



Cities for Active Inclusion

The Quality of Social Services in Cities: Brno

**EUROCITIES NETWORK
OF LOCAL AUTHORITY
OBSERVATORIES ON
ACTIVE INCLUSION**

EUROCITIES-NLAO

The EUROCIITIES Network of Local Authority Observatories on Active Inclusion (EUROCITIES-NLAO) is a dynamic network of ten European cities - Barcelona, Birmingham, Bologna, Brno, Copenhagen, Cracow, Lille Métropole - Roubaix, Rotterdam, Sofia and Stockholm - each with a Local Authority Observatory (LAO) within its administration. Their aim is to share information, promote mutual learning and carry out research on the implementation of the active inclusion strategies at the local level.

The ten observatories are coordinated by EUROCIITIES, the network of major cities in Europe, and supported through Inclusive Cities for Europe, a partnership between the European Commission (DG Employment, Social Affairs and Inclusion) and EUROCIITIES.

EUROCITIES-NLAO website: www.eurocities-nlao.eu

1. Introduction

1.1 The city context

Brno is the second largest city in the Czech Republic in terms of population, after the capital Prague. Brno has some 370,000 inhabitants, and is the natural centre of the South Moravian region, which has 1.153 million inhabitants. Brno is an advanced central European city with a rich history, culture and traditions. Both geographically and symbolically it has links with Prague to the northwest and with Vienna to the south.

In addition, Brno is also the second city in the Czech Republic in economic terms. It is a modern and developing centre of industry, business, science and research, and many of the country's judicial institutions are also based here. The education system, especially tertiary education, is of supra-regional importance. There are six universities and colleges, with a total of 27 faculties and almost 76,000 students. The scope of the Brno universities and colleges extends beyond the South Moravian Region, and their educational and research facilities complement those of Prague.

As is the case in other cities in the Czech Republic and in Europe, Brno is characterised by population stagnation and population ageing. Compared with the average trend for the Czech Republic, data shows that Brno is ageing somewhat faster. This trend has been observed in Brno for some time, with a significantly higher proportion of people of post-productive age and a decrease in the population aged 0 - 14 years. In spite of the population boom in the last couple of years, population ageing is expected to continue for Brno: this is also due to increased life expectancy. (For further details see Annexes 2.1, 2.2 and 2.3). Population ageing creates new demands on social and health care services, housing and the city environment.

On the other hand, the educational attainment of the inhabitants of Brno is much better than the country average, mainly due to the higher share of people with a university degree.

In terms of unemployment, the economic crisis led to a rise in Brno's average unemployment rate from 5.8% in 2008 to 8.2% at the end of 2009 (women 9.2% and men 7.4%). During 2010, the unemployment rate remained fairly steady and by the end of September 2010 it stood at 8.5% (women 9.6% and men 7.6%). Unemployment in Brno has always been higher for women, especially women caring for children and women aged 50+. Long-term unemployment is typical for people over 50 years old, for low-qualified people, disabled people, young graduates and other young people. These groups overlap, and most of the job-seekers at risk of social exclusion belong to several groups at the same time: they have a high accumulation of handicaps on the labour-market.

Brno is home to ten main groups of national minorities and ethnic minorities, of which the Slovak minority is the largest. These minority groups consist of people who are citizens of the Czech Republic. They often set up civil society organisations and special interest groups that organise cultural activities which are supported by the city. One of the largest ethnic minority groups consists of Roma people. It is estimated that there are around 15,000 to 17,000 Roma people living in the city of Brno. Analysis carried out in November 2008 shows that some 9,000 Roma people are socially excluded or in danger of becoming socially excluded¹.

With the growth in migration within Europe, the number of foreign nationals that live permanently or on a long term basis in Brno has increased. According to data from the

¹ See study "Identification of socially excluded areas and their mapping in Brno", Very Vision, s.r.o., 2008.

Ministry of the Interior, over 25,000 foreigners had their permanent address or a long-term temporary address in Brno. People from the Ukraine compose almost one third of Brno's foreign nationals; other large groups include people from Slovakia, Vietnam, Russia and Poland.

The city of Brno has set up an advisory body to focus on how to integrate foreign nationals effectively. This body is led by the First Deputy Mayor of the city and includes representatives of all the parties concerned: the city, the finance department and employment department, schools, health care institutions, NGOs, and the media. In 2009, a South Moravian Regional centre was founded to support the integration of foreign nationals, with financial support from the European Fund for the Integration of Third-country Nationals (EIF). The regional centre aims to support the integration of foreigners into mainstream society, through cultural and educational initiatives, by raising their knowledge of Czech language, by supporting their economic independence and through orientation into their new socio-cultural environment.

1.2 Priorities and measures for social inclusion

At the national level, priorities to prevent poverty and social exclusion are set out in the Czech Republic government's National Plan for Social Inclusion for 2008-2010². This focuses on three priority areas:

- Support for disadvantaged people, particularly to help them enter the labour market.
- Support for families.
- Effective decision-making in social inclusion policy.

The vision and strategies in the national plan for social inclusion are quite general and, focus mainly on the field of social policy, which is the responsibility of the Ministry of Labour and Social Affairs. It is hard to get other departments and sectors to focus on social inclusion.

Although there is a comprehensive social inclusion plan at the national level, at a local level such concepts as social exclusion are rarely taken into account at the planning stage. Currently in the Czech Republic, local social inclusion policies tend to be quite disjointed and are spread across various local strategies covering different sectors. In the social services field, social inclusion mainly involves social services aimed at target groups that may be affected by social exclusion.

1.3 Strategy for Brno

The key strategic document for socio-economic development in the city of Brno is the Strategy for Brno³. This was approved by the Brno Assembly in June 2007 and is continuously updated in line with current data. The Brno Strategy highlights five priorities, one of which is to promote the quality of life, with an emphasis on active social inclusion.

As part of this, the city is committed to supporting a number of social care and health care measures, including: prevention measures; equal opportunities for various groups of

² See National Plan for Social Inclusion 2008-2010 (NAPSI), www.mpsv.cz/cs/9119.

³ See link www.2.brno.cz/download/ksm/strategie2009.pdf.

people; promotion of a healthy life style; removal of physical barriers to social inclusion; and the provision of housing support to specific groups. In addition, the city is also involving other sectors in social inclusion, such as public security and public policy, housing, sports, culture, leisure activities and the environment.

In Brno, each municipal department creates its own strategy, which must be approved by Brno's Assembly. A number of departments have incorporated active social inclusion measures in their strategies. These include the Housing Department's housing strategy, the Health Care Department's family policy and public health plan, the Education Department's strategy for sports development, and the cultural development strategy drawn up by the Cultural Department⁴.

1.4 The three pillars of active inclusion

According to the EU, active inclusion has three pillars:

- Income support.
- Access to the labour market.
- Access to good quality social services.

In the Czech Republic, the first pillar, income support, is dealt with by labour offices at local government level.

The second pillar, access to the labour market, is included in national employment policy and is the responsibility of the labour offices. These are government agencies managed directly by the national Ministry of Labour and Social Affairs. They implement active and passive employment policy programmes at the local level. Active employment policy is based on training and re-qualification programmes. Passive employment policy includes the provision of income support for the unemployed. These local labour offices also provide other state-funded social benefits and allowances. The city has only limited scope for influencing employment policy.

The third pillar of active inclusion is access to good quality social services. This is the responsibility of cities and municipalities. In Brno, it is the Social Welfare Department of Brno City Municipality that is responsible for the provision of social services.

1.5 Social welfare in Brno

The social welfare system in Brno has to respond to many economic, demographic and social changes. The goal is to help Brno citizens who are in difficult situations, by providing social services and social benefits. Social allowances such as subsistence allowances, support for disabled citizens, and care provision, are guaranteed by the state and provided from the state budget.

At the beginning of 2007, changes in the provision and financing of social services were introduced by the national Social Services Act. Emphasis was placed on the quality of social services, its financing, and support for service users to remain in their own homes.

The Social Services Act provides two clear definitions:

⁴ See link www.brno.cz/sprava-města/dokumenty-města/koncepcni-dokumenty/.

- **Social inclusion:** Social inclusion is the process that ensures that socially excluded and potentially socially excluded people get the opportunities and services they need to be fully involved in the economic, social and cultural life of society and to live in a way that society considers as standard⁵.
- **Social service:** Social service is the activity or set of activities ensuring help and support to people in order to include them into society and prevent social exclusion⁶.

Social services in Brno are provided by a number of organisations: the Social Welfare Department; municipal organisations; and non-governmental organisations such as associations, church organisations and public benefit organisations. The city contributes to the NGOs' functioning by distributing grants. Currently this involves almost 70 organisations (*see Annex 2.4*). Social services are financed from various sources: municipal, regional or state budgets, payments by users, care allowances and various grants and donations (*see Annex 2.5*).

Under the 2007 Social Services Act, municipalities must provide advice, as well as social care services and social prevention services, which are defined as follows:

- **Social care services:** Social care services help people to maintain their physical and mental independence and aim for the highest possible inclusion into society. In cases where this is not possible, a dignified environment and respectful treatment must be ensured. Such services include retirement homes, day care and weekly care, sheltered housing, care services, personal assistance, guiding services and reading services. Social services users are provided with a care allowance from the state budget and its level is derived from how dependent they are on help from another person. For 2009, the average number of people taking up the care allowance in Brno was 10,000 to 11,000.
- **Social prevention services:** Social prevention services help to prevent social exclusion, by supporting people in overcoming difficult situations. They also help to protect society from the emergence and spread of social-pathological phenomena. In Brno, social prevention services include shelters, dormitories, sheltered housing for young people, contact centres, crisis intervention, low-threshold organisations for children and youth, and outreach programmes. Brno provides all the types of services required by the Social Services Act.

⁵ See Act no. 108/2006 Coll. on Social Services, § 3, art. c).

⁶ See Act no. 108/2006 Coll. on Social Services, § 3, art. a).

2. Quality of social services

2.1 Registration

The quality of social services is emphasised by the Social Services Act. Services may be provided only by organisations or individuals that are registered with the regional authority as approved providers of specific types of care. Conditions for registration as a care provider include a clean criminal record on the part of the provider, the provision of hygienic and appropriate conditions, and the commitment to meet and respect users' rights. The Act also defines the qualifications necessary for the role of social worker.

A total of 223 services are currently registered for the city of Brno⁷. Out of these 223 registered services, 43 are advice or counselling services (20%), 90 are social care services (40%), and 90 are social prevention services (40%) (see Annex 2.5). The register of social services represents a useful information database for citizens and for social service specialists.

2.2 Quality standards

Quality standards in social services are defined by the regulations set out by the Ministry of Labour and Social Affairs. These quality standards deal with the following three key aspects of social services:

- **Processing:** This includes how services should be provided, protection of users' rights, the contract between provider and user, and individual planning of service provision.
- **Human resources:** This includes the level and type of staff to provide the services, and the professional development of employees.
- **Operational aspects:** These include easy access to services at convenient place and time, information sharing, the service environment and conditions, and the quality of the actual services provided.

These statutory conditions are applicable to all types of social service organisations, whether they are municipal, non-governmental or private.

2.3 Community planning

The Social Services Act also sets out the ways in which local social services can use community planning methods to respond to local circumstances and the needs of individual communities and citizens. In Brno, this community planning of local social services is carried out by all stakeholders, with representatives from:

- Brno City Municipality (i.e. the contracting authority),
- Political representatives.
- Social services providers.
- Users of social services.

The City of Brno considers the quality of its social services to be one of the main priorities in achieving social inclusion. It therefore supports a good quality social services

⁷ See Report on social care in Brno for 2009, p. 7.

planning process, with the full participation of community representatives. The aim of the planning process is to ensure accessible and good quality services. These services must respond to users' needs, and be comprehensive and clear.

It is also essential to ensure that money is only spent on those services that are actually needed. Emphasis is placed on dialogue and negotiation between all stakeholders in the community planning process and on achieving a broad consensus in terms of the priorities for local social services and the specific measures to be implemented, so that these solutions are accepted by the majority of the parties involved⁸.

Using this collaborative approach, the City of Brno has now developed its second social services community action plan: covering the period 2010-2013⁹. This was coordinated by the Social Welfare Department which is responsible for the community planning process, has been approved by the Brno City Assembly. Stakeholders who participated in the development of the plan include:

- Representatives of the city.
- Service providers such as municipal organisations, registered organisations and NGOs.
- Research institutions such as the Faculty of Social Studies of Masaryk University.
- Representatives of service users.
- Representatives of the general public.

Approximately 200 people in eight working groups met every month to discuss the design of the social services plan, focussing particularly on meeting the needs of various potentially socially excluded target groups. Participants agreed that it was important to maintain a wide and varied network of social services in Brno, with an emphasis on improving the quality of these services.

Procedures and measures for solving any problems or shortcomings in Brno's social services are set out in the social services community action plan. This also serves as a basis for drawing up projects and also in grant administration procedures. In addition, the plan is used as a decision-making tool, to help municipal, regional, state and EU authorities to allocate funding to different social services. Having a comprehensive local community plan is one of the criteria used by the EU in assessing applications for project grants from EU Structural Funds.

⁸ See 1st Community Plan on Social services of the City of Brno for 2009.

⁹ See 2nd Community Plan on Social services of the City of Brno for 2010-2013.

3. Main challenges and priorities

3.1 Awareness-raising

During Brno's social services community planning process for 2010-2013, the working groups identified some key challenges for social services, affecting all groups in danger of social exclusion.

One of the key challenges was felt to be the general lack of knowledge among citizens about such aspects as the social services available, the eligibility criteria, and how to apply for services. This need to raise awareness has been confirmed by several research studies on the requirements of various target groups¹⁰. The result was a proposal to establish a municipal information centre to provide advice and information on Brno's social services, available to everyone in the city.

3.2 Social housing and housing combined with social services

Another significant challenge is the need for barrier-free housing: social housing and housing combined with social services such as sheltered housing, support for independent living, personal assistance, and home care services. These services are especially important for clients with different types of physical or mental disability. Social housing and housing combined with social services is a more suitable and more cost-effective alternative to various forms of institutional care. The service enables users to lead more independent and better quality lives in their own homes, and to integrate into the life of the majority of society.

Social housing and housing combined with social care are in high demand among users and service providers. However, availability is very limited and there is no long-term strategy to expand the available housing.

One of the priorities of the current community plan is to create a working group of city representatives and NGOs to examine possible ways of obtaining municipal dwellings for use as barrier-free housing: flats with accompanying social services. This working group should also look at creating a long-term strategy for continuously expanding the number of such dwellings in Brno.

3.3 Social inclusion of Roma people

A major problem in Brno is the progressive decline in living standards for many Roma people who are socially excluded. The main reason why many Roma people are socially excluded is due to long-term unemployment. This is caused by low educational achievement and lack of qualifications. Among the Roma people in Brno, there has also been a significant increase in drug addiction, particularly amongst children and young persons, and also a rise in gambling and prostitution. Drug addiction and gambling usually mean that people fall into a cycle of debt. It is then difficult for them to escape the poverty trap. Because of their inability to pay off rent arrears, many families have lost their housing and their children have been placed in institutional children's homes. If

¹⁰ Based on results of the studies elaborated within the framework of service planning for various target groups by the experts from the Faculty of Social Studies of Masaryk University [see Reference list p.14.15].

these problems are to be solved, a comprehensive strategy needs to be developed, involving all municipal departments and stakeholders.

3.4 Funding

The main objective of Brno's community plan is to maintain and further develop the existing complex network of social services. The accessibility, capacity and quality of social services depends on the financial resources available. Social services are financed from various resources, including the state budget, regional and municipal budgets, payments for services, foundations, donations and EU funds. Financial cuts as a consequence of the economic crisis are another problem for social services, especially for some of the smaller NGOs. Reduced funding may mean reducing the scope of the services, and possible staff redundancies. The community plan therefore includes proposals designed to protect social services municipal funding from cuts. It is also essential to keep the political decision-makers informed. The people who decide on grants and funding need to be convinced of the need for particular services and service providers. The best way to convince them is through reasoned analysis and objective research studies.

3.5 High staff turnover in social services

Another problem for social services in Brno is the low status of the social work profession. Although social workers are required to work to very high standards of quality, the financial rewards are inadequate. High staff turnover in social services is a frequent problem for Brno. This problem is likely to be exacerbated by the governments plans to cut in public administration wages across the country, in a bid to reduce the national debt.

3.6 Compliance with quality standards

Compliance with social service quality standards guarantees the quality of social services provision. The national quality standards relate to how social services should be run, and they are determined by legal regulations in force since 2007. However, since the regulations were introduced, many social service providers have struggled to meet these regulations and to adapt their internal rules and guidelines to comply with the statutory administrative requirements.

A team of quality inspectors checks compliance with the quality standards, and they often insist on strict adherence to the formal rules. This is sometimes considered as counterproductive by the service providers and their clients, or their clients' relatives. For example, if a user's circumstances change, the actual fulfilment of an individual plan may traumatise the user if strictly applied. Paradoxically, excessive emphasis on formal compliance with quality standards may actually undermine the quality of the service. An additional problem is that there are some service providers that meet the statutory administrative requirements, but whose staff do not respect their clients' dignity or human rights.

3.7 Barriers to social inclusion

An essential part of delivering quality social services is to remove the barriers to social inclusion. Municipalities not only need to focus on removing architectural barriers to social inclusion, but also on removing communication barriers and information barriers.

In Brno, there has been gradual progress in removing barriers to social inclusion. But the city still receives valid complaints and suggestions from people, particularly people who use wheelchairs, people who are blind and partially-sighted, older people and others, who find there are still barriers that impede their movement and their use of local facilities and services.

It is hoped that by 2013, Brno City authorities will have developed a general plan for Brno that will ensure barrier-free routes, barrier-free transport and the accessibility of buildings, at least in the city centre.

4. Examples of good practices

One of the advantages of using community planning to design local social services is that it has provoked discussion among Brno citizens and local politicians as to ways of solving some of the challenges facing the city. The following projects have been introduced in Brno as the result of these local community planning discussions.

4.1 Brno's Socio-info centre

As already mentioned, raising awareness of social services was found to be a common requirement for all target groups represented in the community planning process. This includes: older people, low-income families, ethnic minority Roma people, disabled people, people with poor mental health, people in extreme social situations and immigrants. Raising awareness of social services was therefore included as a shared priority in the first community plan. The result was the establishment of the Socio-info Centre by the Brno City Municipality.

Set up in 2009, Brno's Socio-info centre provides social services information in person, via the internet and on the phone. As part of this initiative, a database of organisations working in social services in the Brno area has been established, and web portal has been launched on social care in Brno¹¹. Since it was set up, the Socio-info Centre has answered 2,500 enquiries, most of them in person or on the phone. Most Socio-info centre clients are older people and people on low-incomes who are at risk of social exclusion. To help eliminate the communication barriers for people with auditory disabilities, an induction loop is being installed.

4.2 Involving all stakeholders in social services planning process

One of the challenges in the social services planning process was how best to fully engage all the participants. Stakeholders included wide range of people: public sector officials, politicians, service users, municipal service providers and NGOs, and the general public.

A marketing campaign, promotional materials and media announcements were used to inform and engage all the stakeholders, and to make sure that everyone knew they had an opportunity to influence the nature of social services by articulating their needs: not just officials and service providers but ordinary citizens.

Around 200 people directly participated in the discussion and development of the social services plan. The draft plan was communicated to the public through the media, in order to generate further useful input from the public. All relevant comments were incorporated into the plan.

According to follow-up research, citizens who participated in the consultation process felt that it gave local people the opportunity to redistribute municipal funding for social services more effectively. They also felt that as a result of the consultation, service provision became more comprehensive, and communication between service providers improved, in some cases leading to mutual cooperation.

¹¹ See www.socialnipecz.brno.cz.

Participants in the community planning process also appreciated the efforts of the City of Brno to react to citizens' needs in the social services area. Other comments from participants included: 'we are better informed; we can express our position on the development of social services; we have created mutual contacts among organisations; most of the service providers did not know about other organisations although they were providing similar services; cooperation is better with people we know; we would appreciate a transparent grant provision, project evaluation and common seminars on quality standards of social services or new developments in legislation...'¹².

4.3 Education focussing on improving quality of social services

In terms of the national quality standards, one of the challenges was that many service providers found it difficult to implement the mandatory Quality Standards for Social Services. In addition, service users also found hard to implement some of the standards, for example the development of individual plans. Many of these problems were discussed during the social services community planning process. The City of Brno reacted by organising workshops on the Quality Standards for various groups of service providers and users.

During 2010, a total of 18 Quality Standards workshops were organised. These were attended by a total of approximately 180 participants from almost 50 social service providers in Brno. The workshops were free of charge, with the costs being covered by a South Moravian Region project specifically designed to support social services community planning. This in turn was co-financed by the Human Resources and Employment Operational Programme. The participants gave very positive feedback on these Quality Standards workshops. Most of them claimed that these workshops helped them to implement the national quality standards in line with the specific needs of their clients. Almost all the organisations that attended expressed an interest in participating in further workshops.

4.4 The working group for social inclusion

Brno's working group for social inclusion is a good example of cooperation between different organisations. This advisory working group comprises representatives of the Roma community, public administration officers, experts and NGOs, and incorporates social services, housing, employment services and addiction services. The group was set up by Brno City Council to focus on planning and problem-solving for Roma people living in deprived areas of the city. In 2009 this advisory group focused particularly on housing issues. It proposed a series of measures for resolving complex social and housing problems for socially excluded communities¹³. The working group successfully influenced the shape of various municipal housing regulations, including the rules for renting municipal flats and for preventing rent arrears.

The working group was also extensively involved in developing the Integrated Plan of urban development for social inclusion programme¹⁴. This provides comprehensive proposals for systematic change that is needed to improve the lives of many Roma people who live in one of the most socially excluded areas in Brno. The working group for social inclusion also developed a pilot debt-reduction programme called Second Chance.

¹² Report on fulfilment of the 1st Community Plan on Social Services of the City of Brno until 2009, p. 3.

¹³ This document was approved at session R5/115 of Brno City Council held on the 21st July 2009.

¹⁴ Integrated plan for urban development for Integrated operation programme (IPRM IOP) approved by Brno City Assembly at its session no. Z5/021 held on the 9th December 2008.

4.5 The Second Chance Programme

Second Chance is a pilot programme aimed at preventing the severe consequences of debt for socially excluded people who live in a deprived area of Brno. Launched in April 2010, Second Chance is based on an agreement between the City of Brno and one of its 29 districts, Brno North (Brno-sever). In total, 34 participants with overall combined debt of €114,166 (2,747,431 CZK) are being helped by the programme. The Roma advisory officer became the programme coordinator and works with representatives of the district's housing department, the city's social care department, field workers from three NGOs and social workers. Together they are trying to resolve the complex problems of indebted families. For example, they help clients to negotiate their repayment schedules, adhere to their payment terms, and take their children to school. They also provide advice on the social benefits and services available and help with job hunting.

Preliminary evaluation of the Second Chance programme is positive. Some clients have started making regular payments to repay their rent arrears, which has enabled them to remain in the same accommodation. This approach has prevented the eviction of 15 families each with several children. As a result, these children will no longer have to be placed in foster homes. Further evaluation of the programme is being undertaken. The political support of local government and leaders of the city districts will be needed for the programme to continue (see Annex 2.6 for further information.)

5. Future plans

5.1 Developing existing services

When planning social services for Brno in the future, our intended top priority will be to maintain and further develop the existing complex network of social services and their financing.

5.2 Quality

A further priority will be the improvement of social services quality in Brno, in line with the quality standards. This includes:

- Upgrading the skills of social workers.
- Achieving comprehensive public awareness of social services in Brno.
- Development of a social housing plan.
- Improving communications with vulnerable people.
- Providing social services information to all Brno citizens.
- Reducing the architectural barriers that prevent people with disabilities from active participation in society.

5.3 Specific projects

In the future we plan to implement some specific projects in Brno using EU funding. For example, the working group for social inclusion has developed a specific integrated regeneration project for a deprived residential area in the centre of Brno. It covers a number of connected projects and activities aimed at enhancing the area and the opportunities for its residents. Several municipal departments will work together on the project, with the housing department playing a key role in selected multiple occupation houses.

At the same time, the Urban Planning and Development department and the Investment department will be revitalising local public spaces such as Hvězdíčka Park.

The Social Welfare department will also be implementing other projects co-funded with EU funds. These are of citywide importance and focus on such aspects as improving the city's social services infrastructure.

Another interesting project aims to build two sports and leisure complexes dedicated to vulnerable children and young people. Open access means that participation is voluntary. These drop-in centres will give children who currently hang out on the street the opportunity to take part in sport or other activities in an attractive and secure supervised space. Street social workers will offer children's activities and an inclusive low-threshold club for young people.

Other future social inclusion projects in Brno include: emergency care services for older people and disabled people in the city; the construction of a municipal crisis intervention centre for people in extreme social situations; increasing the capacity of existing municipal hostels for homeless people; and building new sheltered housing for people in danger of homelessness and social exclusion.

5.4 Objectivity

Brno's social services community planning process has undoubtedly contributed to streamlining the city's social services system. It has also ensured transparency of the grants allocation process for Brno's non-profit service providers. In addition, it has enabled the needs of service users and service providers to be clearly identified and assessed. Some interesting projects have been successfully implemented in Brno as a result of community planning. However, the use of objective research-based prioritisation still needs to be improved.

5.5 Funding

With the global economic crisis, the current trend for many countries in Europe will be to cut social service budgets. As a result, governments may be tempted to change the shape of social welfare legislation and provision. The future development and improvement of social services in Brno will depend on the motivation and support of our political representatives and their commitment to ensure sufficient funding for high quality social services.

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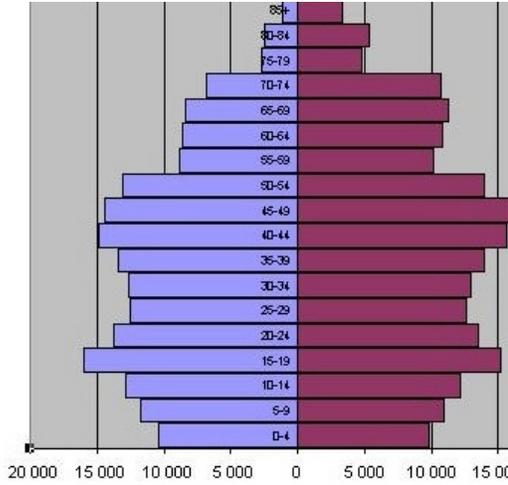
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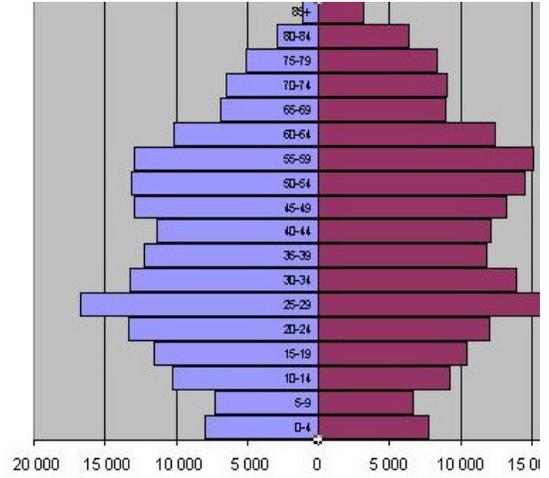
ANNEX 2. Data

2.1 Population of the city of Brno

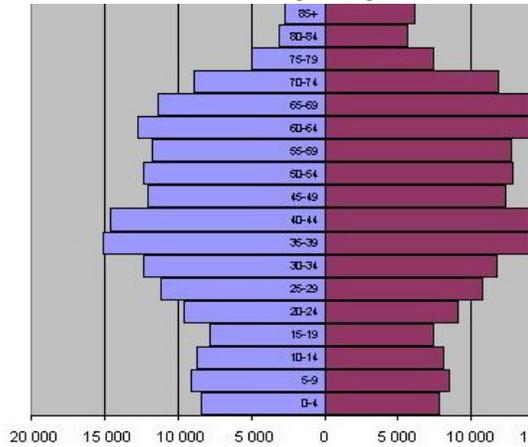
Distribution according to age in 1994



Distribution according to age in 2004

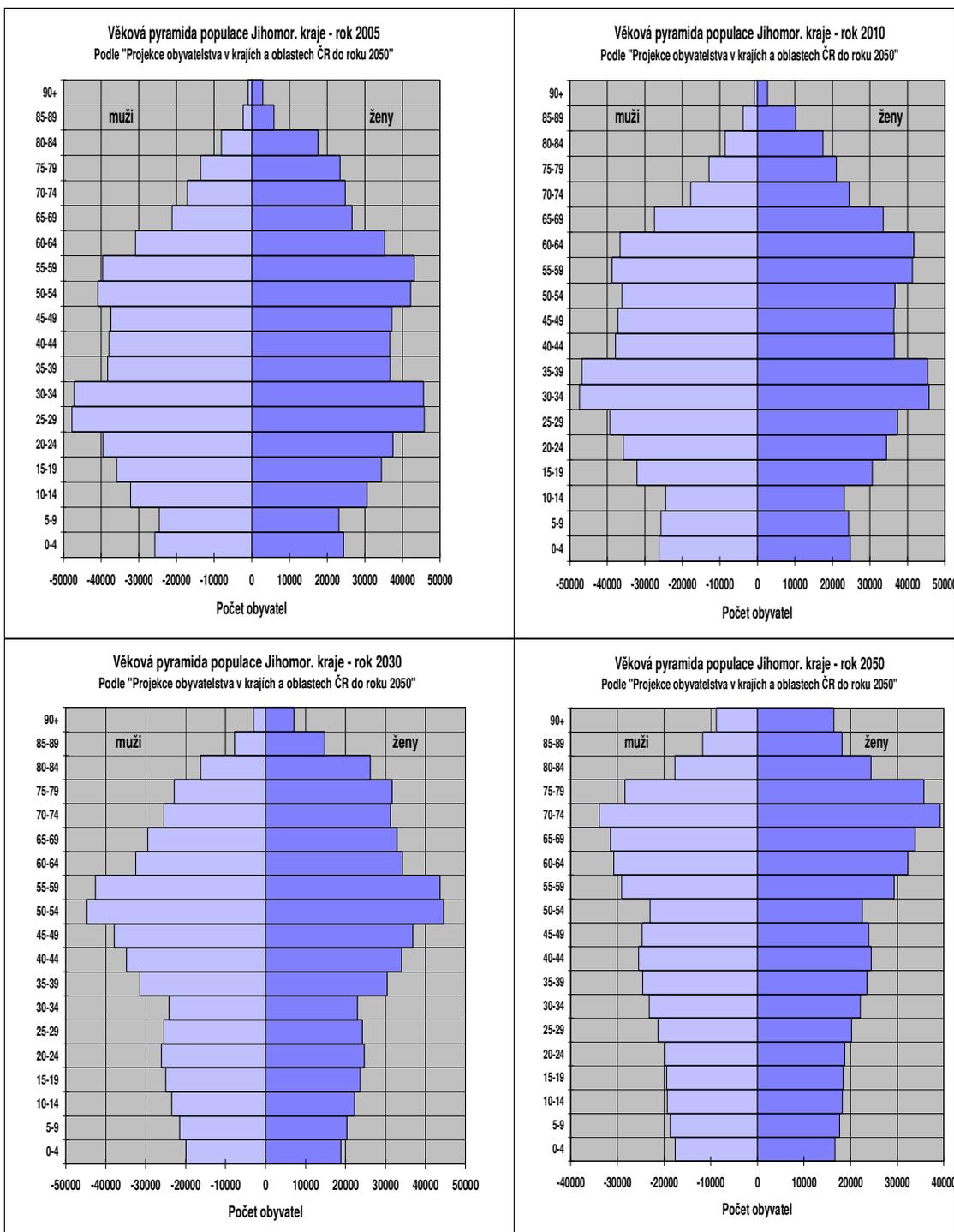


Distribution according to age in 2015



men
women

2.2 Population of the South Moravian Region



Data source: *Projection of the population in regions and areas in the Czech Republic until 2050, ČSÚ Praha (Projekce, 2004).*

2.3 Population age group percentages: South Moravian Region

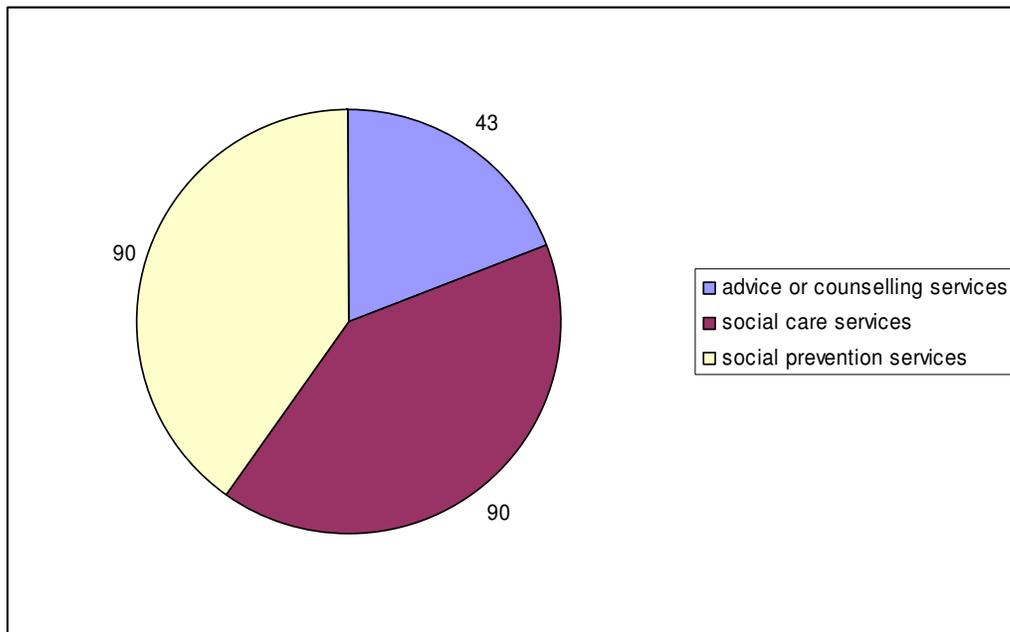
| Age Group | 2005 | 2010 | 2020 | 2030 | 2040 | 2050 |
|------------------|-------|-------|-------|-------|-------|-------|
| 0-14 years | 14.4 | 13.5 | 13.6 | 12.4 | 12.0 | 12.2 |
| 15-64 years | 70.8 | 70.1 | 65.0 | 63.2 | 59.2 | 53.9 |
| 65 + years | 14.8 | 16.4 | 21.4 | 24.4 | 28.8 | 33.9 |
| T o t a l | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |

Data source: *Projection of the population in regions and areas in the Czech Republic until 2050*, ČSÚ Praha (Projekce, 2004).

2.4 Social services and their providers in Brno

| | number of providers | % | number of social services | % |
|--|---------------------|--------------|---------------------------|--------------|
| City of Brno | 1 | 1 % | 21 | 21 % |
| Allowance organisation (of which 1 is part of the organisational component - social care institution Chrlice) | 15 | 17 % | 46 | 9 % |
| Non-governmental non-profit organisations | 70 | | | |
| associations | 55 | 82 % | 156 | 70 % |
| church organisations | 8 | | | |
| non-profit organisations | 7 | | | |
| Total | 86 | 100 % | 223 | 100 % |

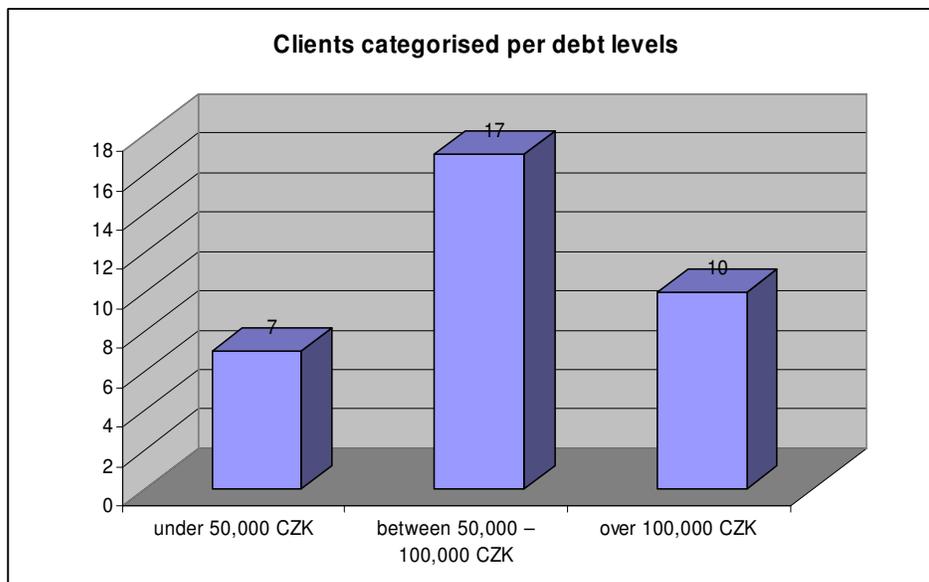
2.5 Types of social services in Brno



2.6 Second Chance programme

Data: Second Chance programme

- 1) 34 clients were enrolled in the programme; the selection was done by the Brno Centre city district.
- 2) By 30 April 2010 the combined debt of all the clients was €113,391 (CZK 2,747,413). Individual clients had different levels of debt, ranging from €539 (CZK 13,069) to €5,284 (CZK 128,045).
- 3) The number of clients in different debt bands are as follows:
 - 7 clients with debts up to €2,063 (50,000 CZK)
 - 17 clients with debts of €2,063 - €4,127 (50,000 CZK - 100,000 CZK)
 - 10 clients with debts over €4,127 (100,000 CZK)



Conclusions: Second Chance programme

The Second Chance programme was a pilot study involving the active cooperation of stakeholders. The following participated in the pilot:

- Housing Department at the Brno Centre city district authority.
- Social Care Department of Brno City Municipality (co-ordination).
- External non-profit organisations: liaison officer and field social workers.
- Clients.

There are undoubted benefits for all stakeholders:

- As a result of Second Chance, a group of clients started to make regular payments on their outstanding rental debts and expressed an interest in staying in the same accommodation.
- The Second Chance programme offered the promise for a more helpful approach by the authorities, which led to a more positive attitude from clients.
- Second Chance enabled field social workers to reach clients who are acutely of social service provision.
- Through Second Chance, the Social Care Department of Brno City Municipality was able to prevent a number of cases where families with children would otherwise have become homeless and the children would have been placed in institutional foster care.
- The Second Chance programme highlights the need for additional social housing in Brno, and indicates that the social accommodation offered by municipal organisations, charities, the Salvation Army and so on is insufficient : demand outstrips supply several times over.
- Second Chance prevents segregated housing in commercial residential property with poor housing conditions and high rents. The costs for private accommodation are shared by the state and municipality through social benefits.

The implementation of the social programme Second Chance is based primarily on the active cooperation of the housing and social welfare departments. In this sense this cooperative approach is also beneficial for target-based social work programmes, as it ensures clients thus receive the most appropriate and best service provision.

Based on this evaluation the coordinator and participants from external organisations recommend that the Second Chance programme should continue.



This publication is commissioned under the European Union Programme for Employment and Social Solidarity (2007-2013). This programme is managed by the Directorate-General for Employment, social affairs & inclusion of the European Commission. It was established to financially support the implementation of the objectives of the European Union in the employment and social affairs area, as set out in the Social Agenda, and thereby contribute to the achievement of the EUROPE 2020 goals in these fields.

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For more information see: <http://ec.europa.eu/progress>.

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