



News Letter

2/2001

Observatory for the Development of Social Services in Europe

Social Services in Central and Eastern Europe

Viewed from the outside, social services in Central and East European countries (CEECs) seem to be experiencing an unprecedented boom. Tens of thousand non-governmental organizations (NGOs) were created and are now operating. Governments and municipalities are changing the structure of existing and creating new social services. There is a clear tendency to move from residential to home care and day centres.

However, an insight experience and view reveals a different picture. The CEECs have different models of approach to social services and are at a different stage of development towards a civil society with a substantial third sector. We can identify **four models**.

As in the West there are different stages of development and models in the individual CEECs. Broadly speaking we can clearly distinguish differences of levels and approaches in the Visegrad countries (Hungary, Poland and the Czech and Slovak Republics) and Slovenia, the Baltic countries (Estonia, Latvia and Lithuania), the rest of the former Soviet Union countries and the Balkan countries (former Yugoslavia and Albania).

The Visegrad countries and Slovenia are undergoing a renaissance of social services having prewar experience to fall back on. They started to change the



systems in the very early days of their transition to market economics and launched reforms of social services, fully drawing on west European expertise and support. They are speedily developing the non-profit (third sector) non-governmental sector and the government is increasingly sharing the responsibility with it. In the Czech Republic and in Slovakia we have good examples of cooperation between municipalities, local governments and organizations of the third sector. In Poland the religious social service organizations have taken a lead and unprecedented initiative. In these central European countries Caritas and Diakonia, together with the Red Cross have developed the more prestigious social service structures. Also municipalities – in line with the central European tradition – have become active and taken up initiatives to provide home care to their elderly and disabled. In Slovenia – in the outskirts of Ljubljana and in Maribor you will encounter municipal social

Editorial

DEAR READER,

THIS ISSUE OF THE NEWS-LETTER IS BEING PUBLISHED TO COINCIDE WITH THE EUROPEAN CONFERENCE ON “THE ROLE OF SOCIAL SERVICES IN SUSTAINABLE SOCIAL DEVELOPMENT”, AN EVENT ORGANISED BY THE OBSERVATORY ON BEHALF OF GERMANY’S FEDERAL MINISTRY FOR FAMILY, SENIOR CITIZENS, WOMEN AND YOUTH (BUNDESMINISTERIUM FÜR FAMILIE, SENIOREN, FRAUEN UND JUGEND – BMFSFJ) AND THE EUROPEAN COUNCIL’S EUROPEAN COMMITTEE ON SOCIAL COHESION. REPRESENTATIVES OF ALL 43 MEMBER STATES OF THE EUROPEAN COUNCIL WILL BE TAKING PART. THE CONFERENCE’S OVERALL OBJECTIVE IS TO OFFER A FORUM FOR PAN-EUROPEAN DIALOGUE ON NEW AND INNOVATIVE APPROACHES TO THE PROVISION OF SOCIAL SERVICES. BUT WHAT ARE THE KEY ISSUES OF INTEREST TO EUROPEAN STATES WITH REGARD TO THE ROLE OF SOCIAL SERVICES? PROF. MUNDAY OF THE EUROPEAN INSTITUTE FOR SOCIAL SERVICES IN KENT/GREAT

BRITAIN EXAMINES THIS QUESTION IN OUR GUEST COLUMN. THE TRANSFORMATIONS CURRENTLY BEING UNDERGONE BY CENTRAL AND EASTERN EUROPEAN STATES – COUNTRIES WHICH, AFTER ALL, MAKE UP THE MAJORITY OF THE EUROPEAN COUNCIL – CONSTITUTE ANOTHER FOCAL POINT OF THIS ISSUE OF THE NEWS-LETTER. IN OUR EDITORIAL ARTICLE, PROF. TOMES OF CHARLES UNIVERSITY, PRAGUE, LOOKS AT THE HISTORICAL COMMON POINTS AND THE VARIOUS PATHS OF DEVELOPMENT TAKEN BY THE COUNTRIES OF THIS REGION. FURTHERMORE YOU WILL FIND A SPECIAL REPORT ABOUT THE SITUATION IN POLAND IN OUR SECTION ON “SOCIAL SERVICES IN EUROPE”.

THE EDITORIAL TEAM

“one-stop” centres providing all the basic social services to keep the needy people in their natural social environment. Education in social work has been rapidly reintroduced and social work rehabilitated as a profession.

The Baltic countries first had to face hyperinflation and poverty and could only develop limited safety-nets. Only after stabilization of the negative consequences of the break-away from the former Soviet Union and some economic recovery in the transition did the countries develop social services and the third sector. They are rapidly catching up with the Central European (Visegrad) countries, the major limitation being public finances.

The Balkan countries have suffered from the war events and their development of the social services was hampered. They primarily rely on foreign aid



and the third sector develops only if supported by foreign finances. The more developed communities have recently manifested some efforts.

The former Soviet Union countries (other than the Baltic states) are primarily under the influence of the prevailing communist structures. They are opening up to the civil society approaches only gradually.

Their social structures are primarily of the residential type and the move towards the home services and day-centre type is slow and hampered by lack of resources and experience. Social work is a new concept, which needs to gain broader understanding and support. There is no systematic education of professionals in social work.

Having expressed the differences between the four existing models of approach, one has also to emphasize what the CEECs have in common.

The CEECs have a common heritage. They have inherited the Soviet-communist paternalistic distributive system, which was focused upon certain groups of explicitly defined vulnerable citizens leaving certain vulnerable groups uncovered (migrants, minorities, unemployed dissidents). Lack of targeting the really vulnerable

made social systems too generous and consequently unsustainable.

The system was based on cash benefits from the state budget or other public funds (former Yugoslavia), with social services having a supplementary role for the most destitute who were in need of the help of a third person.



The system provided cash benefits under discriminatory arrangements, which favoured defined groups of politically or socially defined citizens, whose merits were taken into account rather than their needs. There were special pensions and better social services for communist leaders and for certain categories of employees working in arduous and hazardous conditions. Large factories and mines provided their employees (or former employees) with social services, not accessible to other people in need. Public social services were provided by employing state establishments rather than by municipalities, because the former were more controllable.

Doctrinal approach of the former communist regimes to social security overshadowed concern for real needs of citizens – e.g. residential care rather than supportive approach (home services, day-centres) – lack of market oriented services to reduce or limit social exclusion. Rationing instead of participation produced personal irresponsibility, which led to the “milk the state” approach and limited development of civil society – only the organizations approved by the state (e.g. societies of handicapped, the Red Cross) were eligible to provide social services.

Improper design of social systems made the systems ineffect-

ive to new needs. The CEECs lacked adequate institutional capacities to meet new phenomena, e.g. privatisation, restructuring and hyperinflation. The system was not prepared to meet high unemployment and hyperinflation. This led to a loss in the real values of existing benefits, a loss of income that resulted in poverty and to governmental counter-measures involving budgetary and monetary constraints. The CEECs lacked properly trained personnel because the teaching of social sciences was limited. Underestimation of the role of social sciences led to their suppression.

The CEECs have similar needs in the transition. In the early stages of post-communist development they had to combat social exclusion of certain segments of the population mainly due to poverty, which has more than one cause:

- I) Poverty due to loss of incomes. High unemployment was a new phenomenon. The long term unemployed are especially vulnerable as they are gradually losing their employability (losing qualification, working habits, work discipline). Privatisation made access to employment very difficult for handicapped, women with small children and seniors.
- II) Poverty due to hyperinflation – pensioners lost real income due to lack of

indexation. Family support lost its real values for lack of indexation.

- III) Poverty due to lack of access to existing social services for vulnerable groups caused by constraints on public funds. Changes in health care programs make access to basic health more difficult for vulnerable groups. Economic considerations make access to education more difficult for vulnerable groups. There lack of services for new vulnerable groups such as migrants and minorities. New needs produced by “black” labour abroad – men leave and their families, including children and the elderly, are often left without an income.

There is a definite **need for technical assistance and financial support** from the West European societies and countries. The international support should aim to overcome lack of means, experience and professional staff trained in social work. Progress towards democracy will enhance substantially by developing the civil society and the third sector in the CEECs. However, this does not mean the mechanical transfer of western institutions and approaches to the CEECs. This was offered by western experts in the early days of the transition – and failed. The reason is evident – social services cannot be developed regardless of the traditions, concepts and needs of the people in each and every country. Although living in the same continent and having shared some of our history, we still maintain differences of cultural and social behaviour (tradition), to which social services are extremely sensitive.

The differences in concept are also due to the 40 years of communist rule. Those who were twenty when the system started were 60 when it ended. The elderly and handicapped of today were thus educated and worked their whole productive lives under the former regime. Thus the solutions offered cannot be mere transfers or integration of the East into the West. The process of social development will have to be that of harmonisation and convergence, in



which the West may have to compromise and accept some of the approaches developed in the East of Europe, e.g., the understanding of social protection and social services is much broader in the CEECs than in Western Europe. In the CEECs there are transitional services between the health, education, employment and social sectors. Poverty is conceived as lack of access to gainful activity, health services and appropriate and adequate education. Thus social services primarily aim to restore the access and abilities to profit from the labour market. Care taking and rationing of social goods is considered less efficient. Also the role of social services is articulated in the old Roman tradition – dare, facere, omitemere et pati – which is much broader than merely “providing for the manifested needs”.

In principle all European countries are moving in the same direction, however, not with the same concept and needs. The differences may be challenging for an all-European debate.

Prof. Dr. Igor Tomes
Charles University,
Prague, Czech Republic

Guest column

Key issues in European Social Services

Introduction

This article summarises a paper prepared for a conference on “The Role of Social Services in Sustainable Social Development” in Berlin 25–26 October. The conference is organised by the German Federal Ministry for Family Affairs, Senior Citizens, Women and Youth, in cooperation with the Council of Europe. The conference builds upon previous work in this field, notably the Dublin conference in 2000 on social development in Europe and the social development agenda developed from the Special Session of the UN General Assembly in 2000.

Background considerations and questions

The following points are important to any attempt to identify key issues in European social services.

1) Definitions of terms

The conference paper discusses the meaning of the principal terms “sustainable social development” and “social services”. Only the latter term is defined here because it is open to various interpretations.

Social services are those services provided by governmental and non-governmental organisations to meet the personal and social needs of user groups such as children and families, elderly people and people with physical learning, and mental disabilities (NB This is not a comprehensive list). The services may be provided in people’s own homes, day centres or residential homes and are staffed by social workers and related professional groups. Volunteers also make important contributions to most social services. These services are different from related services such as health, education and cash-based income support services.

2) Background factors

The following are some important contextual points to an understanding of issues in social services.

1) Globalisation and social services

The impact on social services of economic, political, social and cultural globalisation is significant but as yet only partially understood.

2) European countries are at different stages in their development of social services

The former communist countries are struggling to develop sustainable social services



systems post-1989 with limited resources and a history of both limited state provision and ideological opposition to civil society's involvement in social services.

Western European countries are moving away from too great a reliance on state provided and financed services to a system of "mixed economies of social care" in which families and non-governmental organisations play a greater part.

3) Demographic and social changes

These include: the trend towards ageing societies and smaller families; attitudinal changes to family care and responsibilities; the trend for more women to enter the labour market; and changes in the "traditional" family eg. increased divorce

greater ethnic and cultural diversity in many societies. These countries are challenged to make culturally appropriate social services provision.

5) Women and social services

Women have specific concerns in relation to social services e.g. they are still expected to be the main care givers in families; there has been a serious loss of child care services in Central and Eastern Europe; and too many better paid jobs in social services are disproportionately occupied by men. These issues have to be addressed.

Key issues

Issues have been selected because of their wide application across the 43 countries of the Council of Europe.



rates and numbers of one-parent families. All have important implications for the present and future supply of social services.

4) Population movements

Radical changes in Central and Eastern Europe have resulted in many people moving to other European countries, contributing to

1) Mixed economies of social services

Despite the considerable diversity across the region all countries are working to develop these mixed economies, with implications for a reduced and changing role for the state, and increased contributions from the organisations of civil society.

How is this being achieved, what are the gains and losses for users of social services, and is a greater diversity of funding sources being achieved?

2) User involvement, choice and payments

Real user involvement in social services has gradually become a higher priority in social services in most countries. How is this being achieved and with what results? One interesting innovation is the introduction of cash payments to service users to enable them to purchase services of their choice – a type of commercial shopping model.

3) The modernisation of social services

There is a European trend towards the introduction of principles and practices from private sector management into public services, including social services, resulting in a new management culture. The use of contracting, performance indicators and cost-effectiveness measures are examples of this trend. This is a revolution in social services but some question its relevance in the human services field.

4) The involvement of international organisations in social services

The World Bank, the IMF, the EU, the Council of Europe and the United Nations are involved in social development programmes throughout Europe – especially in Central and Eastern Europe. Their contributions are extremely important but questions are raised about the agendas of powerful international donor organisations and the price they require in exchange for their huge input of resources.

5) Models for social services: are there conflicting approaches evident across Europe?

The welfare state model emphasises that social services should be open and available to all who need them, while encouraging "active citizenship" and valuable contributions by the organisations of civil society.

State expenditure on these services is seen as a positive investment for societies, rather than a negative influence on states' economies. However, there is a danger of this model being replaced by a more restrictive one in which the state reduces its role as direct provider and funder of social services, targeting its more limited resources on services for those most in need. Can both approaches be accommodated within a modern model for social services that continues to meet the needs of all citizens?

6) Central and local government responsibility for social services

Social services are provided at the local level by local government but there are major differences between countries concerning whether central, regional, or local government has control over what services are provided for whom. In some countries central government determines legislation and policy, while in others social services are under strong local democratic control. Just what are the advantages and disadvantages of the two approaches?

These and other issues in European social services will be debated in the Berlin conference, with the aim of countries' learning from one another's experiences.

Prof. Brian Munday
European Institute of Social Services
University of Kent
UK



Dr. Christine Bergmann/Federal Minister for Family Affairs, Senior Citizens, Women and Youth
Photo: Tilo Liewald

Main report

Conference on "Social exclusion and new social risks in a changing society – the future of social services in Europe"

A conference on "Social exclusion and new social risks in a changing society – the future of social services in Europe" was held at Bank für Sozialwirtschaft, Berlin, on 31 May 2001. It was an activity of the Observatory for the Development of Social Services in Europe hosted by Germany's Federal Ministry for Family, Senior Citizens, Women and Youth together with the German Association for Public and Private Welfare. Participants as well as speakers were a compound of German and European representatives of private welfare associations, central associations of municipal governments, politics, science, independent research institutes and other social associations. The conference documents will be available shortly from the Observatory. The following paragraphs are an evaluation of the conference by Pastor Jürgen Gohde, President of the Diakonisches Werk der Evangelischen Kirche in Deutschland' (Welfare and Social Association of the Lutheran Church in Germany) and Chairman of the Bundesarbeitsgemeinschaft der Freien Wohlfahrtspflege (Federal Organisation of Non-Governmental Social Welfare Associations)

Verena Hausen

"The future of social services – challenges, risks and opportunities"

A conference on the chances and risks and on the future of social services hosted by the Federal Ministry of Family Affairs, the Institute for Social Work and Social Education (ISS) and the German Association for Public and Private Welfare was held in Berlin on 31 May 2001. In Germany and in other European countries, the issue at hand is one of great urgency for the leaders of the associations of private welfare institutions. Anyone in Europe seeking a future based on solidarity and justice, anyone interested in a European social model that does not structure the field of social services and civil society along market lines needs such meetings. They are necessary: to achieve consensus positions, to create alliances against poverty and exclusion, to encourage cooperation between public and private organisations and, not least, to avoid getting mired in one's own purely national problems.

Against powerlessness – the return of politics

Can politics have a say in this age of increasing competition even in the field of social services, or are market mechanisms alone responsible for what is done or not? Anyone asking this question could take a defensive position and try to survive by building a Great Wall of China around social protection systems – a strategy which would not have particularly good prospects of success.

The conference took a more active approach to the question, drawing on the creative potential present in the forces of civil society and in private welfare institutions. Here too – indeed, especially here – many questions remain open, for instance the issue of unrestricted and equal access to social services, and the question of whether there is such a thing as a third or fourth sector, or whether one should simply speak of a social sector. The participants agreed that any model of social services that marginalises certain persons or groups is not desirable and indeed, after the Nice summit, not possible. The future of Europe should not be defined in economic terms alone: the social component must not be ignored. Nor should social life situations and strategies to avoid exclusion be the only issues to attract public interest. Access is a decisive problem, and the special character of the services provided by the federations of private welfare institutions is an important element. This special character may be diluted in a process of conformance and loss of identity – this is what has happened to Germany's Landesbank (state bank) institutions – or it can be redefined through public political debate and implemented in new practical models.

Hans Georg Weigel quite rightly emphasised this last point in the final session of the conference.

E-business, e-counselling – new opportunities for responsible users of social services?

The trend is clear: more competition, more market provision is expected to strengthen the position of residents of senior citizens' homes, hospital patients and seekers of social counselling. This irreversibly alters the paradigms of social work. What is now at issue when welfare institutions take a critical look at their own process of modernisation is not only a question of "right" or "wrong" positions, but of economic and political sense. Responsible consumers are expected to be able to control the social services offered to them and to change the structure of these services. But anyone with nothing more than one's own skin to bring to market doesn't stand a chance. This exposes a number of unresolved issues. Many points remained dim, perhaps because grassroots practitioners have been left out of the discussion. It would be useful to take a closer look at the situation of the losers of this modernisation process – women, old people, the handicapped – in a European context. Further-



On the platform from left to right: Prelate Hellmut Puschmann/President of the German Caritas Association; Prof. Dr. Bernd Marin/European Centre for Welfare Policy and Social Research/Vienna, panel chairman; Walter Schmid/President of the Swiss Conference for Social Aid; Peter Haupt/State Secretary of the Ministry for Family Affairs, Senior Citizens, Women and Youth; H.-Georg Weigel/Director of the Institute for Social Work and Social Education; Roland Schäfer/President of the German Association of City and Local Districts
Photo: Tilo Liewald, Paritätische Akademie Berlin



more, we should avoid the risk of exclusion that results from the very structure of person-related services: for instance, how are IT systems used in counselling homeless people or welfare recipients, what is the effect of data transparency on the remuneration processes between cooperating institutions and services, and not least, how does increased user participation help institutions to reorganise their work to better correspond to their objectives. Clearly, this is a key question about modernisation potential and resources. It is not a fad, and certainly not a problem to be solved by computer specialists: it is an issue for data protection experts and concept developers. Whoever wants to avoid exclusion and protect the privacy of patients must be willing to discuss the direction the whole process is to take. Although the conference was not able to provide more than an initial impulse in this debate, it was indeed able to identify challenges for subsequent discussion.

Value-based work – ethical control mechanisms?

More competition means more distinctiveness. This may be a truism, but it is also one of the central challenges to the character of social services provided by the associations of private welfare institutions. Thomas Olk and other experts were quite right to point to private welfare institutions' decreasing link to their social environ-

ment and the increasing homogeneity of their products. Standardisation may be a great way of cutting costs, but in real life it does little else. In an age of competition and dwindling budgets, it is not only the issue of optimum operating sizes and cooperation between institutions – which is totally irrelevant in times of break-even operation – that takes on increased significance, but also the question of market failure. This is a business challenge only at first glance. In many sectors of European social services there is implicit rationing, and rationalisation potential is often believed to exist until the opposite is proved. The fact that the question of ethical control mechanisms was raised and discussed at the conference is, in my opinion, an unequivocal benefit. Looking into the ethical relevance of financial decisions is something that may still take some getting used to, but the issue of what is necessary and what is permissible is not one which should concern biomedical experts alone. The problems at hand cannot be solved by private debate and indefinite results. This is not a time for social policy makers to go on holiday.

*Pastor Jürgen Gohde
President of the Diakonisches Werk der Evangelischen Kirche in Deutschland (Welfare and Social Association of the Lutheran Church in Germany) and Chairman of the Bundesarbeitsgemeinschaft der Freien Wohlfahrtspflege (Federal Organisation of Non-Governmental Social Welfare Associations)*

Social services in Europe

Social services in today's Poland are mostly a part of social welfare provision, which is based on a Social Welfare Act of 1991. According to this act, the social welfare system is a state social policy institution aimed at enabling individuals and families overcome difficult conditions of life, which they are not able to overcome within their own means, capabilities and rights. The statutory objective of the system is to meet the primary living needs of individuals and families and to make it possible for them to live with human dignity. The system is organised by the state and self-government administration and financed out of the public budget. It is empowered by the Act to co-operate with NGO's, religious associations and individuals. The basic agencies of the system, called Social Welfare Centres, operate at local level of self-government. The Act stipulates that the provision of social welfare should be aimed at ensuring the self-dependence of individuals and families and their social integration. Individuals and families benefiting from the opportunities provided by social welfare system are the obliged to co-operate in solving the life problems that they are facing.

Social welfare provision is to be granted particularly to individuals and families affected by: orphanhood, homelessness, need for maternal care or great numbers of children, prolonged unemployment, disability, chronic illness, helplessness in child-rearing and domestic management especially in single parent and large families, alcohol or drug dependency, difficulties in adaptation to life after imprisonment and natural or ecological disaster. Social welfare provision consists of both the financial aid and social services for low-income people affected by at least one of these above listed circumstances.

Social services – as they are stipulated by the Social Welfare Act – may be described in general, according to R. Bauer's definition, as both *simultaneous and location-specific interaction by two persons and/or groups of persons with different needs and competent services rendered by qualified expert staff (with varying degrees of qualification)* ("Newsletter Observatory..." 1/2000, p. 6). These services include a broad range of provisions delivered in various locations such as residential institutions, community agencies and users' homes. Two kinds of social services prevail there – social work and care services. Social work is understood in the Act as *professional activity aimed on helping individuals and families to strengthen or regain their ability of social functioning as well as providing social conditions to facilitate this aim*. Care services include various forms of assistance as household chores or nursing for people who are not able to care for themselves because of disability or old age. Both of these services are delivered in residential institutions as well as in communities. The statutory responsibility for a provision of these services in communities rests on social welfare centres. In this instance the professionals employed in the centres perform social work. In care services, though, the centres contract with NGO's or private agencies. In addition to these basic services, more specialised ones have been under development in recent years, such as crisis intervention, sheltered housing, support day centres for the mentally disturbed, occupational therapy workshops. Various individual or group psychotherapy models are available either within a framework of public health services or as independent enterprise. Social welfare agencies collaborate with both.

Since 1999 child protection services, which previously were provided under the auspices of educational authorities, have also been included in the social welfare system. Now the social welfare system

is in charge of a broad range of services addressed to neglected and/or abused children and to their families. There are such services as residential institutions and day centres, foster families and adoption services, family counselling and therapy. The system is responsible for a development of foster families i.e. recruiting and training volunteer foster parents, in order to de-institutionalise childcare. The services in question are backed by two financial aid schemes. The one is aimed on a support of foster families, the other on a support of young people leaving the institutions in order to help them in the transition to independent living.

The basic idea concerning social services, which is embodied in the Social Welfare Act, is that of de-institutionalisation. This idea is especially stressed with regard to child protection services. These are supposed to strive first for restoration of natural family or provision of foster parenting. The institutionalised childcare is regarded by the Act as a last resort.

It must be noted that the development of these services,

which is monitored by Social service professionals, is still at an early stage. The reasons for this are limited public resources, which may be allocated for the process and quite weak voluntary resources, which are supposed to supplement the public ones. In Poland social workers are also directly responsible for the distribution of financial aid for the needy. Because of this there is a quite widespread opinion in the professional community that the amount of paperwork involved and usually heavy social workers' caseloads may, in many instances, have an adverse affect on the quality of social service provision.

Prof. Jerzy Szmagałski
Warsaw University



D a t e s t o r e m e m b e r

October

25–26/Berlin:

Conference of the Observatory on "The role of social services for sustainable social development".

Information:

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Am Stockborn 5–7

D-60439 Frankfurt a. M.

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E-mail: beatrix.holzer@iss-ffm.de

November

6/Frankfurt:

Conference on "The concept of civil society – a means of reform for the welfare state? German and European perspectives".

Information:

Karin Knaf, Institute for Social Work and Social Education

Am Stockborn 5–7

D-60439 Frankfurt a. M.

Phone: +49-69-9 57 89-1 13

E-mail: karin.knaf@iss-ffm.de

8–9/Brussels, Belgium:

Conference on "Governance and organised civil society", European Economic and Social Committee contact:

Mr. Patrick Fève, ESC secretariat

Phone: +32-2-5 46 96 16

E-mail: patrick.feve@esc.eu.int

13.–14./Ghent, Belgium:

"European Conference on Prospects for the Social Economy within the Framework of Sustainable Development"

contact:

Elke Roex or Anne Zimmermann, Social Economy Section – Ministry of Social Affairs, Public Health, and Environment

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Co-ordinator Communications

Centre for the Social Economy

Phone: +32-2-5 00 53 08

E-mail: p.bosmans@febecoop.be

13–14/Nuremberg:

Specialist fair and congress for the social market – ConSozial2001

Information:

ConSozial2001 visitors' office

Phone: + 49-91 28/50 26 01

Fax: + 49-91 28/50 26 02

Internet: www.consozial.de

19–20/Brussels, Belgium:

3rd European forum for services of general interest, organised by CELSIG, Paris

23/Edinburgh, United Kingdom:

Conference on "Local, National and Transnational Partnerships in Social Inclusion".

Information:

Conference Secretariat, Meeting

Makers Ltd, Jordanhill Campus,

76 Southbrae Drive, Glasgow, UK,

G13 1 PP

Phone: +44-14 14 34 15 00

Fax: +44-14 14 34 15 19

23–24/Brussels, Belgium:

European Anti-Poverty Network

Conference on the "National Action Plans against poverty and social exclusion"

contact and registration:

Rue du Congrès, 37-41 (Bte 2),

B-1000 Brussels

Fax: +32 2 230 97 33

E-mail: clara.fonseca@eapn.skynet.be

December

7–8/Brussels, Belgium:

"AGE – Taking Stock, Taking Shape", kick-off conference for "AGE", the European Older People's Platform.

Information:

AGE, Rue Froissart 111

B-1040 Brussels

Phone: +32-2-2 80 15 22

E-mail:

Marianne.Dwarshuis@skynet.be

2002

June

24–28/Rotterdam, Netherlands:

30th International Conference on Social Welfare on "Social development in the 3rd millennium"

Information:

Netherlands Institute for Care and Welfare – Conference Office

Phone: + 31-30 2 30 65 10

E-mail: icsw2002@nizw.nl

homepage: www.nizw.nl/icsw2002

July

7–10/Cape Town, South Africa:

Conference on „Transforming Civil Society, Citizenship and

Governance: The Third Sector in an Era of Global (Dis)order", organised by the International Society of

Third Sector Research; for information please go to www.jhu.edu/~istr

News from the Observatory

The future of social services

Seminar in Brussels

A one-day seminar was held in Brussels in early October to discuss future developments of social services in Europe. The event was organised jointly by the European Commission's Group of Policy Advisers, by the German Federal Ministry for Family, Senior Citizens, Women and Youth, and by the Observatory. The seminar was held against the background of the current debate on services of general interest and the upcoming Laeken/Belgium summit. The topic of the seminar was the demand that all Europeans should have access to high-quality social services. Although Member States of the European Union face similar problems in their efforts to achieve this objective, their individual approaches vary according to their needs and traditions. Overall, the seminar dealt not only with issues of competition policies and economic omisation, but also, and more particularly, with the challenges social services are facing and the changes they are undergoing. Specific aspects were changes in the structure of the provision of social services (the "welfare mix"), requirements with regard to the type and form of social services in terms of the service itself and particularly in terms of quality and quality control, the involvement of civil society and, not least, the issue of democracy in that sense that social services should be provided to all population groups. The main results of the seminar will be presented in the next issue of the newsletter.

Part B

Working Paper of the Observatory

One of the focal points of the Observatory's work is the scientific analysis of the development of social services in Europe. To this purpose, the Observatory at the Institute for Social Work and Social Educa-

tion commissions external institutions and scientists to draw up expert opinions and reports on specific issues. As mentioned in the first issue of the Newsletter (November 2000), expertises had been commissioned on the topics of the definition of the term social services, organisational forms of social services, quality discussion, social services and specific target groups and/or client rights and user structures of social services. The Observatory will now be making condensed versions of these and other works available as Working Papers on a regular basis. The first issue will be available by the end of this year. Please consult the enclosed order form for additional information.

The Observatory goes online

You can now find us at our special Observatory web site at <http://www.soziale-dienste-europa.de> or <http://www.social-services-in-europe.de>. The site contains all important and recent information about the Observatory as well as details of individual projects and events. You can also download a number of Observatory publications. Please have a look on our site!

Beatrix Holzer

Current events

Publications:

In this issue of the newsletter you will find an order form for all publications of the Observatory published until now.

News from the Observatory

New staff member at the Observatory (Beobachtungsstelle)

A new scientific officer joined the staff of the Observatory at the Institute for Social Work and Social Education in September. Mathias Maucher will be working with Beatrix Holzer to scientifically implement the Observatory's project objectives.



Mathias Maucher completed a „Diplom“ degree in administration science at the universities of Constance and Liège/Belgium, specialising in social policy, administration management, third sector and social law. His final thesis was on the topic of family sociology. Prior to joining the ISS, he worked for the Mannheim-based Centre for European Social Research (MZES) in the field of comparative research on the welfare state and family policy, focusing on the projects „Family Policy Database“ and, in cooperation with the International Labour Organization in Geneva, on „The Cost of Social Security“. He also worked on a freelance basis in the municipal senior citizens' aid and care planning in Mannheim.

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