



“Quality Systems strengthening specialised support services”

EASPD’s conference

**Towards Community-based services
current realities and future challenges**

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Social Innovation, Social Inclusion, Community Care and specialized support services

- “The promotion of **social innovation** is a good means for discovering new answers to social problems” – European Commission, renewed updated Social Agenda, 2008
 - “It is of utmost importance to ensure the continuity in providing financial and technical support to innovative projects, that develop the **network of social services** and enhance partnership at local level”, Social Welfare Development Strategy of the Republic of Serbia, 2006
 - “Globally, development of **community care** represents the most important change in policy and pattern of service provision in the last 50 years”, Mansell, Ericsson, 1996
 - Specialised support services are often the same as community care across eastern europe
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Current realities

- What are community based services in terms of **values**?
 - Those that take into account the **human rights and dignity of users, their quality of life and health and promote autonomy and their social inclusion**, through individual approach.
 - Reality?
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Current realities

- What are community based services in terms of **work**?
 - Those that do not include **rigidity of routine** (fixed timetables for waking, eating and activity irrespective of personal preferences or needs), **block treatment** (processing people in groups without privacy or individuality) and **social distance** (symbolising the different status of staff and residents).
 - Reality?
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Current realities

- What are community based services in terms of payment **arrangements?**
 - Services that are **cheaper**, funded at the **local level**, implemented by new providers (delegation, commissioning, contracting out).
 - Reality?
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Current realities

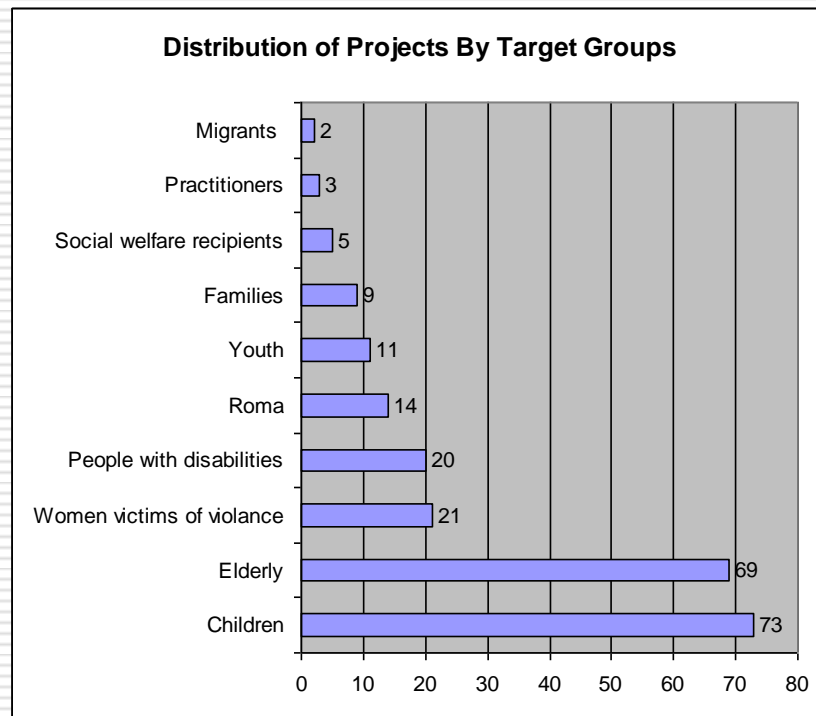
- ❑ Contracting out seen as a tool per se.
- ❑ Local action planning as a tool per se.
- ❑ Methodology of payment arrangement more highlighted than the structure of work, or values behind.
- ❑ In some cases, absorption capacities for financial viability low, human capacities inadequate and payment arrangements non systemic.
- ❑ **Community care often in the stage of organic development, not a part of the system.**

Organic vs Systemic = Quality system

Social Innovation Fund and Community Based Services

- ❑ In existence since 2003.
 - ❑ Mechanism to support development of community care and diversification of service providers.
 - ❑ Major source of funding for community care services.
 - ❑ Piloting of contracting out and commissioning, through local authorities.
 - ❑ Since 2003, over 200 local projects/services.
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Project Beneficiaries, 2003-2009



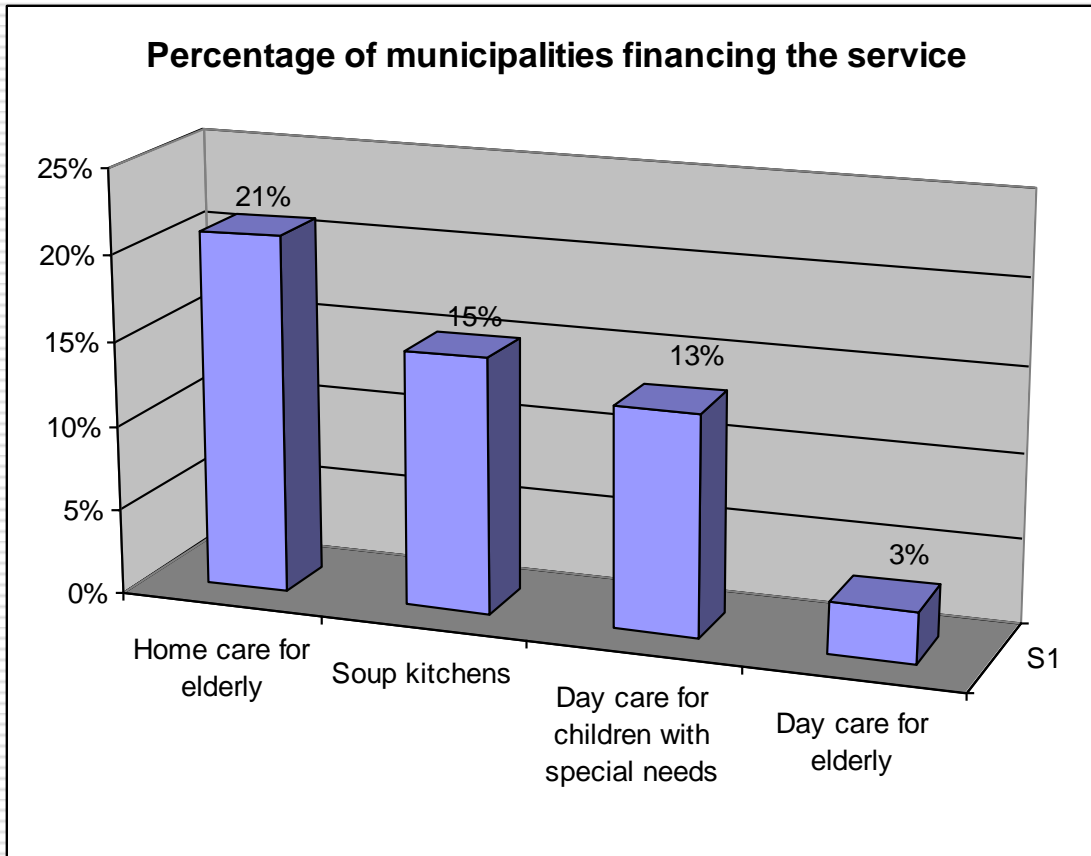
The majority of projects develop programmes for children and the elderly, in compliance with the reports on vulnerability of individual groups.

When it comes to children, this includes sub-groups of children without parental care, children with special needs, juvenile offenders.

Activities in 2010

- Development of community care in Serbia / Open Society Fund
 - IPA 2008 Social Inclusion Fiche
 - Discussions related to earmarked transfers taking place.
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Financing by Municipality



As little as 13% of municipalities fully funds day-care centres for children with special needs – **FINANCIAL SUSTAINABILITY AT RISK**

Perceptions and Attitudes – Decision Makers

- Greater familiarity with the European social processes will enable clearer definition of goals and the Serbian social policy itself, which would simultaneously support harmonisation with the European social agenda.

(Action research on stakeholders' attitudes and perceptions of social inclusion, conducted by SECONS for the needs of the project *Promotion of Social Inclusion Debate in Serbia*)

- But is there a common quality framework at the level of EU for specialised support services?
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Quality systems

- New Law on Social Protection
 - Regulation and institutionalisation
 - Social Protection Chamber, code of ethics
 - Professional's Licensing, limited to 6 years, pending list of jobs related to social protection
 - Service providers Licensing, based on minimum standards
 - Redefinition of regulatory mechanisms (inspection, supervision, monitoring)-Inspection and professional support
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Challenges

- ❑ Licensing support to CSOs
 - ❑ Finding the money for earmarked transfers in the central budget
 - ❑ Defining the work in the whole service provision system
 - ❑ Balancing the regulation to keep the space for innovativity
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Additional Information

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Thank you for your attention!
