

**SECRETARIAT GENERAL**

**DIRECTORATE GENERAL HUMAN RIGHTS AND RULE OF LAW**



*DEPARTMENT OF THE EUROPEAN SOCIAL CHARTER*

16 November 2017

PECS(2017)3revbis

**EUROPEAN SOCIAL COHESION PLATFORM  
(PECS)**

**2<sup>nd</sup> meeting  
Strasbourg, 19 -20 September 2017**

**DRAFT COMPILATION OF GOOD PRACTICES AND INNOVATIVE APPROACHES  
BY THEME**



## Table of Contents

<b>EUROPEAN SOCIAL COHESION PLATFORM</b> .....	1
1. The impact of the economic crisis on health and social protection, in particular combating poverty and social exclusion, and the fact that these may foster violent radicalisation .....	5
1.1. ALBANIA .....	5
1.2. ARMENIA: .....	8
1.3. BELGIUM/FLANDERS .....	13
1.4. BELGIUM/WALLONIA .....	14
1.5. BOSNIA AND HERZEGOVINA .....	16
1.6. BULGARIA .....	18
1.7. CYPRUS .....	22
1.8. DENMARK .....	24
1.9. FRANCE .....	25
1.10. GEORGIA .....	31
1.11. GERMANY .....	33
1.12. IRELANDE .....	34
1.13. MALTA .....	37
1.14. ROMANIA .....	38
1.15. RUSSIAN FEDERATION .....	40
1.16. SERBIA .....	42
1.17. CONFERENCE OF INGOs .....	44
2. Youth and children .....	50
2.1. ARMENIA .....	50
2.2. BELGIUM/FLANDERS .....	52
2.3. BELGIUM/WALLONIA .....	53
2.4. BULGARIA .....	55
2.5. CROATIA .....	58
2.6. CYPRUS .....	61
2.7. CZECH REPUBLIC .....	64
2.8. DENMARK .....	68
2.9. FRANCE .....	72

2.10.	GEORGIA .....	74
2.11.	GERMANY .....	76
2.12.	HUNGARY .....	78
2.13.	IRELANDE .....	80
2.14.	ITALY .....	82
2.15.	LATVIA.....	86
2.16.	LITHUANIA .....	90
2.17.	LUXEMBOURG .....	94
2.18.	MALTA .....	96
2.19.	MONACO .....	97
2.20.	NORWAY .....	99
2.21.	PORTUGAL .....	101
2.22.	RUSSIAN FEDERATION .....	105
2.23.	SERBIA.....	107
2.24.	SLOVAK REPUBLIC .....	109
2.25.	SWITZERLAND.....	112
2.26.	CONFERENCE OF INGOs.....	113
3.	Protection of migrants and refugees.....	118
3.1.	AUSTRIA.....	118
3.2.	BELGIUM/FLANDERS.....	120
3.3.	CZECH REPUBLIC .....	124
3.4.	GERMANY .....	125
3.5.	IRELAND.....	129
3.6.	PORTUGAL .....	131
3.7.	SLOVAK REPUBLIC.....	136
3.8.	CONFERENCE OF INGOs.....	140
4.	PROMOTING SOCIAL COHESION AT LOCAL LEVEL AND ACCESS FOR ALL, INCLUDING FUTURE GENERATIONS, TO SOCIAL AND ECONOMIC WELL-BEING .....	143
4.1.	BELGIUM/WALLONIA.....	143
5.	PLATFORM IN THE FIELD OF SOCIAL COHESION.....	146
5.1.	REPUBLIC OF MOLDOVA .....	146

# **1. The impact of the economic crisis on health and social protection, in particular combating poverty and social exclusion, and the fact that these may foster violent radicalisation**

## **1.1. ALBANIA**

### **Name of the Practice/Innovative approach**

- *Reforming the system of economic aid for people with low income or without any income*

### **Context in which this practice takes place**

This reform proved necessary when the previous system could not target all people with little or no income at all because it was partially subjective and sometimes it fell to the social administrator to decide whether to grant the cash benefit to the family or not. Several applicants owned cars, or were employed and were still receiving economic aid because the previous system was not digital and could not detect the fraud. The new system targets those who are really in need by identifying them first to find out if they have other sources of income or not.

### **Aim**

The new economic aid scheme will be aimed at reducing poverty (in particular extreme poverty) by ensuring benefits/payments for persons in need, and as far as possible it will help individuals to break out of poverty, while establishing an environment for finding social and economic re-integration opportunities. The outcome for the poverty reduction policy is the transformation of the economic aid scheme, in order to target only those households stricken by poverty and by giving them better support in facing risks, through social protection measures and by ensuring better living opportunities. Increasing effectiveness and transparency of the economic aid scheme as one of the mechanisms for poverty alleviation through broader social inclusion and better targeting of households in need, and focusing on children.

### **Target group(s)**

Families who have a minimum level of income and those who have no means whatsoever of living with dignity. The focus is on large families and those with children.

### **Partners involved**

Ministry of Social Welfare and Youth, World bank, State Social Service, Local government units.

### **Duration**

The reform started in 2013 and it will be implemented all over the country since 2017.

### **Concise outline**

The social assistance scheme is the key instrument for the "alleviation of poverty" in Albania, although its impact on poverty is currently limited. The NE scheme covers 24.6% of the population living in extreme poverty, 19.5% of the total number of poor and 5.6% of the non-poor population. Recently, some "conditional" benefits were added which are linked to school enrolment and immunization of the children of eligible households. The government is implementing a broad social assistance reform and disability benefit related schemes, with the support of the World Bank Project for the Modernisation of Social Assistance (PMAS)<sup>10</sup>. PMAS is supporting the implementation of reforms in Albania with a view to enhancing efficiency and equality in terms of access, and improving transparency.

### **Implementation / Steps / Process**

The shortcomings of the previous economic aid model were identified and with the assistance of the World Bank a new model has been designed. Three districts piloted the new model and the inefficiencies were identified. An electronic register was established whereby all households receiving economic aid were recorded in accordance with a points system. The register of economic aid was connected to other systems such as the civil register, the social security register and the national taxation system. The economic aid register is used to process applications, cross-check information, for the selection and generation of decisions along with payment orders for recipients in the pilot areas.

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

No Council of Europe practices or policies are applied. The reform has been implemented with the assistance of and a loan from the World Bank.

### **Impact**

The economic aid scheme will be subject to reform and transformation through the Social Re-integration Programme. A regulatory package will be introduced, which will be designed to transform the Social Assistance Programme into a Programme for Social Re-integration. The inclusion of economic aid recipients in territorial development policies, such as rural development, infrastructure development or the utilisation of forests and pastures are analysed from the point of view of generation of new employment, which in many cases requires elementary skills or short-term training. Abusers are removed from the economic aid system and the monthly cash assistance has been increased compared to 2013; the procedure of application has also been simplified and made more transparent.

### **Conditions for success / Transferability**

This is a national policy, so after being piloted for four years, including a review period, in the 3 biggest districts in Albania - Tirana, Durres, and Elbasan - it will be implemented throughout the country as from September 2017.

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

It was difficult to train all the social administrators in local units how to use the new information system and to equip all local units with the necessary logistics. Some of the recipients had doubts with regard to the transparency and efficiency of the new system.

### **Practical example / Illustration of this practice**

Several families who didn't have many members were penalised in the previous system but now every member is included and counts in the scoring formula. The procedures for receiving economic aid have been simplified and this has an impact on low-income Roma families.

#### **Name of the Practice/Innovative approach**

- *Providing social pensions for older people living in rural areas*

### **Aim**

To keep out of poverty older people without any income.

### **Duration**

January 2015 - on-going.

### **Concise outline**

There is a still small but increasingly large proportion of elderly people in Albania without a pension or any other form of income. The main categories are elderly people living in rural areas who are self-employed on their small farms but getting older, who can't work the land any more as a source of income and older women in rural areas who have been engaged only in household work. Up to 2014, there was no legal solution for providing support to people left out of the pension system. For the first time the pension reform introduced social pensions in Albania as a solution for these categories of elderly persons. Since

2015 there are elderly persons in Albania who are receiving a welfare pension. To get such a pension a person must be at least 70 years old, be resident in Albania and not have any other income. The welfare pension is very small (around 8 000 Albanian Lek and roughly half of the average urban pension in Albania) but it can help many elderly persons to stay out of poverty, especially women in rural areas. More than 5 000 older people are already benefiting from it. The estimated cost of the new pension system is around 450 000 000 Albanian Lek, or 0.025% of GDP.

**Final remarks, challenges (including problems faced during the implementation), lessons learnt**

There is proof that small welfare pensions can substantially improve the life of the elderly. Many of those who were previously either forced to leave their homes and join their migrating children in other areas of the country or live there in poverty, now have a substantial income to improve their life quality and live with dignity in their traditional environment

## 1.2. ARMENIA:

### Name of the Practice/Innovative approach

- *Open & Social Toolkit*

### **Context in which this practice takes place**

Providing and requesting social services.

### **Aim**

Converts legislation into a simplified procedure and automates it in the Open and Social Application where personal information on the recipient is entered, and, as a result, a list of services for which the recipient is eligible is generated.

### **Target group(s)**

RA residents who are experiencing difficulties in satisfying their basic needs.

### **Partners involved**

Ministry of Labour and Social affairs Regional centres providing social services USAID

### **Duration**

Sep 2017 - Jan 2018

### **Concise outline**

Open and Social will be an effective tool for recipients who do not enjoy their right to social protection and will also help social workers find the most appropriate solution for a person in need. In order to find a service, the only data that must be entered is primary data about the recipient.

### **Implementation / Steps / Process**

- Define service list
- Design algorithm for each service
- Develop terms of reference for application
- Software development tasks

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

Funded by USAID

### **Impact**

Increase awareness of social protection right.

### **Conditions for success / Transferability**

Availability of updated legislation and appropriate IT solutions

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

As the project is still in the initial phase, there have not yet been any real problems but in the execution phase there may be problems with regard to software development and algorithm design.

### **Practical example / Illustration of this practice**

For instance, a recipient is in a difficult life situation where he or she has various basic needs. This person has no information concerning his or her social protection rights. After entering personal information he or she will obtain the list of services which will help to avoid difficult life situations. For each service there will also be information on the procedure for requesting and obtaining a service.

### **Name of the Practice/Innovative approach**

- *National Food Bank of the Republic of Armenia (RA)*

### **Context in which this practice takes place**

Governmental concept on food security assurance in RA

### **Aim**

Reduce hunger by collaborating with international organisations to develop regional food banks in communities where the malnutrition level is highest.

### **Target group(s)**

RA residents who are in difficult life situation where they cannot satisfy their vital needs.

### **Partners involved**

Ministry of Labour and Social affairs

### **Duration**

Dec 2018

### **Concise outline**

The Food Bank is an organisation engaged in providing food to recipients through food collection and distribution. The Food Bank has its own warehouses and staff. It ensures the link between the malnourished and food which has reached its "sell-by date".

### **Implementation / Steps / Process**

- Develop a Charter and Action Plan for the Food Bank
- Engage all stakeholders including donors
- Establish and operate the Food Bank.

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

By now none.

### **Impact**

Decrease poverty level.

### **Conditions for success / Transferability**

Donor involvement, availability of appropriate resources, sufficient number of food producers involved.

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

As the project is in the initial phase there are not any real problems yet, but the main challenge in establishing the Food Bank in RA will be engaging donors.

### **Practical example / Illustration of this practice**

For instance, a recipient is in a difficult life situation where he or she has different basic needs and is malnourished. The food bank will provide this person with food.

### **Name of the Practice/Innovative approach**

- *Support to the establishment of the Social Safety Nets in the Republic of Armenia*

### **Context in which this practice takes place**

Social Safety Nets (SSNs) are critical to reducing poverty because they support inclusive growth and provide resources to the most vulnerable in societies.

### **Aim**

The main goal of SSNs is to reduce poverty in a country. In addition to poverty objectives,

### **Target group(s)**

All vulnerable groups.

### **Partners involved**

This is still a project

### **Duration**

Not planned yet  
(Project)

### **Concise outline**

There are a number of services provided by the State or other institutions such as friendly societies, including welfare, unemployment benefit, universal healthcare, homeless shelters, and sometimes subsidised services such as public transport, which prevent individuals from falling into poverty.

Taking into account the best international practice of the SSNs activities and their efficiency, and the reports of international organisations, we can claim the following:

- The urgency of preparing for systemic shocks became particularly clear after the food, fuel, and financial crises, during which lessons from previous crises were underscored: those countries that had prepared during good times - by developing permanent SSN programmes or institutions - were better placed to scale up than those that had not.

### **Implementation / Steps / Process**

This is still a project

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

This is still a project

### **Impact**

Decrease poverty level.

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

Nearly every wealthy country has an established system for providing support to the most vulnerable members of the population, and developing countries are increasingly establishing their own social safety programmes. International assistance donors and multilateral development banks have the expertise and budget resources to help support developing countries, as they design their own social safety net programmes. Supporting the creation of social safety nets can be a great investment in development progress if the potential pitfalls are recognised and navigated, but it requires a political and financial

commitment from the governments of developing countries themselves. The international community should be ready to support those countries willing to make the commitment.

### **Practical example / Illustration of this practice**

The practice is well known in several countries, but for Armenia it is still a project, therefore there is not yet any practical illustration.

### **Name of the Practice/Innovative approach**

- Integrated social services system ISSS - Online information system for Integrated social services system

### **Context in which this practice takes place**

The overall goal of the ISSS is to ensure a steady increase in the efficiency and quality of social services on the basis of the current policy reforms of the government of the Republic of Armenia.

The system of integrated social services is a set of measures implemented within the social assistance functions of state and non-governmental authorities, organisations and individuals. The system of integrated social services prevents difficult life experiences, removes the causes and consequences by ensuring that integrated social services are provided by regional centres of integrated social services operating in the Republic of Armenia.

[www.esocial.am](http://www.esocial.am)

### **Aim**

The main purpose of launching and installing the system of integrated social services is to provide citizens with high quality social services in accordance with single-window principles.

### **Target group(s)**

Actually, all citizens of Republic of Armenia

### **Partners involved**

Government of Republic of Armenia

### **Duration**

The system was installed in 2012, and it is processing

### **Concise outline**

Establishing the ISSS requires transformation of principles and basic approaches to providing social services to recipients. Within the framework of the ISSS, the essence of social work will be completely transformed, while the place and the role of social workers will be reconsidered. The main characteristic of integrated social services is the existence of integrated social services regional centres. There are currently 18 integrated social services regional centres in the Republic of Armenia. 13 of them are in different regions of the Republic of Armenia, and 5 are in Yerevan. The existence of integrated social services regional centres provides a great opportunity to solve problems relating to customer needs in one place. In the regional centres, all services are provided in keeping with the principle of "single window service". This provides an opportunity to create a sufficient basis for effective co-operation between the various organisations providing social services. Using this principle, the service cost per client is reduced.

**Implementation / Steps / Process**

The implementation of integrated social services system was launched by Government Decision No. 952 on "Approval for establishing the Integrated Social Services System in the Republic of Armenia".

The main characteristic of the integrated social services are the regional centres, where citizens are provided with social services. There are now 18 regional centres in the Republic of Armenia and 40 more are to be established by the end of 2018.

**Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

Funded by the United States Agency for International Development (USAID)

**Impact**

Raising awareness level

**Conditions for success / Transferability**

The ISSS itself is a great accomplishment for the Republic of Armenia. Its continued success depends on political will and investments.

**Final remarks, challenges (including problems faced during the implementation), lessons learnt**

The idea of ISSS is revolutionary as it is a new step for social reforms. The main challenges are related to the low level of awareness among citizens and the absence of investment in human capital. Some specialists need additional seminars and training to be more competitive and competent.

The procedure adopted by regional centres is:

1. The citizen visits the regional centre
2. He/she submits his/her application to the reception
3. The reception forwards the application to the body that is responsible for finding a solution to the customer's social needs or problems.

### 1.3. BELGIUM/FLANDERS

#### Name of the Practice/Innovative approach

- *Flemish action plan on poverty reduction*

#### **Context in which this practice takes place**

Poverty reduction policy of the Flemish government

#### **Aim**

Coordination and integration of the Flemish poverty reduction policies in the different policy fields and powers of the Flemish government

#### **Target group(s)**

The different groups at risk of poverty or in poverty

#### **Partners involved**

Political and administrative policy makers en decision makers, civil society organisations, organisations working with/for or composed of people in poverty

#### **Duration**

The plan is made up every legislature for the duration of that legislature

#### **Concise outline**

The plan departs from an analysis of the poverty situation within the territory of the Flemish Community and sets forward goals and objectives of the Flemish poverty reduction policy. The plan lists the actions that will be taken within different policy fields (work, housing, welfare, health, leisure, mobility, education ...).

#### **Implementation / Steps / Process**

The poverty reduction action plan is prepared by the Flemish administration with input from civil society organisations, organisations working with/for or composed of people in poverty. It is approved by the Flemish government within one year after it's appointment. Every 2 years a progress report of the plan is made up. Also 2 years after its formal approval by the government, this plan is evaluated and adjusted if necessary.

#### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The Europe 2020 poverty reduction targets are a guiding principle for the Flemish action plan.

#### **Impact**

The drafting, execution and follow up of this plan requires agreement and debate between members of the administrative and political bodies of the different policy fields within the Flemish government and between the government and the civil society. Without such plan, coordination of the efforts on the field of poverty reduction would be much more difficult.

#### **Conditions for success / Transferability**

- The knowledge that poverty is a complex problem that no single policy field can resolve on its own;
- the knowledge that actions in one field can influence the success rate of actions in another field in a positive or negative way;

- the willingness to cooperate for a common goal.

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

The biggest challenge is to combine governmental expertise, scientific knowledge and experience knowledge of people in poverty in a policy that is feasible within a political context and budgetary constraints.

### **Practical example / Illustration of this practice**

The current and previous action plans are published online at: <https://armoede.vlaanderen.be/?q=vlaams-actieplan>

## **1.4. BELGIUM/WALLONIA**

### **Name of the Practice/Innovative approach**

- *Plan for Social Cohesion in the Cities and Municipalities of Wallonia (Belgium)*

### **Context in which this practice takes place**

At a time of growing insecurity and exclusion, the Social Cohesion Plan (PCS) seeks to promote the exercise of 6 fundamental rights which fall within the purview of regional authorities: the right to a decent income; the right to health care and social and medical assistance; the right to decent housing and a healthy environment; the right to work; the right to training; the right to cultural and social development

### **Aim**

The purpose of the PCS is to co-ordinate and develop a set of initiatives within municipalities so that everyone in Wallonia can live in dignity, through neighbourhood-based social development and action to combat all forms of vulnerability, poverty and insecurity in the broad sense.

Target Group(s)

The measures developed under the PCS are primarily aimed at the poorest and most vulnerable groups, while at the same time involving the wider population in order to foster social diversity.

### **Partners involved**

The PCSs are implemented by local authorities with the emphasis on partnership with local partners and the voluntary sector.

### **Duration**

The current programme covers the period 2014-2019.

### **Concise outline**

The PCS comprises 4 strands of co-ordinated action: socio-occupational integration, access to decent housing, access to health care and treatment for addiction, restoring social, intergenerational and intercultural links. The aim is to co-ordinate action and encourage networking between all the relevant players in the interests of efficiency and to involve all the stakeholders with a view to promoting shared responsibility.

### **Implementation / Steps / Process**

The PCS is designed around a composite index concerning access to fundamental rights (ISADF) and a social cohesion diagnosis.

The ISADF, introduced by the IWEPS (Institut wallon de l'Evaluation, de la Prospective et de la Statistique), measures the level of social cohesion in every municipality in Wallonia. It provides information about the local population's access to the 6 fundamental rights, supplemented by a risk factor in relation to the maintenance of social cohesion across the municipality.

The social cohesion diagnosis, which is carried out by local players, identifies public and/or private initiatives already under way in the local area but also public expectations and the needs to be addressed. The action plan is designed according to the ISADF and the diagnosis and undergoes a final review in which all the stakeholders are involved.

### **Impact**

The PCS has helped to improve social cohesion so that everyone can play a part in community, political, economic and cultural life. It also ensures that citizens are able to lead independent lives and that the poorest receive support, providing them with a way out of hardship and back into society.

### **Conditions for success / Transferability**

There are a number of factors to consider here, in particular: the skills and competences of the project leader; the quality of the partnership forged with all the local partners and the voluntary sector; the involvement of elected representatives; the supra-municipal aspect; transversality; shared responsibility; citizen participation.

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The Council of Europe's New Strategy and Action Plan for Social Cohesion, approved by the Committee of Ministers on 7 July 2010.

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

The participatory joint review of the PCSs during the 2009-2013 planning process, in which the Council of Europe provided methodological support, highlighted some very interesting points, in particular better use of existing resources and the ability to tap into aspects of individual ill-being/well-being as crucial factors in social cohesion which have a ripple effect on the well-being of the population as a whole. If placed on a formal, systematic footing, this input can pave the way for an effective approach to reducing poverty and inequality in a context of limited financial resources and so make a vital contribution to the EU2020 targets.

### **Practical example / Illustration of this practice**

See the following publications:

- "Cohésion sociale, droits fondamentaux et pauvreté. Guide de bonnes pratiques locales " (2016);
- "La mobilisation et la participation citoyennes dans tous leurs états " (2017).

## 1.5. BOSNIA AND HERZEGOVINA

### Name of the Practice/Innovative approach

- *Development of social entrepreneurship in Bosnia and Herzegovina*

### **Context in which this practice takes place**

Improvement of employment, education and social protection.

### **Aim**

Creating conditions to facilitate social integration of vulnerable groups.

### **Target group(s)**

People with disabilities, young people, women from rural areas and other hard-to-employ groups.

### **Partners involved**

Competent ministries at all levels of government, relevant agencies and funds, NGOs

### **Duration**

Continuously

### **Concise outline**

All levels of government in Bosnia and Herzegovina (BiH) are committed to the development of social entrepreneurship

### **Implementation / Steps / Process**

The first step is to analyse the current situation regarding social entrepreneurship in BiH in order to make recommendations for further activities. The development will be related to the legal and institutional frameworks and the model that will be implemented in practice.

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The Strategy of the Council of Europe for Persons with Disabilities 2017-2023 aims at providing equal opportunities for people with disabilities, their full and active participation in all areas of life.

There is also an interest to promote the European social economy in the external dimension and to raise attention of decision-makers from neighborhood East and enlargement countries on the steps needed to develop social economy as a relevant model for the sustainable development.

### **Impact**

Social entrepreneurship will have an impact on employment and, at the same time, the social funds will be relieved of the burden. The primary impact will be the social inclusion of people who are less competitive in labor market. The overall impact will be reflected in the strengthening of social cohesion in BiH.

### **Conditions for success / Transferability**

The activities related to the development of social entrepreneurship must be incorporated into strategic and action papers and consistently implemented. Examples of good practice must be multiplied.

**Final remarks, challenges (including problems faced during the implementation), lessons learnt**

What is particularly important for the development of social entrepreneurship is the inclusion of the organizations that gather vulnerable groups of population and the lessons learned from the experience of other countries.

**Practical example / Illustration of this practice**

Despite the fact that BiH does not have a satisfactory institutional and legal framework for the development of social entrepreneurship, many civil society organisations implement projects which have elements of social entrepreneurship. It shows that this aspect of the economy has a significant potential and prospects. Numerous projects have been developed with the aim of social inclusion of persons with disabilities, women, youth and other categories of population. Most of the projects are focused on agricultural production and education. Evaluation of these projects will contribute to the development of the social entrepreneurship system in BiH.

## 1.6. BULGARIA

### Name of the Practice/Innovative approach

- Development of the food banking model in Bulgaria

### **Context in which this practice takes place**

In Bulgaria 22% of the population are at risk of poverty and social exclusion<sup>1</sup>.

At the same time, some 670,000 tons of food waste are generated in Bulgaria each year. This is the equivalent of over 2.2 billion meals a year that can feed over 2 million people three times a day for one year.

Within that context of social fragility, the Bulgarian Food Bank (BFB) was founded in January 2012. The organisation is designed to connect the excess of food to the growing need for food support. The food bank collects the surplus of food products that comply with the food safety requirements set by the Bulgarian Food Laws.

Nowadays, BFB is the one and only food bank in Bulgaria. The BFB is a certified member of the Global Food Banking Network and the European Federation of Food banks (FEBA).

### **Aim**

The mission of the Bulgarian Food Bank is to contribute to reducing hunger and malnutrition in Bulgaria by fighting food waste and calling for solidarity by supporting and developing the food banking model in the areas of the country where it is most needed. By reducing food waste, the food bank assists its network of partnering recipient institutions in providing long-term nutritional support to the people most in need all over the country.

If more food was saved, more deprived people would have access to a sufficient and balanced diet while no edible food would be wasted.

### **Target group(s)**

1.58 million Bulgarians are at risk of poverty and social exclusion and suffering from severe material deprivation with no access to sufficient food

Source: NSI, Revenue statistics and life conditions (EU-SILC), 2015

### **Partners involved**

The food bank offers a model that helps to mobilise and utilise existing resources to offer additional food support to the most deprived in Bulgaria.

As a result of the co-operation between the BFB and its food donors' network, which comprises more than 150 companies, the food bank successfully recovers for free, edible food donated from growers, producers and processors, retailers and traders, most of which would otherwise be wasted. BFB do this all year round, thereby enabling producers, processors and retailers to make a better use of their waste. On the other hand, BFB helps companies avoid the costly disposal of products and also reduces their negative footprint on the environment.

Once the food has been collected, an extremely important phase of the BFB's operations is its processing, sorting and preparation for distribution to the recipients. For this phase, BFB relies on volunteers. A total of 770 volunteers providing more than 6 000 working hours on average per year have supported BFB's operations, with a clear trend towards an increase in the number of both corporate and individual volunteers. Some BFB volunteers come from Nielsen, Bosch, Coca-Cola, Contour Global,

---

<sup>1</sup>In Bulgaria 1.58 million people (22%) are at risk of poverty and social exclusion. They are struggling to meet basic needs and living below the poverty threshold. Source: NSI, **Revenue statistics and life conditions (EU-SILC), 2015**

Danone, Experian, Hewlett Packard, IBM, Nestle, Mondelez Bulgaria, Shell, Vmware, and so on. Mobilised volunteers form the backbone of food banking in Bulgaria.

More than 20 companies provide professional expertise and pro bono services to the food banking organisation (accounting, legal services, PR and communications, IT services, etc.).

BFB is not the largest NGO in Bulgaria but it works in partnership with all major humanitarian organisations, agencies and entities which serve deprived people.

### **Duration**

2012-to date

### **Concise outline**

The Bulgarian Food Bank is the first organisation in the country to collect, store and distribute donated food stuffs with a short shelf life, in full compliance with all food safety standards.

The BFB saves the excess food that would otherwise be destroyed. With the help of a network of partner organisations throughout the country, food is distributed to thousands of needy Bulgarians who are chronically hungry, temporarily unable to provide quality food, or victims of disasters, accidents and crises.

The food BFB provides is fresh and of good quality. Most often it has lost its market value because it has been produced in excess or cannot be sold for various logistical, technological or marketing reasons.

With the work of the Bulgarian Food Bank, there is a better alternative for the use of unwanted food – to support the neediest.

The Food Bank is the most effective food aid model. The Bank receives stores and reallocates an average of 1 ton of donated food per day. All the resources required for the day-to-day operations of the Food Bank are provided as donations or in exchange for a minimum wage - donated storage space, transport services, voluntary work, services provided free of charge.

In order to develop the scale of its work and save more food, BFB is seeking financial donations from corporate partners and individual donors.

### **Implementation / Steps / Process**

The Food Bank successfully recovers for free, edible food donated by growers, producers and processors, retailers and traders, most of which would otherwise be wasted.

The Bulgarian Food Bank has a flexible functioning model and can handle surplus food, irrespective of whether these quantities are the result of regular business operations or whether they occur only occasionally. BFB is able to save large quantities of short shelf-life food, whether chilled, frozen or dried, because it has an army of volunteers who help in everyday warehouse operations. The food products are transported, sorted by volunteers, and stored at BFB warehouse, in compliance with all hygiene and food safety standards.

As a result of the co-operation between the BFB and its food donors' network, comprising more than 150 companies, the amount of collected food has been increased to more than 1300 tons in 5 years since June 2012. This data reveals a great potential for BFB to expand its operations as well as the huge need to strengthen the food bank model.

Once the food has been collected, an extremely important phase of the BFB's operations is its processing, sorting and preparation for distribution to the recipients. For this phase, we rely on volunteers. The data collected shows that a total of 770 volunteers on average per year have supported BFB's operations, with a clear trend towards an increase in the number of both, the corporate and individual volunteers.

Every day, food is distributed to a network of 70 certified partner charitable agencies which serve more than 30 000 people in need across the country (social services for children deprived of parental care,

disabled people, elderly people, day care centres, crisis centres for people who have experienced violence or the homeless, communes for addicts, social welfare canteens, etc.). Providing food for free, BFB saves time and money for partner charity organisations which can concentrate on serving people in need. By receiving donated food from BFB, these organisations have the opportunity to provide more and better food support to the vulnerable people they serve. Last but not least, the food coming from BFB allows them to free up scarce funds for other services.

**Which practice/policy/instrument of from the Council of Europe and/or other international bodies were used? If not, please explain why**

Resolution 1957 (2013) on “Food security-a permanent challenge for us all”, Parliamentary assembly of the Council of Europe (PACE), 3 October 2013

DPP Open Thoughts Paper N°21 Revised 20 May 2014, “The right to food, should we care?”

**Impact**

Since 2012 BFB has demonstrated the great potential of the food banking model in Bulgaria and has become a key player in the field of social aid in the country, as well as the only player working to reduce food waste. The Bulgarian Food bank is a unique sustainable model in the country to tackle hunger through the fight against food waste.

A very important aspect is that the BFB has been proven to be the most effective and efficient model of long-term food support - within the context of huge food support needs, the food aid is not part of any scalable long-term public support programme for the provision of basic food products to poor people, and in practice people in need in Bulgaria do not have access to food aid when facing a chronic or urgent need for food. The financial support provided by the European Union for food aid also proved to be insufficient. Food prices continue to rise and it is unlikely that additional public resources will be allocated to food aid in the country. The food bank offers a model that helps to mobilise and utilise existing resources to offer the missing support.

And this reveals another opportunity: there are lots of good edible food products that could be rescued and redistributed – over 670 000 tons of good food are wasted in Bulgaria every year.

As the model is based mainly on (free of charge) surplus food recovery and volunteers, the ratio benefit to cost, as measured by the value of the food delivered and volunteer work to the costs of operations, is very high. The leverage effect corresponds to the ratio of the value of the collected food to the expenditure incurred in the process, in other words how much food (in value terms) is brought in for each 1 BGN spent by the organisation. Analysis of BFB’s financial reports starting in 2013 has revealed that the monetary value of the collected food has exceeded BFB’s budget by more than three and a half times, or 1 BGN of expenditure has brought food valued at almost 5 BGN.

Last but not least BFB has lobbied for changes in public policies and for legislation facilitating the food bank model because the food bank was a very new concept in Bulgaria and there was no legal definition concerning this type of food support. In the period 2012 – 2016 BFB was working in an over-restrictive tax environment where there was a disincentive to make food donations with 20% VAT on donations. That was an increasingly important issue because VAT charge was a major barrier to companies making food donations to the Food Bank, a major constraint to the growth of the volume and variety of donated food and greatly hampered the BFB’s ability to grow, have a bigger impact and serve more needy people.

However, in 2016 BFB worked hard to assess policies and proactively suggest changes through advocacy and government relations. BFB has demonstrated its ability to move mountains by leading the charge to change VAT laws in Bulgaria. BFB was the driving force behind the VAT incentive legislation in Bulgaria adopted at the end of 2016. Since January 2017, food business companies have been allowed

to donate all their surpluses and food stuffs with short shelf life or close to their expiration date free of VAT.

Current legislation also makes it easy for BFB to organise and plan its long-term strategy regarding the type, quantity, and regularity of food distributed to partner charities, and thus to develop a sustainable model for systematic food assistance.

### **Conditions for success / Transferability**

The food banking is a global initiative supported by the Global Food banking Network and the European Federation of Food Banks (FEBA).

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

BFB relies on corporate and individual donations which cannot guarantee a long-term financial sustainability. BFB is dependent on only a few main sources of funding which are time-limited. To strengthen and extend its networks of supporters and feeding partners and offer a sustainable tool for Bulgarian society for minimizing food waste and reducing hunger BFB needs additional financial support from a variety of donors, including state subsidies.

The core team of BFB is composed of 4 employees. The understaffing and the subsequent negative consequences are the second challenge. Lack of long-term financial security of the organisation and the relatively low levels of pay offered are among the main reasons that discourage employees. Hiring new employees is therefore also an issue.

Last but not least, BFB operations need to be extended to achieve nationwide coverage. This goal is linked to financial resources as well as to a lack of well-developed nationwide infrastructure for food support and partners' sufficient logistical capacity to offer storage and transportation of the food in keeping with safety standards. Sometimes the Food Bank faces the problem of having food but no charities to take it and use it for its programmes in a prompt and reliable manner. The development of the food bank as a model is linked to the development of feeding capacity and infrastructure in different areas around Bulgaria. The development of this capacity requires the development of knowledge on food programmes, effective needs assessment, food safety, and work with volunteers and additional resources.

### **Practical example / Illustration of this practice**

The Backpack programme

The Sunday Backpack is a specific programme for targeted support to children from families living in deprivation and poverty and at risk of dropping out of school. The programme runs during the school year to provide food packages to poor families and help them save part of their food budget to address the needs of school children.

BFB mobilises food and prepares family packages with dry, packaged and preserved foods and foodstuffs for direct consumption to meet families' food needs during the week-ends or school vacations.

## 1.7. CYPRUS

### Name of the Practice/Innovative approach

- *Guaranteed Minimum Income Legislation*

### **Context in which this practice takes place**

National social welfare policy measure to combat conditions of poverty and social exclusion

### **Aim**

Ensure a socially acceptable minimum standard of living for persons (and families) legally residing in the Republic of Cyprus whose income and other economic resources are insufficient to meet their basic and special needs. The GMI will replace the existing public assistance programme

### **Target group(s)**

Persons (and families) legally residing in the Republic of Cyprus whose income and other economic resources are insufficient to meet their basic and special needs.

### **Partners involved**

N/A

### **Duration**

Enacted in 2014

### **Concise outline**

The new guaranteed minimum income (GMI) legislation has replaced the previous public assistance benefit with a top-up allowance required for eligible households to meet their basic needs. Under the legislation, basic needs are defined on the basis of a predetermined minimum consumption basket, with additional allowances for housing costs and taxes, and care services. The GMI provides for basic needs based on a minimum consumption basket and also covers other needs, such as housing (rent or mortgage interest), municipality taxes and extraordinary needs, as well as care needs and long-term care. The GMI is also provided to families which were not receiving any income support benefits in the past as it incorporates a new group, the working poor, as an eligible group and consolidates low-income pensioners.

### **Implementation / Steps / Process**

- A comprehensive social governance was established through the creation of a welfare benefit administration service under the Ministry of Labour, Welfare and Social Insurance which was assigned the design and administration of all social benefits including those that in the past were under the responsibility of other Ministries.
- A national registry of beneficiaries of social benefits was created so that the state is now in a position to know the recipients of social benefits and the level of support they receive.
- A comprehensive and reliable verification and control system was established that allows for the provision of targeted benefits to citizens who genuinely need the assistance.
- The scheme is currently being fully implemented.

### **Which practice/policy/instruments from the Council of Europe and/or other international bodies were used? If not, please explain why**

National social welfare policy measure to combat conditions of poverty and social exclusion.

**Impact**

The implementation of the GMI, including its fiscal impact, is monitored through the preparation of quarterly costing updates and beneficiary profile analysis.

The Guaranteed Minimum Income is expected to reduce the intensity of poverty in Cyprus.

Preliminary simulations during its design phase concluded that the new system would have a small impact on the incidence of relative poverty (at-risk-of-poverty rate), a considerable positive impact on the intensity of relative poverty, and would significantly reduce absolute poverty. However, a full assessment of the new system based on actual data will be conducted in 2017.

## 1.8. DENMARK

### Name of the Practice/Innovative approach

- Bill on personal budgets for socially marginalised citizens

### **Context in which this practice takes place**

The Social Financing agreement for 2017-2020 allocated funds for a trial scheme for socially marginalised citizens to receive up to 50.000 DKK to spend on various activities and minor expenses in a period of 12 months.

### **Aim**

To ensure that municipalities that participate in the trial can offer citizens with special social challenges a budget controlled by the person in question combined with support from social services and to ensure that the budget is tax-free income and does not affect the right to other public services such as public financial support.

### **Target group(s)**

Socially vulnerable citizens.

### **Partners involved**

The Ministry for Children and Social Affairs and social services in the municipalities

### **Duration**

The funds are allocated by application to municipalities in 2017.

### **Concise outline**

A trial scheme for socially marginalised citizens to get up to 50.000 DKK to spend on various activities and minor expenses in a period of 12 months.

### **Implementation / Steps / Process**

The funds are allocated by application to municipalities in 2017.

### **Impact**

A possibility for socially marginalised citizens to experience/acquire things they normally would not be able to in order to create a basis for improving their quality of life.

### **Conditions for success / Transferability**

The municipality must apply for funding and identify citizens suitable for the trial, in order to improve the quality of life of the participating citizens.

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

At this point the bill which ensures the legal basis has been passed. The practical implementation process is yet to be carried out.

## 1.9. FRANCE

### Name of the Practice/Innovative approach

- *Long-range plan to combat poverty and promote social inclusion*

### **Context in which this practice takes place**

The long-range plan to combat poverty was devised in response to increasing poverty levels and the relative worsening of the situation of the poorest members of society in the wake of the 2008 economic crisis. In 2012, 8.5 million people in metropolitan France (13.9% of the population) were living below the poverty line (€987 per month). Living standards had continued to decline more sharply in the case of those on the lowest incomes (1st decile). The degree of poverty had also increased; half of those classified as poor were living on less than €784 per month, the lowest level since 2006 (in real terms). Economic hardship is also associated with marginalisation and social stigmatisation of those facing poverty, when in fact people in this category are capable of participating in political decision making and the development of relevant policies.

### **Aim**

The plan was aimed at addressing the current urgent social needs and shaping government policy in the long term, with three main strands of reform:

- reducing inequality and preventing social fracturing;
- assisting individuals and supporting their integration;
- co-ordinating social action and valuing the relevant players.

### **Target group(s)**

People experiencing poverty and/or social exclusion (in particular young people)

### **Partners involved**

The plan is overseen by the Government and spearheaded by the relevant ministries but was designed by a number of players: central government, local authorities, associations, social security services, researchers, businesses and trade union organisations, as well as individuals experiencing hardship.

### **Duration**

Long-range plan deployed over the period 2012-2017

### **Concise outline**

The plan comprises 54 measures informed by five guiding principles of anti-poverty policy: objectivity, non-stigmatisation, participation, fair entitlement and decompartmentalisation of social policies. The 2015/2017 roadmap includes one additional principle: support, the idea being to comprehensively address individuals' needs in terms of access to rights, employment, house and/or health, to prevent people's lives from being thrown off course and ensure that everyone has access to the arrangements available under ordinary law and to assistance schemes.

### **Implementation / Steps / Process**

- Wide-ranging consultation and preparation of a consensual diagnosis on the causes of poverty.
- Adoption of the long-range plan following a meeting of an interministerial committee to combat poverty.
- Preparation of a roadmap describing all of the steps involved in reducing the risk of social exclusion.
- Implementation of measures at national and local level.

- Monitoring, evaluation and local and regional roll-out of the plan.
- Review of the plan's implementation and prospects for the future.

### **Impact**

As well as mobilising a network of local and national players, the plan has served to establish the importance of experimentation and social innovation and led to new arrangements for involving users in public policy making.

The plan has also produced genuine improvements in terms of action against poverty and exclusion:

- introduction of the Youth Guarantee
- increase in social benefit levels
- introduction of the prime d'activité (to supplement the incomes of low-wage workers)
- universal sickness protection
- creation of an extra 36,000 places in long-term accommodation facilities for the homeless and 90,000 special housing units

### **Conditions for success / Transferability**

The plan's success is conditional upon the co-operation and co-ordination of all the players involved. The interministerial nature of the plan has paved the way for an integrated approach to poverty and its consequences and has led to the decompartmentalisation of social policies.

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The long-range plan to combat poverty and promote social inclusion seeks to address both national and European challenges. It also ties in with the European Union's Europe 2020 strategy and its poverty reduction goal.

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

Progress in the fight against poverty has been hampered by a number of factors:

- The plan's low visibility (owing to the large number of measures) which has made it difficult to attain one of the original objectives, namely to reduce the stigmatising effects of poverty, not least by countering guilt-mongering rhetoric about welfare dependency
- Patchy support from local authorities (in particular at department level) depending on the local political context
- Lack of appreciation of the local and regional dimension of anti-poverty policies.

### **Practical examples/Illustration of this practice**

One of the key features of the plan is the Youth Guarantee which is aimed at 16 to 26-year-olds experiencing serious difficulties in entering the labour market. The individuals concerned are provided with social support and help with vocational training to facilitate their entry into the labour market. The scheme includes several months of intensive, collective support, regular placements in companies and financial assistance in the amount of €471.72 per month.

By 31 December 2016, 97,000 young people had taken up the scheme.

### **Name of the Practice/Innovative approach**

- *Preventing and combating radicalisation*

### **Context in which this practice takes place**

Family, child and youth policies are part and parcel of the effort to prevent and combat radicalisation. Because of their backgrounds and heightened vulnerability during their teenage years, certain groups are an ideal recruiting pool for jihadists. The programme of action developed by DGCS for France's Ministry

for Children and Families is part of the country's wider action plan to combat radicalisation and terrorism (PART).

### **Aim**

The objective of the programme of action is threefold:

- to prevent the radicalisation of the most vulnerable families and young people
- to support families affected by this phenomenon
- to support the mobilisation of social and medico-social service providers and associations responsible for child welfare, young people and families, including the most vulnerable.

### **Target group(s)**

Vulnerable families and young people

### **Partners involved**

Those working in the social and medico-social sectors, associations

### **Duration**

Plan launched in 2016

### **Concise outline**

The action plan has three priorities geared towards preventing radicalisation:

- Promote and bolster primary prevention measures which take effect before the shift occurs. The purpose of measures is to intervene locally, re-establish dialogue and relations and create counter-narratives using, for example, teams of outreach workers and any specific tools which they may have developed.
- Provide support for young people and families affected by the phenomenon, starting with improving the identification of individuals who are becoming radicalised.
- Support skills development among social and medico-social service providers responsible for child welfare, young people and families.

### **Implementation / Steps / Process**

The Directorate General of Social Cohesion began by developing a programme of action in 2015 which was later included in the interministerial action plan against radicalisation and terrorism.

The programme of action draws on existing provision. Within the framework of the prevention measures, the gender equality section of the anti-discrimination plan (LCD) helps to deconstruct gender stereotypes and so raises questions about the place of women in radical discourse.

In order to support skills development among those working in the social and medico-social sectors, a network has been formed whose members meet up on a regular basis to identify existing needs in terms of training and handling the various governmental initiatives.

### **Impact**

The programme of action has highlighted a high level of demand among professionals in terms of training and sharing good practice.

### **Conditions for success / Transferability**

The programme's success is conditional upon regular reviews and adjustments to take account of emerging trends in radicalisation and incorporate the policies developed at interministerial level.

**Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The plan has been implemented as part of the national strategy to combat terrorism.

**Final remarks, challenges (including problems faced during the implementation), lessons learnt**

For each strand of the programme of action, future measures are planned in order to make for more effective prevention of radicalisation (work on family relations between radicalised individuals and their close relatives, further development of standard training programmes for professionals, development of specialised prevention measures, etc.). In all of these measures, the emphasis is on stepping up the interministerial aspect of the fight against radicalisation.

**Practical examples/Illustration of this practice**

The one-day inter-professional discussions on “Radicalisation prevention as a key focus of social work and associations responsible for young people and families”, held on 3 February 2017 by the DGCS provided an opportunity not only to better identify the needs of professionals and look at “model” practices but also to start thinking about ways to deal with the situations encountered. It ended with calls from participants for regular gatherings of professionals so that they could discuss good practice, including notably with regard to “deprogrammement”.

**Name of the Practice/Innovative approach**

- *The fight against prostitution and pathways out of prostitution*

(including notably LAW no. 2016-444 of 13 April 2016 aimed at stepping up the fight against the prostitution system and assisting prostitutes)

**Context in which this practice takes place**

Over the past fifteen years or so, “traditional” prostitution has given way to sexual exploitation and human trafficking dominated by international crime rings which use a variety of means to put pressure on their victims. Government action to prevent and combat prostitution is making significant strides, as part of the plan to combat violence against women over the period 2017-2019. The law reflects France’s abolitionist stance on the issue of prostitution.

**Aim**

The law aims to provide an exit route out of prostitution and to promote social and occupational integration, to combat pimping, to decriminalise prostitutes, to develop prostitution prevention, to prohibit the purchase of sex acts and to make the clients of prostitutes accountable for their actions.

**Target group(s)**

Young people, women, prostitutes, clients of prostitutes.

**Partners involved**

Committees chaired by the Prefect have been set up in each département (co-ordinating départemental efforts to prevent and combat prostitution, and advising on any applications to participate in a programme to quit prostitution), government-funded associations (tasked, inter alia, with prevention), central government (financial support).

**Duration**

The law of 13 April 2016 is still effective, as part of the plan to combat violence against women which is due to end in 2019.

### **Concise outline**

The law abolishes the offence of soliciting (with prostitutes now recognised as victims), shifts the criminal burden from prostitutes to their clients (who can be fined €1,500) and introduces protection and assistance measures (a specially funded programme to help prostitutes exit the profession), prevention and awareness measures (including in the context of education and learning about citizenship). It allows foreign prostitutes who are on an exit route to be granted a provisional 6-month residence permit and the right to work, and provides for the establishment of a new body at département level (to better co-ordinate the measures put in place).

### **Implementation / Steps / Process**

Enrolment in a programme to exit prostitution is subject to the Prefect's consent and is a condition for access to various rights created by the new legislation (issuance of a provisional residence permit for foreigners, award of AFIS - financial assistance with social and occupational integration - for persons who are not eligible for basic social welfare).

Preventing and combating prostitution is a public policy, therefore, based around: the 5th interministerial plan (measures no. 44 to 53), funding earmarked for programme 137 (Action 15 "Preventing and combating prostitution"), the active involvement of local and regional women's rights teams in monitoring the départemental committees and pathways out of prostitution.

Impact As yet, no reports have been produced on the impact of the law or, more generally, the plan, as both initiatives are very recent. With the introduction of the programme to help prostitutes quit the profession, however, 2017 will see an initial assessment which will be based on the annual survey on the use of funds, with a special focus on the exit programme and the running of the committee responsible for monitoring the legislation.

At the time of writing, flash surveys conducted across the network of local and regional teams indicated that 59 official approval procedures for associations were planned, across 55 départements. Committees to combat prostitution were formally established at département level in March 2017.

### **Conditions for success / Transferability**

Success in this area requires long-term, co-ordinated involvement across the entire country. It also requires sufficient support and budgetary resources including mandatory assistance (the amount of which cannot always be determined in advance, with the risk that, in the medium term, there might not be enough resources if large numbers of people decide to take up the scheme) and active interministerial support given that the issue cuts across various areas of public policy.

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The law is a continuation of the commitments entered into by France in 1960 upon ratifying the United Nations Convention for the suppression of the traffic in persons and of the exploitation of the prostitution of others. The new legislation also draws on ratification of the Council of Europe Convention on Action against Trafficking in Human Beings.

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

It has been observed that in some rural areas, there have been delays in setting up committees to co-ordinate départemental efforts to prevent and combat prostitution.

Two priority courses of action have been identified: building a closer partnership with the Ministry of Justice, so that the Agency for the Management and Collection of Seized and Confiscated Assets (AGRASC) can start contributing financially to the policy to assist prostitutes, and actively involving

ministerial partners (in particular the Interior Ministry) in the work of the committee tasked with monitoring the legislation.

**Practical examples/Illustration of this practice**

AFIS, which is a mandatory, statutory form of financial assistance with social and occupational integration, will be awarded by decision of the prefect, following an assessment by the départemental committee.

It is intended for prostitutes who are on the exit route out of prostitution and who do not qualify for the activity solidarity benefit (RSA) or any other basic social welfare payments. The monthly amount of the AFIS varies according to the number of dependent children (from €330 for a single person to €636 for someone with three dependent children, +€102 per additional child).

While the budgetary resources allocated to this measure have increased considerably since 2015 (€4.98m budgeted for in 2016 compared with €2.17m in 2015), there is a risk that the funding might eventually prove insufficient if the number of claimants rises significantly, especially as it is hard to predict what the total cost will be.

## 1.10. GEORGIA

### Name of the Practice/Innovative approach

- *Emergency aid for families with children in crisis situations*

### **Context in which this practice takes place**

For the protection of families living in poverty, Georgia uses PMT system according to which qualified families receive targeted social assistance (cash benefits and benefits in kind), but there are cases in practice, when families, particularly children, need emergency aid

### **Aim**

Provision of food (including for children 0-1), cloths, beds and home appliances- washing-machine or refrigerator in order to meet basic needs.

### **Target group(s)**

Families with children in crisis situations.

### **Partners involved**

Ministry of Labour, Health and Social Affairs, LEPL- Social Service Agency, NGO-s

### **Duration**

On-going State programme

### **Implementation / Steps / Process**

1. Identification of children (families) in need of emergency/additional aid
2. Assessment of the needs by social workers
3. Ranking of applications according to priorities set by the special commission
4. Consideration cases and taking decisions by the commission
5. Delivery of procured aid to families

### **Which practice/policy/instruments from the Council of Europe and/or other international bodies were used? If not, please explain why**

COE Strategy for the Rights of the Child ; "Ending child poverty in Europe" – Parliamentary Assembly Recommendation 2044 (2014)

### **Impact**

More than 4 000 families with children being in crisis situations since 2014 were supplied with necessary products that alleviated their living conditions.

### **Conditions for success / Transferability**

Decisions on type and volume of the aid is taken according to set priorities by the special commission composed with representatives of the Ministry of Labour, Health and Social Affairs, LEPL- Social Service Agency and NGO-s

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

The aid is very effective, because in some cases children (families) are left without/are not covered by existing standard social protection schemes.

The main challenge: Since the aid should be delivered as soon as possible, products should be procured in advance. Therefore, not knowing the amount of products to be procured in advance, it's impossible to hold the tender.

Experience of the last year helped to calculate in advance approximate amount of the procured products and items and avoid bureaucratic constraints.

**Practical example / Illustration of this practice**

Family living in poverty having 4 children, including child with disabilities needed washing-machine and bed. They could not buy them with the distributed cash benefit.

The programme helped them obtain abovementioned items that allowed parents to give more resources, attention, time and care to children.

## 1.11. GERMANY

### Name of the Practice/Innovative approach

- *Training Works – Looking for late starters - Pursued as: Future Starter Initiative*

### **Context in which this practice takes place**

Low skilled people face a very high risk of long-term unemployment low job opportunities, low pay is often associated with entrenched poverty. Developing employability, providing for participation and fighting the hardening of (long-term) unemployment is mayor challenge for social inclusion .

### **Aim**

Fighting long-term unemployment and increasing employment opportunities of young adults.  
Improve the sensibility and the know-how of the case workers of the employment agencies on the local level for the qualification of young adults

### **Target group(s)**

Low qualified young adults 25 to 35 years old

### **Partners involved**

Regional employment agencies and various local initiatives in Germany

### **Duration**

3 years from 2013

Prolonged until 2020 as Future Starter Initiative

### **Concise outline**

To involve 100.000 young adults for training to a primary certificated qualification

To involve additional 120.000 young adults until 2020 (refugees will be covered by the programme too)

### **Implementation / Steps / Process**

During the three years around 15.000 participants have dropped out and 2.500 Participants haven't finished their qualification because they became employed.

### **Impact**

98.735 young adults were involved

## 1.12. IRELANDE

### **Name of the Practice/Innovative approach**

- *National Migrant Integration Strategy – 10 Specific Actions (Actions 17, 20, 21, 22, 25, 31, 48, 50, 55, 70)*

### **Context in which this practice takes place**

Up until end of 20th century, inward migration in Ireland consisted predominantly of regular migrants from stable westernised countries, often English speaking and already with the capacity to play a full role in society and integrate.

From the late 1990s onwards the profile of migrants coming into the State changed with large numbers of migrants and refugees arriving from Africa and Asia. Efforts to deal with this new cohort of migrants have until recently focused on meeting their immediate short-term needs – e.g. accommodation, medical needs, schooling for children rather than long term integration.

Ireland enjoys a political landscape free of strong right-wing anti-immigration parties in part due to a historically low rate of migrants arriving. Incidents arising from poorly integrated migrants were and are relatively rare.

However, increased pressure on State supports arising from the last global recession and recent events in the EU arising from the radicalisation of young migrants by terrorist groups has brought into sharp focus the need for a proper integration strategy in all States, including Ireland, that welcome migrants - particularly those from culturally different backgrounds and areas of conflict.

### **Aim**

The aim of these specific actions within the National Migrant Integration Strategy is to ensure to facilitate the social inclusion of migrants through targeted initiatives aimed at young people and to ensure equity of access to public services.

### **Target group(s)**

- EU/EEA Nationals
- Nationals of countries outside of the EU/EEA
- Second Generation Migrants
- Migrant youths

### **Partners involved**

- Government Departments and Agencies
- Local Authorities
- NGO Community
- Stakeholder Community groups
- Business Sector
- Civil Society (through public consultation)

### **Duration**

2017 – 2020

### **Concise outline**

The Migrant Integration Strategy seeks to achieve its aims through 76 specific actions across all aspects of Irish life.

7 Actions specific to priority area III are:

Action

17 Initiatives will be undertaken aimed at increasing the number of migrant representatives in local authority fora, like Public Participation Networks (PPNs), and other representative fora.

Action

20 Progress on reducing poverty and social exclusion among migrants will be monitored in line with the national social target for poverty reduction.

Action

22 The Migrant Consultative Forum will continue to offer the opportunity for NGOs whose primary focus is dealing with migrants, to engage on migrant-related aspects of social protection services on an ongoing basis over the lifetime of the Strategy.

Action

25 Research will be undertaken to assess how mainstream services are meeting migrant needs.

Action

48 A second National Intercultural Health Strategy will be developed by the end of 2017.

Action

50 The recording of ethnicity as part of ethnic equality monitoring across the health service will be promoted as a means of identifying unique needs of migrants and developing interventions to address these needs.

Action

55 In carrying out the reform programme on youth work funding, there will be an added focus on ensuring that young people from ethnic or religious minorities, migrants, refugees and asylum seekers have access to youth services in which they will feel safe and protected and which will assist and enhance their integration.

The National Youth Council of Ireland through funding provided by the Department of Children and Youth Affairs will continue to promote implementation of the recently published toolkit "8 steps to Inclusive Youth Work" which is available to all youth workers. The toolkit is broken up into 8 easy-to-follow steps to help youth workers to identify how good, inclusive practice is evident and measurable in their organisation's youth work.

### **Implementation / Steps / Process**

The Strategy was published by Government in Q4 2016. A Monitoring and Coordination Committee was established in Q1 2017 to oversee its implementation and has met twice. Thematic sub-committees have also been established to keep actions under review and ensure proper indicators are established and maintained. Mid-term implementation reports will be submitted to Government on an annual basis.

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

Current Irish Integration Policy, including the new Migrant Integration Strategy, has regard to the EU Common Basic Principles on Integration agreed at the Justice and Home Affairs Council in November 2004. The strategy also draws heavily on the strategic aims of the integration aspects of the EU Asylum Migration and Integration Fund (AMIF) which is used to support a number of the actions being carried out.

**Impact**

See reply in “Final remarks” below

**Conditions for success / Transferability**

- Buy-in by all actors across all sectors
- The agility of the strategy in terms of adapting to societal change
- The quality of monitoring indicators
- Availability of resources

**Final remarks, challenges (including problems faced during the implementation), lessons learnt**

Implementation of the Strategy is still at a relatively early stage. It is expected that the first lessons learned and any remedial actions required to ensure the strategy’s aims remain on target will emerge towards the end of 2018 when the first implementation review will take place.

**Practical example / Illustration of this practice**

All actions under the strategy involve practical interventions. All of the actions listed above are representative of a new innovative cross-cutting multi-disciplinary approach to integration on a national scale. Accordingly you could pick any of them as an example.

## 1.13. MALTA

### Name of the Practice/Innovative approach

- *Provision of social work and counselling services in the home of the families*

### **Aim**

To move people away from the risk of poverty and facilitate their integration into work, training or education. This includes facilitation to find employment, assistance in rearing children through a structured programme called “the Incredible years”, as well as, food packages if and when necessary.

### **Target group(s)**

Families that have child protection issues, unemployment, disability and health issues.

### **Partners involved**

The service is run by the State Agency namely the Foundation for Social Welfare Services in conjunction with the local NGOs where the targeted families reside.

### **Duration**

On-going programme but started in 2016

### **Concise outline**

A team of psychologists visit the referred families and offer therapy and counselling at home. They have the back-up social work service of the APPOGG community services, the mentors of the LEAP project that offer a network of community support and referral to employment.

### **Impact**

The agency is in a situation where it traced all vulnerable persons and therefore interventions can be tailor made for the beneficiaries. This includes the empowerment to find employment and targeted assistance as the case may be. The number of care orders reduced drastically. The number of people at risk of poverty started going down as from 2015.

### **Final remarks, challenges, lessons learnt**

To move people out of poverty, they need to be known to the authorities by name and action designed together with them to address the specific issues of the person. Sometime it calls for intensive and integrated work which comes at a cost but cheaper than short term interventions that render no results.

## 1.14. ROMANIA

### Name of the Practice/Innovative approach

- *Creating a new profession: Gender Equality Expert*

### **Context in which this practice takes place**

The ratification of the Istanbul Convention by our country in 2016 is a step forward in strengthening the universal legal framework for the protection and promotion of human rights and sends out an important positive signal with regard to Romania's firm commitment to respect and promote a series of firm measures to ensure adequate prevention and combat the phenomenon of violence.

The profession of Gender Equality Expert was created within a European project and implemented in order to integrate the gender perspective and to include specific modules for gender equality and domestic violence.

### **Aim**

The profession of Gender Equality Expert was created and implemented to integrate the gender perspective and specific modules for gender equality and gender-based violence have been included.

The experts' mission is to promote and apply the principle of equal opportunities between women and men in all their activities, to support active measures to prevent and combat gender-based violence.

### **Target group(s)**

The "Gender Equality Expert" takes into account all persons responsible for implementing public gender equality policies (social welfare, police, justice, border police, gendarmerie and penitentiary staff), with the implementation of measures that promote equal opportunities and equal treatment between women and men and with the elimination of direct and indirect gender-based discrimination.

### **Partners involved**

Given the fact that the European project under which this ground-breaking institution was created also had a national security component for dealing with the victims of domestic violence (integrated system for reporting and managing cases of domestic violence - SIRMES), the partner, who also took over the monitoring of the Gender Equality Experts' training, was the National Intelligence Academy of Romania.

In order to ensure equal opportunities in the academic environment, the academic sphere of trainers was extended to other universities as well as public institutions (e.g. National Council for Combating Discrimination), whose experts and professors were co-opted and contracted to hold the training sessions.

### **Duration**

15 months

### **Concise outline**

A Gender Equality Expert is specialised in the following:

- Collecting and analysing data and information on gender equality and gender-based violence in specific fields of activity;
- Drawing up reports, studies, analyses and prognoses on the application of the principle of equal opportunities and equal treatment between women and men;
- Formulating recommendations/observations/proposals to prevent/manage/remedy the context of risk that could lead to violations of the principle of equal opportunities between women and men and to gender-based violence, and respecting the principle of confidentiality;

- Identifying potential situations of non-compliance with the principle of equal opportunities and equal treatment between women and men and recommending desirable solutions for gender equality and equal treatment;

### **Implementation / Steps / Process**

There were 3 major steps in creating this new profession:

1. Accreditation/authorization of a training program for the profession of "Gender Equality Expert with all necessary procedures for accreditation being fulfilled.
2. Offering professional training for 1100 persons as gender equality experts, carried out with the help of 33 trainers.
3. Assessment of competences through a final exam, this being possible with the help of experts from the National Qualifications Authority.

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

When creating the profession of gender equality expert, we took into consideration Chapter III, Article 15, paragraph 1 of the Istanbul Convention, which states that "*Parties shall provide or strengthen appropriate training for the relevant professionals dealing with victims or perpetrators of all acts of violence covered by the scope of this Convention, on the prevention and detection of such violence, equality between women and men, the needs and rights of victims, as well as on how to prevent secondary victimisation.*"

### **Impact**

During the implementation of a European project, 1100 people were trained as gender equality experts (431 managers of local/central public authorities and 669 experts of local/central public authorities).

### **Conditions for success / Transferability**

The new National Strategy on Promoting Gender Equality and Preventing and Combating Domestic Violence 2018-2021 and its Operational Action Plan will include the establishment of a network of experts on gender equality and gender-based violence at national level. Courses will be addressed to staff from both local and central public institution and civil society, professionals, NGOs.

Romania remains committed to sharing the lessons learnt, to sharing best practices and accelerating progress by organising training courses for gender equality experts at national level, and possibly also at international level.

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

At first, civil society showed lack of enthusiasm towards the newly created profession. The source of dissatisfaction was the lack of knowledge of the content of the modules included in the training curricula, as the 1100 gender equality experts recruited and trained came from public institutions.

### **Practical example / Illustration of this practice**

"After finishing the training, I analysed all cases of domestic violence with much greater awareness of the issue. My main concern now is the safety of the victim. The safety of the victim and her children must be ensured as soon as possible after the incident has occurred. And if I contribute to their well-being, then I experience considerable satisfaction."

(male) judge - graduate of the Gender Equality Expert training program

## 1.15. RUSSIAN FEDERATION

### Name of the practice\ innovative approach

- *State social assistance on the basis of a social contract*

### **Context in which this practice takes place**

The provision of state social assistance on the basis of a social contract

### **Aim**

Social support for families in need - Overcoming poverty

### **Target group(s)**

Families or individuals on a low-income

### **Partners involved**

Ministry of Labour and Social Protection of the Russian Federation  
Council of Federation of the Federal Assembly of the Russian Federation (Committee of the Council of Federation for Social Policy);  
State Duma of the Russian Federation (State Duma Committee for Labour, Social Policy and Veterans Affairs);  
Civic Chamber of the Russian Federation;  
Public organisations

### **Duration**

Since 2012 till now

### **Concise outline**

The technology is aimed at encouraging low-income citizens to take active measures to overcome difficult life situations and poverty. Regional authorities offer these citizens a more substantial money support while making a social contract and a social adaptation programme. The activities include: job search; vocational training and further vocational education; start their own business

### **Which policy of COE or other international bodies were used**

European Social Charter

### **Impact**

In 2016, upon completion of the social contracts, 43.3% of low-income families with children improved their financial situation and overcame poverty

### **Conditions for success / Transferability**

Taking into account the best practices of subjects of the Russian Federation and effectiveness of the application of social contract technology, the following additional measures will be implemented by the state authorities of subjects of the Russian Federation:

increase of the number of low-income citizens (families) covered by state social assistance based on social contracts and increase of costs of regional budgets for these purposes, awareness raising;  
expansion of the list of activities aimed at stimulating citizens' actions to overcome difficult life situations, promoting the employment of parents including women on childcare leave, developing flexible forms of employment, ensuring proper conditions for childcare, upbringing and education of children in the family;

organisation of accounting and monitoring of low-income families (citizens living alone) for the purpose of state social assistance including on the basis of the social contract.

**Final remarks, challenges (including problems faced during implementation), lessons learnt**

We address the issue of co-financing from the federal budget for expenditure obligations of subjects of the Russian Federation for the provision of state social assistance based on social contracts in the medium term taking into account the economic situation and possibilities of the budgetary system.

The application of social contract technology facilitates the employment of unemployed able-bodied members of families in need, increases the social responsibility of citizens in fulfilling their responsibilities for the support and child-rearing.

**Practical example**

In 2016 per capita income in families with children at the end of the social contract as a whole across the Russian Federation increased, as in 2013, by 1.4 times.

Of the total number of families with children who received state social assistance based on social contracts, in general for the Russian Federation in 2016, 43.3% overcame difficult life situations (in 2013, 21.7%).

## 1.16. SERBIA

### Name of the Practice/Innovative approach

- *Social Impact Assessment of the Economic Reform Programme*

### **Context in which this practice takes place**

The European Commission introduced the so called European semester in EU accession process. Within this process, the Economic Reform Program (ERP) is a document created in order to establish a platform for more efficient fiscal planning and coordination of economic policies.

### **Aim**

To assess the impact of ERP structural reforms on society in line with the Guidance for Social Impact Assessment <http://sociojalnoukljucivanje.gov.rs/wp-content/uploads/2016/11/Smernice-za-procenu-uticaja-na-drustvo-ENG.pdf>

### **Target group(s)**

Decision-makers involved in the preparation of the ERP in Serbia and other countries participating in this process.

### **Partners involved**

Government of Serbia – Social Inclusion and Poverty Reduction Unit, Ministry of Finance.

### **Duration**

Continuous.

### **Concise outline**

The Social Inclusion and Poverty Reduction Unit initiated the introduction of the social impact assessment of the ERP reforms in 2015. Since then, two round of this exercise were performed and incorporated in the Serbian ERP, available at: [http://www.mfin.gov.rs/UserFiles/File/strategije/ERP%202017%20-%202019%20final\\_Eng.pdf](http://www.mfin.gov.rs/UserFiles/File/strategije/ERP%202017%20-%202019%20final_Eng.pdf)

### **Implementation / Steps / Process**

At the start of annual ERP cycle, the Guidance for Social Impact Assessment is presented to the line ministries participating in the ERP preparation. The SIPRU provides assistance in measuring the ex-ante impact of the reforms.

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The initiative was inspired by the debate initiated within CoE bodies on social impact of austerity policies in Europe, in particular in Greece.

### **Impact**

The Guidance was recognized by the European Commission as a valuable tool for decision-makers in the ERP process and the EC subsequently recommended to all the countries participating in the ERP process to perform a social impact assessment.

### **Conditions for success / Transferability**

The conditions for success are: constant capacity building of civil servants for performing social impact assessment, awareness raising activities targeting high-level decision makers and involvement of a broad range of stakeholders in monitoring (CSOs, social partners, academia, etc).

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

Given that this process is at very early stage and that austerity will remain one of the key features of Serbian and other EU acceding countries' economies, as well as other European economies, it would be of crucial importance to build consensus about this tool through the CoE bodies.

### **Practical example / Illustration of this practice**

Priority structural reform 1. TAX ADMINISTRATION TRANSFORMATION – Expected social impact

Improving the efficiency of the Tax Administration will make the process of assessing and paying taxes simpler, more predictable, more consistent and cheaper, thus improving the equality of participants in the market. Clear tax rules encourage citizens to start their own businesses and thus increase employment and the overall economic growth. Better collection of taxes improves capacity to make budget allocations for social welfare, education and health.

Priority structural reform 10. ESTABLISHING A COMMON INFORMATION PLATFORM FOR ALL INSPECTORATES AT THE LEVEL OF THE REPUBLIC (E-INSPECTION) – Expected social impact

The effects of the implementation of this reform are reflected in: the reduction of the number of workers in the informal economy and better functioning of the labour market as a result of improved quality of oversight and better work coordination between inspection services; better quality monitoring of compliance with labour contracts and rights of employees which will be provided by improved efficiency of labour inspectorates; better dissemination of information to the public and greater visibility of the work of inspectors in the field, provided by a quality information system; better qualifications of inspectorate services staff.

Priority structural reform 15. IMPROVING THE ADEQUACY, QUALITY AND TARGETING OF SOCIAL PROTECTION MEASURES – Expected social impact

The accessibility of social services to a large number of beneficiaries (particularly children, persons with disabilities, the elderly) as a result of improving the adequacy of cash benefits and raising the quality of social services; job creation and establishment of control mechanisms in the social welfare system as a result of the conclusion of the service standardization process and of the licensing of new social protection institutions and professionals; through continuous attendance of accredited employee training programs, social welfare centres' work efficiency and time savings will be increased; a positive impact on the health status of the most vulnerable population segments, through better housing, living, working, eating conditions.

## 1.17. CONFERENCE OF INGOs

### Name of the Practice / Innovative approach

- *17 October: International Day for the Eradication of Poverty (UN)*

Context in which this practice takes place

Each year, the Conference of INGOs of the Council of Europe marks the date of 17 October by organising a day of discussions on good practices on a specific theme, with over a hundred participants: in 2012, the four pillars of the Council of Europe made a joint declaration entitled "Acting together to eradicate extreme poverty in Europe"; in 2014 in Turin alongside the High Level Conference which launched the Turin Process; in 2015 on children facing situations of poverty; in 2016 on youth and their access to autonomy and in 2017, revisiting the 2012 Declaration. Since 2011, reports on the day's proceedings have been drafted and disseminated. On the same day, a ceremony in memory of the victims of hunger, ignorance and violence is held on the forecourt of the Palais de l'Europe. The organisation of that day is entrusted to a group of INGOs meeting within the "Extreme Poverty and Human Rights" Working Group of the Conference of INGOs' Human Rights Committee with the support of the Civil Society Secretariat and the Department of the European Social Charter.

### **Aim**

- reaffirm the goal of eradicating extreme poverty as a humanitarian priority resulting in dignity for all, citizenship, social cohesion and peace.
- ensure the recognition of social rights as human rights, particularly as set out in the European Social Charter; the indivisibility and interdependence of civil, political, economic, social and cultural human rights .
- show and assert the contribution of organised civil society with persons experiencing or having experienced poverty and social exclusion as well as the contribution of public authorities at all levels. Take stock of measures taken and identify difficulties to ensure faster and further progress.
- promote the development of inclusive societies which leave no one behind and call for the participation of all, particularly those who have experienced poverty and social exclusion.
- ensure everyone's access to their rights and that those rights are effective for all.
- participate in raising awareness of and promoting the European Social Charter which is recognised as the "Social Constitution of Europe", particularly by ensuring the ratification and implementation by states of the collective complaints protocol without any restrictions.

### **Target group(s)**

Persons or groups of people living in poverty and facing social exclusion, Council of Europe bodies, representations of member states, national NGOs, social services, social groups.

### **Partners involved**

Conference of INGOs (Presidency and Standing Committee), Department of the European Social Charter, Civil Society Secretariat, European Committee of Social Rights, Strasbourg Municipal Council, volunteer INGOs.

### **Duration**

One day each year

### **Concise outline**

Information sharing: round table, statements and debates, public event, participation of delegations representing NGOs coming from member states.

### **Implementation / Steps / Process**

Preparation and consultation with effect from January during the winter session of the Conference of INGOs, intermediate meetings in Strasbourg, communication during the summer session of the Conference of INGOs

### **Impact**

Awareness-raising, seeking consensus, promoting activities, communication to the wider public, participating in an international event

### **Conditions for success / Transferability**

Collaborative work between INGOs sharing a common vision, involvement of persons, support by the Conference of INGOs, the Civil Society Secretariat and the Department of the European Social Charter. Possibility of expanding the activities carried out on 17 October to other places and bodies

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

17 October is a fixed date in the diary of the Conference of INGOs. The Department of the European Social Charter has seen its merit. The other bodies are invited, particularly in 2017, when the joint Declaration of 17 October 2012 will be revisited. European Social Charter and the collective complaints process. The President of the European Committee of Social Rights and the Deputy Secretary General of the Council of Europe usually participate, which underscores the Council of Europe's interest in this Day.

Final remarks, challenges (including problems faced during the implementation), lessons learnt

17 October is recognised by the UN; this day, as organised by the Conference of INGOs in Strasbourg (it may be elsewhere depending on the meaning that people want to give to this event, for example Turin in 2014) has already had an impact in the Council of Europe. The intention is to improve communication on this event and to increase the number of participants.

### **Practical example / Illustration of this practice**

See the proceedings of previous events. 17 October 2014 in Turin was exceptional; the group in charge of the event was able to organise it away from Strasbourg in partnership with stakeholders in Turin. The involvement and contribution of local NGOs were particularly remarkable.

### **Name of the Practice/Innovative approach**

- *Observatory of the global agenda for social work and social development - Commitment to action promoting the dignity and worth of people - Good Examples from European Social Work*

### **Context in which this practice takes place**

During the past 25 years, as a result of increasingly right-wing neo-liberal 'free market' policies, Europe has undergone multi-dimensional welfare state transformations in financing, provision and regulation, accompanied by the outsourcing of jobs from Europe.

Today these changes are accompanied by violent conflicts ranging from Arab revolutions to war in some countries. These have direct consequences for our countries (terrorist attacks, flows of migrants and refugees, security policies, and nationalist demands)

They are also accompanied by the effects of climate change and many crisis situations and disasters (natural, human or industrial, epidemics, disasters...), where it has been seen that it is the poorest and most insecure populations who suffer the most violent impacts.

Current social issues include mass migration, mass unemployment of young and older people; the exploitation of workers (for example through insecure employment contracts and low wages); and the move towards privatisation of the public sector across the region.

We are witnessing the temptation to move from social approaches, focusing on prevention and social support in dealing with risk situations, to social control procedures, motivated by the desire to track or detect the potential dangerousness of individuals and populations

### **Aim**

This is not the rule and the mission of SW. Promoting and developing social cohesion and human rights means strengthening social work and social protection.

The Global Agenda show how social workers' actions make a positive contribution to those goals.

### **Target group(s)**

The target groups for the activities also vary widely: children and young people, adults with mental disabilities or mental health problems, former drug users, refugees and asylum seekers are among the groups mentioned. These categories of people are described as being in many different social situations. Exclusion from employment, cultural diversity, foster care, homelessness, intergenerational reproduction of poverty, violence against women, sexual abuse in institutions as well as anti-malnutrition programmes are situations dealt with in the contributions.

### **Partners involved**

- EASSW European Association of School of SW
- IFSW International Federation of Social Workers
- ICSW (International council of Social Welfare)
- ESWRA (European SW Research association)
- FESET (European Social Education Training)
- FICE (Fédération Internationale des Communautés Educatives)
- Power US network

### **Duration**

Every 2 years

### **Concise outline**

- Collects evidence about the positive actions of social workers, educators and social development practitioners
- Supports the implementation of the Global Agenda
- Gives visibility and credibility to innovative practices
- Promotes further action and lobbying

The submissions contained different forms of descriptions:

- 30 examples submitted from 16 countries
- 16 articles, 6 films, 4 posters and 18 other.

- “Other” means reports, descriptive texts, tool kits, guidelines, leaflets, links to web sites and pictures. By this it is clear that it is not only the practice that is wide and varying, the ways of presenting what is being done also take very different forms and shapes.

### **Implementation / Steps / Process**

As the submissions are examples of good practice, most contributions present methods, describing how the work is carried out. They give examples of developing social work practices and employees’ skills, gap-mending in social work education; the mobilisation of service users in practice development; working with students to influence future social workers; working in direct contact with people to prevent the breakdown of social ties and to identify methods for supporting independence.

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The example of the European Conference EASSW-UNAFORIS on 27, 28 et 29 June 2017 in Paris R. Descartes University

« Social Work Education in Europe: Challenging boundaries for a sustainable future ».

Under the patronage of CoE and UNESCO

### **Impact**

Even if this does not give us the full picture of social work, it still gives us an interesting glimpse of the extent of the practice

We are working with the Global Agenda Observatory to disseminate these good practices and link SW around Europe. The European Conference, which takes place every 2 years, is a way to share these practices.

We need closer links with CoE bodies to strengthen the evaluation of the impact.

### **Conditions for success / Transferability**

We are working with the UNESCO programme MOST (Management of Social Transformations) and the Inclusive Policies Lab. We try to develop co-operation between field practices (practitioners, communities and citizens, educators and researchers) and policy-makers to promote and support good practices in social innovation for social cohesion and an inclusive society.

Co-operation at the level of CoE is now an objective.

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

The social policies in a large number of CoE are being challenged to varying degrees or more softly with the consequence that the fundamental action of social work as an agent in human and social development and their concrete implementation are called into question.

### **Practical example / Illustration of this practice**

See the web links on the documents unclosed power point and PDF

#### **Name of the Practice/Innovative approach**

*Breaking down the age barrier which can discriminate against persons who are disabled after the age of 60*

### **Context in which this practice takes place**

The FIAPA, Fédération internationale des associations de personnes âgées (International Federation of Associations of the Elderly) has consultative status with the UN and, in this capacity, has proposed to the

UN a draft international convention on the rights of the elderly. In this context, at the colloquy it held in Havana in April 2017, the FIAPA launched a “Manifesto for the rights of older people to remain active citizens who participate in the social, economic, political and cultural activities of society and who build their own lives

### **Aim**

The FIAPA studies the subjects of the complaints which it is entitled to lodge.

This would, at long last, make it possible to prove that France is guilty of discrimination against disabled persons over the age of 60 because of the age barrier it imposes (if the persons concern is retired at this age) and oblige it to change the relevant legislation.

### **Target group(s)**

Elderly persons who become disabled after the age of 60.

### **Partners involved**

Collectif pour un vrai 5ième risque

### **Duration**

The time taken to bring a complaint before the European Committee of Social Rights

### **Concise outline**

Article 13 of French law No. 2005-102 of 11 February 2005 for the equal rights and opportunities, participation and citizenship of people with disabilities (“(...). Within a maximum of five years, the provisions of this law, which makes an age-related distinction between people with disabilities with regard to compensation for their disability and the covering of the costs of accommodation in social and medico-social establishments, will be abolished”) should have been applied since 2010 and not merely if the person became disabled before the age of 60 or before they retired (this is how the government subsequently interpreted this provision of the law).

### **Implementation / Steps / Process**

The FIAPA is currently studying the arguments together with the experts of the Collectif pour un vrai 5ième risqué; with a view to lodging a complaint with the European Committee of Social Rights

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

**Improving the assistance provided to elderly** dependent persons in France, by bringing it into line, in financial terms, with the assistance provided to people with disabilities.

### **Impact**

Improved knowledge of the process for bringing a complaint before the European Committee of Social Rights so that other complaints concerning the fundamental rights of the elderly can be submitted.

### **Conditions for success / Transferability**

Article E of Part V of the European Social Charter (page 26) is clear with regard to the principle of non-discrimination, which is reinforced by Article 13 (“Right to social and medical assistance: paragraphs 1 and 3), Article 15 ‘The right of persons with disabilities to independence, social integration and participation in the life of the community’: preamble and paragraph 3) and Article 23 (“Right of elderly persons to social protection”: sub-paragraphs 1-a and 2-b).

**Final remarks, challenges (including problems faced during the implementation), lessons learnt**

An evaluation will be made once the European Committee of Social Rights has replied to the complaint that will be submitted.

**Practical example / Illustration of this practice**

A PCH (disability allowance) may be up to four times that of an APA (personalised autonomy allowance); depending on the age at which the person became disabled in their daily, social and civilian life.

## 2. Youth and children

### 2.1. ARMENIA

#### Name of the Practice/Innovative approach

- *Knowledge Management System*  
(<http://elibsocial.am/en/>)

#### **Context in which this practice takes place**

Science and education professionals and potential stakeholders in the field of social protection.

#### **Aim**

Capacity building through providing professional and modern literature with modern IT solutions to employees of the Ministry, NGO social workers, researchers and students involved in the social and labour fields, and other social network professionals.

#### **Target group(s)**

- Employees of the Ministry,
- Social workers,
- Researchers and students involved in the social and labour areas,
- Other professionals of social network.

#### **Partners involved**

Ministry of Labour and Social affairs  
USAID

#### **Duration**

Enacted in 2015

#### **Concise outline**

The knowledge management and research resource system is one of the main capacity building tools for social workers in the Republic of Armenia (RA). The system has innovative solutions and consists of three major sub-systems: electronic library, training system (currently partially implemented but should be in full operation by the end of 2018), e-conference system (not yet implemented but should be in full operation by the end of 2018). The National Institute of Labour and Social Research is one of major organisations providing continuous training services for social workers. The launching of the system meant that many business training processes were automated, thereby leading to increased efficiency, as many social workers now have the opportunity to study all the material during and out of working hours.

#### **Implementation / Steps / Process**

- Project charters were developed for all 3 sub-systems.
- Terms of reference were developed for the E-library and E-training.
- Software development tasks were carried out and the knowledge management system was launched.
- During the second phase, new terms of reference were developed for the E-training and E-collaboration systems.
- Software development will commence in September 2017 and by the end of 2018 all the implementation tasks will be completed and the knowledge management system will be fully functioning.

**Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

In the process of collecting professional material for the knowledge management system, all the international organisations operating in the field of social work, education and science and also other similar international organisations supported the project through providing appropriate professional materials and copyrights for online publishing.

**Impact**

Increase in efficiency of training courses and decrease in costs of training courses.

**Conditions for success / Transferability**

Availability of periodically updated professional materials and appropriate IT solutions.

**Final remarks, challenges (including problems faced during the implementation), lessons learnt**

The main problem faced in implementation so far is the lack of professional materials in our native language. The optimal solution was to integrate an online translation tool. The translator makes it possible to select the desired word, sentence or bigger text, and to translate between English, Armenian and Russian.

**Practical example / Illustration of this practice**

Science 2016 National Institute of Labour and Social Research is using E-library to provide materials to social workers who are representatives of national social services and who, for a fixed time period, have to undergo professional training.

## 2.2. BELGIUM/FLANDERS

### Name of the Practice/Innovative approach

- *AMIF-project (Asylum, Migration and Integration Fund) Central Guidance for 16 to 18 year old newcomers from third countries*

### **Context in which this practice takes place**

AMIF-projects are designed to experiment with certain projects, with the (eventual) aim of structural implementation. Such projects allow us to gain insight into the specific needs of different people in regard to citizenship/civic integration.

### **Aim**

The project has two aims:

- a) Enhancing identity development and creating better chances at learning and school for the specific target group
- b) A quick and effective referral to the most suitable social, educational and professional trajectory

### **Target group(s)**

The target group are people:

- Between 16 and 18 year old
- Newcomers (less than 5 years in Belgium)
- Coming from third countries
- Legally living in Belgium (or following the respective procedure)
- Special attention is given to unaccompanied minor people

### **Partners involved**

Agentschappen Integratie en Inburgering (Agencies for Integration and Citizenship); co-financing by Europe and the Flemish government

### **Duration**

Still on-going

### **Concise outline**

In total, 8 such projects are on-going (Ghent, Antwerp, Brussels and the five Flemish provinces). On the one hand, the partners work together with the participants themselves to find a learning and development trajectory that fits them (individual level). On the other hand, they work on streamlining and optimizing the current trainings and guidance (a more structural level).

### **Implementation / Steps / Process**

The aim of an AMIF-project is to experiment with certain projects in order to structurally implement it in the future (i.e. process of experimenting before structural implementation).

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

Unknown

### **Impact**

At the end of 2017, an evaluation will be conducted as to evaluate the results and design a script with recommendations for structural implementation.

**Conditions for success / Transferability**

Unknown. Such (experimenting) projects seem transferable to other countries, taking into account the specific context of the country.

**Final remarks, challenges (including problems faced during the implementation), lessons learnt**

Unknown.

**Practical example / Illustration of this practice**

For example, in Dendermonde there is complementarity with different partners. The focus is put on counselling, societal orientation courses and group activities. For more information, see <http://socialeplattegrondovl.be/201611lseHaentjens.pdf> ; <http://www.flanders.be/en/nbwa-news-message-document/document/09013557801a6582>

## 2.3. BELGIUM/WALLONIA

**Name of the Practice/Innovative approach**

- *Plan for Social Cohesion in the Cities and Municipalities of Wallonia (Belgium)*

**Context in which this practice takes place**

At a time of growing insecurity and exclusion, the Social Cohesion Plan (PCS) seeks to promote the exercise of 6 fundamental rights which fall within the purview of regional authorities: the right to a decent income; the right to health care and social and medical assistance; the right to decent housing and a healthy environment; the right to work; the right to training; the right to cultural and social development.

**Aim**

The purpose of the PCS is to co-ordinate and develop a set of initiatives within municipalities so that everyone in Wallonia can live in dignity, through neighbourhood-based social development and action to combat all forms of vulnerability, poverty and insecurity in the broad sense.

**Target Group(s)**

The measures developed under the PCS are primarily aimed at the poorest and most vulnerable groups, while at the same time involving the wider population in order to foster social diversity.

**Partners involved**

The PCSs are implemented by local authorities with the emphasis on partnership with local partners and the voluntary sector.

**Duration**

The current programme covers the period 2014-2019.

**Concise outline**

The PCS comprises 4 strands of co-ordinated action: socio-occupational integration, access to decent housing, access to health care and treatment for addiction, restoring social, intergenerational and intercultural links. The aim is to co-ordinate action and encourage networking between all the relevant players in the interests of efficiency and to involve all the stakeholders with a view to promoting shared responsibility.

### **Implementation / Steps / Process**

The PCS is designed around a composite index concerning access to fundamental rights (ISADF) and a social cohesion diagnosis.

The ISADF, introduced by the IWEPS (Institut wallon de l'Evaluation, de la Prospective et de la Statistique), measures the level of social cohesion in every municipality in Wallonia. It provides information about the local population's access to the 6 fundamental rights, supplemented by a risk factor in relation to the maintenance of social cohesion across the municipality.

The social cohesion diagnosis, which is carried out by local players, identifies public and/or private initiatives already under way in the local area but also public expectations and the needs to be addressed. The action plan is designed according to the ISADF and the diagnosis and undergoes a final review in which all the stakeholders are involved.

### **Impact**

The PCS has helped to improve social cohesion so that everyone can play a part in community, political, economic and cultural life. It also ensures that citizens are able to lead independent lives and that the poorest receive support, providing them with a way out of hardship and back into society.

### **Conditions for success / Transferability**

There are a number of factors to consider here, in particular: the skills and competences of the project leader; the quality of the partnership forged with all the local partners and the voluntary sector; the involvement of elected representatives; the supra-municipal aspect; transversality; shared responsibility; citizen participation.

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The Council of Europe's New Strategy and Action Plan for Social Cohesion, approved by the Committee of Ministers on 7 July 2010.

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

The participatory joint review of the PCSs during the 2009-2013 planning process, in which the Council of Europe provided methodological support, highlighted some very interesting points, in particular better use of existing resources and the ability to tap into aspects of individual ill-being/well-being as crucial factors in social cohesion which have a ripple effect on the well-being of the population as a whole. If placed on a formal, systematic footing, this input can pave the way for an effective approach to reducing poverty and inequality in a context of limited financial resources and so make a vital contribution to the EU2020 targets.

### **Practical example / Illustration of this practice**

See the following publications:

- "Cohésion sociale, droits fondamentaux et pauvreté. Guide de bonnes pratiques locales " (2016);
- "La mobilisation et la participation citoyennes dans tous leurs états " (2017).

## 2.4. BULGARIA

### Name of the Practice/Innovative approach

- *Youth Guarantee & Youth employment initiative*

### **Context in which this practice takes place**

The general context of the scheme is the European Union, where youth unemployment rates became in 2013 an urgent priority (23,5 % EU average youth unemployment rate, in 11 out of 28 Members states, being over 25 %. In Bulgaria the youth unemployment in 2013 reached 29,2 %, 62,5 % in Greece and 26,5 % in France. Source: Eurostat).

The lost generation?

The Youth Guarantee Recommendation was formally adopted by the EU's Council of Ministers on 22 April 2013.

### **Aim**

The Youth Guarantee is a new major reform for youth employment, committed to take concrete actions to place young people up to 29, who are "Not in Education, Employment, or Training" NEET, in education, training and jobs. Under the Youth Guarantee Member States should ensure that, within four months of leaving school or losing a job, young people under 25 can either find a good-quality job suited to their education, skills and experience; or acquire the education, skills and experience required to find a job in the future through an apprenticeship, traineeship or continued education.

The Youth Guarantee is both a structural reform to drastically improve school-to-work transitions and a measure to immediately support jobs for young people.

The Youth Guarantee is based on successful experience in Austria and Finland that show that investing in school-to-work transitions for young people pays off.

### **Target group(s)**

In Bulgaria the target group was set up by NEET up to 29 years old who have registered in the Public employment service (PES).

### **Partners involved**

The Ministry of Labour and Social Policy, the Ministry of Education and Science, the Ministry of Youth and Sport, the Ministry of Economy and Energy, the Ministry of Regional Development, the Ministry of Agriculture and Food, the Ministry of Transport, Information Technologies and Communications, the national representative Employers' and Trade Union's organisations and NGOs. The National Plan for the Implementation of the European Youth Guarantee (NPIEYG) was approved by the National Council for Employment promotion and the National Council on Tripartite cooperation, the 18 ministries and finally it was passed by the Council of Ministers.

### **Duration**

On-going, 2014-2020

### **Concise outline**

The National Youth Guarantee is being implemented gradually. In 2014 the priority was given to training and employment for young people under 24, with primary or lower education (early school leavers), whose registration in the labour office took place in the last 4 months.

For youth with higher and secondary education, whose registration in the labour office took place in the last 4 months, a first job (internship) is funded.

The youth graduated from the secondary education are involved in vocational training according to the employer's needs with a view to acquire professional qualification.

Young people who do not work and do not study and are not registered with the labour offices are subject to active mediation by Youth mediators and Roma mediators in order to get informed about the services available upon registration with the labour office. For these young people, several "paths" are available to activate and integrate them into the labour market, according to their individual profile and personal preference: (1) Targeting local schools and / or Regional education inspectorate for return to the education system; (2) Targeting local PES registration and use of the services available for employment, internship, apprenticeship and training; (3) Targeting referral to organised labour salons, local associations, educational fairs and other informal means to support them for job or vocational training search; (4) referral to private employment agencies and temporary employment agencies as an opportunity to enter the labour market without the intermediary of the PES and support for job searching online and submission of online job application.

### **Implementation / Steps / Process**

1. Identification of NEET
2. PES registration
3. Profiling by the labour mediator
4. Drafting individual plan for labour integration
5. Implementation of the individual plan, often starting with a collective training during 6 weeks for groups of 6 and internships/apprenticeships in enterprises.

### **Which practice/policy/instruments from the Council of Europe and/or other international bodies were used? If not, please explain why**

The Youth Guarantee Recommendation, adopted by the EU's Council of Ministers on 22 April 2013.

A CoE activity in the same direction:

<http://ysrnetwork.weebly.com/employability-united.html>

Youth Social Rights Network in cooperation with the Youth Department and the European Youth Centre of the Council of Europe, organised an international meeting "Employability United" (European Youth Centre in Strasbourg, France, 19 – 24 January 2015). The aim of the meeting was to promote and support access to employment and autonomy for young people by training and networking among young people, youth organisations/youth workers, local authorities and business sector representatives.

### **Impact**

Youth guarantee performance 35,9% (% of total exits) young people took up offer within 4 months.

14,3 % proportion of NEETS were reached by the Youth Guarantee

YEI coverage

20 738 persons in YEI supported actions

388 972 659 BGN or 198 881 613 Euros is the national financing foreseen by the National Employment Action Plan national 2014-2020;

55 188 745 Euros is the YEI allocation matched by the same amount by the European Social Fund 2014-2020;

20 738 persons are involved in in YET supported actions

### **Conditions for success / Transferability**

The good practice is transferrable, starting from Austria and Finland, it is already implemented in all 28 EU Member states and is already bringing results. Norway also implements a Youth Guarantee. Compared to other structural reforms in Europe, the Youth Guarantee is probably one of the most rapidly implemented.

Final remarks, challenges (including problems faced during the implementation), lessons learnt  
The initiative is very effective. It should be considered as a social investment in the future of our children.  
This is a rights based initiative and should not be evaluated upon economical indicators only.  
However the ILO and many think-tanks have made relevant researches on the cost of the Youth Guarantees and the costs of inactivity in terms of benefits paid out and lost output  
[http://europa.eu/rapid/press-release\\_MEMO-15-4102\\_en.htm](http://europa.eu/rapid/press-release_MEMO-15-4102_en.htm)

**Practical example / Illustration of this practice**

Name: Theodora Nikolova Dobрева

Age: 24

Country: Bulgaria, Bourgas

Youth Guarantee programme: New Opportunity for Youth Employment

Current status: Accountant at DMC

<http://ec.europa.eu/social/main.jsplangId=en&catId=89&newsId=2631&furtherNews=yes>

## 2.5. CROATIA

### Name of the Practice/Innovative approach

- *Lifelong Career Guidance Centres (CISOK)*

### **Context in which this practice takes place**

CISOKs have been set up to deliver quality, tailor-made lifelong career guidance services to all citizens, especially young people (pupils and students), and other target groups who are not the usual clients of the Croatian Employment Service or educational institutions (NEETs) and for whom there is no single service provider. In order to deliver highly accessible services, the CISOK model is based on a partnership approach focusing upon the identified needs of the specific region or location – collaboration between local chambers of commerce, universities, adult education institutions, schools, NGOs etc.

### **Aim**

The purpose of CISOKs is to provide lifelong career guidance services to all citizens based upon the identified needs of clients – young people, adults, the employed and the unemployed – NEETS, students, teachers and employers. Centres are established to provide accessible, open and recognisable services and to enhance the existing career guidance and counselling services in Croatia.

### **Target group(s)**

The main target groups of CISOKs are: pupils in primary and secondary schools; higher education students; unemployed persons; employed persons (who are changing jobs or careers); employers; parents; school staff; career advisers; and others who have an interest in career development.

### **Partners involved**

Local body/Municipality  
Social institutions  
NGO/youth organisations  
Social partners (representatives of workers or employers)  
Education and Training institutions

### **Duration**

The new partnership-based CISOK model for lifelong career guidance was introduced in 2013 as a result of the IPA EU funded project “Improving lifelong career guidance and ICT support” – at first 9 CISOKs were established in 8 regions of Croatia. By the end of 2014 two more centres had been established. It is planned to set up centres in all regions of Croatia by 2022.

### **Concise outline**

The main role and expected outcomes of CISOKs are: to broaden the number of career guidance users – especially those who are not “covered” by the CES and other institutions’ services and are not in the CES register; to make career guidance services more accessible to all who need career guidance; and to deliver tailor-made services to clients, based upon collaboration with relevant partners at all levels - local, regional, national. The partnership approach is incorporated into all the Centre’s activities: client outreach, exchange of know-how and methods and improving CISOKs at national, regional and local levels.

### **Implementation / Steps / Process**

CISOKs provide services to clients according to their identified needs and their willingness to make decisions regarding their career. The Centre is organised according to the so-called “differentiated services model” providing different types of support, based upon the assessed needs of clients. LLCG

services provided by CISOK could include: self-help services, including web-based services, e-channels; brief assisted services (including information and advice); coaching the clients -individual case managed services, "information pages" on career guidance issues, staff training courses etc..

For those who need more help in making career decisions CISOKs provide individual case-managed services that could include individual and group counselling sessions

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

CISOKs were introduced in 2013 as a result of the IPA EU funded project "Improving lifelong career guidance and ICT support".

### **Impact**

Since 2013 (and up to 31 May 2017), CISOK services have been accessed by a total of 186,428 users. In 2015, CISOK's services were provided to a total of 60,834 users. Although CISOKs provide services for all age groups, the users of CISOK services are primarily young people (since 2013, 109,492 users, or 58.7% of all users, are under 29). The largest group of users are unemployed persons (67,115), followed by pupils from primary/lower-secondary schools (49,903), students from upper-secondary schools (30,121) and parents (11,408). In 2016 CISOKs' resources were used by 2719 NEETs, of which 2519 were active job-seekers while 200 were inactive.

### **Conditions for success / Transferability**

The most important success factors of CISOK are the agreed partnerships, including defined roles and responsibilities for delivering and financing CISOK services. The agreements that have been established to share information are a real strength as they help CISOKs to identify and target specific groups and plan activities according to their assessed needs. There is a long tradition of co-operation between the PES and schools in Croatia in providing vocational and career guidance services. CISOK centres provide recognisable services in accordance with quality standards, at the same time allowing flexibility, depending upon specific regional/local needs -types of clients, types of services, partnership organisations involved, especially NGOs, ways of providing premises etc. Each CISOK tailors its services to local and regional needs to ensure that they are 'fit for purpose.' This means that while there is a standard model with common goals and methods their delivery and target groups can vary.

The location of CISOKs away from PES premises has also helped to make the services more accessible to users.

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

Key challenges:

- To further improve public awareness of the importance of LLCG services
- CISOK services to become well known at local levels as central points for high quality LLCG services – both face-to-face and web-based services.
- Assuring the resources needed, according to identified priorities and needs and according to the available resources (human resources, financing and other).
- Stakeholder involvement – on-going communication with partners is needed to ensure their full participation in planning, creating, financing, monitoring and evaluating services

### **Practical example / Illustration of this practice**

CISOK uses a client-orientated approach to provide individual and tailored-made services to users on the basis of their individual needs. These include:

- self-help web-based services: self-assessment tools, information on careers, job vacancies, education and training opportunities and other labour market information

- group activities: these include group counselling, designed to improve career management skills and other competences required to integrate the labour market
- individual case-managed services – this includes career counselling and it is suited to those who need more help in making decisions about their careers

## 2.6. CYPRUS

### Name of the Practice/Innovative approach

- *Programme for the Psychosocial empowerment of youth of Cyprus*

### **Context in which this practice takes place**

The Programme is one of the services provided by the Youth Board of Cyprus (YBC). The YBC is a semi-governmental organisation whose mission is to promote the welfare of the young people of Cyprus. According to its mission statement, the YBC promotes the progress and prosperity of all young people of Cyprus, regardless of their religious, ethnic or racial origin. At the same time, it promotes their substantial and active participation in the social, financial and cultural development of our country (Cyprus).

### **Aim**

The Programme consists of 4 different but closely connected sub-services\* working as a network, aimed at empowering young people to rise to everyday challenges in terms of psychological and social difficulties.

\* Described below. Namely: 1410 Helpline, Web Counselling Service, "Mikri Arktos" programme for the psychosocial empowerment of youth & "Protasis" counselling services.

### **Target group(s)**

- (a) 1410 Helpline: students of all grades, young people up to age 35 and parents (no age limit)
- (b) Web counselling: as above
- (c) "Mikri Arktos" programme for the psychosocial empowerment of youth: young people age 16 – 35.
- (d) "Protasis" counselling Services: young people 16 -35 and parents (no age limit) whose main concern is their children under the age of 30 still living with them.

For all the above, target groups are persons who are seeking counselling, emotional support, guidance and/or personal development.

### **Partners involved**

Partners are other governmental departments and services and NGOs. Major partners are the Cyprus Antidrug Council, the Ministry of Education, the Cyprus Youth Clubs Organisation and the Cyprus Family Planning Association, as well as universities.

### **Duration**

It is an on-going service.

### **Concise outline**

As stated above, the Programme for the Psychosocial Empowerment of the Young People of Cyprus is a network consisting of 4 sub-services described as follows:

- a) 1410 Helpline: provides information, counselling and support via telephone for concerns regarding self-harm behaviour, violence (domestic, psychological, verbal and sexual), divorce, personal relations, social isolation, loneliness, crisis intervention, stress, affective difficulties etc. It is staffed by psychologists with proven expertise in tele-counselling and in crisis intervention. The Helpline applies the principle of anonymity and does not use a caller recognition system. The caller can therefore remain fully anonymous and is not obliged to give any personal details (age, town, occupation etc.). In addition to services to the public, the Helpline is promoted as the Ministry of Education's official helpline for students of all ages. Parental consent is not required in order to provide children with all the necessary support or information in accordance with their mental capacity, as assessed via the conversation. It is an inclusive service as no fees are

applicable for callers from Cyprus, age (or any other parameter) is not a criterion for exclusion, and nor is a person's status (migrant, refugee, native etc.). In addition, operators must be able to handle the calls in at least Greek and English in order for the service to be accessible to non-Greek speaking persons.

- b) Web Counselling works as the above described Helpline with the exception that all the services are delivered through computers or android and smart phone application.
- c) The "Mikri Arktos" programme for the psychosocial empowerment of youth. Experiential learning, support groups, psycho-education groups, interactive lectures, personal development groups and life skills training courses are the main activities covered by the programme. It provides the above-mentioned services to groups of adolescents and young people who are either members of a formal setting (schools, youth clubs, soldiers) or are outside any formal education or vocational setting. Subjects may include: stress management, self-confidence, communication skills, internet safety and challenges, emotional eating, relations, fears and phobias etc. As all the other services, it is free of charge and there are no preconditions for participation. Groups and actions are offered in Greek and English. The programme is staffed by psychologists with expertise in youth issues.
- d) "Protasis" counselling services provides counselling and support sessions by registered psychologists to youth and families. Parental consent is not necessary for adolescents aged 15 – 18 though this is the norm for other governmental organisations and services in Cyprus. Bereavement, intimate relationships, personal difficulties, decisions, stress, negative emotion, parental support and guidance, sexual or psychological abuse are some of the matters on which a person/couple/family can ask for help and support. Services are free of charge for everyone and as with the other services there are no exclusion criteria. Sessions are offered in Greek and English.

### **Implementation / Steps / Process**

The Programme adopts youth friendly procedures. Every person who is interested in receiving the services of Helpline or Web counselling just dials the number or logs into the webpage accordingly. For the other two services ("Mikri Arktos" and "Protasis") a phone call or an e-mail is enough. No papers, applications or any documentation is requested.

### **Which practice / policy / instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The services were designed and implemented before Cyprus joined the EU. Nevertheless practices, recommendations, policies and instruments from both Europe and international bodies e.g. the UN, are taken into consideration and, when necessary, integrated into our services.

The services are constantly informed and adopt regulations and directives that derive from conventions and working groups within the EU.

### **Impact**

The Programme is considered to be the only programme in Cyprus specially designed for young people providing prevention, psycho-education and counselling according to the needs of the person. In 2016 a total of 2002 persons used one of the four services.

### **Conditions for success / Transferability**

Continuous assessment of the services, flexibility, partnerships with other important services and organisations are some of the assets of the Programme. Being aware of contemporary challenges and the difficulties of adolescence and young adulthood is a condition for success. The youth friendly settings and procedures, the high professional standards and qualifications of our psychologists and team work are also success factors.

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

Low budgets are a major challenge for the implementation and further development of the programme. Keeping abreast of technology is also a challenge. Perhaps the biggest challenge is to be able to reconcile the bureaucracy of governmental services with young people's demands for flexibility and innovation.

### **Practical example / Illustration of this practice**

- a. An example by "Mikri Arktos". Stress and anger management for adolescents: Targets adolescents who are considered to be at a high risk of dropping out of school due to behavioural problems and/or delinquency. The programme is delivered within a school setting or in other premises if this is judged to be more effective. The intervention aims at psycho-education: understanding stress and anger, physical reactions, behavioural and emotional symptoms and how one can identify the first signs and symptoms before these escalate into a crisis/explosion. Students learn that neither stress nor anger are pathological conditions or conditions that are beyond their control. They learn management methods and relaxation techniques and are given a safe environment to share their personal experiences and receive support from peers.
- b. An example of how the network works - a concrete example: A young girl aged 16+ logged into the web counselling site for several months, reporting parental abuse, suicide attempts and hospitalisation in a psychiatric ward. Every time a psychologist tried to persuade her via the web to seek more regular help, she would drop out of the conversation and not log in for several days. When she returned to the conversation, she talked about her fear of personal relations, of her abusive fantasies etc. After our psychologists had tried for several months to relieve her pain and at the same time to motivate her to seek more regular help, she took a step forward and called the Helpline 1410. At first she did not refer to her prior experience with web counselling but soon the operators (who are the same as the web counsellors) realised that she was the same person. They gently encouraged her to start making some disclosures – first (and that's how we know the person on the web was a girl aged 16) she disclosed her name and age and started talking about her personal history and experiences. After some weeks of calling the Helpline, she felt ready to trust an expert and an appointment was fixed with a psychologist of "Protasis" counselling services. She had about 36 sessions – with drop-outs and come-backs, and a hospitalization at the beginning of the sessions. After completing sessions, she kept calling the Helpline for several months just to "report her state" (as she said). This example shows how three out of four services co-operated, and empowered a young person in a really difficult situation to stand on her feet and take action to get better. The network offered three different levels of safe places moving from complete anonymity to disclosure and revelation, in accordance with the client's needs and abilities.

## 2.7. CZECH REPUBLIC

### Name of the Practice/Innovative approach

- *Language support for children with different mother tongue*

### **Context in which this practice takes place**

Education and inclusions of children and youth who grew up and were brought up in a different environment, both culture- and languagewise and their knowledge of the Czech language is low or insufficient.

### **Aim**

Educational service, methodological support

### **Target group(s)**

Children aged 6-16 who will join the Czech school for the first time without regard the country of origin and type of residence.

### **Partners involved**

Ministry of Education, Youth and Sports  
META, association for young migrants opportunities

### **Duration**

2017 - 2018

### **Implementation / Steps / Process**

1. Help in the process of acquiring and the accessing Czech as a second language.
2. Linguistic support in the form of individual work, work with the whole class taking into account the diverse group of children and youth.
3. Methodical support for teachers, examples of good practice, contacts, expert studies, principles of work, tips and suggestions for specific activities, video records of Czech lessons and preparation of language activities by the participants themselves, etc.

### **Impact**

Children and youth speaking different mother tongue face heavier burden than their classmates. The educational support enables to increase their starting line and to equalize their chances which have been due to poor knowledge of the language much lower and therefore their chances of successful education could be at risk. A systematic support for to Czech teachers has been also provide

### Name of the Practice/Innovative approach

- *Introduction of paternity leave*

### **Context in which this practice takes place**

Introduction of a new sickness insurance benefit for fathers of newly borne children

### **Aim**

To strengthen the relationship between the child and parents in the early weeks of the child's life, to support and motivate fathers to engage in early child care and consequently to develop relationships within the family.

**Target group(s)**

Employers, self-employed persons, other participants of sickness insurance system

**Partners involved**

Ministry of Labour and Social Affairs

**Duration**

In force since 2017

**Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

Pro-family measure as a support of families in line with Article 16 of the 1961 Charter

**Impact**

Fathers of a newly born child will be entitled to seven days off anytime during the first six weeks after delivery. The benefit provided will be at the same level as a maternity allowance. Employees and self-employed persons participating in voluntary sickness insurance system will be also entitled to draw the benefit.

**Name of the Practice/Innovative approach**

- *The Project "Support of Children's Group Implementation"*

**Context in which this practice takes place**

Improvement of Children's Group Foundation

**Aim**

- Support of foundation and functioning of children's groups
- Integration of the system and maintenance of its quality
- Increasing of accessibility of qualified information concerning children's groups operation

**Target group(s)**

Employers, non-governmental non-profit organizations, territorial self-governing units, institutions, universities and churches.

**Partners involved**

Ministry of Labour and Social Affairs

**Duration**

January 2016 – December 2018

**Implementation / Steps / Process**

The Act No 247/2014 Coll., regulating Providing of Services in Children's Group is effective since November 11, 2014 and enables harmonisation of day-to-day professional and private life. The Children's Group has been an alternative service to preschool children since one year, offering flexibility and quality. The employer is usually the founder. The group consists of a maximum of 24 children, but usually less than 12 children. Up to date, there are already 401 children's groups established with total number of 5 136 places for pre-school children. The parent may apply a tax allowance for each dependent child who uses services of a Children's Group up to the minimum wage. The child care service provider in a Children's Group may deduct from the tax base the expenditure on the operation of its own pre-school

facility or allowances for the operation of the pre-school childcare facility provided by other entities for the children of its own employees.

Ministry of Labour and Social Affairs records Children's Group providers. To facilitate new registrations, online version was recently launched which allows online registration.

**Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

Pro-family measure as a support of families in line with Article 16 of the 1961 Charter

**Impact**

Families with children.

**Practical example / Illustration of this practice**

Introduction of Children's Groups has a very positive impact to families with small children, especially mothers who wish to keep in touch with professional duties, continue in their carrier and harmonise work with private life. As the Children's Groups are mostly in the employer's building, parents can be in a contact with a child during whole day.

Main positives:

- contribute to better alignment of work and family
- flexibility
- accessibility
- gradual entry or return to work
- individual access to every child
- less costly
- an alternative to others childcare services

**Name of the Practice/Innovative approach**

- *Methodical Handbook for Curators for Children and Youth.*

**Context in which this practice takes place**

Methodical support for specialists of the social and legal protection bodies focused on work with vulnerable children with risky behavior

**Aim**

- Respect of the autonomy of the child to the extent appropriate the evolving capacities
- Soft social work tools focusing on motivation of client which will enhance social work of curators for children and youth with adult clients

**Target group(s)**

Curators for children and youth, social workers, representatives of public authority

**Partners involved**

Ministry of Labour and Social Affairs

**Duration**

2017 - 2018

**Implementation / Steps / Process**

Methodical Handbook turns a paradigm applied in practice so far based rather on a repressive approach to child protection and emphasizes the child rights or curatorial approach in full compliance with the Convention on the Rights of the Child. In the frame of methodical management in the area of social and legal protection of children, the Ministry of Labour and Social Affairs started in 2017 with the implementation of the Methodological handbook; at first instance at specialized meetings with representatives of regional authorities. In 2018, educational seminars are planned for representatives and authorities of regional municipalities. The guide is available at <https://www.mpsv.cz/en/14313>.

**Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

Emphasizes the principles of the Convention on the Rights of the Child

**Impact**

Protection of the best interests of the child, the right of the child and the family to maintain autonomy, development ensuring adequate protection of the child in line with the principle of proportionate surveillance.

## 2.8. DENMARK

### Name of the Practice/Innovative approach

- “Children’s Houses”

### **Context in which this practice takes place**

The Children’s Houses was established in the context of a larger initiative launched by the Government in 2013 to strengthen the protection of children and adolescents from all types of violence and sexual abuse.

### **Aim**

The Children’s Houses ensure that child victims of abuse receive coordinated support and professional help from social services, police and health services in a child friendly environment. Furthermore, the Children’s Houses collect data on violence and abuse against children. A national statistical analysis on child abuse is published annually by the National Board of Social Services.

### **Target group(s)**

Children and adolescents in the age of 0 to 17, who have been or may have been subjected to sexual or violent abuse.

### **Partners involved**

The National Board of Social Services, social services in the municipalities, police, health services.

### **Duration**

The Children’s Houses opened in October 2013 and have, hence, been operating for 3.5 years.

### **Concise outline**

The Children’s Houses are staffed by professionals who are specifically qualified to handle cases of abuse of children and adolescents. Additionally, the Children’s Houses can involve police and health services, including forensic experts, as needed. The relevant authorities will physically meet in the houses to coordinate their casework and ensure that the child receives a timely and effective support.

### **Implementation / Steps / Process**

The National Board of Social Services is responsible for supporting the operation of the Children’s Houses and the cross-sectorial collaboration between the partners involved. Common professional quality standards are developed to ensure a qualified and uniform action in all cases of abuse.

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The establishment of Children’s Houses in Denmark was inspired by positive results with similar houses in other Nordic countries, e.g. Sweden and Iceland.

### **Impact**

In 2016, 1.295 children received help in the Children’s Houses.

During the first 3.5 years of operation, there has been an increase in the number of cases handled in the Children’s Houses each year. An evaluation carried out in 2015 suggests that authorities from the different sectors involved as well as the children have been highly satisfied with the overall cooperation and treatment in the houses.

### **Conditions for success / Transferability**

The cross-sectorial cooperation between social services, health services and the police is central for the purpose of the Children's Houses, and hence there was a thorough preliminary coordination between the Ministry of Social Affairs, the Ministry of Health and the Ministry of Justice prior to establishing the houses. Also, inspired by experiences in other Nordic countries a clear legal basis for the Children's Houses has been established.

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

The Children's Houses were evaluated in 2015 and, in general, the results imply that the houses are well-functioning and that all involved parties are satisfied with the work in the houses. However, there is still room for even better cooperation between the cross-sectorial authorities as well as the municipalities who are, respectively, utilising and operating the Children's Houses.

### **Practical example / Illustration of this practice**

A Children's House is located in each of the five regions in Denmark, covering all Danish municipalities (98). Each municipality is allocated to a Children's House located in their region. The Children's Houses are operated by one of the municipalities in each region on behalf of all municipalities in the region. They are funded by the municipalities partly through a fixed annual contribution (60%) and partly through municipal reimbursement per child or adolescent receiving support (40%). Children or their families do not pay for the support provided in a Children's Houses.

### **Name of the Practice/Innovative approach**

- *Model for early and preventive measures for vulnerable children and their families*

### **Context in which this practice takes place**

In 2013 the municipality of Herning began a larger reorganisation of its way of working with vulnerable children and their families. The reorganisation was inspired by Borås in Sweden. Hence, the model is in Denmark referred to as "the Swedish model" or "the Herning-model".

### **Aim**

To strengthen the quality of the support provided to vulnerable children. Enhanced focus is put on early and preventive measures. At the same time early intervention keeps public expenses down.

### **Target group(s)**

Vulnerable children and their families.

### **Partners involved**

Relevant parties in social services in the municipalities, e.g. social workers, healthcare workers and therapists.

### **Duration**

The municipality of Herning first implemented the model in a few districts in 2013. It has since been implemented throughout the municipality of Herning Municipality and the model has been adopted by other Danish municipalities as well.

### **Concise outline**

The model implies an enhanced focus on preventive measures which intrude as little as possible and allow the child to maintain a “normal” everyday life. Furthermore, the model implies fewer cases per caseworker, more frequent follow-ups in all cases and strengthened cross-sectorial organisation and coordination.

### **Implementation / Steps / Process**

The implementation phase has been centred on a fixed set of goals, e.g. that more children should be placed in foster care and fewer children should be placed in institutions. Since 2013, the implementation process has been evaluated twice - in 2014-2015 and in 2017. Both evaluations have indicated positive results.

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The municipality of Herning was inspired by Swedish practices in working with vulnerable children and their families. In particular the municipality of Borås has served as a good example for the model developed in Herning.

### **Impact**

Evaluations have shown positive results in the municipality of Herning. Each caseworker is now handling fewer cases, the frequency of follow-ups has increased, the cross-sectorial cooperation has been strengthened and the dialogue between the involved parties has improved with a positive impact on the quality of the administrative procedures. Furthermore fewer children have been placed in care, and those who are placed in care are more frequently placed in foster homes rather than in institutions. Meanwhile, the municipality of Municipality has experienced a decrease in public expenses.

### **Conditions for success / Transferability**

Evaluations suggest that preventive measures, cross-sectorial cooperation and enhanced dialogue between involved parties are key elements to ensure an effective implementation of the model.

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

Based on evaluations, it has been recommended to systematically measure the well-being of the children and to measure their progression over time. It has furthermore been recommended to compare results from districts where the model is implemented with districts which have not yet adopted the model.

### **Practical example / Illustration of this practice**

Since 2013 the municipality of Herning has decided to implement the model in all districts, and other Danish municipalities have adopted the model as well.

### **Name of the Practice/Innovative approach**

- *Methodological approaches in the area of drug abuse*

### **Context in which this practice takes place**

Youth (age 15-25) with problems in relation to drug abusive behaviour

### **Aim**

To ensure a holistic and effective evidence-based approach towards youth who are challenged by their use of addictive drugs

**Target group(s)**

Youth with severe drug abuse (age 15-25)

**Partners involved**

Municipalities, Centre for Alcohol and Drug Research and the Ministry for Children and Social Affairs

**Duration**

2014-2018

**Concise outline**

The programme aims to strengthen the systematic and evidence-based approaches to combating drug abuse among youth who are often socially marginalised.

**Implementation / Steps / Process**

The method is a holistic approach, which combines cognitive therapy and continuous one-on-one dialogue between the local mentor. Moreover the approach has a strong follow-up component to ensure against relapse into drug abuse.

**Impact**

The method is evaluated by the Centre for Alcohol and Drug Research through a randomized controlled trial (RCT). Preliminary results indicate that when all components are implemented the approach is effective in reducing drug use among youth. However, final results still remain to be published.

**Conditions for success / Transferability**

The method requires a close monitoring of the persons in treatment with high attention towards individualized needs and preferences. The preliminary results from the evaluation indicate that when used separately, the components are not as effective as when used in combination.

## 2.9. FRANCE

### Name of the Practice/Innovative approach

- *Preventing and combating radicalisation*

### **Context in which this practice takes place**

Family, child and youth policies are part and parcel of the effort to prevent and combat radicalisation. Because of their backgrounds and heightened vulnerability during their teenage years, certain groups are an ideal recruiting pool for jihadists. The programme of action developed by DGCS for France's Ministry for Children and Families is part of the country's wider action plan to combat radicalisation and terrorism (PART).

### **Aim**

The objective of the programme of action is threefold:

- to prevent the radicalisation of the most vulnerable families and young people
- to support families affected by this phenomenon
- to support the mobilisation of social and medico-social service providers and associations responsible for child welfare, young people and families, including the most vulnerable.

### **Target group(s)**

Vulnerable families and young people

### **Partners involved**

Those working in the social and medico-social sectors, associations

### **Duration**

Plan launched in 2016

### **Concise outline**

The action plan has three priorities geared towards preventing radicalisation:

- Promote and bolster primary prevention measures which take effect before the shift occurs. The purpose of measures is to intervene locally, re-establish dialogue and relations and create counter-narratives using, for example, teams of outreach workers and any specific tools which they may have developed.
- Provide support for young people and families affected by the phenomenon, starting with improving the identification of individuals who are becoming radicalised.
- Support skills development among social and medico-social service providers responsible for child welfare, young people and families.

### **Implementation / Steps / Process**

The Directorate General of Social Cohesion began by developing a programme of action in 2015 which was later included in the interministerial action plan against radicalisation and terrorism.

The programme of action draws on existing provision. Within the framework of the prevention measures, the gender equality section of the anti-discrimination plan (LCD) helps to deconstruct gender stereotypes and so raises questions about the place of women in radical discourse.

In order to support skills development among those working in the social and medico-social sectors, a network has been formed whose members meet up on a regular basis to identify existing needs in terms of training and handling the various governmental initiatives.

**Impact**

The programme of action has highlighted a high level of demand among professionals in terms of training and sharing good practice.

**Conditions for success / Transferability**

The programme's success is conditional upon regular reviews and adjustments to take account of emerging trends in radicalisation and incorporate the policies developed at interministerial level.

**Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The plan has been implemented as part of the national strategy to combat terrorism.

**Final remarks, challenges (including problems faced during the implementation), lessons learnt**

For each strand of the programme of action, future measures are planned in order to make for more effective prevention of radicalisation (work on family relations between radicalised individuals and their close relatives, further development of standard training programmes for professionals, development of specialised prevention measures, etc.). In all of these measures, the emphasis is on stepping up the interministerial aspect of the fight against radicalisation.

**Practical examples/Illustration of this practice**

The one-day inter-professional discussions on "Radicalisation prevention as a key focus of social work and associations responsible for young people and families", held on 3 February 2017 by the DGCS provided an opportunity not only to better identify the needs of professionals and look at "model" practices but also to start thinking about ways to deal with the situations encountered. It ended with calls from participants for regular gatherings of professionals so that they could discuss good practice, including notably with regard to "deprogrammement".

## 2.10. GEORGIA

### Name of the Practice/Innovative approach

- *Emergency aid for families with children in crisis situations*

### **Context in which this practice takes place**

To protect families living in poverty, Georgia uses the PMT system, under which qualified families receive targeted social assistance (cash benefits and benefits in kind), but in practice there are cases, when families, particularly children, need emergency aid.

### **Aim**

Provision of food (including for children 0-1), clothes, beds and home appliances - washing-machines or refrigerators - in order to meet basic needs.

### **Target group(s)**

Families with children in crisis situations.

### **Partners involved**

Ministry of Labour, Health and Social Affairs, LEPL- Social Service Agency, NGO-s

### **Duration**

On-going State programme

### **Implementation / Steps / Process**

1. Identification of children (families) in need of emergency/additional aid
2. Assessment of the needs by social workers
3. Ranking of applications according to priorities set by the special commission
4. Consideration of cases and subsequent decisions by the commission
5. Delivery of aid to families

### **Which practice/policy/instruments from the Council of Europe and/or other international bodies were used? If not, please explain why**

COE Strategy for the Rights of the Child;

“Ending child poverty in Europe” – Parliamentary Assembly Recommendation 2044 (2014)

### **Impact**

Since 2014 more than 4 000 families with children in crisis situations have been supplied with necessities which have improved their living conditions.

### **Conditions for success / Transferability**

Decisions on the type and amount of aid is taken according to priorities set by the special commission, which is composed of representatives of the Ministry of Labour, Health and Social Affairs, LEPL- Social Service Agency- and NGOs.

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

The aid is very effective, because in some cases children (families) are not covered by existing standard social protection schemes.

The main challenge: since the aid should be delivered as quickly as possible, products need to be procured in advance. However, as it is impossible to know the amount of products that need to be procured in advance, it is impossible to issue the tender.

The previous year's experience was helpful in calculating in advance the approximate amount of products and items that need to be procured and avoid bureaucratic constraints.

**Practical example / Illustration of this practice**

A family with 4 children, including one with disabilities, living in poverty needed a washing-machine and a bed. They could not buy them with the cash benefits to which they were entitled.

The programme helped them obtain the above-mentioned items, which, in turn, allowed the parents to devote more resources, attention, time and care to their children.

## 2.11. GERMANY

### **Name of the Practice/Innovative approach**

- a) *Precocious sensitisation of employers, staffs and women in the forefront of a maternity*
- b) *Establishment of a committee on maternity protection for the preparation of practical guidelines especially on medical questions*

### **Context in which this practice takes place**

- a) work area
- b) concreting the law

### **Aim**

- a) precautionous sensitisation concerning hazards for pregnant women or breastfeeding mothers
- b) identification and justification of the nature, extent and duration of irresponsible hazards for pregnant women, breastfeeding mothers and her child according to scientific knowledge / establishment of safety, occupational medical and occupational hygiene rules for the protection of the pregnant women, breastfeeding mothers and her child

### **Target group(s)**

- a) employers, staffs and women
- b) members of the committee on maternity protection

### **Partners involved**

- a) employers, staffs and women
- b) members of the committee on maternity protection

### **Duration**

- a) start running in January 2018
- b) start running in spring 2018

### **Concise outline**

- a) In the framework of the assessment of working conditions, the employer shall assess for each activity the hazards according to the type, extent and duration to which a pregnant woman, breastfeeding mother or her child is or may be exposed.
- b) The Committee on Maternity Protection is appointed by the agreement of four Federal Ministers of the Federal Republic of Germany. It will adopt a code of conduct and elect its chairmen from among its members.

### **Implementation / Steps / Process**

- a) start running January 2018
- b) establishment of the Committee

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

- a) – b) Art. 8 European Social Charter

### **Impact**

- a) Improvement of the knowledge about possible hazards for pregnant women, breastfeeding mothers or her children.

b) inclusion of scientific expertise in maternity protection / uniform legal application

**Conditions for success / Transferability**

a) Compliance with legal requirements by employers.

b) Responsible perception of the tasks by the members of the committee

## 2.12. HUNGARY

### **Name of the Practice/Innovative approach**

- *Sure Start Children's Home - the government has installed "sure start" centres for vulnerable communities that provide additional social support for poor children and their families promoting social cohesion*

### **Context in which this practice takes place**

Early interventions have great importance in preventing social exclusion at the earliest possible age in early childhood that has to be carried on in the school system. Since 2007 several types of programmes called 'Chances for Children' were launched in disadvantaged regions in order to increase chances for children and eliminate recurring poverty.

### **Aim**

Sure Start Children's Home endorses social inclusion of vulnerable families and their children especially in vulnerable areas by providing integrated social services. Reduce the socio-cultural gap between vulnerable children and children from families with better opportunities. To move people away from the risk of poverty and facilitate their integration into future education and better opportunities.

Promote vulnerable children to close up to the average before attending the education system.

Aim is to complement the existing system with a clear focus on the most vulnerable communities.

### **Target group(s)**

Communities/families in vulnerable situation/vulnerable areas with children as well as better situated families with children in interest to promote social cohesion and solidarity.

### **Partners involved**

The first Sure Start centres were originally set up in 2009 with funding from the Norwegian Grants and the European Union and since 2012 have been funded from the national budget.

The service runs already by the Ministry for Human Capacities, it is also mentioned in the legal act, it is funded from the state budget.

Municipalities and local communities.

### **Duration**

On-going programme since 2003

### **Concise outline**

In 2006 the programme provided services to 400 families and 700 children, adding to the current number of 4000 that use its services. It operates in more than 110 localities.

### **Implementation / Steps / Process**

Within the framework of Chance for children programme 112 'Sure Start Children's Houses' had been established until 2016. Besides supporting integrated regional children's programmes in disadvantaged regions, 50 new Sure Start Children's Houses are planned to be established by 2020. The expansion of Sure Start Children's Houses previously integrated into the child protection service is constantly going on. The so called 'Good Place to Be' programme is a new opportunity in settlements under 1,000 residents with many children but without services. Sites for children and youth and a series of programmes for several age groups are being developed. In disadvantaged settlements priority is given to prevention programmes: the 'Safety Net for Families' programme has been going on since 2012, designed to address family violence and human trafficking.

**Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

COE Strategy for the Rights of the Child;

Ending child poverty in Europe” – Parliamentary Assembly Recommendation 2044 (2014)

The service has been originally set up in 2009 with funding from the Norwegian Grants and the European Union and since 2012 have been funded from the national budget.

The establishment of Sure Start Children's Homes was inspired by positive results in western countries (esp.: UK)

**Impact**

This service reaches the most vulnerable people. Most of the Sure Start Children's Home are located in the most vulnerable areas, so the measures gain their end.

We have positive feedbacks from families participating in the programme provided by the Sure Start centres.

Families who are attending the Sure Start Home's take other families from the community in the programme improving social cohesion.

**Conditions for success / Transferability**

Evaluation of the service/system is possible after a few years dogging children's advancement in the education system.

**Final remarks, challenges (including problems faced during the implementation), lessons learnt**

The services are complementing the existing child care and social system with a clear focus on the most vulnerable communities. The inclusion of Children's Home in the Child Protection Act provides a permanent source for this from the national budget.

## 2.13. IRELANDE

### Name of the Practice/Innovative approach

- *Better Outcomes, Brighter Future, The National Policy Framework for Children and Young people 2014 -2020.*

### **Context in which this practice takes place**

The establishment of the new Child and Family Agency in 2014 represented the most comprehensive ever reform of child protection, early intervention and family support services in Ireland. The Policy Framework sets out what the Irish Government intends to do in achieving the best optimum outcomes and futures for children and young people across the country.

### **Aim**

The purpose of the Policy Framework is to co-ordinate policy across Government with five national outcomes and to identify areas that, with focused attention, have the potential to improve outcomes for children and young people (0-24 years) and to transform the effectiveness of existing policies, services and resources.

The five national outcomes are to ensure that children and young people are:

- Active and healthy, with positive physical and mental wellbeing;
- Achieving their full potential in areas of learning and development;
- Are safe and protected from harm;
- Have economic security and opportunity;
- Are connected respected and contributing to their world.

### **Target group(s)**

Children and Young People aged 0 – 24 years of age.

### **Partners involved**

All Government Departments, statutory and non-statutory bodies, State Agencies, Non-Governmental Organisations including the Community and Voluntary Sector, Children and Young People, Advisory bodies to the Irish Government

### **Duration**

2014 – 2020.

### **Concise outline**

This is Ireland's first overarching national policy framework for children and young people (aged 0-24 years), developed and led by the Minister for Children and Youth Affairs on behalf of the Government. The purpose of this framework is to develop and implement policies and services for children and young people across 163 policy commitments. The aim is to progress these commitments using an integrated and evidence-informed approach to working across Government.

### **Implementation / Steps / Process**

A High level Children and Young People's Policy Consortium (Chaired by the Minister for Children and Youth Affairs) was established to have oversight and drive cross-Government implementation. Another key element is the support of cross-sectoral priorities identified and led by sponsor Departments: the

Department of Children and Youth Affairs, the Department of Education and Skills, the Department of Health, the Department of Social Protection and the Department of Housing, Planning and Local Government.

**Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The development of the Policy Framework was guided by the rights of children as outlined by the UN Convention on the Rights of the Child (UNCRC) to ensure that child centered approaches are adopted.

**Impact**

The Department of Children and Youth Affairs is currently undertaking a mid- term review of the Policy Framework to consider the outcomes achieved to date.

**Conditions for success / Transferability**

For the Policy Framework to be successful, cross Government and interagency collaboration and co-ordination is essential in order to drive implementation and achieve better outcomes.

**Final remarks, challenges (including problems faced during the implementation), lessons learnt**

One of the problems faced during the 3 years of implementation has been lack of engagement from some sectors. The implementation team is currently looking at this particular issue as part of the Policy Framework's mid-term review which is currently underway.

**Practical example / Illustration of this practice**

There are 163 commitments in progress across Government. Some of these commitments are shared commitments and there have been some issues regarding reporting of progress.

## 2.14. ITALY

### **Name of the Practice/Innovative approach**

- *RSC (RGT in English) project for inclusion and integration of Roma, Sinti and Caminanti (Roma, Gipsies and Travelers in English)*

### **Context in which this practice takes place**

The project, strongly influenced by the approach determined by the Italian law nr. 285/1997, involves the following cities: Bari, Bologna, Catania, Firenze, Genova, Napoli, Palermo, Reggio Calabria, Roma, Torino, Venezia. After a three-year implementation, starting from 2017 the RSC project will be part of the PON (National Operational Program) "Inclusion" 2014-2020

### **Aim**

The Project's purposes are to develop processes of inclusion for RSC children and to reduce their discrimination.

### **Target group(s)**

RSC children and their families

### **Partners involved**

The project is promoted by the Italian Ministry for Labour and Social Affairs, with the Ministry of Education and the Istituto degli Innocenti.

### **Duration**

The first implementation dates back to 2012, and, after a three-year experimentation, the prosecution of the implementation of RSC project inside the PON Inclusion 2014-2020 represents a scaling up of its relevance and support.

### **Concise outline**

The Project's purposes are to develop processes of inclusion for RSC children, to reduce their discrimination and to strengthen local communities by creating integration between school, RSC families and children and social services.

The organizational structure of the project is based on a strong network between the central management of the project and the beneficiary cities; important aspects of governance are the multidisciplinary nature of the teams established to coordinate the actions at a local level and the role of the evaluation as part of planning and implementation processes within a mid-term time schedule.

### **Implementation / Steps / Process**

The implementation of actions has three core elements: the cooperative learning as an educational strategy; the empowerment of families to school and local services; the strengthening of the capacity of the municipality to act through multidisciplinary and multi-level teamwork, and the exchange of expertise and practices at national level.

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The European and national legal framework of the project lies in the "National Strategy for Inclusion of RSC 2012-2020", adopted by Italian Government to put into effect the Communication nr. 173/2011 from the European Commission.

## **Impact**

In the first three-year implementation there has been a constant increase of schools, classes and students (RSC and not-RSC students) involved in the project. Moreover, the RSC students involved in the project have had less school absences in comparison to the RSC students not involved in the project and their school results have relevantly improved.

Relevantly, the improvement of the results and school attendance is linked to a better inclusion of RSC students in the class. Other positive aspects concern the access to health and social services from RSC children's part; starting from the second year of the project there has been an increase of vaccinated children, of children cured by a dentist and by a pediatrician.

## **Conditions for success / Transferability**

For a successful transferability of the project it is necessary an improvement of the support net for the coordination of activities in the school and in the living context. Conditions for success lie in the strengthening of local governance with the creation of interinstitutional tables, in the building of the multidisciplinary team and in the adoption of a local plan for the inclusion of RSC community.

## **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

The inclusion of RSC population is a priority of the PON (National Operational Program) "Inclusion" 2014-2020, that supports the definition of common patterns of intervention for the fight against poverty and that promotes, through coordinated actions and pilot projects, new models of social interventions and integration of people and communities that risk social exclusion.

Therefore, the prosecution of the implementation of RSC project inside the PON Inclusion 2014-2020 represents a scaling up of its relevance and support.

## **Practical example / Illustration of this practice**

In the school, two typologies of activity are promoted:

Training of the teachers, mainly on the issue of cooperative learning;

Didactic workshops based on the methodology of the learning by doing with all the children of the target classrooms.

In the housing setting (camps or social housing) the project promotes access to quality services, with a specific focus on: women, children, and adolescents.

The monitoring and evaluation system develops around: the life environment of RGT minors, the characteristics of the learning environment and its relational dimensions; children's personal traits and those of the family environment in terms of point of weakness and strength/opportunity; the project activities implemented in the local housing and school context; the degree of satisfaction of participants (teachers, operators, children) about the project methodology and results.

### **Name of the Practice/Innovative approach**

- *P.I.P.P.I. (Program of Intervention for Prevention of Institutionalization)*

### **Context in which this practice takes place**

The program is held at a national level.

### **Aim**

Recognizing the parenting-support as a strategy that could break the cycle of social disadvantage and ensure children a good life path.

**Target group(s)**

Vulnerable families with children aged 0-11

**Partners involved**

The program, carried out by the Ministry of Labour and Social Affairs, in cooperation with the University of Padua (LabRIEF – Laboratory of Research and Intervention in Family Education) involves 18 Regions, 56 territorial areas

**Duration**

The program started in 2011 and it has one-year duration. The sixth year of experimentation (2017-2018) is presently running.

**Concise outline**

P.I.P.P.I. is a research-training-intervention-programme aiming at preventing child placement out-of-home by balancing risk and protective factors, and focuses on supporting parenting through multi-professional and resilient based intervention.

**Implementation / Steps / Process**

The different activities of the program find coordination in an integrated and shared assessment and care plan, in which children are surrounded by adults (parents, children, teachers, practitioners, other relatives, and all people involved in the promotion of a child's wellbeing) able to respond to their needs. All people involved are required to share responsibilities and to cooperate to ensure the child's wellbeing. To build the integrated and shared assessment and care plan was introduced a web-based tool, named RPMonline (Italian abbreviation for Assessment, Planning and Monitoring).

**Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

P.I.P.P.I. is part of a growing trend across Europe of using multidisciplinary teams to support vulnerable families, signaling a change to social welfare implementation across Europe. In multiple ways P.I.P.P.I. contributes to EU2020, the EU's Social Investment Package, and the Recommendation on Investing in Children.

**Impact**

Results give evidence to efficacy of the program in terms of goals that were achieved, of positive changing in families and of process of change in social practice that significantly started. The implementation underlined the importance of an holistic and integrated approach in evaluation, planning and intervention with families.

**Conditions for success / Transferability**

The methodology used in P.I.P.P.I. is based on the principles of participatory research, aiming to co-build knowledge by comparing and sharing the views of the researcher and the professionals. The goal is to change through improvement. This requires new learning through the experience of participants that are active subjects to work with, and not objects to analyze.

**Final remarks, challenges (including problems faced during the implementation), lessons learnt**

By using the Assessment Framework in its Italian adaptation RPM tools, P.I.P.P.I. seems able to prevent child placement out-of-home, responding to problems connected to poor parenting that may often lead to child neglect. The results obtained suggest that P.I.P.P.I. improves the development of children, the

parental competence and responsibilities, the social support, and the collaboration between parents and practitioners.

Moreover, the program initiates an experience aimed at promoting a performance-based approach within the public sector and this seems to be the biggest challenge, due to the weakness of national policies and to the fragmentation of the Child Protection System in Italy.

### **Practical example / Illustration of this practice**

The activities preview:

Home care intervention: Practitioners meet families in their home almost twice a week, for a minimum of four hours per week to support parenting capacities and parent-child relationships;

Parents Group: Meetings occur on weekly or bi-weekly basis, for 2-3 hours and the group activities aim at fostering reflective practice on parenting competencies, encouraging sharing between parents;

Family helpers: Each family is provided with a family helper to offer concrete and emotional support in daily life;

Cooperation between schools/families and social services: Teachers, with other professionals and families, outline actions to build a positive school environment, where children could learn social and emotional competencies.

The different activities find coordination in an integrated and shared assessment and care plan, in which children are surrounded by adults able to share responsibilities and to cooperate to ensure the child's wellbeing. To build the integrated and shared plan was introduced a web-based tool, named RPMonline (Italian abbreviation for Assessment, Planning and Monitoring).

## 2.15. LATVIA

### Name of the Practice/Innovative approach

- *Vouchers for the provision of flexible child-minders service to workers with nonstandard work schedules*

### **Context in which this practice takes place**

Demographic and social policy trends over the last several decades challenge traditional approaches to managing work and family life, especially practices around child care during working hours. Most parents with young children in Latvia work outside the home.

Finding affordable, high-quality child care is challenging in the best of circumstances. But for persons whose jobs are marked by volatile or nonstandard work schedules, child care access becomes extraordinarily difficult. These working parents, who often earn low wages and cannot rely on a consistent schedule (or pay check) or who work nights or weekends, have few child care options available to them. They often scramble to cobble together multiple care arrangements and rely on friends and family to care for their children. Different researches show that volatile, nonstandard schedules are a becoming characteristic of low-wage employment, increasing the child care challenges of workers who already face significant barriers to accessing affordable, quality child care.

In the past few years there has been growth in the part-time and contingent workforce and an increase in nonstandard work schedules – jobs requiring evening, weekend, night or variable schedules. The data proves that nonstandard work schedules have high distribution rate among workforce in Latvia. In 2016 approximately 32,4% of males and 28,3% females have worked in evenings, 15% of males and 7,3% of females have worked at nights and 36,3% of males and 32,3% of females have regularly worked on Saturdays and Sundays.

At the same time for employers it is significant to find a balance between the needs of the company and the individual, including reconciliation activities on work and family life balance, thus increase employee job satisfaction which in turn impacts employee turnover and productivity.

### **Aim**

Main aims:

- to find optimal child-care arrangement for workers with nonstandard work schedules;
- to find optimal conditions for inter-sectorial partnership and self-regulation practices;
- to find long-term model of subsidizing and development of flexible childcare service.

### **Target group(s)**

Main beneficiaries could be split into three target groups:

- Employees (parents with nonstandard work schedules);
- Employers (enterprises with nonstandard work schedules);
- Municipalities (in territory of which there are enterprises with nonstandard work schedules).

### **Partners involved**

There are five partners involved:

- Ministry of Welfare;
- Local governments - cities of Riga, Jelgava and Valmiera;
- Institute for Corporate Sustainability and Responsibility (InCSR)

**Duration**

33 months (from August 1, 2015 until May 1, 2018).

**Concise outline**

The measure is focused on introducing flexible child-care arrangements for workers of Latvian enterprises with nonstandard work schedules and further developing self-regulation or cross-section (private and public) subsidization scheme.

All the money entering the project through co-financing will be spent to increase the scale of the experiment, i.e., providing more services.

The experiment is being carried out in the enterprises that agreed to participate. There are two possible kinds of agreement: active participation (using the services provided and potential co-financing) and passive participation (as a control group without using the services provided). All the enterprises accepted should have workplaces where employees are working before or out of conventional working hours (8:00-18:00). The number of enterprises is not limited, and their location should be in Riga, Jelgava or Valmiera.

The experimental intervention is being performed and evaluated by the team of independent researchers selected on the tender basis. The team of researchers is performing all the research procedures, i.e. consultations with enterprises, implementation of the experimental intervention, monitoring and evaluation of the intervention.

**Implementation / Steps / Process**

The experimental intervention consist of three stages:

1st stage - preparation and pre-evaluation:

- detailed analysis of organisation practices, consultations of enterprises and selection procedure; forming of experimental and control samples; elaboration of data base and vouchers co-financing scheme; the organisation of the purchasing procedure for 150 registered child-minders;
- 2nd stage - implementation:
- within the period of 10 months the system of vouchers subsidising child-minders service will be implemented for 150 potential recipients in the territory of Valmiera, Jelgava and Riga; the voucher give the rights to use the purchased child-minder service not more than 20 hours per week for one employed person with non-standard work schedule and with a child up to 7 years of age; the implementation process will include permanent monitoring and consultations of personnel within experimental and control samples;

3rd stage - evaluation and communication:

- evaluation of the impacts and outcomes of intervention, comparative analysis of experimental and control samples, final evaluation, presentation of results, sharing of experience and communication with stakeholders and society, a conference.

**Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The measure is cofounded by the European Union programme for employment and social innovation (2014-2020).

**Impact**

The main expected result is the introduction of a focused political intervention on flexible child-care arrangements in Latvian enterprises with nonstandard work schedules and further development of self-regulation or cross-section (private and public) subsidization scheme.

### **Conditions for success / Transferability**

This social policy innovation should be implemented in a long-term perspective. After the experiment and outcomes evaluation, if the intervention meets the expectations, a new policy initiative will be elaborated, prescribing introduction of subsidised flexible childcare arrangements for parents with nonstandard work schedules available in the whole territory of Latvia. This would support the right of workers with family responsibilities to equal opportunity and treatment.

The interest from the part of employers at the beginning was rather low. However, dissemination of the project initial experience has increased the involvement of new enterprises in the implementation of the measure. It is important to continue work on the improvement of the knowledge and to raise awareness among employers and other stakeholders about these initiatives, potential benefits and necessary investments to ensure sustainability of action.

One of the good practices implemented in the project is considered development of an integrated tool of family-friendly childcare arrangements in the workplace for workers with nonstandard work schedules and annual evaluation of enterprises according to this tool. The Institute for Corporate Sustainability and Responsibility (InCSR), which is the main administrator of the Sustainability Index, participate in the project as a partner. They are reflecting results of the experimental intervention in the Sustainability Index 2017 within the instrument of a Family Friendly Enterprise (elaboration of a questionnaire, sampling, interviews with enterprises and publicity).

Final remarks, challenges (including problems faced during the implementation), lessons learnt  
For employers it is significant to find a balance between the needs of the company and its employees. However, child care services and reconciliation activities to ensure work and family life balance so far have not been a widespread practice in companies. The lack of good examples can be considered as one of the reasons for low involvement of new companies at the early stage of action.

As a result of project activities that have already been implemented, it was possible to identify challenges faced by stakeholders – employees, employers, local municipalities, child-minders, and governmental bodies. The increased number of employers expressing interest to participate in the project confirm that the provision of flexible childcare arrangements for employees with children is getting higher attention from employers' side, because it allows to implement the optimal pattern of work when family duties can be harmonized with the length and schedule of work.

Communication activities and additional tools to increase of the interest of employers are considered of the most importance to ensure effective implementation of social innovations with participation of enterprises.

### **Practical example / Illustration of this practice**

Total number of employers participating in the action is 38 (30 in the experimental group and 8 in the control group).

There is a widespread representation by sectors:

- transport and communication (e.g. Airbaltic, Airport Riga, "Rīgas Satiksme" etc.);
- rescue services;
- theatres and concert organisations;
- catering companies;
- retail businesses etc.

165 agreements between employers and employees are under implementation.

Project web page has been developed <http://www.lm.gov.lv/text/3159> and regularly update

### **Name of the Practice/Innovative approach**

- *Youth workshops*

### **Context in which this practice takes place**

Support measure for young people, not in employment and training, implemented within the National Youth Guarantee programme According to statistics, the overall situation of young people on the labour market is improving – the youth unemployment rate in 2016 Q4 decreased to 15.8% (2010-36.2%), the number of NEETs aged 15-24 years – to 18.3 thousand (2010 – 53.4 thousand).

### **Aim**

The aim is to help a young unemployed with insufficient level of education or without any work experience to make a decision about future education and employment choices.

### **Target group(s)**

Young registered unemployed aged 15-24 years without profession (gained vocational education) and work experience or with work experience in low-skilled professions.

### **Partners involved**

The State Employment Agency, vocational education institutions.

### **Duration**

Individual support for 1.5 months (6 weeks). Measures are being implemented since 2012 and till 2020.

### **Concise outline**

A young person comes to the State Employment Agency (SEA) and gains the status of an unemployed person. The SEA assesses the profile of a young person (level of education, work experience etc.) and suggests an appropriate list of support measures for fostering employment. An agreement with vocational education institutions is signed and a young person may choose up to three professions from the provided list of professions by educational institutions. Then a young person goes to one or several educational institutions to try up to three different professions and makes a choice for further studying.

### **Implementation / Steps / Process**

Within the measure, a young person has the possibility to try out one, two or three different professions (on average two weeks in one profession) in workshops at vocational schools under guidance of a teacher. A monthly allowance of 60 EUR is paid (90 EUR for young unemployed with disabilities). The activity takes place 5 times a week for at least 6 academic hours per day, includes at least 60% of practical classes and no more than 40% of theoretical classes.

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The measure is part of the National Youth Guarantee programme and is financed by the state budget, European Social Fund and Youth Employment Initiative.

### **Impact**

The measure helps to make a more thoughtful decision on the future education and place of work. According to OECD study "Investing in Youth: Latvia" ([http://www.keepeek.com/Digital-Asset-Management/oecd/social-issues-migration-health/investing-in-youth-latvia\\_9789264240407-](http://www.keepeek.com/Digital-Asset-Management/oecd/social-issues-migration-health/investing-in-youth-latvia_9789264240407-)

en#.WUDidfmGOUk#page3), promotion of “Youth workshops” in parallel of the second chance is a useful complement to ensure that future participants are motivated by the profession they are qualifying for. These workshops can act as pre-apprenticeships and could help bridging gaps in educational schedules while brushing up patchy literacy or numeracy skills, building motivation, making youth familiar with a work rhythm and possibly providing short spells of work experience.

The national project data showed that on average one third of all participants become employed 6 months after participating in the measure, but it should be mentioned that many young people start participation in other support measures after finishing youth workshops (also, on average one third of all participants).

#### **Conditions for success / Transferability**

A good cooperation with vocational education institutions should be established on the national level. The measure should be targeted at those low-skilled young people, who have little or no experience on the labour market.

As was mentioned in the OECD study, a clear link between youth workshops and possibility to enter vocational education programmes should be established.

#### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

See the chapter “Conditions for success/transferability”

#### **Practical example / Illustration of this practice**

See the chapter “Concise outline”

## 2.16. LITHUANIA

### Name of the Practice/Innovative approach

- *Open Youth Centres*

### **Context in which this practice takes place**

The center is open to social and cultural changes, different life situations, conditions and world views, and the interests of young people. The activities and propositions offered to young people at the center are not conditional on membership; there are no participation fees or other factors that can limit opportunities for young people to become involved. All activities are carried out during the free time that young people have and in a place that is suitable for them.

A form of working with young people that has long-standing traditions in Western Europe, open youth work began to become established in Lithuania several years ago (2006). Until that year, many youth organisations and organisations working with young people had manifestations of this form of work, but the youth policy framework and the youth-related financing mechanism as well as the opportunities it provides were not focused on flexible forms of work – in essence, this activity was based on project activity funding and was oriented towards more active youth.

In expanding the youth policy, open youth centers were set up in several municipalities of Lithuania with the purpose of providing open work with young people with fewer opportunities. Unused premises also became available in various institutions that could be adapted for youth needs. These premises became known as open youth spaces. Open youth centers and open youth spaces are currently the only forms of open youth work.

The experience accumulated by Western Europe and Lithuania is the reason behind the concept of Open Youth Centers and Spaces. Its aim is to establish open youth work and forms thereof – open youth centers or open spaces – as one of the means of supporting young people that complement the methods of youth work and forms of youth activity, and also as a specific tool for the development of an integrated youth policy aimed at interdepartmental cooperation.

### **Aim**

- To create conditions for self-determined youth to participate in specific activities, especially with the goal of engaging young people who are not involved in educational activities or the labour market;
- To ensure that the activities meet the needs of youth and contribute to them becoming well rounded people with adequate social and life skills;
- To create conditions to motivate young people to participate in activities that meet their needs, and encourage them to improve and develop their entrepreneurship skills and skills necessary in the labour market.

### **Target group(s)**

Young people aged 14 to 29 who live in the area where the open youth centre operates.

### **Partners involved**

The following are involved in the activities of the open youth centre:

1. Youth workers. These are the principal people carrying out the work. They should have a social sciences or equivalent education (theoretical knowledge) and extensive (at least 2–3 years) practical experience working with young people in the context of non-formal learning (outside of school, studies, work or the family). These should be people who are capable of working with young people in different contexts of youth work outside of the formal education system and who do not belong to the formal education system.

2. Volunteers. Volunteering is an important component of open youth work, so its development is one of the tasks of the youth worker. In this case, the people who volunteer simultaneously help both the young people and the youth workers.
3. Freelance specialists. In expanding the variety of activities offered by a centre, external specialists – people who do not work at the institution regularly but who have specific competencies and skills – may be hired by consensus, taking the wishes of the young people into account and if finances allow. This is especially true for interventional activities like psychological, legal or other professional counseling, although it can also involve various other professionals such as musicians, choreographers, potters, event hosts, training managers and other people who are specialists in their field and who are able to engage and involve young people and, in coordination with related subjects, organise continued activities and so on.
4. Open youth centers maintain regular contact and cooperate with institutions in the same residential area that deal with young people such as schools, parishes, police, youth organisations, elderships or communities, libraries and non-formal education institutions. If necessary, they also interact with the families of young people.

### **Duration**

On-going, as long as the activities of the open youth center take place.

### **Concise outline**

The open youth center carries out the following functions:

- working with both youth groups and individuals;
- providing preventive, informational, counseling, and socio-cultural services, social and life skills development services, and other services related to the development of young people;
- organising activities that promote the motivation and skills that young people need for successful integration into the labour market, taking the situation of the municipality into account;
- when necessary and if possible, providing other free-time, social and psychological or crisis counseling services for young people;
- developing and maintaining regular contact with institutions in the same area that deal with young people such as schools, the police, parishes, youth organisations and the community, as well as with institutions that implement children's rights and provide assistance to the family, such as departments for the protection of child rights, social support departments and elderships;
- developing and maintaining contact with local labour exchanges or youth employment centers that operate in the same area;
- assessing the center's goals, quality of activities and impact on young people on a yearly basis;
- cooperating with other institutions that work with young people;
- ensuring that public order requirements are complied with at the center.

### **Implementation/Steps/Process**

Open youth centers can be founded by municipalities, non-governmental organisations, or local or religious communities (either unilaterally or jointly).

An open youth center stands out for the fact that it has more than one room (space) where various activities for young people can take place. In order to have flexibility in everyday situations, it is important to simplify the administration and reporting system, giving more authority to the open youth work institutions to properly allocate financial resources according to their actual needs.

The municipality, private or other founder (in conjunction with the municipality) must ensure continuity of the functioning of the open youth centers.

The open youth work initiator (the Department of Youth Affairs under the Ministry of Social Security and Labour) and/or the executors and persons delegated thereby (e.g. open youth center representatives) must, on the principle of equal cooperation, develop management models for open youth centers and spaces as well as quality assurance conditions and a mechanism tailored to a specific open youth work institution.

**Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

None. European documents were not examined.

**Impact**

Meeting the social needs of young people: open youth work is oriented towards the needs of young people and the situation and conditions of their lives; it addresses the issues that young people are interested in and that are important to them.

**Conditions for success/Transferability**

A space or premises is required that is dedicated and adapted to open youth work, i.e. this can be at an institution (cultural, educational, sports or social), without changing the legal status of the institution and adapting it to open youth work using the existing measures or methodological base.

However, the main precondition for success is volunteering – all open work activities or offers to become involved in them are based on young people volunteering of their own accord.

The aim is for the principles of open youth work to be applied in implementing the EU funded Youth Guarantee Initiative.

**Final remarks, challenges (including problems faced during the implementation), lessons learnt**

The main problem encountered in open youth center activities is the high turnover among the young people who work at the open youth centers. Since the people who work at the open youth centers change frequently and the young people who attend the centers are usually regular visitors, there are problems when a young person who has built a relationship with a worker has difficulty trusting a new person every time.

**Practical example/Illustration of this practice**

One of the main goals of the open youth centers and spaces is to get young people with fewer opportunities involved in meaningful activities and in this way to strive for variety and quality in youth work services and accessibility to as broad a circle of young people as possible, as well as the rational use of financial and human resources.

This is a place where young people, regardless of their social status, can engage in activities that are of interest to them, fulfill their potential, and participate at a time that is convenient for them, since there is no schedule of where, when and what to do. Young people can come to the youth center and do what they are interested in.

The youth center fully guarantees young people a safe place where they can spend their free time after school or work. In all youth centers, the main figure is the youth center worker who strives to ensure youth involvement and self-realisation, and organises activities of interest to the young people who attend the youth center that are meaningful and beneficial to society.

The workers do more than just maintain order and organise various events – they also befriend the young people and are there for them to answer questions that concern them, give them their opinion and advice in one case or another, and help them look for solutions if they are faced with a problem.

Youth centers also provide the opportunity for young people to become involved in the organisational activities themselves.

## 2.17. LUXEMBOURG

### Name of the practice\ innovative approach

- *New parental leave*

### **Context of implementation of this practice**

The right of workers with family responsibilities to equal opportunities and equal treatment (Article 27 of the European Social Charter)

The "Promoting social inclusion by reducing poverty" goal of the Europe 2020 Strategy

### **Aim**

The aim of the reform of parental leave is to meet more adequately the needs of parents by promoting a balance between family and working life, and to increase the number of mothers and fathers who take advantage of this leave.

### **Target group(s)**

Father and mother

### **Partners involved**

Social partners

### **Duration**

Undefined

### **Concise outline**

The aims of the reform of parental leave are to:

- promote a balance between family and working life;
- create a strong bond between children and their parents;
- better meet parents' needs;
- increase the share of fathers who take up this leave in order to foster equal opportunities;
- increase the overall number of people using it.

### **The reform introduces:**

- Greater flexibility regarding periods of leave;
- a higher allowance amount;
- as well as other improvements in the arrangements for parental leave.

### **Implementation/Steps/Process**

Entry into force on 1 December 2016

### **Impact**

The reform aims to increase the number of persons taking advantage of parental leave (see the reply under concise description)

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The 'fostering social inclusion' goal of the Europe 2020 Strategy

Reform of parental leave seeks to achieve a coherent family policy which ties in with current societal needs. The aim is to offer both parents the best tools to bring up their children while ensuring that they are able to maintain a link with their professional activities.

**Practical example / Illustration of this practice**

Number of women/men who will use the new parental leave

## 2.18. MALTA

### Name of the Practice/Innovative approach

- *Provision of social work and counseling services in the home of the families*

### **Aim**

To move people away from the risk of poverty and facilitate their integration into work, training or education. This includes facilitation to find employment, assistance in rearing children through a structured programme called “the Incredible years”, as well as, food packages if and when necessary.

### **Target group(s)**

Families that have child protection issues, unemployment, disability and health issues.

### **Partners involved**

The service is run by the State Agency namely the Foundation for Social Welfare Services in conjunction with the local NGOs where the targeted families reside.

### **Duration**

On-going programme but started in 2016

### **Concise outline**

A team of psychologists visit the referred families and offer therapy and counseling at home. They have the back-up social work service of the APPOGG community services, the mentors of the LEAP project that offer a network of community support and referral to employment.

### **Impact**

The agency is in a situation where it traced all vulnerable persons and therefore interventions can be tailor made for the beneficiaries. This includes the empowerment to find employment and targeted assistance as the case may be. The number of care orders reduced drastically. The number of people at risk of poverty started going down as from 2015.

### **Final remarks, challenges, lessons learnt**

To move people out of poverty, they need to be known to the authorities by name and action designed together with them to address the specific issues of the person. Sometime it calls for intensive and integrated work which comes at a cost but cheaper than short term interventions that render no results.

## 2.19. MONACO

### Name of the practice/innovative approach

- *Protection of minors with respect to employment*

### **Context in which this practice takes place**

The age limit below which the paid employment of children is prohibited is laid down in Law No. 719 of 27 December 1961 on the minimum age for employment.

### **Aim**

Article 1 of the above provides that before completion of compulsory schooling, i.e. before the age of 16 years, children may not be employed, even as apprentices, in any establishment of any kind or in any business, industry or profession.

The only exceptions are establishments, businesses, industrial undertakings or professions employing only family members under the authority of the father, mother or guardian.

### **Target group(s)**

Minors

### **Partners involved**

Department of Employment  
Occupational Health Office

### **Duration**

The relevant jobs are usually of very short duration and subject to strict supervision.

### **Implementation / steps / process**

Teenagers are also protected under Ministerial Decree No. 58-168 of 29 May 1958 on special occupational health and safety measures for women and children, as amended and supplemented by Ministerial Decree No. 66.306 of 15 November 1966.

This prohibits the employment of young persons aged under 18 years in hazardous occupations and lays down maximum loads which they may carry, push or pull, while also prohibiting their employment in any occupations contrary to public decency or which may cause them moral harm.

### **Impact**

In practice, apart from the inspections by labour inspectors, supervision by occupational physicians and parental consent, the various regulations prohibit a large number of activities, in particular the operation of dangerous machinery, and limit the working week to 39 hours and the working day to eight hours, with no possibility of increasing those figures. In addition, provision is made for compulsory breaks after a maximum of four hours of work and night work (between 10 pm and 6 am) is prohibited.

**Which practice/policy/instruments** of the Council of Europe and/or other international bodies were used? If none, please explain why

The principles of the Monegasque provisions were adopted before Monaco acceded to these instruments.

**Practical example / Illustration of this practice**

To help young people with difficulties continue their schooling, Monaco has introduced a personalized special education scheme (DESI) under which schooling is provided for certain young people in special facilities for given periods.

The main aim of the scheme is to support educational integration and prevent the risks of young people in Monaco dropping out of school:

- By providing supplementary schooling when behavioral problems are incompatible with full-time education;
- By preventing young people from falling too far behind when not attending school or not attending full-time;
- By providing support for pre-vocational guidance for young people who do not meet the admission requirements (age, education level) for vocational integration classes, in particular by boosting educational skills or through work placements, for instance;
- By providing teaching and education pending admission to special facilities.

## 2.20. NORWAY

### **Name of the Practice/Innovative approach**

- *Comprehensive Follow-up of Low Income Families (in Norwegian: Helhetlig Oppfølging av Lavinntekts Familier)*

### **Context in which this practice takes place**

The programme is part of the Norwegian Government's Strategy to combat child poverty (Children Living in Poverty - The Government's Strategy (2015–2017)).

Web-site: <https://www.regjeringen.no/en/dokumenter/children-living-in-poverty/id2410107/>

### **Aim**

To prevent poverty being passed on from generation to generation and to lessen the negative consequences for children of growing up in families with a persistent low income.

### **Target group(s)**

Families with children with persistent low incomes. Inclusion criteria: reliance on social assistance as a main source of income or received social assistance in addition to other types of welfare support, and up to four children under the age of 16.

### **Partners involved**

The Norwegian Labour and Welfare Administration (short name: NAV).

External and independent evaluator: Oslo and Akershus University College.

### **Duration**

Implementation and evaluation: 2016-2019 (the evaluation will be completed in 2021).

### **Concise outline**

A model for comprehensive follow-up of low income families (the HOLF-model) is implemented in an experimental group of 15 local labour and welfare administration offices (NAV-offices), while a control group of 14 offices implement local family projects. The HOLF-model includes family coordinators and skill-training programme for social workers (manuals, seminars, supervision structure based on the train the trainer model etc.). The main follow-up areas within the HOLF-model are the financial and housing situation of the family, labour market attachment among the parents and the social inclusion of children. The model also emphasise better coordination of services within the labour and welfare administration and with other services important to the family, such as child-welfare, school and health services.

A key innovative feature of the programme is the rigorous design and evaluation of the model, using a cluster-randomized design, so that its effects can be clearly identified.

### **Implementation / Steps / Process**

A model for close follow up and better coordination of existing services for low income families (the HOLF-model) is developed by the Norwegian Labour and Welfare Administration (the development phase ended in autumn 2016). In the implementation and evaluation phase (2016-2019), the HOLF-model is implemented in experimental group of local NAV-offices, while control group offices implement local family projects.

Oslo and Akershus University College is conducting an independent evaluation of the programme in a cluster-randomized study. The evaluation is both a process evaluation and an effect evaluation. The evaluation will be completed in 2021.

For more information about the evaluation: <https://clinicaltrials.gov/ct2/show/NCT03102775>

**Impact**

According to the aim of the programme: reduced intergenerational poverty, increased employment and self-sufficiency of parents and families, and social inclusion and better well-being of the children

**Conditions for success / Transferability**

The rigorous evaluation of the programme will give a good understanding of its effects and can be used to assess the potential for scaling up and transferability.

## 2.21. PORTUGAL

### Name of the Practice/Innovative approach

- *Ubuntu Leaders Academy (ULA)*

### **Context in which this practice takes place**

Portugal

### **Aim**

The Ubuntu Leaders Academy is a project to train young people with high leadership potential, coming from contexts of social exclusion or able to work in them, with the objective of developing their personal capacities, so that they can intervene in these contexts, developing or integrating innovative and social entrepreneurship projects, at the service of the community.

### **Target group(s)**

Young people, aged between 18 and 35, with leadership potential, coming from areas of social exclusion or with aptitude to work in these contexts. Their application to the Academy came through public and private institutions, social, educational, volunteer institutions/organisations.

### **Partners involved**

Promoter - Instituto Padre António Vieira; With the sponsorship of - Programmea Escolhas (Choices Programme), Fundação Calouste Gulbenkian, Fundação Montepio, Lisboa Townhall, Portuguese Olympic Committee, Lipor; With the support of - Everis, School of Design Arts, CEPCEP (Center for Studies), Portuguese Chamber Orchestra, Catholic University of Oporto.

### **Duration**

1 year

### **Concise outline**

With an annual training cycle, following a non-formal education methodology, the ULA provides the participants with 10 themed - weekend residential seminars focusing on the following topics: i) Ubuntu; ii) Servant leadership; iii) Leading as Mandela; iv) Civic courage; v) Human relations and self-knowledge; vi) Human rights and social justice; vii) Conflict management and resolution; viii) Forgiveness and reconciliation; ix) Resilience and exposure to adversity; x) Entrepreneurship and social innovation. Themed seminars introducing major personalities of Ubuntu vision, such as Nelson Mandela, Martin Luther King, Malala, Desmond Tutu, Mahatma Gandhi, Aung San Suu Kyi, Mother Teresa of Calcutta, Aristides de Sousa Mendes, as well as relevant historical facts such as Truth and Reconciliation Commissions.

At the same time, and adding to the presented programme, the possibility given to trainees to integrate in the Ubuntu Social Incubator, with voluntary registration so that participants can develop social entrepreneurship projects that put the Ubuntu spirit into practice. In addition to participating in an intensive one-week bootcamp training and strengthening of social programmes concepts with the support of consultants from partner organisations, they will be able to access office spaces, equipment and support from the technical staff of the Ubuntu Leaders Academy. In addition to the programme, two conferences, open to the public, will be co-organized with the participants, which, in addition to training their communication skills in public, also allow for training and developing event management skills. The first focus is on sharing the life stories of young leaders and the second on the presentation of social entrepreneurship projects.

### **Implementation / Steps / Process**

- 1) Dissemination and receipt of applications
- 2) Interviews and selection of participants
- 3) Thematic seminars (10 weekends)
- 4) Bootcamp Ubuntu (Intensive Week)
- 5) Ubuntu Social Incubator (monitoring social entrepreneurship projects)
- 6) Conferences open to the general public

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

Several training-kits from the European Council are used as resources for the definition of the programme and of programme content: T-Kit 3: Project Management

T-kit 4: Intercultural learning

T-kit 6: Training Essentials

T-kit 12: Youth transforming conflict

### **Impact**

- A training programme for young leaders, based on Ubuntu philosophy and leadership;
- Young people are supported in the definition of their life project, at the level of their personal development and their community commitment;
- Young leaders with skills developed in the design and management of social entrepreneurship projects;
- Support provided in the creation and implementation of social entrepreneurship projects.

### **Conditions for success / Transferability**

- Identification with the Ubuntu concept and the principles of servant leadership;
- The existence of suitable institutions and places available for the organisation and facilitation of the weekend seminars;
- Effective support from local institutions in the dissemination and identification of suitable young people;
- Young participants with leadership potential, committed and assiduous;
- Team of volunteer consultants with appropriate profiles available to follow up on social entrepreneurship projects;
- Youth motivated for group work and development of social projects.

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

#### **Lessons Learnt:**

- The strong commitment to the initial dissemination of the project through various channels, using appealing imagery and materials, led to a considerable number of quality applications; - The selection of the participants through well-defined criteria and a rigorous and careful evaluation, provides the enrolment of participants with potential;
- The sharing of life stories creates a spirit of belonging and leads to unity among the participants. These activities should be strengthened;
- The presence of external guests and partner institutions in the seminars, in addition to adding value and inspiring participants, creates good conditions for establishing bridges with society;
- The possibility of complementing the basic ULA programme to the development of social entrepreneurship projects to the participants, is valued as positive, since, on the one hand, it strengthens the impact of the ULA programme, and on the other, it is translated into added value since it leads to the development of significant skills in project design and management;

- Conferences open to the general public should be constantly promoted because, in addition to promoting the Academy, they are stimulating for the participants themselves and a way of promoting the development of their organizing skills;
- Adherence to the African Ubuntu concept, as the basis for a positive and inclusive language that promotes dialogue and peace, can be used in projects with objectives other than the present ULA model.

### **Name of the Practice/Innovative approach**

- *Programme Escolhas - Choices Programme*

### **Context in which this practice takes place**

The Choices Programme is a governmental programme created in January 2001, promoted by the Council of the Presidency of Ministers and integrated in the High Commission for Migration. It is presently in its 6th edition (2016-2018).

### **Aim**

Its mission is to promote the social inclusion of children and young people from vulnerable socioeconomic environments, aiming equal opportunities and the strengthening of social cohesion.

### **Target group(s)**

The direct participants of the Choices Programme are children and young people from vulnerable socioeconomic contexts, namely descendants of immigrants, Roma communities and Portuguese emigrants, between the ages of 6 and 30 years old.

### **Partners involved**

Ministry of Education, Ministry of Labour, Solidarity and Social Security, Schools, Local NGOs and municipalities, among others.

### **Duration**

Created in January 2001, by Resolution of the Council of Ministers n°4/2001, it is presently in its 6th edition (2016-2018).

### **Concise outline**

It is presently in its 6th edition (2016-2018), supporting 112 approved projects, involving around 85.000 participants. The projects are defined by local consortia of partners. The projects are structured in five main categories: 1) School inclusion and non-formal education; 2) Vocational training and employability; 3) Community and civic participation; 4) Digital inclusion and 5) Entrepreneurship and empowerment.

### **Implementation / Steps / Process**

The implementation of the Programme contemplates technical teams that are distributed throughout the country, including the islands, with responsibilities in each of the 5 main categories. The monitoring of the projects is supported by an online platform for reporting on the status of each project. Financial support for the projects is attributed in phased payments, with an initial partial payment of 25%

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The Council of Europe Convention on Protection of Children against Sexual Exploitation and Sexual Abuse, also known as “the Lanzarote Convention”;

The United Nations Convention on the Rights of the Child; The United Nations Declaration on Human Rights.

### **Impact**

The external evaluation reports of the Choices Programme highlight the evidence of the impact achieved, namely the ability to adapt the Programme, through successive editions, to meet the challenges emerging in the Portuguese society; the contribution to the empowerment of civil society organisations through creating co-responsibility for outcomes and mobilization of resources; recognition that the Choices Programme deals with core issues of inclusion and that its design is appropriate, consistent and relevant in the national context; connecting the local partners and the State to adequately respond to the issues of families in the communities in which they work; enabling of the local partners to empower young people with the skills and knowledge that constitute a competitive advantage for social and professional integration; development of partnerships essential to success.

### **Conditions for success / Transferability**

From the very beginning the Programme become increasingly recognized for its contribution to the social inclusion of young people, namely in the fight against early school leaving and youth delinquency. In 2014, the Programme received the “JUVENILE JUSTICE WITHOUT BORDERS” international award, from The International Juvenile Justice Observatory (IJJO), with the aim of recognizing the work of experts, personalities and institutions that show a steady commitment towards the development of juvenile justice systems focused on the integral promotion of children and young people in conflict with the law.

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

The Choices Programme has proven an important support for the young people in vulnerable situations in Portugal for 16 years. The main challenges reflect the dimension of the Programme, the resources, and the successful monitoring of all the projects in all the different locations and areas of focus. The investment in these communities is particularly rewarding when the young grow up and continue to participate in activities giving back to the communities.

Practical example / Illustration of this practice In 2016 an introductory video was compiled based on the existing projects: <https://youtu.be/dfnlrxik8cM>

## 2.22. RUSSIAN FEDERATION

### Name of the practice\ innovative approach

- *Creation of conditions for women to combine child-rearing responsibilities with employment as well as organisation of vocational training (retraining) for women on childcare leave*

### **Aim**

Employment of women with children under the age of 3

### **Target group(s)**

Women with children under the age of 3

### **Partners involved**

Employment service, educational authorities, educational institutions, employers

### **Duration**

Since 2013

### **Concise outline**

The measures are aimed at: ensuring the availability of pre-school educational institutions, child health institutions, other organisations that provide services in the sphere of leisure and development of minor children; awareness raising about the content of activities and course of their implementation; application of flexible forms of employment and distance employment; promotion of employment of women with children under the age of 18, including promotion of self-employment; organisation of vocational guidance and vocational training for women on childcare leave; creation of conditions to combine child-rearing responsibilities with employment

### **Implementation/Steps/Process**

These complexes of measures were implemented in 85 subjects of the Russian Federation. In total, during 2013-2015 47.0 thousand women on childcare leave were trained as a part of vocational training and further vocational education

### **Which policy of COE or other international bodies were used**

European Social Charter, COE Gender Equality Strategy

### **Impact**

The implementation of these measures allows women with children to send their children to pre-school educational institutions increase their competitiveness through vocational training and continue labour activity

### **Conditions for success / Transferability**

This approach allows women with children to combine child-rearing responsibilities with employment

### **Practical example**

In Kurganskaya oblast there is a possibility to select a reduced schedule for work in organisations of the extra budgetary sphere for single women who have started work when their child was 1.5 years till the school age with payment for a full-time (shift) but not less than the subsistence minimum of the working-age population established in Kurganskaya oblast

### **Name of the practice\ innovative approach**

- *Implementation of measures to encourage employers to hire graduates of vocational educational institutions*

### **Context of implementation of this practice**

Regional programmes of subjects of the Russian Federation on the implementation of additional measures aimed at reducing tension in the labour market

### **Aim**

Employment of graduates of vocational educational institutions

### **Target group(s)**

Graduates of vocational educational institutions

### **Partners involved**

Employment services, educational institutions, employers

### **Duration**

2016

### **Concise outline**

In 2016, 3,968 people were employed including within this programme 2,506 people of which - for full-time employment

### **Implementation/Steps/Process**

These measures were implemented in 34 subjects of the Russian Federation. There is a provision to reimburse employer's expenses for partial payment for labour of employed workers among graduates for temporary employment - for 3 months, with full-time employment - for 6 months

### **Impact**

Participation of graduates in the programme promotes their acquisition of occupational skills and adaptation in the workplace, increases their competitiveness in the labour market and expands the employment opportunities for permanent work

### **Conditions for success / Transferability**

This approach allows the graduate to find employment on a regular basis

### **Final remarks, problems (including problems arising during implementation), lessons learned**

The implementation of these measures can solve the main problem of graduates - gaining experience

### **Practical example**

In Chelyabinskaya oblast 38 graduates of vocational educational institution got hired at the OJSC «Automobile Plant «URAL»

## 2.23. SERBIA

### Name of the Practice/Innovative approach

- *Support for Innovative Approaches to Increasing youth Employment and Employability*

### **Context in which this practice takes place**

Serbia faces one of the highest relative poverty rates Europe-wide (25.4%), with the highest among youth aged 18-24 (32.7%). It also has one of the highest youth unemployment rates (37.1%) in Europe.

### **Aim**

The aim of this pilot grant scheme was to collect best practices in the field of youth employment for their scaling up across Serbia.

### **Target group(s)**

Youth, with focus on disadvantaged youth.

### **Partners involved**

Government of Serbia – Social Inclusion and Poverty Reduction Unit, Ministry of Labour, Employment, Veteran and Social Affairs, Ministry of Youth and Sports, Ministry of Education, Science and Technological Development.

### **Duration**

October 2015 – October 2016

### **Concise outline**

The grant scheme is a part of the larger “Education to Employment Program” <http://znanjemdoposla.rs/> funded by the Swiss Development Cooperation in Serbia in order to support the Government of Serbia in implementing the Employment and Social Reform Programme (ESRP) in Serbia with a focus on youth employment and employability policies. The ESRP is considered a framework policy document in the areas of social and employment policies.

### **Implementation / Steps / Process**

The competition was open between 18 November and 15 December 2015 for civil society organizations (application bearers), registered with the Business Registrars Agency and acting within the territory of the Republic of Serbia, in cooperation with the private sector (partner organization). Applications for the competition were submitted by 122 civil society organizations in cooperation with the private sector, and the greatest number of applicants opted for support model no. 2 (95 project proposals). The fewest applicants opted for the third model of support (5 proposals), while 22 applications were received for support model no. 1. The program supported ten innovative approaches and solutions through three different models of support, depending on the degree of maturity of the innovations.

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The grant scheme followed the concept of social innovation, in line with the European Commission approach: Social innovations are new ideas (products, services and models) that simultaneously meet social needs (more effectively than alternatives) and create new social relationships or collaborations.

## **Impact**

Employability of more than 100 end users is increased through different trainings, courses and capacity building programmes; 26 people got employed, 19 of whom in different companies, while seven of them started their own businesses; ten additional youth are in the process of starting their own businesses; local-level policy measures (strategies, local action plans for youth employment) were supplemented by advice and results obtained under the project; more than 20 different civil-public-private partnerships were established; increased youth motivation for and participation in innovation development and testing; programme participants/beneficiaries included long term unemployed, the Roma, persons with disabilities, NEET category and single parents.

## **Conditions for success / Transferability**

Given that the evaluation of the Programme is in its early stage there are no yet compelling arguments for this section.

## **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

Intensive training of potential applicants on social innovation and project cycle management is necessary for the success of the pilot programme implementation, in particular when it comes to rural areas and grass-root CSOs dealing with disadvantaged groups. On the side of central institutions, it is highly recommendable to have all the decision makers on board, such as the National Employment Service and to keep them open as much as possible to social innovation and improvement of active labour market policies as possible.

## **Practical example / Illustration of this practice**

- Association for Local Development Kamenica - "Youth development service" Through ground research and analysis, project conducted comprehensive development of innovative traineeship model. The model is based on bringing together local university attendants and business sector, combining diagnostic and practical traineeship elements including the elements of co-working and co-living space for youth.
- Foundation for Advancement of Economics - "NAPRED – networking of private and education sector" Project launched the IT platform which could be used by youth (high schools and students), researchers and university professors and private sector as a matching tool for traineeship/internship, research tasks or jobs. Using IT platform young people will have an opportunity to post their CVs and express the interests in having traineeship/internship/research task/job in certain area. Private sector shall be able to post open vacancies for research, short or long term jobs, apprenticeships etc. More information on IT platform: [www.napred.rs](http://www.napred.rs)

More information about the supported projects available on: <http://socijalnoukljucivanje.gov.rs/wp-content/uploads/2016/10/Brosura-YEI-Engleski.pdf>

## 2.24. SLOVAK REPUBLIC

### Name of the Practice/Innovative approach

*Listen - Reflect -Change*

#### **Context in which this practice takes place**

Introduction of innovative tools for shaping critical thinking among young people through personal and online storytelling

#### **Aim**

The project Strategic Partnership is about introducing an innovative, open and multilingual Online (Digital) Living (Human) Library tool that uses personal and online storytelling to develop youth in both formal and non-formal education. This is a cross-sectional learning that develops and builds the critical thinking of youth towards people with obstacles in society.

#### **Target group(s)**

TG1: pedagogues, youth workers and assisting professionals,

TG2: Youth with Inclusion Barriers in Society,

TG3: people with obstacles in society who through their personal, written and online storytelling mediate their life story as a learning tool

TG4: young people who take the opportunity to engage in the organisation of school and extra-curricular projects,

TG5: volunteers and helping professionals who, as promoters of the innovative tool portal Online Living Library, gain inspiration and motivation to address the deeper elimination of obstacles for a particular target group through an assisting service.

#### **Partners involved**

GLAFKA s.r.o. (Education Centre for adults).

#### **Duration**

1.2.2017-31.01.2019

#### **Concise outline**

Education will be of an international nature, intended for pedagogues and youth workers who are interested in a deeper understanding and subsequent dissemination of storytelling in the critical thinking of pupils and students and in the better preparation of future professionals for practice.

Education will include work with techniques aimed at the use of emotional learning in sensitizing young people, shaping their attitudes towards vulnerable groups, and building critical thinking of youth on society. Part of the training will be to prepare participants to experimentally validate the Online Live Library as an innovative tool in practice. Participants will lead to regular mapping of the progress of their target groups in attitudinal changes and work with information for forming critical thinking. We will then get input to help us evaluate the impact of an innovative tool on specific youth groups.

#### **Implementation / Steps / Process**

Education will have two pillars - the first is to acquire the skills of using all types of storytelling in practice, the second is to acquire the skills to measure the progress of attitudinal changes and the formation of critical thinking.

## **Impact**

The implementation of the project will also help to eliminate the negative phenomena in youth behaviour, and the impact of the project will have a major impact on the implementation of important strategies at European level (the EU Youth Strategy) and at national level (Strategy Youth for the years 2014-2016 - Meeting the strategic objectives "Online participation, Motivation for global themes, Defining the content and scope of measures, tools and services aimed at eliminating and preventing social exclusion of youth, Creating, testing and introducing new services aimed at Eliminating and preventing the emergence of social exclusion of youth).

## **Conditions for success / Transferability**

Methodologies can be found here: [www.onlinezivakniznica.sk](http://www.onlinezivakniznica.sk)

## **Practical example / Illustration of this practice**

[www.onlinezivakniznica.sk](http://www.onlinezivakniznica.sk) – blogy

### **Name of the Practice/Innovative approach**

- *Campaign against hate speech and prejudice*

## **Context in which this practice takes place**

The project was based on the results of the survey.

Hateful and aggressive expression on online space in Slovakia, which highlighted the vulnerability of young people in the relationship of hate.

## **Aim**

To recall a discussion of the subject about hate and towards marginalised groups in the primary target group of 13-19 years and increasing the target group's sensitivity to hate and because of marginalised groups and support critical thinking

## **Target group(s)**

The primary target group of the project was the youth aged 13-19

Other target groups included: teachers, NGO staff and workers.

## **Partners involved**

Open Society Foundation

## **Duration**

April – December 2016

## **Concise outline**

In the first part of the campaign which was named VYLETY NASLEPO they took person from you tube for 3 month without knowing where he or she went. Videos which were established and it was shared by the person of you tube as well as OSF on their channels that thanks a non-violent way was realized topics of prejudice to a demanding target group.

The second part of the campaign-meetings with young people-road show for 6 month.

## **Implementation / Steps / Process**

The finished project

**Impact**

The campaign was affected by 1248 pupils in the aged 13-19 and 40 accompanying by pedagogues. Also, the campaign was included with 3 workshops for 56 participants.

**Conditions for success / Transferability**

Methodologies can be founded here:

<http://www.globalnevzdelavanie.sk/jeden-svet-na-skolach>

**Final remarks, challenges (including problems faced during the implementation), lessons learnt**

By campaign „Výlety naslepo“ it was made successful and effective campaign to reach out to young people which it can be served as inspiration and benchmark recourse of good practice for other nongovernmental organisations as well as digital and advertising agencies. In the same way as road show, meeting of pupils and students with the person of the person of you tube which it was dealt with a meaningful, socially important topic.

During the campaign was created the possibility of others practical exploitation in the form of methodical sheets.

**Practical example / Illustration of this practice**

<http://osf.sk/pribehy/vylety-naslepo-2/>

## 2.25. SWITZERLAND

### Name of the Practice/Innovative approach

- *Programme to boost the creation of out-of-home childcare.*

### **Context in which this practice takes place**

Improving the balance between family and working life.

### **Aim**

Increasing the number of places in out-of-home childcare.

### **Target group(s)**

Newly created facilities or existing facilities which significantly increase their number of places available.

### **Partners involved**

Federal Social Insurance Office (Confederation) and facilities.

### **Duration**

1.2.2003 – 31.1.2019

### **Concise outline**

The stimulus programme, which will last 16 years, aims to encourage the creation of additional places for child day-care, thereby making it possible for parents to better reconcile family life, work or training; the Confederation (central government) grants subsidies directly to the childcare facilities concerned.

A total of CHF 560 million has been allocated to the programme

<https://www.bsv.admin.ch/bsv/fr/home/finanzhilfen/kinderbetreuung/allgemeine-informationen.html>

### **Implementation / Steps / Process**

The programme was created for an initial period of eight years (2003-2011); it was then extended for an additional four years for the first time in 2010 (2011-2015); and then for a second time in 2014 (2015-2019).

The programme was last evaluated in 2013; the evaluation reports (in German) can be consulted via the link below:

<https://www.bsv.admin.ch/bsv/fr/home/finanzhilfen/kinderbetreuung/publikationen/evaluationen.html>

### **Impact**

An evaluation report is produced each year: it shows the number of accepted applications and the number of places created as a result of the programme

The various reports (in French), in particular the one made after 14 years, can be consulted via the link below:

<https://www.bsv.admin.ch/bsv/fr/home/finanzhilfen/kinderbetreuung/publikationen/archiv-bilanzen.html>

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

One of the challenges is that the requests for assistance exceed the resources available. Accordingly, an order of priority is set while striving to share out the resources in a balanced manner between the regions.

## 2.26. CONFERENCE OF INGOs

### Name of the Practice / Innovative approach

- *17 October: International Day for the Eradication of Poverty (UN)*

### **Context in which this practice takes place**

Each year, the Conference of INGOs of the Council of Europe marks the date of 17 October by organising a day of discussions on good practices on a specific theme, with over a hundred participants: in 2012, the four pillars of the Council of Europe made a joint declaration entitled "Acting together to eradicate extreme poverty in Europe"; in 2014 in Turin alongside the High Level Conference which launched the Turin Process; in 2015 on children facing situations of poverty; in 2016 on youth and their access to autonomy and in 2017, revisiting the 2012 Declaration. Since 2011, reports on the day's proceedings have been drafted and disseminated. On the same day, a ceremony in memory of the victims of hunger, ignorance and violence is held on the forecourt of the Palais de l'Europe. The organisation of that day is entrusted to a group of INGOs meeting within the "Extreme Poverty and Human Rights" Working Group of the Conference of INGOs' Human Rights Committee with the support of the Civil Society Secretariat and the Department of the European Social Charter.

### **Aim**

- reaffirm the goal of eradicating extreme poverty as a humanitarian priority resulting in dignity for all, citizenship, social cohesion and peace.
- ensure the recognition of social rights as human rights, particularly as set out in the European Social Charter; the indivisibility and interdependence of civil, political, economic, social and cultural human rights
- show and assert the contribution of organised civil society with persons experiencing or having experienced poverty and social exclusion as well as the contribution of public authorities at all levels. Take stock of measures taken and identify difficulties to ensure faster and further progress.
- promote the development of inclusive societies which leave no one behind and call for the participation of all, particularly those who have experienced poverty and social exclusion.
- ensure everyone's access to their rights and that those rights are effective for all.
- participate in raising awareness of and promoting the European Social Charter which is recognised as the "Social Constitution of Europe", particularly by ensuring the ratification and implementation by states of the collective complaints protocol without any restrictions.

### **Target group(s)**

Persons or groups of people living in poverty and facing social exclusion, Council of Europe bodies, representations of member states, national NGOs, social services, social groups.

### **Partners involved**

Conference of INGOs (Presidency and Standing Committee), Department of the European Social Charter, Civil Society Secretariat, European Committee of Social Rights, Strasbourg Municipal Council, volunteer INGOs.

### **Duration**

One day each year

### **Concise outline**

Information sharing: round table, statements and debates, public event, participation of delegations representing NGOs coming from member states.

**Implementation / Steps / Process**

Preparation and consultation with effect from January during the winter session of the Conference of INGOs, intermediate meetings in Strasbourg, communication during the summer session of the Conference of INGOs

**Impact**

Awareness-raising, seeking consensus, promoting activities, communication to the wider public, participating in an international event

**Conditions for success / Transferability**

Collaborative work between INGOs sharing a common vision, involvement of persons, support by the Conference of INGOs, the Civil Society Secretariat and the Department of the European Social Charter. Possibility of expanding the activities carried out on 17 October to other places and bodies

**Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

17 October is a fixed date in the diary of the Conference of INGOs. The Department of the European Social Charter has seen its merit. The other bodies are invited, particularly in 2017, when the joint Declaration of 17 October 2012 will be revisited. European Social Charter and the collective complaints process. The President of the European Committee of Social Rights and the Deputy Secretary General of the Council of Europe usually participate, which underscores the Council of Europe's interest in this Day.

**Final remarks, challenges (including problems faced during the implementation), lessons learnt**

17 October is recognised by the UN; this day, as organised by the Conference of INGOs in Strasbourg (it may be elsewhere depending on the meaning that people want to give to this event, for example Turin in 2014) has already had an impact in the Council of Europe. The intention is to improve communication on this event and to increase the number of participants.

**Practical example / Illustration of this practice**

See the proceedings of previous events. 17 October 2014 in Turin was exceptional; the group in charge of the event was able to organise it away from Strasbourg in partnership with stakeholders in Turin. The involvement and contribution of local NGOs were particularly remarkable.

**Name of the Practice / Innovative approach**

- *Collective complaint*

**Context in which this practice takes place**

The grouping of associations in Aix-en-Provence  
Combating exclusion from school

**Aim**

Getting children enrolled in school

**Target group(s)**

Roma children

**Partners involved**

ERTF submitted the complaint

**Duration**

Four years to collect data in situ

**Concise outline**

Working with the lawyer to draft a written submission on all successive evictions which deprive the children of the necessary local stability to be able to claim the right to be enrolled in school. List the number of refusals by mayors with the families

**Implementation / Steps / Process**

Create close links and build trust with the families concerned; participate in events which are important for them; relationships with doctors, hospitals and give support if necessary; administrative assistance; support in order to obtain legal aid for the families

**Impact**

Slowing down of the eviction procedures

Regular school attendance in primary school by several children and access to secondary school for some of them

**Conditions for success / Transferability**

Lengthy process to get the families' trust; fighting for their rights before the authorities

Creating a group tasked with drafting the collective complaint

**Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The collective complaints procedure of the European Social Charter

**Final remarks, challenges (including problems faced during the implementation), lessons learnt**

Major difficulty in finding volunteers for the long haul, a long time needed to create a trusting relationship. Need for significant legal support as there have been six eviction procedures in four years. Each eviction is followed by land occupation elsewhere, which in turn is followed by a new procedure and a new eviction, etc.

The goal of submitting a collective complaint gave hope to activists who were, in turn, able to encourage the families to deal more effectively with their difficult living conditions.

**Name of the Practice/Innovative approach**

- *Observatory of the global agenda for social work and social development - Commitment to action promoting the dignity and worth of people - Good Examples from European Social Work*

**Context in which this practice takes place**

During the past 25 years due to increasingly right-wing neo-liberal 'free market' policies, Europe has undergone multi-dimensional welfare state transformations in financing, provision and regulation accompanied by the export of jobs from Europe

Today these changes are accompanied by violent conflicts ranging from Arab revolutions to the war situations in many country. These have direct effects in our country (terrorist attacks, flows of migrants and refugees, security policies, nationalist claims)

They are also accompanied by the effects of climate change and many situations of crises and disasters ( naturals, humans or industrials, epidemics disasters...), where it is proved that it is the poorest and most insecure populations who suffer the most violent effects

Current social issues include mass migration, mass unemployment of young and older people; the exploitation of workers (for example through insecure employment contracts and low wages); and the move towards privatisation of the public sector across the region.

we are witnessing at the temptation to move

FROM social approaches focusing on prevention and social support in the face of risk situations TO social control procedures motivated by the desire to track or detect the potential dangerousness of individuals and populations

### **Aim**

This is not the rule and the mission of SW. Promoting and developing Social Cohesion and Human Right need to strengthen Social Work and Social protection.

The Global agenda show how Social workers actions are positive for those goals.

### **Target group(s)**

The target groups for the activities are also wide and varying. Children and young people, adults with intellectual disabilities or mental health problems, former drug users, refugees and asylum seekers are groups mentioned. These categories of people are described as being in many different social situations. Exclusion from employment, cultural diversity, foster care, homelessness, intergenerational reproduction of poverty, violence against women, sexual abuse in institutions as well as anti-malnutrition programmes are situations dealt with in the contributions.

### **Partners involved**

- EASSW European Association of School of SW
- IFSW International Federation of Social Workers
- ICSW (International council of Social Welfare)
- ESWRA (European SW Research association)
- FESET (European Social Education Training)
- FICE (Fédération Internationale des Communautés Educatives)
- Power US network

### **Duration**

Every 2 years

### **Concise outline**

- Collects evidence about the positive actions of social workers, educators and social development practitioners
- Supports implementation of the Global Agenda
- Gives visibility and credibility to innovative practice
- Promotes further action and lobbying

The submissions contained different forms of descriptions:

- 30 examples submitted from 16 countries
- 16 articles, 6 films, 4 posters and 18 other.

- “Other” means reports, descriptive texts, tool kits, guidelines, leaflets, links to web sites and pictures. By this it is clear that it is not only the practice that is wide and varying, the ways to present what is being done also take very different forms and shapes.

### **Implementation / Steps / Process**

As the submissions are examples of good practice, most contributions presented methods, describing how the work takes place. They gave examples of developing social work practices and employees' competence, gap-mending in social work education; mobilization of service users in practice development; working with students to influence future social workers; working in direct contact with people to fight against loss of social ties in society and to finding methods for supporting independency.

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The example of the European Conference EASSW-UNAFORIS on 27, 28 et 29 June 2017 in Paris R. Descartes University

« Social Work Education in Europe: Challenging boundaries for a sustainable future ».

Under the patronage of CoE and UNESCO

### **Impact**

Even if this does not give us the ultimate full picture of social work, it still gives us an interesting glimpse of the width of the practice

We are working with the report of the Global Agenda Observatory to disseminate these good practices and link SW around Europe. The European Conference every 2 years is a way to share these.

We need more relationship with CoE instances to strengthen the evaluation of the impact.

### **Conditions for success / Transferability**

We are working with UNESCO programme name MOST Management of Social Transformations and the Inclusive Policies Lab. By the way we try to develop cooperation between field's practices (practitioners, communities and citizens, educators and researcher) and policies makers to promote and support good practices on social innovation for social cohesion and inclusive society.

The cooperation at the level of CoE is now and objective.

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

Currently the social policies in a large part of CoE member States are being challenging hardly or more softly with the consequences of putting into question the fundamental action of social work as an actor in human and social development and their concrete implementation.

### **Practical example / Illustration of this practice**

See the web links on the documents unclosed power point and PDF

## 3. Protection of migrants and refugees

### 3.1. AUSTRIA

#### Name of the Practice/Innovative approach

- *Voluntary Integration Year (VIY)*

#### **Context in which this practice takes place**

Employment (work training) and Volunteering

#### **Aim**

Integration of persons entitled to asylum and persons granted subsidiary protection status whereas the brokerage on the first labour market shall have priority.

#### **Target group(s)**

Participants are persons entitled to asylum and persons granted subsidiary protection status who start the Integration Year within two years of recognition of this status.

#### **Partners involved**

- » Federal Ministry of Labour, Social Affairs and Consumer Protection
- » Labour Market Service (AMS) > In order to carry out the Voluntary Integration Year, the AMS must conclude an agreement with a suitable provider, by means of which this will become the service provider of Labour Market Service in this respect =>
- » Die Berater (service provider that is going to carry out the VIY)

#### **Duration**

- » 6 – 12 months

#### **Concise outline**

The Voluntary Integration Year belongs to the special forms of voluntary engagement, is in the interest of the common good and cannot be undertaken within the framework of an employment relationship. The objectives are integration in the sense of entry into Austrian life and society and the acquisition of Austrian values and the German language, the improvement of equal opportunities by means of the occupational orientation of persons entitled to asylum and persons granted subsidiary protection status, the further development of knowledge acquired at school, familiarisation with work at the place of deployment, personality development, the extension and application of knowledge in order to acquire the necessary capabilities for certain professional fields, the strengthening of social and intercultural competence and the promotion of the social engagement of the participants.

Suitable places of deployment for the Voluntary Integration Year are the institutions in accordance with the Federal Law for the Promotion of Voluntary Engagement (FreiwG, BGBl. I Nr. 17/2012), which are of a charitable nature and do not pursue profit making objectives, as well as the civil service places of deployment in the areas of § 3 Paragraph 2 of the Austrian Civil Service Act 1986 BGBl (Zivildienstgesetz 1986, BGBl) Number 679/1986.

A Voluntary Integration Year can be promoted by the Federal Minister of Labour, Social Affairs and Consumer Protection by means of the funds available in the respective Federal Finance Act (Bundesfinanzgesetz), provided that the requirements in accordance with section 4a FreiwG are fulfilled.

**Implementation / Steps / Process**

Implemented since 1. 1. 2016

**Which practice/ policy/ instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

It was a national initiative therefore no instruments from the Council of Europe and/or other international bodies were used.

**Impact**

After the second year we are able to record 416 deployment places and 147 participants.

**Final remarks, challenges (including problems faced during the implementation), lessons learnt**

- » Finding suitable deployment places
- » Knowledge and skills of participants (especially how to verify them)
- » At the outset > language

## 3.2. BELGIUM/FLANDERS

### Name of the Practice/Innovative approach

- *Survey Samenleven in Diversiteit (Survey Living Together in Diversity)*

### **Context in which this practice takes place**

This survey was designed in order to measure those elements that are unknown at the moment. A lot of information is being monitored (administrative data), but elements such as 'a feeling of belonging', 'feeling Flemish' etc. cannot be deduced from the available data.

### **Aim**

The aim of the survey is to depict the information and get insights into the world of both migrants and the original population. As such, we will be able to make policy recommendations and, where possible, recommendations to advance social cohesion.

### **Target group(s)**

The survey targets six groups of people living in Belgium: Belgium, Morocco, Turkey, Poland, Romania and Congo.

### **Partners involved**

Agentschap Binnenlands Bestuur (Agency for Local Affairs), Studiedienst van de Vlaamse Regering (Study Service of the Flemish Government)

### **Duration**

The survey itself is being conducted from March till August 2017. Subsequently, the data will be analyzed and presented in March 2018.

### **Concise outline**

The survey is being conducted in two manners (web survey and personal interviews) and focuses on different topics, of which one is 'social cohesion'.

### **Implementation / Steps / Process**

Designing survey – conducting survey – analysing results – recommendations – (potential) implementation recommendations

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The survey was based on other international surveys in regard to the same/similar topic (e.g. 'SIM' in the Netherlands).

### **Impact**

Yet to be determined.

### **Conditions for success / Transferability**

Yet to be determined. Nevertheless, the language(s) in which the survey is developed seems quite important for the response rate.

**Final remarks, challenges (including problems faced during the implementation), lessons learnt**  
Importance of making the survey available in different languages (takes a lot of time).

**Practical example / Illustration of this practice**

Process still on-going.

**Name of the Practice/Innovative approach**

- *Villa Mescolanza*

**Context in which this practice takes place**

The organisers try to bring people of different ethnic backgrounds together on the basis of mutual interests. The practice aims to give an impulse to living together respectfully by different cultures. They would like to get people out of solitary and bring them into contact with each other.

**Aim**

The project has three aims:

- a) To provide a location for different associations
- b) To stimulate exchange and meeting people
- c) To provide a forum to ask for information and give your opinion

Target group(s)

People with different backgrounds (Belgians, new Belgians, non-Belgians,...).

**Partners involved**

City of Turnhout, Agentschap Integratie en Inburgering (Agency for Integration and Citizenship), Actieve Interculturele Federatie (Active Intercultural Federation) and Prisma vzw

**Duration**

Still on-going

**Concise outline**

People of different backgrounds are brought together on the basis of mutual interests (e.g. films, expositions, restaurant days, soccer matches).

**Impact**

People from different backgrounds are brought together and meet each other, thereby expanding their social networks. The project enhances the 'community feeling' and makes sure links are laid between different associations. Villa Mescolanza communicates with the local government too: it signalizes things that are not working well in the city and provides a forum for discussion on different topics.

**Conditions for success / Transferability**

Unknown (possibly: active communication about upcoming events). This method seems transferable to other countries, taking into account the specific context of the country.

**Practical example / Illustration of this practice**

On Friday evenings, the villa is open for everyone to come together and talk, play a game or just meet people. The aim of these (open) evenings is to facilitate social contact. For more information, see <http://villamescolanza.weebly.com/>

### **Name of the Practice/Innovative approach**

- *AMIF-project (Asylum, Migration and Integration Fund) Central Guidance for 16 to 18 year old newcomers from third countries*

### **Context in which this practice takes place**

AMIF-projects are designed to experiment with certain projects, with the (eventual) aim of structural implementation. Such projects allow us to gain insight into the specific needs of different people in regard to citizenship/civic integration.

### **Aim**

The project has two aims:

- a) Enhancing identity development and creating better chances at learning and school for the specific target group
- b) A quick and effective referral to the most suitable social, educational and professional trajectory

### **Target group(s)**

The target group are people:

- Between 16 and 18 year old
- Newcomers (less than 5 years in Belgium)
- Coming from third countries
- Legally living in Belgium (or following the respective procedure)
- Special attention is given to unaccompanied minor people

### **Partners involved**

Agentschappen Integratie en Inburgering (Agencies for Integration and Citizenship); co-financing by Europe and the Flemish government

### **Duration**

Still on-going

### **Concise outline**

In total, 8 such projects are on-going (Ghent, Antwerp, Brussels and the five Flemish provinces). On the one hand, the partners work together with the participants themselves to find a learning and development trajectory that fits them (individual level). On the other hand, they work on streamlining and optimizing the current trainings and guidance (a more structural level).

### **Implementation / Steps / Process**

The aim of an AMIF-project is to experiment with certain projects in order to structurally implement it in the future (i.e. process of experimenting before structural implementation).

### **Impact**

At the end of 2017, an evaluation will be conducted as to evaluate the results and design a script with recommendations for structural implementation.

### **Conditions for success / Transferability**

Unknown. Such (experimenting) projects seem transferable to other countries, taking into account the specific context of the country.

**Practical example / Illustration of this practice**

For example, in Dendermonde there is complementarity with different partners. The focus is put on counselling, societal orientation courses and group activities. For more information, see <http://socialeplattegrondv1.be/201611IlseHaentjens.pdf> ; <http://www.flanders.be/en/nbwa-news-message-document/document/09013557801a6582>

### 3.3. CZECH REPUBLIC

#### Name of the Practice/Innovative approach

- *Language support for children with different mother tongue*

#### **Context in which this practice takes place**

Education and inclusions of children and youth who grew up and were brought up in a different environment, both culture- and languagewise and their knowledge of the Czech language is low or insufficient.

#### **Aim**

Educational service, methodological support

#### **Target group(s)**

Children aged 6-16 who will join the Czech school for the first time without regard the country of origin and type of residence.

#### **Partners involved**

Ministry of Education, Youth and Sports  
META, association for young migrants opportunities

#### **Duration**

2017 - 2018

#### **Implementation / Steps / Process**

- 1) Help in the process of acquiring and the accessing Czech as a second language.
- 2) Linguistic support in the form of individual work, work with the whole class taking into account the diverse group of children and youth.
- 3) Methodical support for teachers, examples of good practice, contacts, expert studies, principles of work, tips and suggestions for specific activities, video records of Czech lessons and preparation of language activities by the participants themselves, etc.

#### **Impact**

Children and youth speaking different mother tongue face heavier burden than their classmates. The educational support enables to increase their starting line and to equalize their chances which have been due to poor knowledge of the language much lower and therefore their chances of successful education could be at risk. A systematic support for to Czech teachers has been also provide

### 3.4. GERMANY

#### Name of the Practice/Innovative approach

- *Strong in the work place – Migrant mothers get on board*

#### **Aim**

The programme aims to facilitate the entry into employment of immigrant mothers and improve access to already existing opportunities for labour market integration.

#### **Target group(s)**

The target group is immigrant mothers. These also include female refugees with children. The prerequisite for participation is a work permit (at least a subordinate access to job market).

#### **Partners involved**

Job Centre/Employment Agency, Vocational education providers, Businesses, Counseling centers, Childcare facilities, Bodies responsible for integration courses, Recognition centers / Integration through training (IQ) Network and Associations / Migrant self-help organisations are involved as cooperation partners.

#### **Duration**

First funding period 2015-2018 (4 years)

#### **Concise outline**

The programme is funding by ESF. It supports around 80 active agencies throughout Germany with up to 50,000 euros ESF annually over a period of four years. The Germany-wide projects are to contribute to providing better access to existing opportunities for labour market integration and showing mothers individual ways of entering the labour market and reconciliation of job and family.

#### **Implementation / Steps / Process**

The agencies' scope of responsibilities includes in particular counseling and information opportunities regarding all issues relevant to the labour market, pointing out the possibilities for the reconciliation of work and family obligations and organising gainful employment in a family-friendly manner and accompanying the (re)entry into the labour market from vocational orientation through starting an internship, initial or further training, all the way through to the first phase of employment.

#### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The programme is funding by ESF.

#### **Impact**

5,761 mothers have entered "Strong in the Workplace",

3,403 mothers have already completed a "Strong in the Workplace" project.

Two-Third finished "Strong in the Workplace" with a newly achieved focus in terms of employment:

- 35 % in jobs subject to social insurance contributions,
- 10 % in education/training
- 18,5 %, once again job-seeking
- 17,3 % pursuing further qualification (EDP/language)

### **Conditions for success / Transferability**

The success is based on several crucial criteria: the cooperation with German Federal Labour Market Authority and the respective regional job center; a mix out of coaching and courses at the respective projects; individual planning of occupational history with compatibility of family and profession in mind; the fact the programme is women-only who thus learn from each other; local projects with a good overview of enterprises and possibilities of occupation in the respective region.

### **Practical example / Illustration of this practice**

Best Practice and practical examples can be found at <http://www.starkimberuf.de/>

### **Name of the Practice/Innovative approach**

- *Network “Integration through Qualification (IQ)” Advisory Board for identifying and publishing best-practice approaches within the funding programme*

### **Context in which this practice takes place**

The Network “Integration through Qualification (IQ)” comprises approximately 400 different subprojects, which aim to integrate people with a migration background into the labour market. The participants, methods and strategies involved in these subprojects are highly diverse. The format “IQ Good Practice” highlights outstanding approaches so they can be made available for transfer. Good Practice examples are intended for all stakeholders within the Network IQ, such as the regional networks and competence centres, as well as for stakeholders outside the Network IQ, such as employment administration, public administration, education providers, companies and enterprises, as well as for labour market and integration policy makers.

### **Aim**

Improvement of employment opportunities for people with migration background

### **Target group(s)**

People with migration background, including EU-citizens and (entitled) asylum seekers and tolerated persons

### **Partners involved**

Strategic partners are: Federal Ministry of Education and Research (BMBF) and the Federal Employment Agency (BA)

### **Duration**

Started in 2005, current funding phase: 1.1.2015 – 31.12.2018

### **Concise outline**

Interest in professional recognition has risen steadily since the introduction of the Recognition Act and the development of the programme „Integration through Qualification“; general conditions relating to procedures and guidance have been further improved.

The 2015 IQ programme extension to adaptation training within the context of the Recognition Act filled an important gap in training and financing options in order to achieve full credential recognition.

The IQ Network offers an extensive support structure for the labour market integration of migrants, including refugees and asylum seekers that helps open up opportunities for qualified employment and societal participation.

### **Implementation / Steps / Process**

The diverse projects identified as best practice are selected and then transferred as follows:

The fulfillment of the criteria transferable, innovative, sustainable and efficient is especially important for the selection as a Good Practice example. The selection from the submitted proposals is made by a specially formed advisory board. In addition to the German Federal Ministry of Labour and Social Affairs (BMAS) and the IQ Dissemination Project (IQ DP/ebb), representatives of the regional networks and the competence centers are also involved in the assessment and decision-making processes. In the sense of practicality, a technically sound and comprehensible decision is made there.

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The Network "Integration through Qualification (IQ)" is co-financed by the European Social Fund (ESF) and thus follows its aims and goals. It furthermore serves to foster social security and social cohesion by supporting the labour market integration on an individual level, and well-functioning labour markets and thus for economic prosperity on a macro-economic level according the aims of the European Social Rights Charta.

### **Impact**

Improvement of labour market participation and integration.

### **Conditions for success / Transferability**

Good Practice examples are easily recognizable beacon projects, in which a need for action is identified and matched with practical solutions. Good Practice examples are tried and tested products, tools, concepts, measures and event formats within the running funding programme They are expected to have relevant experience in the implementation with proven practical success. Good Practice examples should demonstrate that they are transferable, innovative, sustainable, and efficient.

In particular, Good Practice examples are transferable to statutory institutions, such as employment agencies and job centers, and provide support for their work.

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

Depends and varies on the different specific best practice project identified, transferred and implemented. Thus no general advice can be given.

### **Practical example / Illustration of this practice**

See the following link of the best practice-Website of the programme Network "Integration through Qualification (IQ)": <http://www.netzwerk-iq.de/network-iq-start-page/publications/iq-good-practice.html> and attached file.

### **Name of the Practice/Innovative approach**

- *Training Works – Looking for late starters. Pursued as: Future Starter Initiative*

### **Context in which this practice takes place**

Low skilled people face a very high risk of long-term unemployment low job opportunities, low pay is often associated with entrenched poverty. Developing employability, providing for participation and fighting the hardening of (long-term) unemployment is mayor challenge for social inclusion .

**Aim**

Fighting long-term unemployment and increasing employment opportunities of young adults.  
Improve the sensibility and the know-how of the case workers of the employment agencies on the local level for the qualification of young adults

**Target group(s)**

Low qualified young adults 25 to 35 years old

**Partners involved**

Regional employment agencies and various local initiatives in Germany

**Duration**

3 years from 2013

Prolonged until 2020 as Future Starter Initiative

**Concise outline**

To involve 100.000 young adults for training to a primary certificated qualification

To involve additional 120.000 young adults until 2020 (refugees will be covered by the programme too)

**Implementation / Steps / Process**

During the three years around 15.000 participants have dropped out and 2.500 Participants haven't finished their qualification because they became employed.

**Impact**

98.735 young adults were involved

### 3.5. IRELAND

#### Name of the Practice/Innovative approach

- *National Migrant Integration Strategy*

#### **Context in which this practice takes place**

Up until end of 20th century, inward migration in Ireland consisted predominantly of regular migrants from stable westernised countries, often English speaking and already with the capacity to play a full role in society and integrate.

From the late 1990s onwards the profile of migrants coming into the State changed with large numbers of migrants and refugees arriving from Africa and Asia. Efforts to deal with this new cohort of migrants have until recently focused on meeting their immediate short-term needs – e.g. accommodation, medical needs, schooling for children rather than long term integration.

Ireland enjoys a political landscape free of strong right-wing anti-immigration parties in part due to a historically low rate of migrants arriving; Incidents arising from poorly integrated migrants were and are relatively rare.

However, increased pressure on State supports arising from the last global recession and recent events in the EU arising from the radicalisation of young migrants by terrorist groups has brought into sharp focus the need for a proper integration strategy in all States, including Ireland, that welcome migrants - particularly those from culturally different backgrounds and areas of conflict.

#### **Aim**

To ensure that all migrants legally resident in the State are facilitated to play a full role in Irish society, to enshrine integration as a core principle in Irish life and that Irish society and institutions work together to promote integration.

#### **Target group(s)**

- EU/EEA Nationals
- Nationals of countries outside of the EU/EEA
- Second Generation Migrants

#### **Partners involved**

- Government Departments and Agencies
- Local Authorities
- NGO Community
- Stakeholder Community groups
- Business Sector
- Civil Society (through public consultation)

#### **Duration**

2017 - 2020

### **Concise outline**

The Migrant Integration Strategy seeks to achieve its aims through 76 specific actions across all aspects of Irish life. Actions are grouped thematically (e.g. Education, Pathways to Employment, Access to Public Services, Promoting Inter-culturalism etc.). Every action has a relevant body assigned to deliver it and has input, output and impact indicators set so that progress can be measured properly.

### **Implementation / Steps / Process**

The Strategy was published by Government in Q4 2016. A Monitoring and Coordination Committee was established in Q1 2017 to oversee its implementation and has met twice. Thematic sub-committees have also been established to keep actions under review and ensure proper indicators are established and maintained. Mid-term implementation reports will be submitted to Government on an annual basis.

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

Current Irish Integration Policy, including the new Migrant Integration Strategy, has regard to the EU Common Basic Principles on Integration agreed at the Justice and Home Affairs Council in November 2004. The strategy also draws heavily on the strategic aims of the integration aspects of the EU Asylum Migration and Integration Fund (AMIF) which is used to support a number of the actions being carried out.

### **Impact**

See final remarks below

### **Conditions for success / Transferability**

- Buy-in by all actors across all sectors
- The agility of the strategy in terms of adapting to societal change
- The quality of monitoring indicators
- Availability of resources

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

Implementation of the Strategy is still at a relatively early stage. It is expected that the first lessons learned and any remedial actions required to ensure the strategy's aims remain on target will emerge towards the end of 2018 when the first implementation review will take place.

### **Practical example / Illustration of this practice**

With 76 actions spanning all aspects of a person's life it's difficult to pick just one as an example. One interesting one is Action no. 17 which seeks to ensure greater participation in political life among migrants and this is being achieved by initiatives aimed at ensuring migrants are represented on local decision making groups such as the recently established Public Participation Networks (PPNs).

PPNs bring members of the public together with local government officials to discuss and debate issues surrounding the delivery of mainstream services at local level.

## 3.6. PORTUGAL

### **Name of the Practice/Innovative approach**

- *National Support Centers for the Integration of Migrants - CNAIMs*

### **Context in which this practice takes place**

In 2004, the High Commission for Immigration and Ethnic Minorities (presently High Commission for Migration) created the National Immigrant Support Centers, presently National Support Centers for the Integration of Migrants in Lisbon and Oporto (and in Faro in 2009), following the verification of diverse difficulties envisaged by the immigrants in their integration process in Portugal.

### **Aim**

The CNAIMs aim to provide a step forward regarding the integration of Portugal's migrant, including refugee, population by offering competent, efficient and humane assistance in order to respond to the needs of migrants. Intercultural mediators, who originate from the different immigrant communities, play a key role in all CNAIM services.

### **Target group(s)**

Migrants, including refugees

### **Partners involved**

Ministries and public institutions under the Strategic Plan for Migration (2015-2020) [http://www.acm.gov.pt/documents/10181/222357/PEM\\_ACM\\_final.pdf/9ffb3799-7389-4820-83ba-6dcfe22c13fb](http://www.acm.gov.pt/documents/10181/222357/PEM_ACM_final.pdf/9ffb3799-7389-4820-83ba-6dcfe22c13fb) as well as Immigrant Associations through protocols with intercultural mediators.

### **Duration**

On-going. The CNAIMs were established in 2004 (Lisbon and Porto) and in 2009 (Faro).

### **Concise outline**

Each CNAIM provides a range of Government and non-Government services under one roof in a variety of languages (Arabic, Cape Verdean, English, Guinean Creole, Mandarin, Portuguese, Romanian and Russian). Services include, among others, the provision of information and direct assistance regarding legalisation and visa issues, family reunification, the educational system, access to healthcare, professional and educational skill recognition, social security and welfare issues, employment concerns, legal aid and support for immigrant associations. All services are provided free of charge.

### **Implementation / Steps / Process**

Under the political orientation of the National Plans for the Integration of Immigrants and the present Strategic Plan for Migration (2015-2020), ACM and the relevant Ministries collaborated in providing services under the one-stop-shop model.

Detailed information on the establishment of the CNAIMs in 2004 is available in Chapter 3 of the ACIDI Activities Report 2002-2005 (English version) – available to download at: <http://www.acm.gov.pt/documents/10181/43252/welcoming+and+integrating+2002-2005.pdf/d98903e8-6b6e-460b-a647-c1fbf0addb76>

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The project “One-Stop-Shop” followed a recommendation from the Commission’s Common Agenda for Integration (COM 2005 389) to strengthen the implementation of the sixth Common Basic Principle on

Integration - “Access for immigrants to institutions, as well as to public and private goods and services, on a basis equal to national citizens and in a non-discriminatory way is an essential foundation”.

### **Impact**

With more than a decade of activity and acknowledging the importance of having external evaluations of the services that monitoring both the impact of the one-stop-shops to immigrants’ integration in Portugal and in public administration services, the High Commission requested to the International Organisation for Migration (IOM) to undertake independent evaluations of the outcomes of these support centres (available at [http://www.oss.inti.acidi.gov.pt/index.php?option=com\\_docman&task=cat\\_view&gid=73&Itemid=61&lang=en](http://www.oss.inti.acidi.gov.pt/index.php?option=com_docman&task=cat_view&gid=73&Itemid=61&lang=en)).

In 2011 the High Commission received the first prize in the European Public Sector Award - EPSA 2011 under the theme 2 ‘Opening Up the Public Sector Through Collaborative Governance’ [www.epsa2011.eu](http://www.epsa2011.eu) CNAIM is also presented as an example of good practice in several international reports:

- in the United Nations’ Human Development Report 2009 Portugal was recognised as the country with best laws in terms of human rights and/or in the protection of immigrants in European Union <http://hdr.undp.org/en/reports/global/hdr2009/chapters/portuguese/>
- the Handbook on Integration for policy-makers and practitioners of the Directorate-General of Justice, Freedom and Security – European Commission (page 22) [http://ec.europa.eu/justice\\_home/doc\\_centre/immigration/integration/doc/handbook\\_en.pdf](http://ec.europa.eu/justice_home/doc_centre/immigration/integration/doc/handbook_en.pdf)
- the World Migration Report 2010 - The Future of Migration: Building Capacities for Change of the International Organisation of Migrations (IOM) (pages 20, 52, 59, 60 and 71) [http://publications.iom.int/bookstore/index.php?main\\_page=product\\_info&cPath=37&products\\_id=653&language=en](http://publications.iom.int/bookstore/index.php?main_page=product_info&cPath=37&products_id=653&language=en)
- the Migrant Integration Policy Index – “MIPEX” - which was undertaken by the Migration Policy Group and the British Council in 2007, in 2011 again in 2015, highlight very well this positive outcomes of the Portuguese integration policies targeting immigrants. Of 38 countries included in the 2015 index, Portugal achieved second place in terms of best practice for each policy indicator <http://www.mipex.eu/>
- in 2013 the Portuguese one-stop-shop approach with the CNAI was also underlined as a social innovative policy in a scaling up stage. The European Commission report described the policy initiative as an example of public sector innovation on immigrant integration policy, as it highlights an inventing and incubating solution to a pressing social need. [http://ec.europa.eu/regional\\_policy/sources/docgener/presenta/social\\_innovation/social\\_innovation\\_2013.pdf](http://ec.europa.eu/regional_policy/sources/docgener/presenta/social_innovation/social_innovation_2013.pdf)

### **Conditions for success / Transferability**

The feasibility of implementing this good practice in other Member States was discussed in the European INTI project “One-Stop-Shop: a new answer for immigrant integration” (further at [www.oss.inti.acidi.gov.pt](http://www.oss.inti.acidi.gov.pt)), coordinated by ACM. The most relevant outcomes of this project was:

1. a Handbook on how to implement a One-Stop-Shop, available in English, Portuguese, Italian, Spanish, German and Greek at [http://www.oss.inti.acidi.gov.pt/index.php?option=com\\_content&view=article&id=140&Itemid=78&lang=en](http://www.oss.inti.acidi.gov.pt/index.php?option=com_content&view=article&id=140&Itemid=78&lang=en)
2. and a DVD in English that provides, in a 10 minutes film, relevant information about the creation of the one-stop-shop and briefly explain is functioning with different branches of ministries and support offices [http://www.oss.inti.acidi.gov.pt/index.php?option=com\\_content&view=article&id=146&Itemid=80&lang=en](http://www.oss.inti.acidi.gov.pt/index.php?option=com_content&view=article&id=146&Itemid=80&lang=en)

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

The initial idea for setting up the CNAIMs was inspired by the “Citizens’ Shops”, which are one-stop-shop services for all residents of Portugal. The CNAIMs provide a number of Government and support services

under one roof, with services directly provided by intercultural mediators who are usually themselves from an immigrant background. This is an innovative project in terms of spatial design, prioritising a comfortable visit, proximity to the immigrant provided by the intercultural mediators, and coherent resolution of issues through a shared data management system.

The initial challenges included the practical implementation of the collaboration among the different institutions concerning the needs of migrants; finding proper human and financial resources; and building a system based on trust with the migrant community that would encourage them to reach out for support, regardless of their legal situation.

### **Practical example / Illustration of this practice**

The National Support Centres for the Integration of Migrants, working since 2004 (Lisbon and Oporto) and 2009 (Faro), reached 4 million services provided. Peter Gomez, a 20 years old young man from Gambia, was the four million client. He received help from the legal support office for his application process for a residency permit. The video is available here: [https://www.youtube.com/watch?v=OaW\\_bDKwj4k](https://www.youtube.com/watch?v=OaW_bDKwj4k)

### **Name of the Practice/Innovative approach**

- *Collaboration Protocol to support International Protection Applicants*

### **Context in which this practice takes place**

The need for greater articulation among all entities potentially involved in the chain of intervention with applicants of international protection, based on a systemic vision and internal communication between the various intervening institutions and a culture of commitment to the subject of the intervention, led to the establishment of an Interministerial Collaboration Protocol in September 2012.

The execution of the protocol has had an impact on the beneficiaries, which has resulted in gains in social welfare, particularly in terms of housing, food, psychological and / or social support, and evidence of financial sustainability, including a positive evaluation, with the effective realization of the objectives and purposes that it was proposed.

In this context, while maintaining the assumptions that led to the granting of the above mentioned protocol, and by extending its scope to other bodies / entities with fundamental responsibilities that are fundamental to the effective insertion of refugees or asylum seekers, in February 2016 the terms of its extension were established to new partners.

### **Aim**

Applicants of International Protection, regardless of the stage of asylum procedure in Portugal.

### **Target group(s)**

Requesters and Recipients of International Protection who spontaneously apply for asylum and Reinstatement Refugees under the Reinstatement Programme.

### **Partners involved**

Social Security Institute, IP, the Foreigners and Borders Service, the Institute of Employment and Vocational Training, the Santa Casa da Misericórdia de Lisboa (local NGO), the High Commission for Migration and the Portuguese Council for Refugees

### **Duration**

Beginning of Protocol 2012. Held an addendum to the Protocol in 2015 for a period of two years, after which it will be subject to revision, next renewal September 2017

### **Implementation / Steps / Process**

- Establishment of the Protocol of Collaboration to support International Protection Applicants, in September 2012;
- Establishment of the Addendum to the Collaboration Protocol, in February 2016;
- Establishment of the Interministerial Monitoring Committee to monitor the implementation of the protocol;
- Creation of an Operational Technical Group to operationalize the measures. The mission of the group is to analyse the social processes of the target groups covered in the protocol, proposing the solutions that are adjusted to the good resolution of each case/process;
- Integration of applicants of social protection in national territory.

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

Transposition into the domestic legal order of the Directive 2011/95/EU of the European Parliament and of the Council of 13 December; Directive 2013/32/EU of the European Parliament and of the Council of 26 June and the Directive 2013/33/EU of the European Parliament and the Council of 26 June.

### **Impact**

- Definition of a national strategy on applicants and beneficiaries of international protection;
- Involvement of the partners responsible for the intervention with this target group in the implementation of the national strategy;
- Promotion of the social insertion of applicants in the continental territory;
- Continuing vocational training of professionals accompanying this population.

### **Conditions for success / Transferability**

- Active participation of all entities subscribing to the Protocol;
- Creation of work groups, with regular activities;
- Revision of legislation, namely Law 26/2014, of May 5. The present law amends Law No. 27/2008 of June 30, establishing the conditions and procedures for the granting of asylum or subsidiary protection and the statutes of asylum, refugee and subsidiary protection, transposing Directive 2011/95 / EU of the European Parliament and of the Council of 13 December, 2013/32 / EU of the European Parliament and of the Council of 26 June and 2013/33 / EU of the European Of the Council of 26 June.

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

- Creation of a national strategy to support applicants and beneficiaries of international protection. Until the Protocol was concluded, there was no concerted inter-ministerial intervention;
- Increased awareness and promotion of the knowledge of the asylum in Portugal, through the implementation of training actions to professionals from different sectors of activity.
- Creation of two working groups, composed of all the Protocol subscribers: the Operational Technical Group (responsible for implementing the Protocol) and the Monitoring Committee (responsible for validating the operation of the technical operational group, activity plan and activity reports).

### **Practical example / Illustration of this practice**

- Definition of a national strategy;
- Accountability of the various partners who accompany this target audience;
- Creation of Operational Working Groups;
- Training of technicians from the various sectors of activity, through the implementation of training actions promoted by the operating group;

- Raising the awareness of the Portuguese population on the subject of asylum, through the stimulation of initiatives, which were attended by applicants and beneficiaries, in public places.

### 3.7. SLOVAK REPUBLIC

#### **Name of the Practice/Innovative approach**

- 1. *Integration Policy of the Slovak Republic (herewith referred to as “Integration Policy”)*. 2. *State Integration Programme for the beneficiaries of international protection (herewith referred to as “State Integration Programme”)*

#### **Context in which this practice takes place**

1. The goal of the Integration Policy is to enhance integration of third country nationals and to create policy covering all aspects of their life in Slovakia. The responsible authority is the Ministry of Labour, Social Affairs and Family of the SR in cooperation with other cooperating subjects.
2. In the context of current migration situation, the goal of the State Integration Programme is to create a systematic integration scheme for beneficiaries of international protection. There is a need to create systematic framework based on state budget. The responsible authority is the Ministry of Interior of the SR in cooperation with other subjects.

#### **Aim**

1. The Integration Policy establishes the overall framework for the integration mainstreaming. It sets up priority areas and measures contained in the recommending measures which are elaborated by the responsible parties. Its implementation is based on the coordinated cooperation of state authorities, local state administration organs, local government and the communities of foreigners, and anticipates the involvement of non-governmental and other organisations working in this field of integration.
2. The State Integration Programme should address integration of the beneficiaries of international protection with emphasis placed on three priority areas, namely housing, education and employment.

#### **Target group(s)**

1. Third country nationals.
2. Beneficiaries of international protection.

#### **Partners involved**

1. State and regional authorities, non-governmental organisations, civil society, communities of foreigners.
2. State and regional authorities, non-governmental organisations, civil society, communities of foreigners.

#### **Duration**

1. The Integration Policy was adopted by Government Regulation No. 45 of January 29, 2014. The responsible subjects elaborate action plans with concrete measures to be implemented during the set time periods.
2. The coordination of the State Integration Programme was approved by Government Regulation no. 568 of October 21, 2015. It is currently being prepared by the Ministry of Interior of the SR with estimated launching date in the course of 2018/2019.

#### **Concise outline**

1. The Integration Policy of the Slovak Republic is based on the principles of equality, justice and dignity of every citizen and resident of the country. It contains measures supporting the integration of foreigners in the various fields: Self-governing Regions, Housing, Cultural and Social Integration, Health Care, Employment and Social Protection, Citizenship in the Slovak Republic, Unaccompanied Minors).
2. The State Integration Programme addresses the beneficiaries of international protection with emphasis on three priority areas, namely housing, education and employment.

### **Implementation / Steps / Process**

1. The responsible subjects of the Integration Policy implement the measures within their competences. Each year, the Ministry of Labour, Social Affairs and Family of the SR prepares Summary report on the state of implementation of Integration Policy objectives and measures covering the actions implemented during the previous calendar year. It is based on the activities of the Ministry of Labour, Social Affairs and Family of the SR, as well as it contains inputs from all other responsible subjects. The Ministry of Labour, Social Affairs and Family of the SR has approved Action plan of the Integration Policy for the years 2017-2018, which contains updated measures to be implemented in the given field.
2. The Ministry of Interior of the SR is currently organizing bilateral meetings with other resorts in order to establish comprehensive and integrated approach and to cover all the issues that seem to be problematic within the integration of the target group.

### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

1. The Integration Policy is based on an emphasis on justice, equality, an effort to compensate for disadvantages, the prevention of discrimination, respect for human rights and freedoms, protection of the vulnerable and adherence to the legal regulations and international commitments of the Slovak Republic.
2. The State Integration Programme is being elaborated in compliance with Slovak laws, EU legal regulations and international legal provisions.

### **Impact**

1. The implementation of the Integration Policy has impact on the day-to-day life and process of integration of the third country nationals living in Slovakia.
2. The State Integration Programme will have impact on the process of integration of beneficiaries of international protection living in Slovakia.

### **Conditions for success / Transferability**

1. Integration is a two-way process of mutual acknowledgement and respect by and for the majority society and foreigners. As the Integration Policy is a cross-cutting document, it is based upon cooperation and proactive approach among all bodies involved. It is built up on bottom-up concept, therefore the engagement of the local and regional level is inevitable.
2. The creation of the State Integration Programme requires cooperation among various bodies involved, holistic approach and amendments of the existing legislation.

### **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

Challenges within the integration process of third country nationals in Slovakia:

- there is a need to establish for the integration of migrants a solid state budget not depending on funds from the European Union,
- there is a need to foster a cooperation at local and regional level. Within the integration process, the emphasis should be put on the role of the local actors and their involvement into the integration process of individual migrants from the early beginning,
- migrants should have quicker access to employment, to proper housing and have their qualifications recognized.

### **Practical example / Illustration of this practice**

The Integration policy document can be found here (in English):

- [https://www.mpsvr.sk/files/slovensky/ministerstvo/integracia-cudzincov/dokumenty/en\\_eurovkm-preklad-29-integracna-politika-januar-2014.pdf](https://www.mpsvr.sk/files/slovensky/ministerstvo/integracia-cudzincov/dokumenty/en_eurovkm-preklad-29-integracna-politika-januar-2014.pdf)

- The Summary report on the state of implementation of Integration Policy objectives and measures for the 2016 can be found here (in Slovak language only):
- <http://www.rokovania.sk/File.aspx/ViewDocumentHtml/Mater-Dokum-208638?prefixFile=m>

### **Name of the Practice/Innovative approach**

- *Listen - Reflect -Change*

### **Context in which this practice takes place**

Introduction of innovative tools for shaping critical thinking among young people through personal and online storytelling

### **Aim**

The project Strategic Partnership is about introducing an innovative, open and multilingual Online (Digital) Living (Human) Library tool that uses personal and online storytelling to develop youth in both formal and non-formal education. This is a cross-sectional learning that develops and builds the critical thinking of youth towards people with obstacles in society.

### **Target group(s)**

TG1: pedagogues, youth workers and assisting professionals,

TG2: Youth with Inclusion Barriers in Society,

TG3: people with obstacles in society who through their personal, written and online storytelling mediate their life story as a learning tool

TG4: young people who take the opportunity to engage in the organisation of school and extra-curricular projects,

TG5: volunteers and helping professionals who, as promoters of the innovative tool portal Online Living Library, gain inspiration and motivation to address the deeper elimination of obstacles for a particular target group through an assisting service.

### **Partners involved**

GLAFKA s.r.o. (Education Centre for adults).

### **Duration**

1.2.2017-31.01.2019

### **Concise outline**

Education will be of an international nature, intended for pedagogues and youth workers who are interested in a deeper understanding and subsequent dissemination of storytelling in the critical thinking of pupils and students and in the better preparation of future professionals for practice.

Education will include work with techniques aimed at the use of emotional learning in sensitizing young people, shaping their attitudes towards vulnerable groups, and building critical thinking of youth on society. Part of the training will be to prepare participants to experimentally validate the Online Live Library as an innovative tool in practice. Participants will lead to regular mapping of the progress of their target groups in attitudinal changes and work with information for forming critical thinking. We will then get input to help us evaluate the impact of an innovative tool on specific youth groups.

### **Implementation / Steps / Process**

Education will have two pillars - the first is to acquire the skills of using all types of storytelling in practice, the second is to acquire the skills to measure the progress of attitudinal changes and the formation of critical thinking.

**Impact**

The implementation of the project will also help to eliminate the negative phenomena in youth behaviour, and the impact of the project will have a major impact on the implementation of important strategies at European level (the EU Youth Strategy) and at national level (Strategy Youth for the years 2014-2016 - Meeting the strategic objectives "Online participation, Motivation for global themes, Defining the content and scope of measures, tools and services aimed at eliminating and preventing social exclusion of youth, Creating, testing and introducing new services aimed at Eliminating and preventing the emergence of social exclusion of youth).

**Conditions for success / Transferability**

Methodologies can be found here: [www.onlinezivakniznica.sk](http://www.onlinezivakniznica.sk)

**Practical example / Illustration of this practice**

[www.onlinezivakniznica.sk](http://www.onlinezivakniznica.sk) – blogy

### 3.8. CONFERENCE OF INGOs

#### Name of the Practice/Innovative approach

- *Observatory of the global agenda for social work and social development - Commitment to action promoting the dignity and worth of people - Good Examples from European Social Work*

#### **Context in which this practice takes place**

During the past 25 years due to increasingly right-wing neo-liberal 'free market' policies, Europe has undergone multi-dimensional welfare state transformations in financing, provision and regulation accompanied by the export of jobs from Europe

Today these changes are accompanied by violent conflicts ranging from Arab revolutions to the war situations in many country. These have direct effects in our country (terrorist attacks, flows of migrants and refugees, security policies, nationalist claims)

They are also accompanied by the effects of climate change and many situations of crises and disasters (natural, humans or industrials, epidemics disasters...), where it is proved that it is the poorest and most insecure populations who suffer the most violent effects

Current social issues include mass migration, mass unemployment of young and older people; the exploitation of workers (for example through insecure employment contracts and low wages); and the move towards privatisation of the public sector across the region.

we are witnessing at the temptation to move

FROM social approaches focusing on prevention and social support in the face of risk situations TO social control procedures motivated by the desire to track or detect the potential dangerousness of individuals and populations

#### **Aim**

This is not the rule and the mission of SW. Promoting and developing Social Cohesion and Human Right need to strengthen Social Work and Social protection.

The Global agenda show how Social workers actions are positive for those goals.

#### **Target group(s)**

The target groups for the activities are also wide and varying. Children and young people, adults with intellectual disabilities or mental health problems, former drug users, refugees and asylum seekers are groups mentioned. These categories of people are described as being in many different social situations. Exclusion from employment, cultural diversity, foster care, homelessness, intergenerational reproduction of poverty, violence against women, sexual abuse in institutions as well as anti-malnutrition programmes are situations dealt with in the contributions.

#### **Partners involved**

- EASSW European Association of School of SW
- IFSW International Federation of Social Workers
- ICSW (International council of Social Welfare)
- ESWRA (European SW Research association)
- FESET (European Social Education Training)
- FICE (Fédération Internationale des Communautés Educatives)
- Power US network

## **Duration**

Every 2 years

## **Concise outline**

- Collects evidence about the positive actions of social workers, educators and social development practitioners
- Supports implementation of the Global Agenda
- Gives visibility and credibility to innovative practice
- Promotes further action and lobbying

The submissions contained different forms of descriptions:

- 30 examples submitted from 16 countries
- 16 articles, 6 films, 4 posters and 18 other.
- "Other" means reports, descriptive texts, tool kits, guidelines, leaflets, links to web sites and pictures. By this it is clear that it is not only the practice that is wide and varying, the ways to present what is being done also take very different forms and shapes.

## **Implementation / Steps / Process**

As the submissions are examples of good practice, most contributions presented methods, describing how the work takes place. They gave examples of developing social work practices and employees' competence, gap-mending in social work education; mobilization of service users in practice development; working with students to influence future social workers; working in direct contact with people to fight against loss of social ties in society and to finding methods for supporting independency.

## **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The example of the European Conference EASSW-UNAFORIS on 27, 28 et 29 June 2017 in Paris R. Descartes University

« Social Work Education in Europe: Challenging boundaries for a sustainable future ».

Under the patronage of CoE and UNESCO

## **Impact**

Even if this does not give us the ultimate full picture of social work, it still gives us an interesting glimpse of the width of the practice

We are working with the report of the Global Agenda Observatory to disseminate these good practices and link SW around Europe. The European Conference every 2 years is a way to share these.

We need more relationship with CoE instances to strengthen the evaluation of the impact.

## **Conditions for success / Transferability**

We are working with UNESCO programme name MOST Management of Social Transformations and the Inclusive Policies Lab. By the way we try to develop cooperation between field's practices (practitioners, communities and citizens, educators and researcher) and policies makers to promote and support good practices on social innovation for social cohesion and inclusive society.

The cooperation at the level of CoE is now and objective.

## **Final remarks, challenges (including problems faced during the implementation), lessons learnt**

Currently the social policies in a large part of CoE member States are being challenging hardly or more softly with the consequences of putting into question the fundamental action of social work as an actor in human and social development and their concrete implementation.

**Practical example / Illustration of this practice**

See the web links on the documents unclosed power point and PDF

## 4. PROMOTING SOCIAL COHESION AT LOCAL LEVEL AND ACCESS FOR ALL, INCLUDING FUTURE GENERATIONS, TO SOCIAL AND ECONOMIC WELL-BEING

### 4.1. BELGIUM/WALLONIA

#### Name of the Practice/Innovative approach

- *International Network of Territories of Co-responsibility, known as the “Together Network”*

#### **Context in which this practice takes place**

As we endeavour to cope with various economic and social crises, the need to rethink progress in terms of ability to live together on the same planet has gradually come to be seen as a viable way forward. SPIRAL, which was conceived in response to this need, seeks to enhance the ability of society to ensure the well-being of all through shared responsibility between its various stakeholders: citizens, public and private actors.

Shared responsibility for the well-being of every generation, without discrimination, exclusion or any form of stigma, is the kind of societal progress to which the SPIRAL project aspires. The Together Network brings together territories that are interested in rethinking progress in terms of shared responsibility and applying this method in practice.

#### **Aim**

Bring together a number of territories centred around a participatory process conceived at the Council of Europe and entitled SPIRAL, in order to involve, in a co-responsible manner, all the stakeholders in society (citizens, public and private actors) in order to rethink societal progress and work together to build a more cohesive common future. In order to promote such progress, SPIRAL takes the form of a methodology that is jointly designed by citizens and other actors in society at local level, in association with the regional, national, European and even global levels.

#### **Target group(s)**

The Together Network and SPIRAL are aimed at any territory, body or group of citizens wishing to launch a new, or complement an existing, participatory process. Highly flexible, it can slot into and build on existing schemes, strengthening and expanding the participation of members of the local community.

#### **Partners involved**

A community of experimenters (governments and other local and regional actors, businesses, hospitals, schools, associations, NGOs, researchers, etc.) is involved in SPIRAL. This community is gradually being developed in order to build the initiative together and make it available to as many people as possible.

#### **Duration**

Variable: may be the time needed to develop a project, with a beginning and an end, or may form part of an on-going process.

#### **Concise outline**

The SPIRAL methodology is entirely open and systematised, and is based on principles of direct democracy and collaborative democracy. SPIRAL offers a methodological framework with 8-phase cycles. It starts with the construction of a collective subject around a common goal that is the well-being

of all - as defined by everyone working together, thus providing an opportunity to embed the knowledge-to-action process in a co-responsibility approach. Each new cycle widens the circle of stakeholders involved in the approach, like a spiral.

Regardless of the starting point, the approach involves the following key stages:

- Set up a multi-stakeholder platform to facilitate the process;
- Within this platform, discuss environmental and social issues and widen the circle of stakeholders;
- Involve the inhabitants, starting with a survey on their well-being;
- Analyse the results all together and design pilot actions;
- Carry out the actions proposed with the support of the citizens;
- Assess the impact of these actions on the well-being of the beneficiaries and stakeholders.

The website Wikispiral aims to facilitate exchanges of practices and methods between stakeholders involved in the process and their networking. It also aims to refine the common methodological framework and make available the tools that have been developed to facilitate its implementation.

The SPIRAL approach is evolving thanks to contributions from the community of territories, organisations and governments involved in it, forming the TOGETHER Network.

### **Implementation / Steps / Process**

The Together Network was officially established on 4 November 2013. It has its own Statutes and Rules of Procedure which make it clear how the network is to be organised and run. Informal networks can be created within the international network on a geographical basis (regional, national, etc.) or thematic basis (thematic networks), or for a particular type of actor (network of hospitals of co-responsibility, network of schools of co-responsibility etc.). Every year the Together Network prepares and implements a network action plan with the participation of all its members. As of 2017, Together has a roadmap, prepared as part of the European project CO-ACTE and approved by the November 2016 General Assembly as a policy guide for the next few years. Every three years, an international gathering of the Territories of Co-Responsibility is held, affording an opportunity for the General Assembly to elect a new city to co-ordinate the network (Mulhouse-France in 2009, Mulhouse-France in 2012, Braine-l'Alleud-Belgium in 2016 and probably Cape Verde in 2019).

### **Impact**

Currently spanning nearly 300 territories in over 20 countries across Europe, Africa and North America, the Together Network aims to make the progress towards co-responsibility for the welfare of all, including future generations, effective at both local and global levels.

### **Conditions for success / Transferability**

It is possible to join the Together Network either as a full member in the case of a Territory of Co-responsibility, or as a de facto member in the case of a public entity (local, regional, national or international), or as an associate member in the case of any natural person or legal entity who shares the network's goals and wishes to join.

The Together Network provides methodological support and opportunities for communication and interaction via the website [wikispiral.org](http://wikispiral.org), together with training, thanks to the fees paid by its members. These membership fees are not enough, however, to cover the development of new tools so the Network supplements them through European projects, such as the CO-ACTE project, which was co-financed by the EU's Citizens' Europe programme

**Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The Council of Europe's New Strategy and Action Plan for Social Cohesion Recommendation CM/Rec(2014)1 of the Committee of Ministers to member states on the Council of Europe charter on shared social responsibilities and the SPIRAL initiative.

Final remarks, challenges (including problems faced during the implementation), lessons learnt SPIRAL offers numerous benefits:

- Each actor in the platform contributes to the whole through his/her input in terms of working time, his/her contacts, hardware support;
- SPIRAL greatly increases co-operation between various local stakeholders around common values;
- Many projects can be carried out at low or even no cost: each partner as well as the inhabitants involved contribute through their expertise, equipment, working time, volunteering, etc.;
- The production of local and participatory well-being indicators is included in the projects and in the consultation process as well. The indicators are designed and vetted with the participants and involve no external costs.

**Practical example / Illustration of this practice**

For a year now, an interesting scheme has been under way in Cape Verde whose 9 micro-regional, multi-stakeholder platforms (one to three per island) are members of the Together Network. Operating at micro-local level, each village association acting as a “multi-stakeholder platform” at village level has its own webpage on “wikispiral” which is regularly updated by a young facilitator from the village, using a smartphone or portable computer. It thus serves as a means of communication between villagers and outside partners (Micro-regional Platform, ministries, NGOs, international partners, media, etc.) in all forms of support, exchanges and co-operation at territorial level. SPIRAL is thus a driving force within local associations at micro-local level. Eventually, wikispiral could act as a social network between territories.

## **5. PLATFORM IN THE FIELD OF SOCIAL COHESION**

### **5.1. REPUBLIC OF MOLDOVA**

#### **Context in which this practice takes place**

On the occasion of the 25th Anniversary of Diplomatic relations and bilateral collaboration between the Republic of Moldova and Republic of Austria, dedicated this year to "Social Cohesion".

#### **Aim**

Develop efficient collaboration, provide support in policy making based on positive experiences and good practices of both actors involved in the process and promote joint activities to achieve higher standards of living for most vulnerable groups of population.

#### **Target group(s)**

Improve family and child protection policies;  
Train and support youth in employment and businesses development;  
Promote participation of persons with disabilities on labour market, public and social life, based on working capacity determination;  
Promote supportive measures for migrants and their integration;

#### **Partners involved**

Ministry of Labour, Social Protection and Family of the Republic of Moldova and the Embassy of the Republic of Austria to Republic of Moldova, in Chisinau

#### **Duration**

Event on 20 April 2017.  
Promotion through the year.

#### **Concise outline**

At the event have been invited diplomatic representatives, ministers and officials of public authorities to exchange opinions and identify future collaboration road maps for supporting the reforms in Republic of Moldova in the fields of social security and social assistance, family and child protection, reforming the wage policies and the disability determination system; implementing the employment strategy and coordinate migration flows and implement labour migration policies, as well as, promoting the reforms in the field of education, health care, etc.

#### **Implementation / Steps / Process**

Joint activities; events; meetings; support measures for target groups; etc.

#### **Which practice/policy/instruments of from the Council of Europe and/or other international bodies were used? If not, please explain why**

The European Social Charter (revised) has been ratified by Republic of Moldova in 2001 and is the key CoE instrument in promoting social rights; Turin process is a road map for social policies implementation; The Strategy of the Council of Europe on Social Cohesion has been launched in an all country Platform in 2010, and continues to be implemented step by step in all social policies in Republic of Moldova;

The Association Agreement Republic of Moldova-European Union is implemented through the Action Plans defining the strong commitment of Republic of Moldova for action and development, in line with European Union instruments, adjusting entire legal Moldovan framework to EU regulations and standards;

Under the strong commitment of the Government of Republic of Moldova a range of new initiatives and reforms have been launched and are implemented in RM, based on international best experience and practices.

These are: the Strategy on children's rights;

Disability determination criteria;

The new Occupational Strategy is promoted; Youth business development policies and projects are promoted (eg. Moldovan authorities and the implementation body, the National Employment Agency are implementing the ILO project on „Promoting youth employment”); Policies for employment, protection and integration in society of returning migrants are developed; Policies are improved and new provisions developed to exclude any forms of illegal labour, exploitation of child labour, implemented by central public authorities, responsible institutions and organisations, in co-operation with ILO, IOM, etc., at the level of the country.

New demographic policies are developed to protect elderly and improve social protection; the project Action Plan 2017-2021 on active aging has been elaborated and discussed in government Commission 20 July 2017.

Social security reform was approved in December 2016, developed and is successfully implemented, excluding any discriminatory criteria at determining/calculating pensions and social benefits;

The Strategic reforms on wages/salaries system is implemented, excluding discrimination in paid labour;

Gender Policies are improved in all policy documents; The Government is committed to adhere and implement provisions of Istanbul Convention on Combating violence against women and domestic violence and improve the national legal framework; Participation of women in political life and decision making has been raised at a higher level. The Movement “She decides” has been launched with the support of UN Women, Moldova being the initiator among South-Eastern countries.

UN International Covenant on Economic, Social and Cultural Rights was implemented through 2011-2016 under the Action Plan in all fields covered by the treaty. On 21-22 September, in Geneva, R. Moldova will present its Report.

### **Impact**

Combat poverty and social exclusion; Achieve higher standards of living by policy implementation, through strong legally based framework and transparency; excluding corruption, any forms of exploitation and discrimination; citizens active participation in public and social life; social contribution of every individual to the welfare state based on solidarity, contributory social security system; social cohesion achieved through citizenship involvement and tolerance towards any minority group, on any basis;

### **Conditions for success / Transferability**

Political will in decision-making;

Rule of law;

Sustainable policy development;

Use of all available resources to achieve sustainable goals.

Best experience and achievements of one generation be transferable to younger generations and further developed.

Achieve a peaceful, tolerant, socially cohesive society.

**Final remarks, challenges (including problems faced during the implementation), lessons learnt**

Financial restrains;

Division of the society on a range of issues.

People leaving the country for better paid employment, the labour manpower/labor force, inclusively youth.

**Practical example / Illustration of this practice**

The support provided through this collaboration helps responsible public authorities define constrains and barriers in developing policies and have the support in developing certain activities in the entire process of reforming diverse social fields to achieve harmonisation and better use of resources in policy making - human, financial, material, etc.