 members which benefit from the FEAD (Belgium, Czechia, Estonia, France, Ireland, Italy, Lithuania, Poland, Slovakia, and Spain). The results of the survey provided information and knowledge from the largest networks of partner organisations of the programme: results, key findings, successes and hurdles, issues, proposals to improve its impact (e.g. type of products, pace of deliveries, reporting, audit). In addition to providing quantitative information on the implementation of the FEAD in 2018, the survey also provided a qualitative assessment. The findings were publicly presented at the conference 'Annual Forum on Food Aid and Social Inclusion' a dialogue between European institutions and concrete practices across Europe that FEBA organised on 18 November 2019 at the European Parliament. After the event, FEBA sent the presentation used at the European Parliament with the results of the survey to all participants on 27 November.

FEBA also actively participated in the meeting organised by the FEAD Network and contributed by providing information and data to European institutions as regards the assessment and implementation of the FEAD. On 27 November 2019, FEBA participated in the FEAD Meeting with stakeholders at European level organised by DG Employment and Social Affairs of the European Commission. As requested by the European Commission, on this occasion FEBA presented the results of the survey conducted among its members about the implementation of FEAD.

Identification of potential good practices: FEBA organised a skill-sharing session on 'Food Processing of Good Nutrition' on 5-6 December in Vilnius in collaboration with [Maisto Bankas](#)⁷²⁹. During these two days, 14 Food Bank representatives from 7 European countries shared best practices and experiences about developing new and innovative models to process food. This skill-sharing session was an occasion to take stock of the situation in the different countries and exchange experiences about activities for processing foods such as fruit, vegetables, meat and fish, in order to extend the shelf-life of food with a very high nutritional value.

Innovativeness of the project/activities: In 2019, FEBA began the set-up of a self-assessment grid, which aims to reinforce the capacity of the network to support the EU objectives. This activity resulted in a higher efficiency and effectiveness of FEBA members and therefore an increase in the amount of food redistributed to people in need together with a reduction in the number of severely materially deprived people.

⁷²⁸ <https://ec.europa.eu/social/main.jsp?catId=1089>

⁷²⁹ <https://www.maistobankas.lt/>

Policy evidence generated by the project: In order to support and improve the knowledge of its membership about EU objectives and Europe 2020 priorities, FEBA delivered 12 monthly reports on EU political and regulatory topics linked to the activity of food banks. With this tool, which was disseminated to the board of directors, the FEBA EU working group, and all its membership, FEBA promoted a better knowledge of EU-driven processes about food insecurity, poverty and social exclusion, food donation and redistribution.

As elections to the European Parliament were held in 2019 with consequent changes in personnel in the other institutions, FEBA provided constant updates to its members on European elections in May 2019, and on the new European Parliament and the new European Commission in the following months. After the appointment of the new European Commission on 1 December 2019, FEBA shared with its members a document providing a complete overview of the process and an identikit of each Commissioner-designate, highlighting the different portfolios and most important tasks. Moreover, in December 2019, FEBA circulated a briefing on the [European Green Deal](#)⁷³⁰ highlighting the most important challenges for the upcoming years in order to help and guide the daily activities of food banks all over Europe.

Transnational dimension: FEBA moved its headquarters from Paris to Brussels in order to work more closely with the EU institutions, other European stakeholders and EU-level organisations active in the social area. The presence in Brussels allowed the network to participate in many different events, conferences and seminars organised by other NGOs and to start establishing a more regular dialogue, such as attending the EAPN General Assembly on 14-16 September 2019 in Helsinki. Moreover, FEBA had the possibility to invite some representatives of NGOs as speakers to its training activities, and other events such as [FEBA Annual Convention 2019](#)⁷³¹, [starting with an international meeting on “Working together to achieve SDG 12.3” at FAO HQ in Rome](#), and the [Annual Forum on Social Inclusion and Food Aid](#)⁷³². This resulted in a more proactive cooperation with other civil society organisations inviting them to reflect more about food redistribution and food waste avoidance.

New partnerships created: at the end of 2019, FEBA consolidated the existing partnerships with 10 corporates, foundations and associations and initiated new collaborations with three new corporates. Partnership Agreements with five corporates were signed with [METRO Group](#)⁷³³, [Costa Crociere](#)⁷³⁴, [Campofrio Food Group SAU](#)⁷³⁵, [Savencia Holding](#)⁷³⁶ and [Brambles enterprises LTD](#)⁷³⁷.

Dissemination strategy: In 2019 FEBA disseminated 10 [newsletters](#)⁷³⁸ to an average of 2 190 recipients for each newsletter. In addition, FEBA circulated three internal newsletters, six information emails, 10 emails about the events, three press releases about [FEBA Annual Convention 2019](#)⁷³⁹, [Fund for European Aid to the Most Deprived](#)⁷⁴⁰, and the [World Food Day](#)⁷⁴¹. For the occasion of Annual Conference, FEBA published and disseminated the [Annual Report 2018](#)⁷⁴², which was printed in 500 copies. During the Annual Conference, the network also published a leaflet in English, which presents in a nutshell the activity of FEBA, its membership and the impact of its activities.

⁷³⁰ https://ec.europa.eu/info/strategy/priorities-2019-2024/european-green-deal_en

⁷³¹ <https://annualconvention2019.eurofoodbank.org/>

⁷³² <https://www.eurofoodbank.org/en/newsletters/2019-12-02-the-strong-bond-between-food-aid-and-social-inclusion:-a-dialogue-with-european-institutions-and-concrete-practices-across-europe>

⁷³³ <https://www.metroag.de/en/>

⁷³⁴ <https://www.costacrociere.it/>

⁷³⁵ <https://www.campofrio.es/>

⁷³⁶ <http://www.savencia-fromagedairy.com/en/>

⁷³⁷ <https://www.brambles.com/>

⁷³⁸ <https://www.eurofoodbank.org/en/newsletters>

⁷³⁹ <https://annualconvention2019.eurofoodbank.org/>

⁷⁴⁰ <https://ec.europa.eu/social/main.jsp?catId=1089&langId=en>

⁷⁴¹ <http://www.fao.org/world-food-day/home/en/>

⁷⁴² <https://www.eurofoodbank.org/en/2018>

European added value: Both FEBA and its membership developed a wider and stronger knowledge of the EU-driven legislative process, in particular social policies. The strengthening of FEBA had a positive result as regards cooperation with European, national and local authorities and other NGOs at EU level dealing with social issues. The empowerment of the FEBA membership is crucial in order to give a concrete contribution to the thousands of charities receiving food and to make a difference for the most deprived in Europe. In summary, the EaSI support allowed FEBA to improve its sustainability, organisation and cooperation mechanisms.

Sustainability measures: FEBA expects to catch up with its delayed implementation of some 2019 activities and to roll out the EaSI Work Programme 2020 in order to further strengthen and reinforce its organisation and network for the benefit of the most deprived.

Horizontal objectives: The project addressed the fight against poverty and social exclusion by strengthening and reinforcing FEBA and its membership. Specifically, the network developed the capacity building of its membership as regards EU-driven processes through the establishment of an EU working group of representatives from the FEBA membership, and which focused on EU topics. FEBA also provided capacity building activities in the form of a training session on 'Food Bank Management', a skill-sharing session on 'Recovery form Food Service is possible', 'Food Processing of Good Nutrition' and 'Why organise Food Collections'. In addition, the network improved its internal and external communication and strengthened its governance and organisation structure in order to professionalise its activities.

4.18 European Venture Philanthropy Association (EVPA) – Strengthening and supporting a European ecosystem for social enterprise finance

'The results of the membership satisfaction survey clearly show that through uniquely European research and convening activities (small and large), EVPA continues to advance the effectiveness of how impact capital is deployed, whether through a foundation or impact fund, the network's primary practitioners.'

Call identification number	VP/2018/016
Grant identification number	VS/2019/0180
Policy area	Employment and Social Inclusion
Policy sub-area	<ul style="list-style-type: none"> • Social investment; • Youth employment; • Combating long-term unemployment; • Poverty; • Sustainable employment; • Non-discrimination.
Target groups	<ul style="list-style-type: none"> • Specialist bodies provided for under Union law; • Non-governmental organisations; • Higher education institutions and research institutes; • Experts in evaluation and in impact assessment; • Media.
Activities implemented	<ul style="list-style-type: none"> • EVPA Annual Conference (Hague) organised; • Two training courses 'EVPA Social Impact Measurement and Management Training' and 'EVPA Crash Course on Venture Philanthropy and Social Investments' organised; • Gathering of Leaders event organised; • Website updated; • First annual report '15 Years of Impact' prepared; • 65 new members recruited.
Implementation country (-ies)	More than 320 members in over 30 countries, mainly in Europe, but also in the United States, the Middle East and Asia
Participating countries	

Coordinator	European Venture Philanthropy Association (EVPA), Belgium
Partners	-
EU contribution in euro	599 970 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	https://evpa.eu.com/

Socioeconomic context: Established in 2004, the European Venture Philanthropy Association (hereafter EVPA) is a membership association made up of organisations interested in or practising venture philanthropy and social investment across Europe. EVPA's membership covers a full range of venture philanthropy and social investment activities including venture philanthropy funds, social investors, grant-making foundations, impact investing funds, private equity firms, professional service firms, philanthropy advisers, banks and business schools. EVPA's community continues to grow, with an increase in membership of over 50 % in the past five years alone. Currently, the network has more than 320 members from over 30 countries, mainly in Europe, but also in the United States, the Middle East and Asia.

Aims of the project/organisation: In January 2014, EVPA and the European Commission entered into a 4-Year Partnership Agreement, awarded under the EU Programme for Employment and Social Innovation (EaSI). The partnership was extended for 2018-2021. EVPA focuses on four priorities that have informed a number of projects and events throughout 2019:

- Support the Commission in its outreach activities at EU, national and local level with the aim of ensuring the implementation of European policies in the relevant area.
- Reinforce the capacity of the network's members, including through offering a platform for the exchange of good practices in the relevant field, and raising awareness on relevant EU policies.
- Voice the concerns and expectations of organisations facilitating access to finance to (potential) entrepreneurs from disadvantaged and under-represented groups / social enterprises.
- Provide data / research on developments in the field and on priority topics.

Results, impacts and lessons learned: The EVPA continued to contribute to the development, implementation, monitoring and evaluation of relevant social initiatives with the help of its analytical and networking activities. First, EVPA continued the '[EU Webinar Series](#)'⁷⁴³, initiated in 2014 to address European topics of interest to the venture philanthropy/social innovation community. Second, the network launched its first public annual report, which highlighted its main activities and achievements. This report was also a major evolution in EVPA's impact measurement reporting. The membership survey was one key source of data to assess EVPA's impact on our ecosystem and the added value the network has in strengthening VP/SI in Europe. These membership survey results are represented in various 'infographics' in the annual report.

In 2019, EVPA held its annual conference, which attracted more than 750 attendees and was open to the large audience interested in social investment. EVPA organised a '[Gathering of Leaders](#)'⁷⁴⁴ event, which offers a unique opportunity for an open exchange of ideas and experiences among prominent players within the venture philanthropy and social investment field in Europe. The network organised two [Training Academy](#)⁷⁴⁵ courses:

- EVPA Social Impact Measurement and Management Training. The course is developed in partnership with Social Value International and discloses methodologies, principles and processes in impact measurement and management to support the investors for impact to collect the right data to support an informed decision-making.

⁷⁴³ <https://evpa.eu.com/events/previous-webinars>

⁷⁴⁴ <https://evpa.eu.com/venice-gathering-of-leaders>

⁷⁴⁵ <https://evpa.eu.com/knowledge-centre/training-academy>

- EVPA Crash Course on Venture Philanthropy and Social Investment. The EVPA Training Academy presented the 3 core practices of the Investing for Impact approach: impact measurement, tailored financing and non-financial support; four experienced practitioners shared their practical cases with the audience. At the end of the session, participants had the chance to discuss the main takeaways of the day in small groups with a moderator.

In addition, EVPA staff attended 19 conferences in 9 countries.

Identification of potential good practices: In 2019, EVPA launched its first public annual report '[15 Years of Impact](#)'⁷⁴⁶. The report highlighted the main activities and achievements of EVPA in 2018 with the purpose of giving a clearer idea on the investing for impact space and attracting new actors interested in creating more impact. In addition, the report comprises the membership survey results represented in various 'infographics', as well as the main achievements of EVPA in the last 15 years.

Innovativeness of the project/activities: In 2019, EVPA updated its [mini-site](#)⁷⁴⁷ with five new stories of successful social purpose organisations with innovative business models supported by investors for impact. Through this activity EVPA shows how investors for impact can contribute in practice to the development of an innovative solution to tackle a specific social challenge. In addition to success stories, it also introduced 2-pagers on its mini-site, which in a visual and concise way explain how specific EVPA members implement an investing for impact strategy.

Policy evidence generated by the project: The EVPA regularly screens, shares and disseminates members' (and non-members') research reports of relevance to the sector. In 2019, EVPA selected five existing reports on policy topics, which were included in the network's newsletters, social media and on the website. The network produced four policy briefs about relevant EU policy initiatives or subject of major attention in the social innovation ecosystem and sent out two policy updates. EVPA also created a policy timeline 'Accelerating Policy for Impact – Key Initiatives in the European Ecosystem', which shows key European and multilateral policy initiatives and includes EU funding opportunities.

Transnational dimension: In 2019 EVPA held its annual conference in The Netherlands where several issues were tackled in the domain of employment and youth unemployment, sustainability, migration, diversity, fighting against poverty and social exclusion and working with the public sector. In the break-out sessions, EVPA members and other conference participants interested in learning, sharing and exchanging were brought together to discuss, make first steps towards cooperating to eventually come up with solutions for these issues. The special focus was put on how EU initiatives and new funding instruments are conducive for strengthening the market for social innovation. The round tables at the conference helped to put the focus on the importance of working together towards the same goal, across disciplines and across sectors. Next to that, smaller events and exchanges were organised in Germany, France and Central and Eastern Europe.

New partnerships created: In 2019, EVPA acquired 65 new members primarily in North-western Europe, some in Central and Eastern Europe, and Southern Europe. The network achieved net growth of 34 members compared to net growth of 44 members in 2018. Up to 74 % of EVPA members practice venture philanthropy / social investment. This signals that as a network, EVPA continues to be a strong community, which attracts practitioners. This should ensure strong retention of the community in future.

⁷⁴⁶ https://evpa.eu.com/download/15_Years_of_Impact-Taking_Stock_and_Looking_ahead_2019.pdf

⁷⁴⁷ <https://stories.evpa.eu.com/>

Dissemination strategy: In 2019, EVPA continued to share and disseminate information through electronic channels and events. EVPA held two policy sessions at its Annual Conference in The Hague (the Netherlands). This key event brought together more than 750 attendees and was open to large audience interested in the social investment sector. The network also held mutual learning events through the EVPA Training Academy. Electronic channels used to disseminate information included the [EVPA website](https://evpa.eu.com/)⁷⁴⁸, newsletters and social media. In September 2019, EVPA published an improved version of its website. The new version is more user-friendly, visual and integrates better the different tracks of the EVPA activities – the increased number of visits that the websites received proves this. Compared to 2018, the number of total website visits increased by 33 %. In 2019, EVPA also sent a total of 94 mass emails, 19 newsletters and over 70 event-related invites and updates. The network also uses [LinkedIn](https://www.linkedin.com/company/evpa/)⁷⁴⁹, [Twitter](https://twitter.com/EVPA)⁷⁵⁰, [Facebook](https://www.facebook.com/EVPAupdates/)⁷⁵¹, and [YouTube](https://www.youtube.com/channel/UC...) to communicate about member work and also to promote our services. Compared to the same period in 2018, Facebook brings the most visits to EVPA website, with 52.84 %, followed by LinkedIn with 26.84 % and Twitter with 16.38 %. Compared to 2018, the number of LinkedIn followers has increased by 74 % in 2019. The increase of 70 % was also registered on Facebook while on Twitter the increase was 20 %. In 2019, EVPA published 51 videos on YouTube and the increase in followers was 54.95 %. In addition to social media channels, EVPA also partnered with other (network or media) organisations to help them spread the word about their community and activities. In 2019, the network developed more than 12 visibility partnerships.

European added value: The added value of the EaSI support to EVPA is crucial in different ways. A first value is the increased credibility that EVPA and the social investment market receive because of the support and interest of the European Commission. A second value is how the EaSI support allows EVPA to increase its services to the sector, and how it also incentivises EVPA to invest in better planning and reporting. A third value is the increased visibility of the work of investors for impact thanks to the involvement of EVPA in the initiatives led directly by the European Commission – such as the [Commission Expert Group on the Social Business Initiative](https://ec.europa.eu/transparency/regexpert/index.cfm?do=groupDetail.groupDetail&groupID=2753)⁷⁵² (GECES).

Sustainability measures: In 2018-2021, the EVPA plans to build on its strengths: in-depth market knowledge, credibility as a transparent and reliable organisation, and broad membership. The network also plans to assist more mature markets in bringing them to higher-level more targeted events, increase its investments in dissemination and training, and look for strategic partnerships. It will continue its efforts to make the funding opportunities available at the EC level more accessible for practitioners, and regulation at national and supranational level more transparent. The EVPA will also work on informing the European Commission on the perception of how its sector uses the funding and perceives the regulations.

Horizontal objectives: In 2010, EVPA organised its annual conference, which tackled issues in the areas of employment and youth unemployment, sustainability, migration, diversity, fighting against poverty and social exclusion and working with the public sector. In addition, smaller events and exchanges took place in Germany, France, and Central and Eastern Europe where debates were held on how to tackle migration issues, how corporations can have real societal impact through social investment strategies and how foundations could engage more in the venture philanthropy / social innovation field.

⁷⁴⁸ <https://evpa.eu.com/>

⁷⁴⁹ <https://www.linkedin.com/company/evpa/>

⁷⁵⁰ <https://twitter.com/EVPA>

⁷⁵¹ <https://www.facebook.com/EVPAupdates/>

⁷⁵² <https://ec.europa.eu/transparency/regexpert/index.cfm?do=groupDetail.groupDetail&groupID=2753>

4.19 Microfinance Centre – Financial Inclusion for Inclusive Growth in Europe II

'The country meetings area are a very effective method to collect information, feedback and disseminate relevant news. Those meetings are highly appreciated by MFC members.'

Call identification number	VP/2018/016
Grant identification number	VS/2019/0182
Policy area	Financial Inclusion
Policy sub-area	<ul style="list-style-type: none"> • Microfinance and microcredit; • Inclusive entrepreneurship; • Social finance.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Non-governmental organisations; • Experts in evaluation and in impact assessment; • Media; • Microfinance institutions.
Activities implemented	<ul style="list-style-type: none"> • MFC Annual Conference 2019 organised; • 10 country meetings coordinated (North Macedonia, Poland, Romania, Serbia (twice), Turkey, France, UK, Germany and Croatia); • 4 national working groups operating in Albania, Romania, Poland and Serbia; • 4 working group meetings on the Code of Good Conduct for Microcredit Provision attended; • 2 new members attracted.
Implementation country (-ies)	113 MFC members across 36 countries
Participating countries	
Coordinator	Fundacja Microfinance Centre, Poland
Partners	-
EU contribution in euro	260 238 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	www.mfc.org.pl

Socioeconomic context: Present-day Europe includes some of the most innovative countries across the globe. The technological advancements are rapidly affecting different aspects of every citizen's daily life. However, despite the ongoing progress, some key aspects remain largely unaltered. In Europe, one of the problems lies within the financial sector as over 130 million Europeans remain financially excluded and cannot access many of the frequently used financial products or services. Therefore, the Microfinance Centre's (hereafter MFC) programme '[Financial Inclusion for Inclusive Growth in Europe](#)⁷⁵³' was designed to tackle the issue and galvanise EU practitioners and policymakers into action and to ensure wider and greater financial inclusion of all EU citizens.

Aims of the project/organisation: The overarching objective of the project is to raise awareness of the broader aspect of access to finance such as the role of the financial sector in providing services to excluded groups, financial literacy, policy and adequate infrastructure among others. The project is structured around four strategic pillars:

- Support the Commission in its outreach objective at EU, national and local level with the aim of ensuring the implementation of European policies in the relevant area.
- Reinforce the capacity of the MFC members.
- Voice the concerns and expectations of organisations facilitating access to finance to entrepreneurs from disadvantaged groups.
- Provide data on developments and trends in the sector.

Results, impacts and lessons learned: In 2019, the network took part in a number of activities and events. To start with, the [MFC Annual Conference 2019](#)⁷⁵⁴ was organised in

⁷⁵³ <http://mfc.org.pl/financial-inclusion-for-inclusive-growth-in-europe/>

⁷⁵⁴ <https://www.mfc2019.org/>

Istanbul, Turkey and explored the practical side of digitalisation in the financial inclusion sector through case studies, trend analysis and discussion of emerging best practices. The agenda of the conference included a range of workshops, panel discussions and side meetings to explore different aspects of the digitalisation in financial inclusions such as digital client experience, non-credit digital products, digitalisation strategies, financial services for migrants, FinTech and financial inclusion, and designing the micro-businesses ecosystem. Secondly, 10 country meetings took place in 2019 and 4 national working groups were operating. Two working groups continued their work in Albania and Romania and two new working groups were established in Poland and Serbia. MFC continued its engagement in a dialogue with the European Commission on updating the '[Code of Good Conduct for Microcredit Provision](#)'⁷⁵⁵. MFC staff participated in four working group meetings in 2019, which resulted in the submission of final recommendations to the Steering Group.

Identification of potential good practices: The MFC conducted eight webinars to present and exchange current trends and good practices on the topic of digitalisation.

Transferability element(s) of the project/activities: The MFC continued its cooperation with other international organisations and networks through the mobile office in Brussels. In 2019, the mobile office was identified as an effective solution for regular communication with Brussels-based stakeholders and for providing information about developments to MFC members.

Policy evidence generated by the project: MFC continued to engage in constructive dialogue with the European Commission to provide feedback on the EU microfinance support instruments and discuss the current obstacles to sector development as well as the sector future. In particular the recommendations prepared by the MFC working group 'EU Code' served as one of the key inputs for further consultations with the European Commission on the [European Code of Good Conduct for Microcredit Provision](#)⁷⁵⁶. Additionally, the network published the '[Digital Finance Tech Handbook](#)'⁷⁵⁷, which is a short and practical handbook for microfinance managers in Europe and Central Asia that aims to build an understanding of the main technological trends and solutions that support future growth. MFC prepared a summary paper '[The Contribution of the Fintech Sector to Financial Inclusion and Health – A Review of Opportunities and Challenges](#)'⁷⁵⁸, which offers a comparative analysis of Fintech contribution to financial inclusion and health and recommends actions to undertake on the demand, supply and policy levels to ensure that Fintech contributes positively to financial inclusion and financial health. This summary paper is complemented by six case studies that present the current state of the fintech industry in the UK, the Netherlands, Poland, Ukraine, Turkey and Czechia.

Transnational dimension: Ten country meetings were organised by MFC with members and other local stakeholders throughout 2019 in North Macedonia, Poland, Romania, Turkey, France, UK, Germany and Croatia and Serbia (twice). The country meetings focused on financial inclusion and proved to be effective in collecting information and feedback and disseminating relevant news. MFC continued to cooperate with other international organisations and networks as well as share information with the European Commission.

New partnerships created: Two new EU-member organisations joined the network in 2019 – [Purple Shoots](#)⁷⁵⁹ (UK) and [Fram Creative Solution](#)⁷⁶⁰ (Bulgaria).

⁷⁵⁵ <http://mfc.org.pl/update-on-the-process-to-review-the-code-of-good-conduct-for-microcredit-provision/>

⁷⁵⁶ https://ec.europa.eu/regional_policy/sources/thefunds/doc/code_bonne_conduite_en.pdf

⁷⁵⁷ http://mfc.org.pl/wp-content/uploads/2020/02/TECH-HANDBOOK-FINAL_FEB2020.pdf

⁷⁵⁸ http://mfc.org.pl/wp-content/uploads/2020/03/SUMMARY-PAPER_FINTECH-CASE-STUDY_FEB2020.pdf

⁷⁵⁹ <https://purpleshoots.org/>

⁷⁶⁰ <http://framcreativesolutions.com/>

Dissemination strategy: In 2019 MFC undertook 93 communication activities related to various EU issues and news. This information reached microfinance practitioners, NGOs representatives working in the field of microfinance, financial education, EU policy and decision-makers, experts and academics through mailings, posts on [Facebook](#)⁷⁶¹ and [Twitter](#)⁷⁶² and the [MFC website](#)⁷⁶³.

European added value: In 2019, MFC continued a constructive dialogue with the European Commission to provide feedback on the EU microfinance support instruments and discuss the existing obstacles, standard setting and the future of the sector. The network also organised 10 country-level meetings with local stakeholders. These meetings facilitated information sharing and encouraged important discussions on the current trends and existing challenges in the field of microfinance and financial inclusion.

Sustainability measures: The outputs of the project, i.e. research activities, can serve as a basis for further improvement of EU financial instruments and microfinance-oriented practices. The MFC webinars on the current trends and good practices on the topic of digitalisation were well received by the attendees. The network intends to continue organising such webinars.

Horizontal objectives: In 2019, MFC joined forces with Euclid, Caritas ad RREUSE to work towards economy. They issued a [joint statement](#)⁷⁶⁴, which called for inclusion of social enterprises as an integral part of the fair, green and circular transition in Europe. MFC addressed the topic of migrants' access to finance. The network collaborated with a group of NGOs based in Germany, Greece, France, Bulgaria and the UK to overcome problems in financing migrants and create a broader community of EU institutions supporting migrants and refugees.

4.20 European Microfinance Network (EMN) – Microfinance for Social and Financial Inclusion in Europe

'EMN is well-positioned to represent the interests of its members and the wider sector at the EU level and has 107 member organisations. More than 50 % of the membership is in direct contact with vulnerable segments of the population and actively contributes and benefits from the network's actions fostering networking and exchange of good practices among organisations from different EU countries.'

Call identification number	VP/2018/016
Grant identification number	VS/2019/0183
Policy area	Social Inclusion and Poverty Reduction
Policy sub-area	<ul style="list-style-type: none"> • Microfinance and microcredit; • Inclusive entrepreneurship.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • Experts in evaluation and in impact assessment; • Media; • Microfinance providers: non-banking financial institutions and banks.
Activities implemented	<ul style="list-style-type: none"> • 2019 Annual Conference organised in Vienna;

⁷⁶¹ <https://www.facebook.com/MFCNetwork/>

⁷⁶² https://twitter.com/MFC_Network

⁷⁶³ <http://mfc.org.pl/>

⁷⁶⁴ <http://mfc.org.pl/wp-content/uploads/2019/12/Joint-Statement-on-European-Green-Deal-Caritas-Europa-Euclid-Network-Microfinance-Centre-RREUSE-PDF.pdf>

	<ul style="list-style-type: none"> • Over 10 events attended as speakers; • Six partnerships facilitated for and among members; • 30 calls addressing the microfinance sector published on the website; • Five EMN Board meeting organised; • 156 customised benchmark reports prepared and confidentially shared; • Two new national reports published and 22 national reports updated; • Analysis 'Microcredit regulation in Europe: an overview' prepared; • 3 new organisations joined the network.
Implementation country (-ies)	107 EMN members in 25 European countries
Participating countries	
Coordinator	European Microfinance Network (EMN), Belgium
Partners	-
EU contribution in euro	467 050.15 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	https://www.european-microfinance.org

Socioeconomic context: Microfinance remains one of the key instruments to address current societal challenges and reduce poverty. Microfinance refers to the provision of financial services to financially and socially excluded people and the EU has understood its potential in relation to the Social Investment Package and the implementation of the Europe 2020 agenda. However, coverage of microfinance in Europe is patchy and provided by very diverse and mostly small institutions. The European Microfinance Network (hereafter EMN) focuses its activities on providing common ground, coordination and push for national-level favourable regulation as well as for enhanced funding for microfinance institutions.

Aims of the project/organisation: The European Microfinance Network's activities are aimed at strengthening the whole sector to give a growing number of people (especially young people, women, the elderly, migrants and ethnic minorities) the opportunity to access adequate financial services to create, develop, and sustain their economic activities. The main goals of this project are to:

- support the EC in its outreach activities at EU, national, and local level with the aim of ensuring the implementation of European policies in the relevant area;
- reinforce the capacity of EMN's members, through a platform for the exchange of good practices, and raising awareness on relevant EU policies;
- voice the concerns and expectations of organisations facilitating access to finance to entrepreneurs from disadvantaged groups;
- provide research on developments in the sector.

Results, impacts and lessons learned: In 2019, the network produced a number of outputs. To start with, it held its 2019 Annual Conference in Vienna on 6 June 2019. The conference welcomed over 200 participants from 23 different countries to take part in over 8 participatory sessions and workshops. Second, EMN staff spoke in over 10 events to increase awareness of the sector and participated in even more events to strengthen links with peer networks and to support EU initiatives. Additionally, EMN members (107 members in 25 countries) actively took part in working groups, meetings, peer visits, and contributed to good practice notes.

Third, EMN facilitated six partnerships for and among members to support their development and sustainability, and also facilitated networking amongst potential

partners/investors in networking events over the year. The partnerships achieved in 2019 are:

- A partnership with [Frankfurt School of Finance and Management](https://www.frankfurt-school.de/en/home/)⁷⁶⁵ offering a discount for EMN members taking part in their courses and programmes.
- A partnership between [Qredits](https://qredits.nl/)⁷⁶⁶ (EMN member) and [Singlify](https://singlify.co.uk/news/)⁷⁶⁷.
- A partnership with the [Microfinance Association UK](https://www.microfinanceassociation.org/)⁷⁶⁸ offering a discount for EMN members taking part in their training programmes.
- A partnership between Qredits (EMN member) and [Unicredit](https://www.unicreditgroup.eu/en.html)⁷⁶⁹.
- A partnership between [microStart](https://microstart.be/fr)⁷⁷⁰ (EMN member) and [Singlify](https://singlify.co.uk/news/)⁷⁷¹.
- A partnership between [UTCAR RV](https://utcar.ro/)⁷⁷² (EMN member) and [European Investment Fund](https://www.eif.org/)⁷⁷³. EMN facilitated the EaSI Guarantee agreement through its advocacy activities.

Other outputs include publishing 30 calls specifically addressed to the microfinance sector on the EMN website, organising five EMN Board meetings, developing and confidentially sharing 156 customised benchmark reports addressed to the managers and staff of microfinance institutions, about the MFI's performance and positioning in their country and/or EU.

Identification of potential good practices: The network collected and promoted good practices on the provision of microfinance services inside and outside of Europe from eight organisations working with microfinance. This allowed it to gain a better grasp of credit scoring methodologies, social impact scoring systems, structural funds, mobility offers, social performance measurements and one-stop-shop systems. In 2019, EMN gathered three good practices and organised one webinar. Over the years, the network has gathered up to 100 good practice reports.

Policy evidence generated by the project: In 2019, EMN published two new national reports for Austria and Sweden and updated 22 national reports to provide the most up-to-date information on regulation in Europe. It also prepared a top-level analysis '[Microcredit regulation in Europe: an overview](https://www.european-microfinance.org/publication/microcredit-regulation-europe-overview-2020)⁷⁷⁴', which compares different regulatory frameworks across Europe highlighting the main emerging scenarios. EMN also produced other publications, which are all stored on the [network's website](https://www.european-microfinance.org/publications)⁷⁷⁵, including:

- [Enhancing the Financial Health of Micro-entrepreneurs: Beyond a mere assessment](https://www.european-microfinance.org/publication/enhancing-financial-health-micro-entrepreneurs-beyond-mere-assessment)⁷⁷⁶;
- [Banking that matters: Erste Group measures impact of its Social Banking activities](https://www.european-microfinance.org/publication/banking-matters-erste-group-measures-impact-its-social-banking-activities)⁷⁷⁷;

⁷⁶⁵ <https://www.frankfurt-school.de/en/home/>

⁷⁶⁶ <https://qredits.nl/>

⁷⁶⁷ <https://singlify.co.uk/news/>

⁷⁶⁸ <https://www.microfinanceassociation.org/>

⁷⁶⁹ <https://www.unicreditgroup.eu/en.html>

⁷⁷⁰ <https://microstart.be/fr>

⁷⁷¹ <https://singlify.co.uk/news/>

⁷⁷² <https://utcar.ro/>

⁷⁷³ <https://www.eif.org/>

⁷⁷⁴ <https://www.european-microfinance.org/publication/microcredit-regulation-europe-overview-2020>

⁷⁷⁵ <https://www.european-microfinance.org/publications>

⁷⁷⁶ <https://www.european-microfinance.org/publication/enhancing-financial-health-micro-entrepreneurs-beyond-mere-assessment>

⁷⁷⁷ <https://www.european-microfinance.org/publication/banking-matters-erste-group-measures-impact-its-social-banking-activities>

- [ImpaktEU - Unlocking funding for small MFIs and social enterprise finance providers in Europe](#)⁷⁷⁸;
- [Microfinance in Europe: Survey Report 2016-2017 - Peer Group Analysis](#)⁷⁷⁹.

Transnational dimension: EMN is well-positioned to represent the interests of its members and the wider sector at the EU level and has 107 member organisations. More than 50 % of the membership is in direct contact with vulnerable persons and actively contributes and benefits from the network's actions fostering networking and exchange of good practices among organisations from different EU countries.

New partnerships created: In 2019, 3 new organisations joined the network. By the end of 2019, EMN had 107 members in 25 countries, of which more than 50 % were microfinance practitioners.

Dissemination strategy: EMN based its dissemination strategy on its e-communication channels. To communicate with its members and stakeholders it relied on social media, its website, and newsletters. Social media tools were updated regularly throughout the year. Using [Twitter](#)⁷⁸⁰, EMN tweeted 197 times, was mentioned 198 times, received 297 new followers and 4 246 profile visits. The total number of followers was 2 155. The [Facebook](#)⁷⁸¹ page was liked 230 times during 2019, while the [LinkedIn](#)⁷⁸² page received 973 new followers, with a total of 1 796 as of 31 December. Their website was updated regularly: its content included 28 microfinance-related pieces of news, 30 microfinance-related calls, 42 microfinance events promoted, 63 microfinance-related publications uploaded. By the end of 2019, EMN had edited, published and sent 6 newsletters and 5 policy briefings to its members.

European added value: In 2019, much like in the previous year, EMN implemented a number of advocacy, research, networking and communication activities, which helped to strengthen the microfinance sector. It would not have been possible to carry out most of the project activities without the EaSI support.

Sustainability measures: EMN organises its activities in an efficient and cost-effective manner. In order to do this and to develop and maintain a sustainable and diversified funding base, EMN is involved in the elaboration, coordination and/or implementation of other projects and services, thus ensuring that the total costs of delivering its core activities are covered.

Horizontal objectives: The network addresses the issues of poverty and social exclusion. EMN envisions a society in which all those who are financially and socially excluded have access to the full range of financial and complementary support services, empowering them to start new ventures, consolidate existing businesses, and finance personal needs that improve their lives. EMN works towards improving the European regulatory framework for microfinance by influencing policy. EMN supports members by advocating for change and improvements in the national microfinance context based

⁷⁷⁸ <https://www.european-microfinance.org/publication/impakteu-unlocking-funding-small-mfis-and-social-enterprise-finance-providers-europe>

⁷⁷⁹ <https://www.european-microfinance.org/publication/microfinance-europe-survey-report-2016-2017-peer-group-analysis>

⁷⁸⁰ <https://twitter.com/EMNMicrofinance>

⁷⁸¹ <https://www.facebook.com/EuropeanMicrofinanceNetwork>

⁷⁸² <https://www.linkedin.com/company/european-microfinance-network-aisbl/>

on the comparison with other countries' frameworks, and acts as a conduit of information on national and international policy and advocacy.

4.21 European Anti-Poverty Network (EAPN) – EAPN 2019 Work Programme

'In 2019, the network finalised its strategic thinking process and set the strategic direction of its work for the next 25 years. EAPN's Strategic Thinking Review, which includes key priorities and underpinning activities, was signed at the general Assembly in September 2019 in Helsinki.'

Call identification number	VP/2018/016
Grant identification number	VS/2019/0157
Policy area	Poverty reduction and social inclusion
Policy sub-area	<ul style="list-style-type: none"> • Youth employment; • Long-term unemployment; • Non-discrimination; • Quality and sustainable employment.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Specialist bodies provided for under Union law; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • National statistical offices; • Media; • People experiencing poverty.
Activities implemented	<ul style="list-style-type: none"> • EAPN's Strategic Review signed; • Training to 26 members on 'Social Media Campaigning – Enabling and Encouraging Meaningful Engagement and Action' delivered; • A campaign on the European Parliamentary elections launched; • A position paper on 'Delivering Agenda 2030 for people and the planet – EAPN Proposals for a Post Europe 2020 strategy the European Semester prepared; • a conference titled Beyond Europe 2020 to Agenda 2030 – Working together for a post-2020 strategy that really benefits people and planet organised; • numerous outputs to inform the EU and national policymakers on poverty and social exclusion produced.
Implementation country (-ies)	EU member states along with Norway, Iceland, Serbia and North Macedonia.
Participating countries	EU member states along with Norway, Iceland, Serbia and North Macedonia.
Coordinator	European Anti-Poverty Network (EAPN), Belgium
Partners	-
EU contribution in euros	999 182.50 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	https://www.eapn.eu/

Socioeconomic context: In the European Union around 118 million citizens are living at the risk of poverty or social exclusion. Several EU-level documents including Agenda on [Jobs, Growth, Fairness and Democratic Change](#)⁷⁸³, [The Europe 2020 Strategy](#)⁷⁸⁴ and the [European Semester](#)⁷⁸⁵ aim to address this issue. One of the proposed solutions is the involvement and close collaboration of policymakers, social partners and representatives of civil society. In this context, the European Anti-Poverty Network (EAPN) stands out. EAPN is a network of 13 European organisations and 32 national

⁷⁸³ <https://www.eesc.europa.eu/resources/docs/jean-claude-juncker---political-guidelines.pdf>

⁷⁸⁴

[https://ec.europa.eu/eu2020/pdf/COMPLET %20EN %20BARROSO %20 %20 %20007 %20- %20Europe %202020 %20- %20EN %20version.pdf](https://ec.europa.eu/eu2020/pdf/COMPLET%20EN%20BARROSO%20%20%20007%20-%20Europe%202020%20-%20EN%20version.pdf)

⁷⁸⁵ https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester_en

networks of organisations. The network members are active in the fight against poverty and social exclusion in the EU Member States, Norway, Iceland, Serbia and North Macedonia. EAPN works for a sustainable Europe free of poverty and social exclusion, with high levels of equality, where political, economic, social and cultural rights are respected. To achieve this, EAPN aims to put the fight against poverty high on the agenda of the EU and to ensure strong cooperation between countries and organisations.

Aims of the project/organisation: in 2019 the organisation aimed to reduce poverty and social exclusion by implementing six key strategic objectives:

- Objective 1: Finalising the network's strategic thinking process and setting the strategic direction of the network for the next 25 years;
- Objective 2: Strengthening the anti-poverty movement;
- Objective 3: Developing the network's frames and narratives;
- Objective 4: Facilitating engagement and campaigning around the European Parliamentary elections;
- Objective 5: Ensuring strong EAPN engagement in the [Future of Europe](#)⁷⁸⁶ debates at national and European level;
- Objective 6: Developing strong EAPN positions on a post-2020 strategy.

Results, impacts and lessons learned: In general, in 2019 the EAPN met the above-mentioned objectives. The results of the activities implemented by the EAPN network can be grouped according to the six objectives:

- **Objective 1.** EAPN's Strategic Review was signed off at the General Assembly in September 2019.
- **Objective 2.** EAPN delivered training to 26 members on 'Social Media Campaigning – Enabling and Encouraging Meaningful Engagement and Action' and organised a variety of peer exchanges, including on how members work at the national level, the European Green Deal, Future of Europe and European Parliamentary elections.
- **Objective 3.** EAPN recognised that development of a single narrative for the whole is challenging due to the specificities of each country. It will work to support members in developing their country specific frames and narratives.
- **Objective 4.** The network launched a [campaign on the European Parliamentary elections](#)⁷⁸⁷ in February 2019. The focal point of the campaign was a pledge which attracted 251 signatures from 20 countries, 36 of these signatures were elected as Members of the European Parliament (MEPs). The main achievement is that this campaign led to the establishment of strong relationships with leaders of the new Intergroup on the Fight Against Poverty and other MEPs who became allies in the fight against poverty.
- **Objective 5.** EAPN responded to the EU consultation on the 'Future of Europe' and organised a mutual learning session on the topic. The network was also involved with the Sibiu Summit (Romania). In advance of the Summit, it sent a letter to President Tusk and President Juncker and prepared a standard letter for national members. The letter was adapted and sent to the Heads of State by at least 5 EAPN members.
- **Objective 6.** EAPN prepared a position paper on '[Delivering Agenda 2030 for people and the planet – EAPN Proposals for a Post Europe 2020 strategy the European Semester](#)'⁷⁸⁸. The network also organised a conference titled '[Beyond](#)

⁷⁸⁶ https://ec.europa.eu/info/strategy/future-europe_en

⁷⁸⁷ <https://www.eapn.eu/make-eu-poverty-free-our-european-parliament-elections-campaign-has-just-been-launched/>

⁷⁸⁸ <https://www.eapn.eu/wp-content/uploads/2019/11/EAPN-2019-EAPN-Position-Post-2020-Poverty-Strategy-3990.pdf>

[Europe 2020 to Agenda 2030 – Working together for a post 2020 strategy that really benefits people and planet](#)⁷⁸⁹.

Identification of potential good practices: A Policy Paper on education, training and lifelong learning was developed interactively with members in three workshops (March, June and September) building on the messages from the 2018 'People Experiencing Poverty' meeting. The paper summarised the latest EU and national developments, highlighted key challenges and made concrete EU and national recommendations, as well as an impressive list of good practices. It was finalised in February 2020, and disseminated to 1 435 stakeholders and 329 members.

Innovativeness of the project/activities: In April 2019, EAPN issued a [Toolkit](#)⁷⁹⁰ designed to help EAPN members engage with [Europe 2020](#)⁷⁹¹ and the [European Semester](#)⁷⁹² (Country Reports, National Reform Programmes, Country Specific Recommendations) and the [European Pillar of Social Rights](#)⁷⁹³. It aims at providing brief, to-the-point information about the processes and the opportunities for engagement, by clarifying the key elements, timeline, and strategic actors of the process, as well as giving links and suggesting different ways of involvement.

Policy evidence generated by the project: In 2019, EAPN produced numerous outputs to inform EU and national policymakers on poverty and social exclusion. Key notable deliverables include:

- [EAPN Proposal for a Post-Europe 2020 Strategy 'Delivering Agenda 2030 – For People and Planet'](#)⁷⁹⁴;
- [Letter to President Juncker & President-elect Von der Leyen ahead of the Annual Growth Survey 2020](#)⁷⁹⁵;
- [EAPN Response to the annual Growth Survey Package 2019 'Getting Results on Poverty and the Social Pillar'](#)⁷⁹⁶;
- [EAPN Assessment of the Country Reports and Proposals for Country Specific Recommendations 2019 'No Time for Complacency'](#)⁷⁹⁷;
- [Report on 'Gender-based Violence and Poverty in Europe'](#)⁷⁹⁸;
- [EAPN Assessment of the 2019 Country Specific Recommendations with Country Annex 'A Step Forward for Social Rights'](#)⁷⁹⁹;
- [Report 'Is the 2019 European Semester More Social'](#)⁸⁰⁰.

⁷⁸⁹ <https://www.eapn.eu/eapn-annual-policy-conference-beyond-europe-2020-to-agenda-2030-working-together-for-a-post-2020-strategy-that-really-benefits-people-and-planet/>

⁷⁹⁰ <https://www.eapn.eu/news-and-publications/publications/eapn-policy-toolkits-and-briefings/>

⁷⁹¹

https://ec.europa.eu/eu2020/pdf/COMPLET_%20EN_%20BARROSO_%20%20%200007_%20-%20Europe_%202020_%20-%20EN_%20version.pdf

⁷⁹² https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester_en

⁷⁹³ https://ec.europa.eu/info/strategy/priorities-2019-2024/economy-works-people/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights_en#:~:text=The%20European%20Pillar%20of%20Social%20Rights%20is%20about%20delivering%20new,Fair%20working%20conditions

⁷⁹⁴ <https://www.eapn.eu/delivering-agenda-2030-for-people-and-planet-eapn-proposals-for-a-post-europe-2020-strategy/>

⁷⁹⁵ <https://www.eapn.eu/ags-2020-move-from-aspiration-to-inspiration-on-social-rights-and-poverty-reduction-letter-to-president-juncker-and-von-der-leyen/>

⁷⁹⁶ <https://www.eapn.eu/getting-results-on-poverty-and-the-social-pillar-eapn-response-to-the-annual-growth-survey-package-2019/>

⁷⁹⁷ <https://www.eapn.eu/no-time-for-complacency-eapn-assessment-of-the-country-reports-and-proposals-for-country-specific-recommendations-2019/>

⁷⁹⁸ <https://www.eapn.eu/gender-based-violence-and-poverty-in-europe-briefing-2/>

⁷⁹⁹ <https://www.eapn.eu/a-step-forward-for-social-rights-eapn-assessment-of-2019-country-specific-recommendations-country-analysis/>

⁸⁰⁰ <https://www.eapn.eu/is-the-2019-european-semester-more-social-eapn-assessment-of-the-european-semester-2019/>

Transnational dimension: The network consists of members from 31 countries. In general, the work carried out by EAPN addresses a transnational dimension by sharing good practices or by drawing together inputs from the network's diverse members. The activities related to the European Parliamentary elections, and inputs towards the European Semester and the Future of Europe have drawn particularly strongly on the transnational dimension of EAPN. The inclusion of EAPN Slovenia in the network also strengthened this dimension.

New partnerships created: In 2019, EAPN Slovenia joined the EAPN network.

Dissemination strategy: The network used several traditional channels for the dissemination of results. EAPN targeted various stakeholders including EU and national decision-makers, interest groups (non-governmental organisations, trade unions, international organisations, regions, think tanks, academics), media sources and the public. The network posted on its website and social media ([Facebook](#)⁸⁰¹, [LinkedIn](#)⁸⁰² and [Instagram](#)⁸⁰³), sent newsletters, individual emails and participated in press releases. Specific dissemination plans for certain publications were also used (e.g., People Experiencing Poverty documents and a post-2020 position paper). The full list of publications and past and upcoming events are available on the organisation's [website](#)⁸⁰⁴.

European added value: EAPN unites and brings a strong voice to people experiencing poverty and people working at the grassroots level. All of the network's inputs are based on the experiences of how the policies and programmes are delivered and felt by people at the grassroots level. The work of EAPN gives a real-time feedback on the daily realities experienced by people and communities, especially through the network's Poverty Watch publications and [People Experiencing Poverty](#)⁸⁰⁵ meeting, which bring together people experiencing poverty from all European countries. Moreover, EAPN works on catalysing the proactive engagement of its national members in the entire [European Semester](#)⁸⁰⁶ process, which adds an extra level of legitimacy to the European project by bringing it closer to its citizens and holding national leaders accountable for the commitments they make.

Sustainability measures: In 2019, the network finalised its strategic thinking process and set the strategic direction of its work for the next 25 years. EAPN's [Strategic Thinking Review](#)⁸⁰⁷, which includes key priorities and underpinning activities, was signed at the General Assembly in September 2019 in Helsinki. It shows that EAPN and its members have a clear sense of where they want to be, the changes they want to see in the world and how to work to bring about these changes.

Horizontal objectives: In 2019, EAPN's work integrated several key horizontal objectives. First, the network addressed poverty and social exclusion and identified measures on how to tackle this issue. Second, EAPN addressed adequate and decent social protection opportunities by contributing to the EU consultation on social protection and advocating for minimum income schemes. Third, it promoted equality between men and women by mainstreaming it across the whole network and its

⁸⁰¹ <https://www.facebook.com/EuropeanAntiPovertyNetwork/>

⁸⁰² <https://www.linkedin.com/company/european-anti-poverty-network/>

⁸⁰³ <https://www.instagram.com/eapneurope/>

⁸⁰⁴ <https://www.eapn.eu/>

⁸⁰⁵ <https://www.eapn.eu/this-years-meeting/>

⁸⁰⁶ https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester_en

⁸⁰⁷ <https://www.eapn.eu/strategic-thinking-review-eapn/>

activities. Finally, the network aimed to combat long-term unemployment and enhance sustainable youth employment opportunities while contributing to the implementation of the [Europe 2020 strategy](#)⁸⁰⁸ and [European Semester](#)⁸⁰⁹ as well as working on the post-2020 strategy.

4.22 European Federation of National Organisations Working with the Homeless (FEANTSA) 2019 Work Plan – Leaving no-one behind

'FEANTSA is the only European NGO working exclusively on homelessness and as such all the work carried out by FEANTSA is unique and avoids duplication.'

Call identification number	VP/2018/016
Grant identification number	VS/2019/0168
Policy area	Social Protection and Social Inclusion
Policy sub-area	<ul style="list-style-type: none"> • Homelessness; • Poverty; • Employment; • Health; • Housing; • Human rights; • Non-discrimination.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Employment services; • Specialist bodies provided for under Union law; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • National statistical offices; • Media; • Others.
Activities implemented	<ul style="list-style-type: none"> • A seminar in the European Parliament on migrant precariousness on the job market and homelessness organised; • A report with 50 innovative housing solutions produced; • European research report on regulation and quality of homeless services produced; • 100 trainers on Housing First from a dozen of countries trained; • 2 issues of the European Journal on Homelessness produced; • Expert input on homelessness into relevant work of ILGA, Eurochild, EAPN, and several other NGOs and civil society platforms provided. • Annual report 'Overview of Housing Exclusion in Europe' published
Implementation country (-ies)	Over 130 member organisations from 30 countries
Participating countries	
Coordinator	European Federation of National Organisations Working with the Homeless (FEANTSA), Belgium
Partners	-
EU contribution in euros	986 410.14 (initial)
Project duration	1 January 2019-31 December 2019
Project/organisation website	http://www.feantsa.org

Socioeconomic context: FEANTSA was established in 1989 as a European non-governmental organisation to prevent and alleviate the poverty and social exclusion of

⁸⁰⁸

[https://ec.europa.eu/eu2020/pdf/COMPLET %20EN %20BARROSO %20 %20 %20007 %20- %20Europe %202020 %20- %20EN %20version.pdf](https://ec.europa.eu/eu2020/pdf/COMPLET%20EN%20BARROSO%20%20%20007%20-%20Europe%202020%20-%20EN%20version.pdf)

⁸⁰⁹ https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester_en

people threatened by or living in homelessness. It is the only major European network that focuses exclusively on homelessness. Most of FEANTSA's members are national or regional umbrella organisations of service providers that support homeless people with a wide range of services, including housing, health, employment and social support.

It is estimated that at least 700 000 people experienced homelessness (i.e., people sleeping rough or in homeless shelters) on any given day in the EU area in 2019 which is an increase of 70 % compared to 2009. FEANTSA concentrates on detailed monitoring of the homeless population, the promotion of evidence-based interventions, and the mobilisation of relevant EU programmes and activities (including Structural Funds) to support Member States in their efforts to tackle and prevent homelessness. FEANTSA reaches out to a variety of stakeholders (housing and health sectors for instance) without whom the fight against homelessness would not be as effective.

Aims of the project/organisation: In 2019, FEANTSA's objectives were to:

- support progress in the fight against homelessness through the development, implementation, monitoring and evaluation of initiatives undertaken towards the policy objectives of the [European Pillar of Social Rights](#)⁸¹⁰, the [Europe 2020 Strategy](#)⁸¹¹, the [Sustainable Development Goals](#)⁸¹² and the [Social Investment Package](#)⁸¹³;
- support the main EU-driven processes such as the [European Semester](#)⁸¹⁴ and the [Open Method of Coordination](#)⁸¹⁵ regarding social protection and social inclusion;
- support stakeholders' and member organisations' involvement in the dissemination and implementation of the main political EU-driven processes and encourage cooperation with other civil society organisations and social partners' organisations both at EU, national, regional and local levels insofar as this supports their work in the fight against homelessness;
- provide data and a strong evidence base on policy developments and trends, as well as collect relevant information about citizens' concerns and good practices in relation to homelessness in the Member States;
- strengthen the capacity of FEANTSA and its national members in terms of knowledge, organisational functioning and cooperation mechanisms.

Results, impacts and lessons learned: In 2019, FEANTSA achieved a number of results. To start with, it provided detailed input for the Commission and Member States on homelessness for every stage of the [European Semester](#)⁸¹⁶ process. As part of the [Open Method of Coordination](#)⁸¹⁷ regarding social protection and social inclusion, FEANTSA participated as an expert in the in-depth review of homeless policies of the

⁸¹⁰ [https://ec.europa.eu/info/strategy/priorities-2019-2024/economy-works-people/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights_en#:~:text=The %20European %20Pillar %20of %20Social %20Rights %20is %20about %20delivering %20new,Fair %20working %20conditions](https://ec.europa.eu/info/strategy/priorities-2019-2024/economy-works-people/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights_en#:~:text=The%20European%20Pillar%20of%20Social%20Rights%20is%20about%20delivering%20new,Fair%20working%20conditions)

⁸¹¹ [https://ec.europa.eu/eu2020/pdf/COMPLET %20EN %20BARROSO %20 %20 %202007 %20- %20Europe %202020 %20- %20EN %20version.pdf](https://ec.europa.eu/eu2020/pdf/COMPLET%20EN%20BARROSO%20%20%202007%20-%20Europe%202020%20-%20EN%20version.pdf)

⁸¹² <https://sdgs.un.org/goals>

⁸¹³ <https://ec.europa.eu/social/main.jsp?catId=1044&langId=en>

⁸¹⁴ https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester_en

⁸¹⁵ <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=LEGISUM:em0011>

⁸¹⁶ https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester_en

⁸¹⁷ <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=LEGISUM:em0011>

SPC. FEANTSA also provided expert inputs on homelessness into relevant work of [ILGA](#)⁸¹⁸, [Eurochild](#)⁸¹⁹, [EAPN](#)⁸²⁰, and several other NGOs and civil society platforms.

The network invested much time and energy in the collection and analysis of data. It concentrated on an annual flagship report [Overview of Housing Exclusion in Europe](#)⁸²¹, which provided the latest data on and analysis of housing exclusion (EU-SILC) and homelessness (national NGO and public authority data). The network also produced a [report on regulation and quality of homeless services](#)⁸²². The report was based on 16 country reports and was part of a 4-year research focused on the homeless sector in Europe. Additionally, FEANTSA provided technical expertise for its members and partners on a diverse set of issues from legal insights on the relation between free movement and homelessness over innovative affordable housing practices to trainings on [Housing First](#)⁸²³.

Innovativeness of the project/activities: FEANTSA continued to promote innovative affordable housing solutions such as [Housing First](#)⁸²⁴. The number of countries and cities experimenting with or scaling Housing First continued to increase in 2019. The network trained more than 100 trainers on Housing First from a dozen countries who then in turn organise training sessions in their own countries and abroad for civil servants and practitioners.

FEANTSA also produced a [report](#)⁸²⁵ with 50 innovative housing solutions, which is used as the main tool to promote innovation and creativity in the supply of affordable housing for homeless and other excluded groups.

Policy evidence generated by the project: In 2019, FEANTSA helped to secure more attention to the homelessness of migrants. It closely monitored all migration-related EU policies and made its expertise available when and where relevant and useful. For example, the network provided expert input to DG HOME on how the focus on the return of undocumented migrants in the [EU Migration Agenda](#)⁸²⁶ will affect homeless people and the homeless sector. Additionally, FEANTSA produced an [analysis of the notion of a worker in the EU law](#)⁸²⁷ and organised a seminar in the European Parliament on migrant precariousness on the job market and homelessness.

Transnational dimension: All of FEANTSA's work has a transnational dimension since its events take place all over Europe, its analysis covers a wide range of countries, and its lobbying predominantly focuses on transnational institutions with a strong focus on the EU.

Dissemination strategy: The network's outputs were disseminated widely to a variety of stakeholders. FEANTSA's primary audience are services and policymakers working with homeless people and on homelessness at local, national and European level. But it also targets academia, homeless people, media and European NGOs. The following means were used to reach these target audiences:

⁸¹⁸ <https://ilqa.org/>

⁸¹⁹ <https://www.eurochild.org/>

⁸²⁰ <https://www.eapn.eu/>

⁸²¹ <https://www.feantsa.org/en/report/2019/04/01/the-fourth-overview-of-housing-exclusion-in-europe-2019?bcParent=27>

⁸²² <https://www.feantsaresearch.org/en/comparative-studies/2020/02/25/comparative-studies-on-homelessness-number-9-2019>

⁸²³ <https://housingfirsteurope.eu/>

⁸²⁴ <https://housingfirsteurope.eu/>

⁸²⁵ <https://www.feantsa.org/en/news/2019/12/11/hsp-publication-50-housing-solutions?bcParent=27>

⁸²⁶ https://ec.europa.eu/home-affairs/what-we-do/policies/european-agenda-migration_en

⁸²⁷ <https://www.feantsa.org/download/working-poor-within-the-eu1026919265820446116.pdf>

- Traditional newsletters (mailing list includes several thousand people);
- Social media ([Facebook](#)⁸²⁸, [Twitter](#)⁸²⁹ (N.B.: Different FEANTSA structures have their own twitter account such as HRW, HSP, Housing First Hub), [LinkedIn](#)⁸³⁰);
- Events (two large conferences and several smaller events);
- Different websites.

Through all these different tools FEANTSA reached tens of thousands of people and organisations every month. The network has also developed a strong relationship with mainstream media outlets. Its press releases and annual report [Overview of Housing Exclusion in Europe](#)⁸³¹ were picked up by dozens of widely read newspapers and online news sites. This resulted in many more people being reached.

European added value: The EU added value of FEANTSA’s work continues to lie in the network’s contribution to policymaking and coordinated and informed action on the EU level in the area of homelessness. FEANTSA is the only European NGO working exclusively on homelessness and as such all the work carried out by FEANTSA is unique and avoids duplication. The topics that the network focuses on are carefully selected in close cooperation with its members and partners on the basis of added value and potential impact. Moreover, FEANTSA closely works with Member States, which allows the network to channel and translate the demand for support from policymakers and service providers into concrete proposals for the action on the EU level and lobby the European Commission to deliver on these proposals. In this way maximum EU added value is guaranteed.

Sustainability measures: FEANTSA will continue to work towards an EU strategy on homelessness. The new Parliament and Commission offer unprecedented new opportunities. The network will strengthen the partnership with the Commission and move beyond a funder-beneficiary relationship. At the same time, FEANTSA plans to reconnect with national and regional governance bodies to ensure that the momentum on homelessness has maximum impact. To achieve its objectives, FEANTSA will also work on securing additional funding (inside the Commission and external funding) to continue its work on all relevant issues and deliver on the rising expectations.

Horizontal objectives: FEANTSA focuses exclusively on homelessness which is one of the most urgent and severe forms of poverty and social exclusion. In terms of the profile of homeless people, FEANTSA focused its work on rising homelessness among LGBTQI (especially young people), women’s homelessness, and the unsolved issue of homelessness among EU mobile citizens. For example, the network organised a 5 day [study session](#)⁸³² in Budapest on LGBTQI and youth homelessness together with the [International Lesbian, Gay, Bisexual, Transgender, Queer & Intersex Youth and Student Organisation](#)⁸³³ (IGLYO), which was attended by 40 young professionals. FEANTSA also paid specific attention to gender in the context of homelessness and provided an [analysis](#)⁸³⁴ on gender-based violence and homelessness.

⁸²⁸ <https://www.facebook.com/FEANTSA/>

⁸²⁹ <https://twitter.com/FEANTSA>

⁸³⁰ <https://www.linkedin.com/company/feantsa>

⁸³¹ <https://www.feantsa.org/en/report/2019/04/01/the-fourth-overview-of-housing-exclusion-in-europe-2019?bcParent=27>

⁸³² <https://www.feantsa.org/en/event/2019/11/11/feantsa-youth-study-session-2019?bcParent=27>

⁸³³ <https://www.iglyo.com/>

⁸³⁴

[https://www.feantsa.org/public/user/Resources/Position_papers/FEANTSA_background_paper Women's Homelessness and GBV.pdf](https://www.feantsa.org/public/user/Resources/Position_papers/FEANTSA_background_paper_Women's_Homelessness_and_GBV.pdf)

4.23 Euclid Network – Empowering Social Enterprises for a Vibrant Social Enterprise Finance Market 2021

'In 2019, Euclid Network has been building and managing a working group and academic steering group in order to launch a European Social Entrepreneurship Monitor in 2020 across multiple countries and enabling publication of a meta study at European level.'

Call identification number	VP/2018/016
Grant identification number	VS/2019/0178
Policy area	Social Protection & Social Inclusion
Policy sub-area	<ul style="list-style-type: none"> • Social enterprises; • Youth employment; • Quality and sustainable employment; • Poverty.
Target groups	<ul style="list-style-type: none"> • National, regional and local authorities; • Social partners; • Non-governmental organisations; • Higher education institutions and research institutes; • Media; • Social enterprises; • Social investors; • European consumers/citizens.
Activities implemented	<ul style="list-style-type: none"> • Interests of social enterprises represented in the EC Expert Group on Social Economy and Social Enterprise (GECES) and the UN Taskforce on Social and Solidarity Economy; • A new section for the Knowledge Centre on impact of COVID-19 on social enterprise sector developed; • The podcast series 'Migrant in Business Pod' disseminated on Spotify, iTunes, Euclid Network's website and newsletters; • 3 physical meetings and 2 conference calls of EaSI area 2 networks attended; • A joint statement on the European Green Deal issued with RREUSE, European Microfinance Network and Caritas Europa; • Membership increased by 5 organisations.
Implementation country (-ies)	Euclid Network members from Austria; Bulgaria; Croatia; Cyprus; France; Germany; Greece; Ireland; Italy; Netherlands; Portugal; Russia; Serbia; Slovenia; Spain; Sweden; Turkey, and; UK
Participating countries	
Coordinator	Euclid Network, NL
Partners	-
EU contribution in euros	255 750 (initial)
Project duration	1 April 2019-31 March 2020
Project/organisation website	http://www.euclidnetwork.eu

Socioeconomic context: The Euclid Network works together with the European Commission to increase access to social finance for social enterprises, as part of the EU's [Employment and Social Innovation \(EaSI\) programme](#)⁸³⁵. Social investment offers a significant opportunity to empower social enterprises to drive positive change. The Euclid Network is responsible for supporting and strengthening the capacity of the demand side of the social finance market across Europe – that is, the frontline organisations who could benefit from this investment (social enterprises) and their support structures (such as national federations, networks, accelerators and incubators). Another important aspect is to increase awareness on the current policies and programmes existing in the EU that support social enterprises to access finance and to encourage necessary adjustments in legal and regulatory frameworks for social finance.

⁸³⁵ <https://ec.europa.eu/social/main.jsp?catId=1081>

Aims of the project/organisation: The main objective of the programme is to improve access to social finance for social enterprises. To deliver on this broad objective the project is structured around four strategic pillars:

- 1) Support the implementation of European policies in the social enterprise finance market, with a focus on the demand side;
- 2) Reinforce the capacity of Euclid Network members to empower social enterprises to access the social finance market and to repay social finance thanks to a sustainable business model;
- 3) Voice the concerns and expectations of social enterprises and potential future social entrepreneurs, including from disadvantaged groups;
- 4) Provide high-quality data and research on developments on social enterprise finance with a focus on the demand side.

Results, impacts and lessons learned: In 2019, the Euclid Network continued to engage in a highly constructive dialogue with relevant social finance stakeholders, including the European Commission, the European Parliament, the [Global Impact Investing Network](#)⁸³⁶ (GIIN), [European Venture Philanthropy Association](#)⁸³⁷ (EVPA) and [European Microfinance Network](#)⁸³⁸ (EMN) on the social enterprise sector and its future. The network represented the interests of social enterprises in the [EC Expert Group on Social Economy and Social Enterprise](#)⁸³⁹ (GECES) and the [UN Taskforce on Social and Solidarity Economy](#)⁸⁴⁰. In addition to this, it updated an online [Knowledge Centre](#)⁸⁴¹ and organised several events, including (i) workshops for social enterprise support organisations and social enterprises on financial sustainability, social finance and project building; (ii) events with public officials to improve the local policy environment for social enterprises.

As a result of these activities social enterprise support organisations and social enterprises are better informed about relevant European policies such as the EaSI loan guarantee and EaSI technical assistance and relevant developments in the social finance sector such as on microfinance, crowdfunding and venture capitalists. It strengthened social enterprise support organisations' capacity to apply for European funding, to absorb external investments and to enhance the investment-readiness of their beneficiaries. It also familiarised social enterprise support organisations and social enterprises with good practices and existing tools on empowering social enterprises to access finance and access markets.

Identification of potential good practices: The Euclid Network developed a new section for the [Knowledge Centre](#)⁸⁴² on the impact of COVID-19 on the social enterprise sector, including data, good practices, support structures, funding opportunities, lessons learned, innovative ways to overcome challenges of COVID-19 and policy recommendations for social enterprises support organisations, policymakers, private sector, investors, members and partners.

Innovativeness of the project/activities: The podcast series '[Migrant in Business Pod](#)⁸⁴³' powered by the Euclid Network has been enthusiastically welcomed by members of the Euclid Network. Podcasts prove to be an attractive and innovative way to

⁸³⁶ <https://thegiin.org/>

⁸³⁷ <https://evpa.eu.com/>

⁸³⁸ <https://www.european-microfinance.org/>

⁸³⁹ https://ec.europa.eu/growth/sectors/social-economy/enterprises/expert-groups_en

⁸⁴⁰ <https://unsse.org/>

⁸⁴¹ <https://knowledgecentre.euclidnetwork.eu/>

⁸⁴² <https://knowledgecentre.euclidnetwork.eu/>

⁸⁴³ <https://www.haagschcollege.nl/podcast/the-migrant-in-business-pod>

communicate with social enterprise stakeholders. In 2019, the podcast series were disseminated on [Spotify](#)⁸⁴⁴, [iTunes](#)⁸⁴⁵, [Euclid Network's website](#)⁸⁴⁶ and newsletters.

Policy evidence generated by the project: The Euclid Network substantially improved its online [Knowledge Centre](#)⁸⁴⁷ featuring good practices on access to finance and access to markets. It added more than 150 best practices, courses, policy papers, research articles and experts to the [Knowledge Centre](#)⁸⁴⁸, including all outputs of the EaSI 2019-2020 reporting period. The Euclid Network has also developed new features to improve the functioning, structure and usage of the platform, such as improved search, contribute option and index of social enterprise researchers.

Transnational dimension: The Euclid Network cooperated and was involved in mutual dissemination activities with other EaSI networks. It participated in three physical meetings and two conference calls of EaSI area networks. The Euclid Network, [RREUSE](#)⁸⁴⁹, [European Microfinance Network](#)⁸⁵⁰ and [Caritas Europa](#)⁸⁵¹ issue a [joint statement on the European Green Deal](#)⁸⁵². Moreover, the network re-shared and reposted relevant content of [RREUSE](#)⁸⁵³, [ENSIE](#)⁸⁵⁴, [EVPA](#)⁸⁵⁵ and [European Microfinance Network](#)⁸⁵⁶.

New partnerships created: The Euclid Network has increased its membership by 5 organisations: [Brabant Outcome Fund](#)⁸⁵⁷ in the Netherlands, [Swedish Forum for Social Innovation](#)⁸⁵⁸, [Irish Social Enterprise Network](#)⁸⁵⁹, [Synthesis Centre](#)⁸⁶⁰ in Cyprus, [Koc University Social Impact Forum](#)⁸⁶¹ in Turkey. Euclid Network was accepted as an observer to the [United Nations Taskforce on Social and Solidarity Economy](#)⁸⁶².

Dissemination strategy: The Euclid Network continued with its targeted dissemination strategy. The databases and reports that the network produced under the EaSI grant agreement were primarily directed at social enterprises (support organisations). They were primarily disseminated via the [Euclid Network's website](#)⁸⁶³, general and members' newsletters, [Twitter](#)⁸⁶⁴ and [LinkedIn](#)⁸⁶⁵, webinars, and printed copies at events such as [Impact Fest](#)⁸⁶⁶, [EU project building workshop](#)⁸⁶⁷ and the Annual General Meeting. The policy reports were primarily targeted towards public officials

⁸⁴⁴ <https://open.spotify.com/show/4aUkhYLLDYyaFa79korXYI>

⁸⁴⁵ <https://podcasts.apple.com/us/podcast/the-migrant-in-business-pod/id1474835216>

⁸⁴⁶ <https://euclidnetwork.eu/2019/09/migrant-in-business-pod-1-business-as-usual/>

⁸⁴⁷ <https://knowledgecentre.euclidnetwork.eu/>

⁸⁴⁸ <https://knowledgecentre.euclidnetwork.eu/>

⁸⁴⁹ <https://www.rreuse.org/>

⁸⁵⁰ <https://www.european-microfinance.org/>

⁸⁵¹ <https://www.caritas.eu/>

⁸⁵² <https://euclidnetwork.eu/wp-content/uploads/2019/12/joint-statement-on-european-green-deal-caritas-europa-euclid-network-microfinance-centre-rreuse-pdf.pdf>

⁸⁵³ <https://www.rreuse.org/>

⁸⁵⁴ <http://www.ensie.org/>

⁸⁵⁵ <https://evpa.eu.com/>

⁸⁵⁶ <https://www.european-microfinance.org/>

⁸⁵⁷ <https://www.brabant.nl/subsites/brabant-outcomes-fund/english>

⁸⁵⁸

[https://socialinnovation.se/en/#:~:text=Forum %20for %20Social %20Innovation %20Sweden %20is %20the %20national %20knowledge %20platform,presence %20in %20locations %20across %20Sweden.](https://socialinnovation.se/en/#:~:text=Forum%20for%20Social%20Innovation%20Sweden%20is%20the%20national%20knowledge%20platform,presence%20in%20locations%20across%20Sweden.)

⁸⁵⁹ <https://www.socent.ie/>

⁸⁶⁰ <https://www.synthesis-center.org/>

⁸⁶¹ <https://kusif.ku.edu.tr/en/about-us/>

⁸⁶² <https://unsse.org/>

⁸⁶³ <https://euclidnetwork.eu/>

⁸⁶⁴ [https://twitter.com/EuclidNetwork?ref_src=twsrc %5Egoogle %7Ctwcamp %5Eserp %7Ctwgr %5Eauthor](https://twitter.com/EuclidNetwork?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor)

⁸⁶⁵ <https://www.linkedin.com/company/euclid-network>

⁸⁶⁶ <https://www.impactfest.nl/>

⁸⁶⁷ <https://euclidnetwork.eu/wp-content/uploads/2020/01/v3.-programme-project-building-workshop.pdf>

working for the European institutions. All of the reports have been disseminated via the [Euclid Network website](#)⁸⁶⁸, [Twitter](#)⁸⁶⁹ and [LinkedIn](#)⁸⁷⁰, presentations at international events of relevant stakeholders such as the Social Innovations Forum in Belgrade, the [Annual Convention on Inclusive Growth](#)⁸⁷¹ and the [UNTFSSSE Retreat](#)⁸⁷² as well as one-on-one meetings with member of the European Parliament, members of the European Economic and Social Committee and staff of the European Commission.

European added value: In 2019, the Euclid Network continued to be engaged in a very constructive dialogue with the European Commission to provide feedback on the EU social enterprise support instruments and to discuss the current obstacles to sector development as well as the sector future. The open letter to the European Parliament prepared by Euclid Network and 25 national networks for social enterprise served as one of the key inputs for further conversations on the social enterprise support instruments. The network creates opportunities for its members to exchange and replicate good practices on accessing social finance across borders.

Sustainability measures: The Euclid Network will continue its work throughout 2020-2021 in several areas:

- Discussions with the European Commission on enabling policies for social enterprises and the social economy at large, including on the economic recovery packages and the [European Action Plan for the Social Economy](#)⁸⁷³;
- Engaging public officials in order to inspire and advise them on enabling policies for social entrepreneurs;
- Knowledge sharing on EU funding through an update of the [EU Funding Toolkit](#)⁸⁷⁴ with the latest European developments and a broadened scope to include funding from banks and foundations;
- Support for social entrepreneurship in the aftermath of COVID-19.

Horizontal objectives: Social enterprises are pioneers in finding sustainable solutions to societal challenges in an entrepreneurial way. They are working towards an inclusive and circular economy and a more cohesive society. Every day in Europe, social enterprises are running their business sustainably while helping to address the above-mentioned issues of youth employment, combat long term unemployment, fight against poverty and social exclusion, promotion of equality between women and men, promoting of a high level of quality and sustainable employment, adequate and decent social protection, combat discrimination and other issues mentioned in the SDGs.

Through its activities implemented under the EaSI grant agreement the Euclid Network has been able to support social enterprise leaders to run their business in a financially sustainable way; to learn from best practices across borders; to be heard by public officials and social finance providers and to become more visible among business, academia, government and wider society.

⁸⁶⁸ <https://euclidnetwork.eu/>

⁸⁶⁹ https://twitter.com/EuclidNetwork?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwqr%5Eauthor

⁸⁷⁰ <https://www.linkedin.com/company/euclid-network>

⁸⁷¹ <https://ec.europa.eu/social/main.jsp?langId=en&catId=88&eventsId=1394&furtherEvents=yes>

⁸⁷² <https://euclidnetwork.eu/2019/12/untfssse-retreat/>

⁸⁷³ <https://s3platform.jrc.ec.europa.eu/documents/20182/313344/SEE-Action+Plan+for+Social+Economy.pdf/f81115cc-527e-4e3b-bafe-a8b06ab4372a#:~:text=A%20European%20Action%20Plan%20for%20the%20social%20economy%2C%20with%20a,achieve%20the%20Sustainable%20Development%20Goals.>

⁸⁷⁴ <https://euclidnetwork.eu/2019/03/the-eu-funding-toolkit/#:~:text=Euclid%20Network%20has%20designed%20an,funding%20programme%2C%20the%20toolkit%20covers%3A&text=Its%20future%20in%20the%20new%20EU%20budget>

⁸⁷⁴ <https://euclidnetwork.eu/2019/03/the-eu-funding-toolkit/#:~:text=Euclid%20Network%20has%20designed%20an,funding%20programme%2C%20the%20toolkit%20covers%3A&text=Its%20future%20in%20the%20new%20EU%20budget>

⁸⁷⁴ <https://euclidnetwork.eu/2019/03/the-eu-funding-toolkit/#:~:text=Euclid%20Network%20has%20designed%20an,funding%20programme%2C%20the%20toolkit%20covers%3A&text=Its%20future%20in%20the%20new%20EU%20budget>

5 Afterword

This report has provided a review of projects and organisations funded by the EU Programme for Employment and Social Innovation (EaSI) that were completed in the period **1 January 2019 - 30 April 2020**. A total of 60 project and organisation fiches, which can be read as stand-alone documents, were produced by the research team and presented in the report.

Analysing and disseminating information about the results of supported projects and organisations form part of EaSI performance monitoring for 2014-2020. The programme's monitoring approach foresees biannual reports presenting projects and organisations supported by EaSI and its predecessor programme PROGRESS. This is the twelfth such report. It follows the **first 11 issued between 2014 and 2020**.

It is expected that this report will be beneficial to public authorities of the Member States, civil society organisations and private actors in at least two ways. First, it will serve as guidance for public, private and civil society actors wishing to apply for EU funding in the future. Second, it will provide policymakers with ideas that can inform the design and implementation of new policy interventions in the policy areas covered.

In addition to these key aims, the results are expected to contribute to further EaSI monitoring and evaluation activities. The project and organisation fiches which have been developed will feed into preparing the EaSI Performance Monitoring Report for 2019-2020. Finally, the report team believes that the results will be useful for the evaluators of the programme.

6 Annex I – List of projects and organisations in this report

No. in the report	Title of the project/organisation	Funding source	EU contribution in euros (initial)	Website
3.1.1	Regional Single Social Record	EaSI-PROGRESS	1 977 519.98	http://www.resisor.es www.resisor.eu www.resisor.com http://www.historiasocialunica.es www.historiasocialunica.eu www.historiasocialunica.com
3.1.2	MISSION: Mobile Integrated Social Services Increasing Employment Outcomes for people in Need	EaSI-PROGRESS	1 510 367.28	http://missionprojectsite.wordpress.com
3.1.3	Employment enhancement and Social services integration in Athens Municipality (ESTI@)	EaSI-PROGRESS	1 993 352.72	www.athens-estia.gr
3.1.4	HomeLab – Integrated Housing and Labour Services in the Social Rental Enterprise Model	EaSI-PROGRESS	1 320 000	https://homelab.mri.hu/
3.1.5	Housing and Employment Learning Project (HELP)	EaSI-PROGRESS	1 225 118.30	https://www.westminster.gov.uk/more-100-people-risk-homelessness-helped-job
3.1.6	TSUNAMI– A Traineeship as a Springboard out of Unemployment for those Affected by Mental Illness	EaSI-PROGRESS	1 509 434.64	http://www.tsunamiproject.info
3.1.7	Bridging Young Roma and Business – Intervention for inclusion of Roma youth through employment in the private sector in Bulgaria and Hungary	EaSI-PROGRESS	836 882.36	www.bridgetobusiness.eu
3.1.8	Sites d'Information, de Projet et d'Accompagnement (SIPA)	EaSI-PROGRESS	750 000	http://www.ideis-asso.fr
3.1.9	Enhancing the Right to Social Inclusion through Service Integration (ERSISI)	EaSI-PROGRESS	1 383 143.40	https://ersisi.navarra.es/es/
3.2.1	TIDE POWER – Trade unions In Defence of Posted Workers	EaSI-PROGRESS	204 855.76	www.tidepower.eu
3.2.2	Protect Our Workers – PoW: Facilitating transnational administrative cooperation and improve access to information and counselling of posted workers	EaSI-PROGRESS	199 021.00	https://protectourworkers.com/
3.2.3	Posting of workers in Eastern Europe (EEPOW)	EaSI-PROGRESS	351 225.22	https://www.euro.centre.org/projects/detail/1673
3.2.4	Promoting mechanisms for posted workers' compliance with collective agreements and the law	EaSI-PROGRESS	226 000.00	http://eu-watchdog.com/
3.2.5	TRANSposition – reconciliation between the freedom to provide services in the EU and the social rights of posted workers in transport sector	EaSI-PROGRESS	208 688.95	http://transposition-eu.com
3.2.6	GuideForYou – Mutual cooperation of social partners in Europe on ensuring better legal provisions, transparency and access to information for posted	EaSI-PROGRESS	210 716.20	https://guideforyousmh.eu/

	workers and posted temporary agency workers			
3.2.7	RAISE UP – grass root actions, Innovative approaches and Stakeholders Engagement to tackle Undeclared work Propensity	EaSI-PROGRESS	357 467.32	https://www.fondazionemetes.it/raise-up
3.3.1	Fast-track integration in European Regions (FIER)	EaSI-PROGRESS	1 940 501.56	https://fierprojecteu.com/
3.3.2	European Solidarity Corps – occupational strand – For Youth	EaSI-PROGRESS	9 530 963.90	https://issuu.com/esc4youth
3.3.3	ESC2YOUNG	EaSI-PROGRESS	4 559 504.07	https://eusolidaritycorps.anpal.gov.it/it/home http://dian.gr/en/esc2young-2/
3.3.4	E.Q.U.A.L. Enhancing Qualification of Adult Learners through the implementation of Upskilling pathways	EaSI-PROGRESS	270 438.00	www.upskillingitaly.eu
3.4.1	'Your first EURES job' – Targeted mobility scheme – Yfej TMS 5.0	EaSI-EURES	3 489 546.08	https://www.yourfirsteuresjob.eu/en/home
3.4.2	Targeted Mobility Scheme – Your first EURES job	EaSI-EURES	3 845 820.50	https://arbetsformedlingen.se/ot-her-languages/english-engelska/your-first-eures-job
3.4.3	Your first EURES job – a tool for mobility – second step	EaSI-EURES	2 635 590.70	https://www.pole-emploi.fr/international/mobilite-internationale/les-aides-a-la-mobilite-1/coup-de-pouce-a-la-mobilite-des.html#:~:text=Your %20first %20EURES %20job %20(Ton,main %2Dd' %C5 %93uvre %20qualifi %C3 %A9e
3.4.4	EURES Cross-border Alentejo-Extremadura Partnership 2019	EaSI-EURES	123 531.13	http://extremaduratrabaja.gobex.es/
3.4.5	EaSI-EURES cross-border partnership Scheldemond 2019	EaSI-EURES	536 866.47	https://www.euresscheldemond.info/home/
3.4.6	EURES Transfrontalier Grande Région 2018-2019	EaSI-EURES	1 280 000.00	https://www.eures-grandregion.eu/fr
3.4.7	EURES-TriRegio 2019	EaSI-EURES	335 059.80	https://www.eures-triregio.eu/ueber-uns.html
3.4.8	EURES Ireland – Northern Ireland Cross-Border Partnership 2019	EaSI-EURES	213 502.75	http://www.eures-crossborder.eu/ http://www.welfare.ie/
3.4.9	EURES Cross-Border Galicia-North Portugal Annual Plan 2019	EaSI-EURES	172 593.16	http://www.eures-norteportugal-galicia.org/
3.4.10	EURES in den Grenzregionen Belgien, Deutschland, Niederlande	EaSI-EURES	739 528.62	https://www.arbeitsagentur.de/https://grenzinfo.eu/informationen/arbeiten-im-nachbarland/
3.4.11	Crossborder Øresund 2019	EaSI-EURES	234 916.87	https://www.oresunddirekt.com/ www.star.dk www.arbetsformedlingen.se
3.4.12	EURADRIA 2019	EaSI-EURES	345 137.13	https://euradria.eu/en/
3.4.13	EURES Cross-border Partnership Andalucía-Algarve	EaSI-EURES	227 048.73	http://www.eures-andalucia-algarve.eu/
3.4.14	EURES-T Upper Rhine Cross-border Partnership 2019	EaSI-EURES	641 842.95	https://www.eures-trhinsuperieur.eu/
3.4.15	Support to cooperation on intra-EU mobility in the EEA countries	EaSI-EURES	92 208.32	https://www.nav.no/en/home/about-nav/nav-eures-services
3.4.16	EURES activity plan 2019 Iceland	EaSI-EURES	54 030.72	https://vinnumalastofnun.is/en/job-search/eures
3.4.17	ETUC Coordination in the EURES Network	EaSI-EURES	119 180.00	www.etuc.org
4.1	European Association of Service Providers for Persons with	EaSI-PROGRESS	711 575.70	http://www.easpd.eu/

	Disabilities (EASPD) – (Re)connect: EU4you			
4.2	ERGO Network – Roma included in Social Europe 2019	EaSI–PROGRESS	393 136	www.ergonetwork.org
4.3	SOLIDAR – Together for Social Europe	EaSI–PROGRESS	383 950	www.solidar.org
4.4	EUROCARERS – Supporting informal carers, Strengthening Europe	EaSI–PROGRESS	298 120.71	www.eurocarers.org
4.5	CARITAS EUROPA – CARES II: Caritas Actions Reinforce the European Social Dimension 2019	EaSI–PROGRESS	800 000	www.caritas.eu
4.6	Eurodiaconia	EaSI–PROGRESS	581 629.50	https://www.eurodiaconia.org
4.7	COFACE Families Europe – Safeguarding a social, inclusive and diverse Europe for all families	EaSI–PROGRESS	480 350.82	www.coface-eu.org
4.8	Reuse and Recycling European Union Social Enterprises (RREUSE) – Developing the Role of Social Enterprises in the Circular Economy	EaSI–PROGRESS	263 810	www.rreuse.org
4.9	European Social Network (ESN) – European Social Network 2019 Annual Work Programme	EaSI–PROGRESS	929 310.25	www.esn-eu.org
4.10	European Platform for Rehabilitation (EPR) – BRIDGES Year 2: Better Results for Inclusion of Disadvantaged – Good practice and policy from European Services	EaSI–PROGRESS	152 317.33	www.epr.eu
4.11	EuroHealthNet – Strengthening Action on Health and Social Equity in the EU: EuroHealthNet Proposal for 2019	EaSI–PROGRESS	540 169	www.eurohealthnet.eu
4.12	EUROCITIES – Inclusive Cities for All: Social Rights in My City	EaSI–PROGRESS	590 770.37	www.eurocities.eu
4.13	European Network of Social Integration Enterprises (ENSIE) – Be wise in supporting the development of WISEs 2019	EaSI–PROGRESS	146 971	www.ensie.org
4.14	Eurochild – Eurochild operational grant 2019	EaSI–PROGRESS	869 852.42	www.eurochild.org
4.15	European confederation of industrial and service cooperatives (CECOP)	EaSI–PROGRESS	125 064	www.cecop.coop
4.16	Platform for International Cooperation on Undocumented Migrants (PICUM) – Strategic collaboration and exchange to address migrants’ social exclusion	EaSI–PROGRESS	675 051.21	www.picum.org
4.17	European Food Banks Federation (FEBA) – Reducing poverty through food redistribution 2019 actions	EaSI–PROGRESS	250 000	www.eurofoodbank.org
4.18	European Venture Philanthropy Association (EVPA) – Strengthening and supporting a European ecosystem for social enterprise finance	EaSI–PROGRESS	599 970	https://evpa.eu.com/
4.19			260 238	www.mfc.org.pl

	Microfinance Centre – Financial Inclusion for Inclusive Growth in Europe II	EaSI- PROGRESS		
4.20	European Microfinance Network (EMN) – Microfinance for social and financial inclusion in Europe	EaSI- PROGRESS	467 050.15	https://www.european-microfinance.org
4.21	European Anti-Poverty Network (EAPN) – EAPN 2019 Work Programme	EaSI- PROGRESS	999 182.50	https://www.eapn.eu/
4.22	European Federation of National Organisations Working with the Homeless (FEANTSA) 2019 Work Plan – Leaving no-one behind	EaSI- PROGRESS	986 410.14	http://www.feantsa.org
4.23	Euclid Network – Empowering Social Enterprises for a vibrant social enterprise finance market 2021	EaSI- PROGRESS	255 750	http://www.euclidnetwork.eu

GETTING IN TOUCH WITH THE EU

In person

All over the European Union there are hundreds of Europe Direct information centres. You can find the address of the centre nearest you at: https://europa.eu/european-union/contact_en

On the phone or by email

Europe Direct is a service that answers your questions about the European Union. You can contact this service:

- by freephone: 00 800 6 7 8 9 10 11 (certain operators may charge for these calls),
- at the following standard number: +32 22999696 or
- by email via: https://europa.eu/european-union/contact_en

FINDING INFORMATION ABOUT THE EU

Online

Information about the European Union in all the official languages of the EU is available on the Europa website at: https://europa.eu/european-union/index_en

EU publications

You can download or order free and priced EU publications at: <https://publications.europa.eu/en/publications>. Multiple copies of free publications may be obtained by contacting Europe Direct or your local information centre (see https://europa.eu/european-union/contact_en).

EU law and related documents

For access to legal information from the EU, including all EU law since 1952 in all the official language versions, go to EUR-Lex at: <http://eur-lex.europa.eu>

Open data from the EU

The EU Open Data Portal (<http://data.europa.eu/euodp/en>) provides access to datasets from the EU. Data can be downloaded and reused for free, for both commercial and non-commercial purposes.

