



Strengthening social services at the local level

challenges, innovations, and lessons learned

Seminar 1.

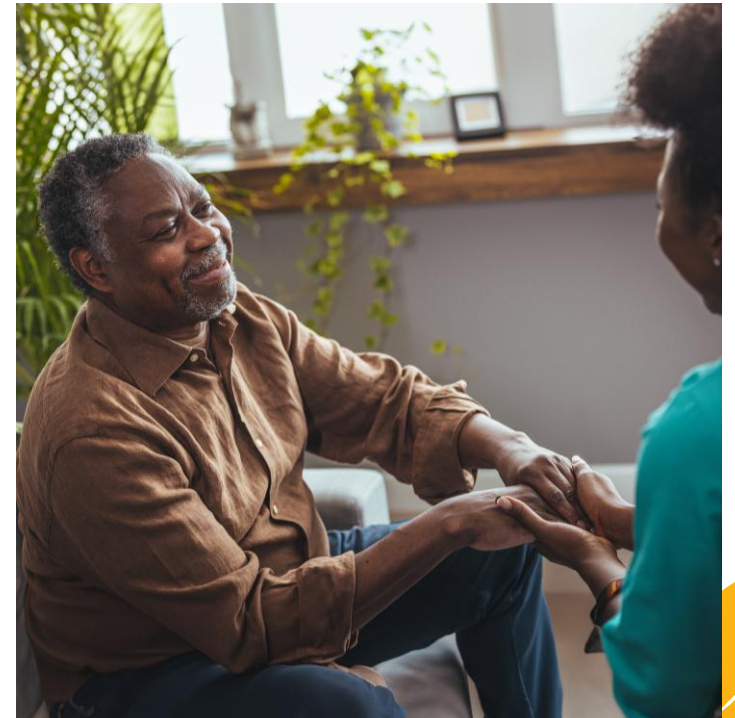
Strategic planning of social services, driving equity and access for all



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What is meant by Social Services?

- Social services include “publicly or privately provided services intended to aid disadvantaged, distressed, or vulnerable persons or groups” (Pinker, 2024).
- Social services aim, through the provision of support and assistance, to improve the living conditions of individuals and to enable them to exercise their fundamental rights on the basis of social inclusion. To this end, social services are intended to respond to various needs arising from certain social risks (such as old age, disability, poverty, low skills levels, gender inequality and climate change), which are largely beyond the control of individuals, but which render them more vulnerable. These risks are managed by social protection policies that combine the efforts of the state, the market and households (Eurofound, 2023).
- Social services at the local level comprise essential programs and interventions delivered by local governments, municipalities, or community-based organizations to address the social needs of individuals and households.



BBL exchange series

The Social Protection in Europe and Central Asia unit at the World Bank is organizing a BBL exchange series to share lessons learned and best practices for addressing key challenges and strengthening social services at the local level.

The sessions will be structured around four main topics:

- 1 Planning of social services
- 2 Financing and innovation
- 3 Private provision of social services
- 4 Workforce

Seminar 1.

Strategic planning of social services, driving equity and access for all

Seminar 2.

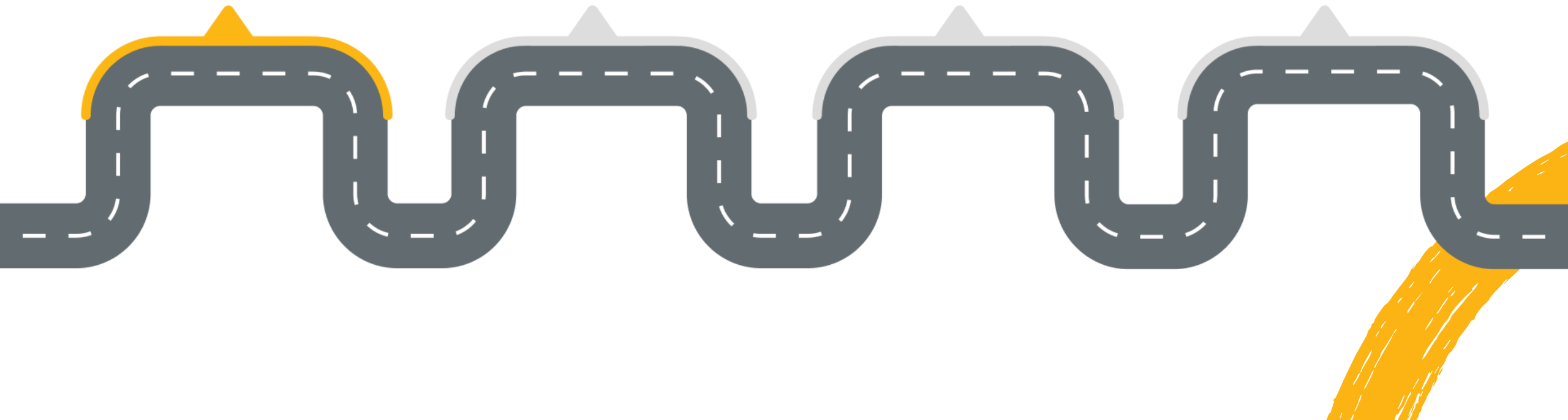
Unlocking financing and innovation for social services

Seminar 3.

Leveraging the provision of community-social services

Seminar 4.

Harnessing the power of human resources





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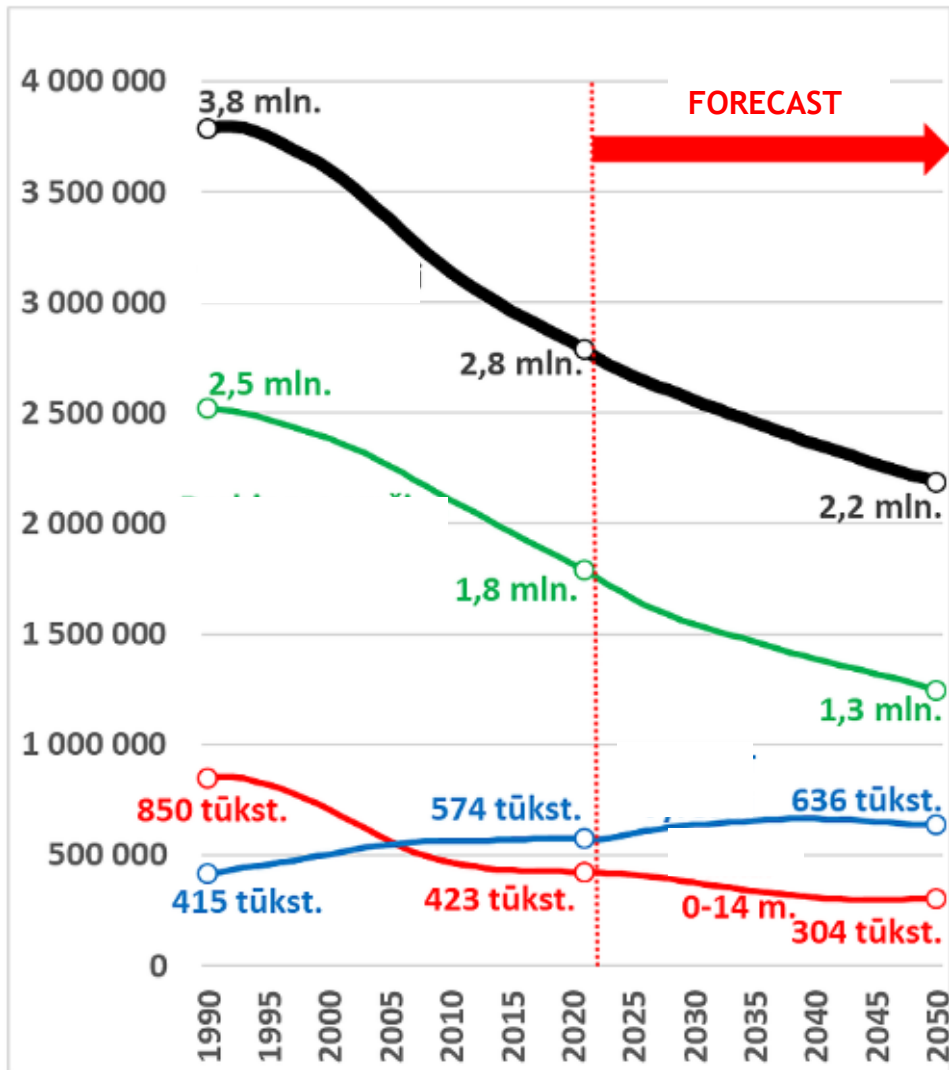
Strategical planning and providing Social services in Lithuania

Justina Jakštienė



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Lithuania: Population and Demographical situation

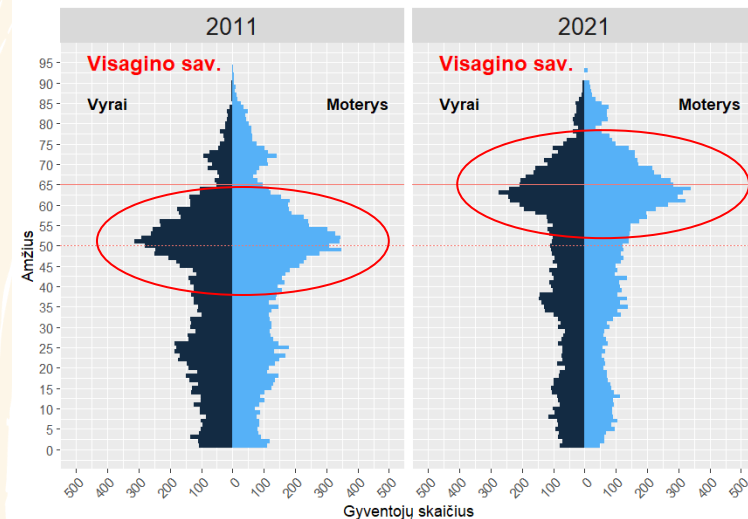
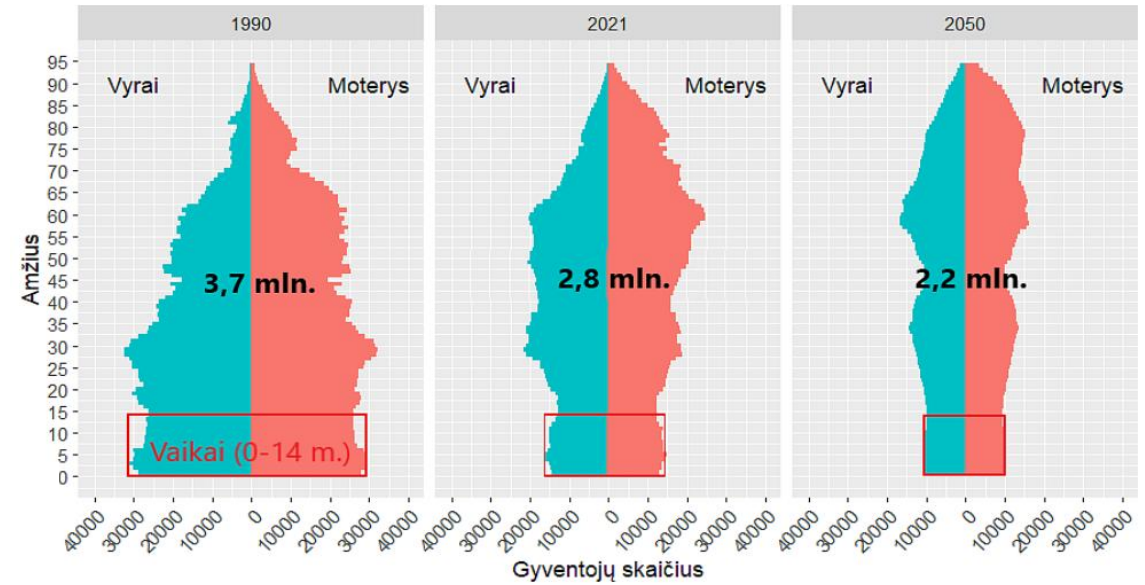


POPULATION DECREASE

WORKING AGE POPULATION (16-65) DECREASE

65+ AGE POPULATION INCREASE

FERTILITY DECREASE



Lithuania's administrative system operates on three levels:

Central Level

- Parliament, Government, President, Ministries and Agencies.

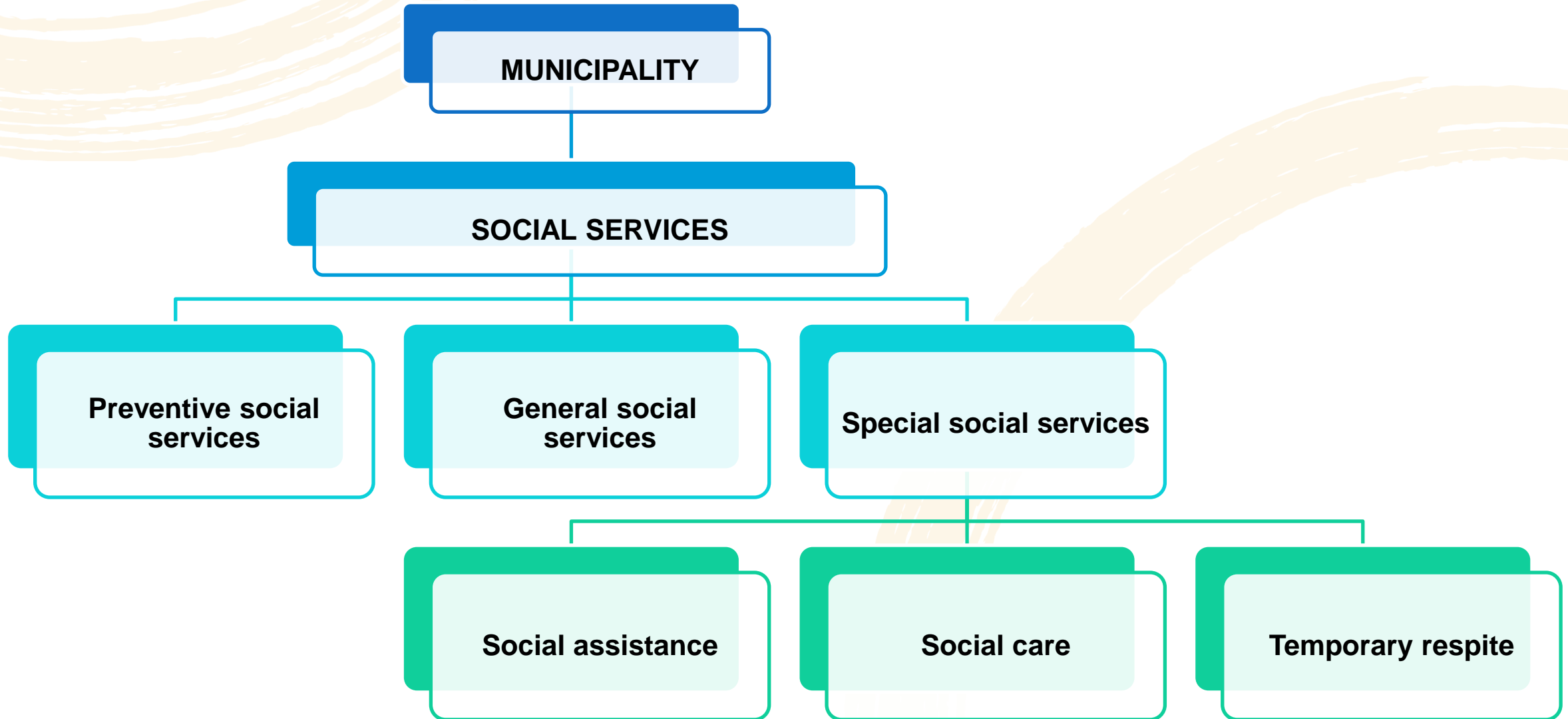
Regional Level

- **10 Counties** – no independent governance, only administrative coordination of national policies at the regional level.
- Regional Development Councils – regional development strategies and management EU funding allocation.

Local Level

- **60 Municipalities** (Municipal Councils and Mayors) – Responsible for local policies, budgets, and public services (e.g., social services, education, transport, communal infrastructure).
- Elderships (Seniūnijos) – The lowest administrative level, providing everyday administrative services to local communities.

Social services planned, organized and provided in municipalities



TYPES OF SOCIAL SERVICES

Preventive social services

Research for potential recipients of social services, complex family services, work with community, work with youth, sociocultural services, information.

General social services

Consulting, mediation and representation, organizing transport, meals and hygiene services, provision of essential clothing and footwear, work with youth on the street.

Special social services



Social assistance

Home help, social skills development services, psychosocial assistance, social assistance for families, intensive crisis intervention, children day social care, accommodation in shelter, protected housing, accommodation in independent living home, rehabilitation for persons with disabilities, social workshops, transition service for young people and etc.

Social care

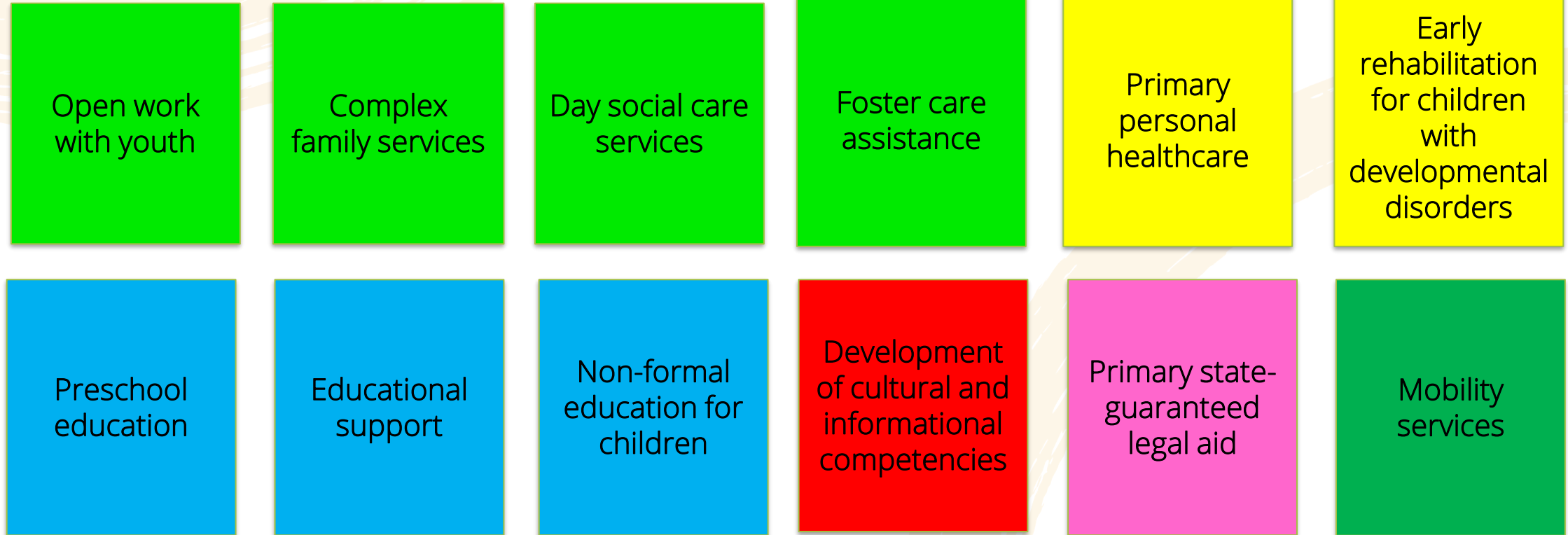
Day social care (at home or day center), short term/long term social care (at home, group living homes, small residential homes).

Temporary respite

At home or community care homes.

Example: Basic Family Services Package

Ministry of Social Security and Labour monitors the accessibility of services in municipalities



- Ministry of Social Security and Labour
- Ministry of Education, Science and Sport
- Ministry of Culture
- Ministry of Health
- Ministry of Justice
- Ministry of Transport & Ministry of the Interior

CATALOGUE OF SOCIAL SERVICES

Example: Day and home care services for elderly persons

Duration/frequency of provision	<ul style="list-style-type: none">• From 3 hours per day, up to 5 days per week at the Day care center.• From 2 to 10 hours per day, up to 7 days a week at home
Service content	<ul style="list-style-type: none">• Communication,• Organization of free time,• Organization of meals (when the service is provided for more than 5 hours a day),• Organization of personal hygiene services (laundry, etc.),• Psychological and psychotherapeutic help,• Help with dressing, feeding, washing, etc.,• Development, maintenance and/or restoration of social skills,• Development and maintenance of daily life skills (accounting for money, shopping and paying taxes, planning and doing housework, etc.),• Development of work skills (sewing, knitting, weaving, works of art, ceramics, independent management of premises, environment, etc.),• Organization of healthcare services,• Organization of transport services,• Other services needed by the person according to his level of independence
Specialists, providing services	<ul style="list-style-type: none">• Social workers,• Personal care workers,• Psychologists,• Psychotherapists,• Health care, education, training, specialists

SOCIAL CARE STANDARD (Norms, mandatory for license)

PLANNING

Individual needs assessment and social care plan setting.
Contracting at the best interests of the client.
Ensuring service efficiency revising and amending the social care plan.

RESPONSE TO INDIVIDUAL NEEDS

Empowering and activating (increasing independence, communication (sign language, assistive technologies, etc.);
Cooperation with other service providers (Health, education);
Conditions for a day rest and overnights.
Etc.

CARE SERVICES FOR CLIENT AND SUPPORT FOR FAMILY

Organization of care services for Client and support services for family.
Safe and healthy environment.

PHYSICAL ENVIRONMENT

Infrastructure layout and outdoor territory
Furniture and Equipment.

MANAGEMENT AND ADMINISTRATION

Personnel and competence building.
Administration of complaints and requests.
Transparency, responsibility awareness.

MANAGING SOCIAL SERVICES

Ministry of Social Security and Labour

- Forms social service policy, organizes, coordinates and monitors its implementation;
- Provides dotation for social service provision in municipalities;
- Analyses and assesses the state of social services in the country;
- Advises municipalities on the planning and organization of social services.

Municipalities

- Planning and organizing social services (focus to demographical target group, specific problems, causes).
- Initiative right for complex or innovative services;
- Monitoring the quality of social services;
- Development of social services providers network (public, private, NGO).

Department for supervision of social services

- Provides licenses or accreditations to provide social services.
- Centralized assessment the adequacy, sufficiency and quality of social services in municipal level.
- Methodological assistance to municipalities on the assessment of the quality of social services.

DEPARTMENT OF SUPERVISION OF SOCIAL SERVICES: MAPPING



SOCIALINIŲ PASLAUGŲ PRIEŽIŪROS DEPARTAMENTAS PRIE
SOCIALINĖS APSAUGOS IR DARBO MINISTERIJOS



Menu



← Vši Neringos pirminės sveikat... →

Pavadinimas

Vši Neringos pirminės sveikatos
prižiūros centras

Aprašas

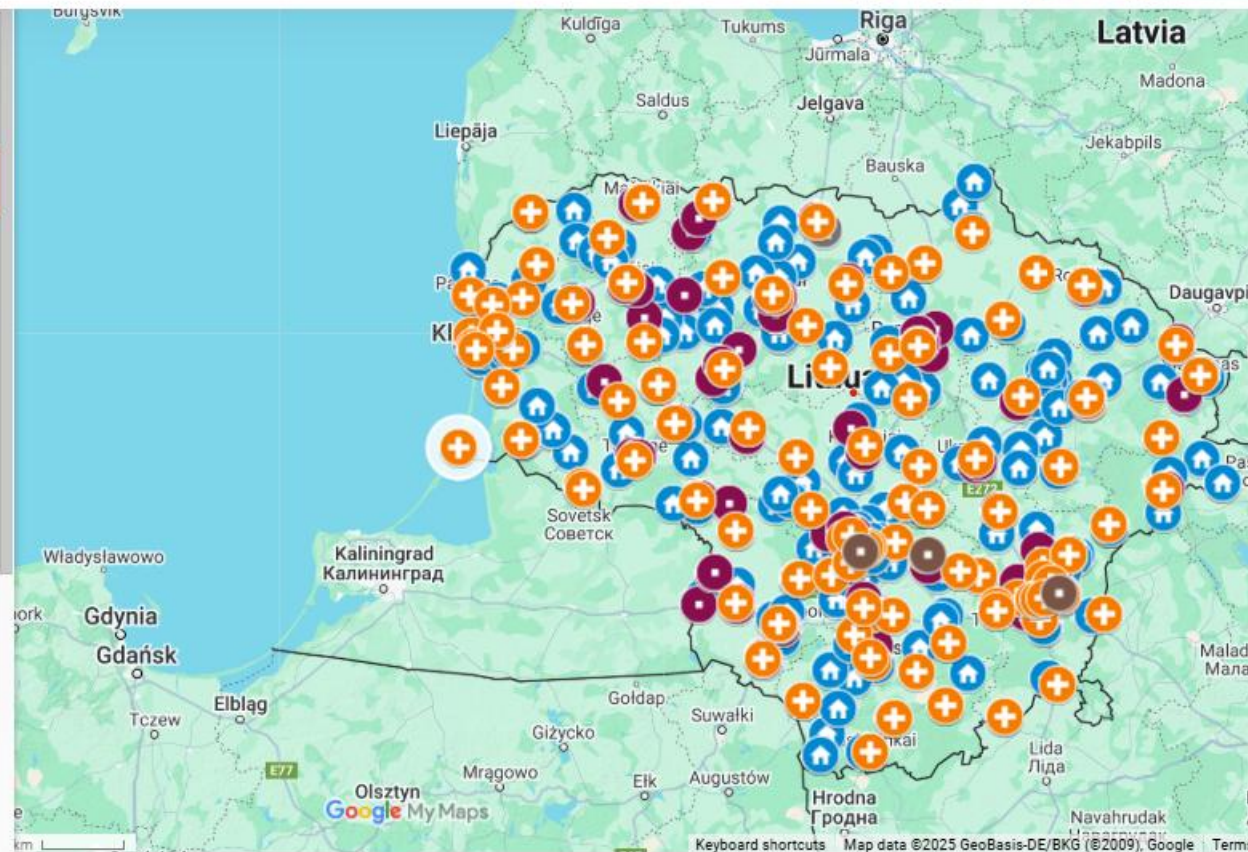
Pirminės stacionarinės palaikomojo
gydymo ir slaugos paslaugų teikimo vieta
- Neringos m., Neringos sav., Taikos g. 11

Sveikatos priežiūros paslauga -
palaikomasis gydymas ir slauga
(bendrosios)

Internetinis puslapis -
<https://neringospspc.lrv.lt/lt/>

Details from Google Maps

Taikos g. 11. Nida. 93012 Neringos sav.



Paaiškinimai

- socialinės globos namai - institucinis padalinys
- socialinės globos namai - institucinis padalinys, šiuo metu neteikiantis socialinės globos paslaugų
- grupinio gyvenimo namų padalinys
- specializuoti slaugos ir socialinės globos namai
- pirminės stacionarinės palaikomojo gydymo ir slaugos įstaigos

<https://sppd.lrv.lt/lt/veiklos-sritys/socialines-globos-paslaugu-teikimo-vietu-zemelapis/>

FINANCING OF SOCIAL SERVICES: SOURCES

State budget

- Fully financed: Social care for persons with severe disabilities, community family homes;
- Partly financed: social assistance for families, social day care for children in day centers, social rehabilitation for persons with disabilities in the community, social assistants for people with disabilities, temporary respite and etc.

Municipal budgets

- Fully financed: Preventive and general social services;
- Social assistance services (some of them partly, e.g. children's day social care, social rehabilitation for persons with disabilities, social assistance for families, social workshops);
- Social care (except for persons with severe disabilities).

EU and other funds

New, innovative, piloting services. For example: Complex family services; Work with youth, work with youth in streets, Social workshops for people with disabilities.

Personal (family) payments for social services

Private donations and other funds

FINANCING OF SOCIAL SERVICES: FORMS

Municipalities are responsible to forecast, plan and organize social services:

Municipal public social service providers (Social service centers, day care centerers, etc

Procure from the NGO and private market

EU or national funded programs and projects (piloting mode)

DIRECTLY

- If these institutions or social service providers are chosen by the recipient of social services, guardian and if the person's need for such services has been assessed in municipal level.
- For example social assistance, personal assistant for persons with disabilities, temporary respite and social care are financed directly by making a contract with an accredited social assistance, accredited temporary respite service providers or social care institution for financing.



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Seminar 1.

The public systems of social services in Spain

María Dolores Ruíz Bautista

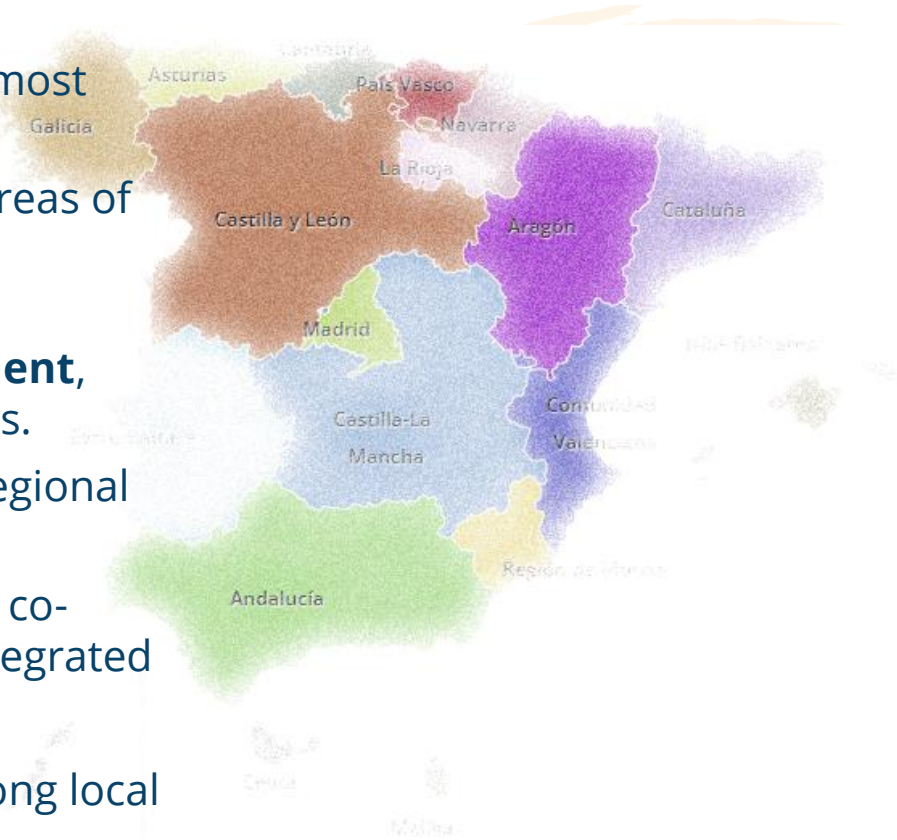


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Administrative structure and organization of social services

- Spain is the second largest country of the European Union and the fourth most populous one, with 48.6 million inhabitants.
- Spain is a **highly decentralized country**, with many competences in the areas of employment, education, health or housing managed by 17 autonomous communities (regions).
- **Social services have never been a competence of the central government**, meaning there is no one national law of social services, but 17 regional laws.
- Primary social services at the local level and specialised social services at regional one (and to some extent devolved to local level).
- Attention to old-age and persons with disabilities promoted, managed and co-funded **at central level by IMSERSO**, embedded in the MDSA2030, but integrated in the network of regional and local social services.
- The system is characterised thus by diversity among regions and even among local bodies within regions, the central government plays the role of co-funding, coordination, harmonisation and statistical information.





Definition (s) and scope of social services

- **There are 17 regional laws of Social Services and definitions** and contents vary to some extent among them, also with variations in time. While not a legal definition, the Ministry of Social Rights has adopted the following one:

“Social services are professional social intervention services made available to citizens by public administrations to address situations of special need. The objective is to prevent individuals from facing barriers that hinder the exercise of their rights or the enjoyment of a full life in the community, avoiding or reducing situations of social exclusion or vulnerability.”

- **Common principles** in the current regional laws:
 - **Universal and equal access:** the laws target all population, not only specific groups of citizens, including migrants regardless their legal situation (basic services).
 - **Guarantee of “subjective right”** to primary social services and many services (for example, some old-age benefits or minimum income in many regions), which means that citizens can legally request those rights and that public authorities need to allow for sufficient budget.
 - **Decentralization** towards the local level whenever possible, but also implemented in varied degrees.
 - **Multipurpose nature** of social services.
- Reflected in **regional Catalogues / Portfolios of social services**



Role of national government in homogeneous development of SS systems

- In 1988, national Concerted Plan for Basic Social Services in the local level (*Plan Concertado*) was passed aiming to:
 - Coordinate economic and technical cooperation between the central administration and the autonomous communities to jointly plan social services policies and programs and consolidate a **network of local bodies** implementing the social services
 - Establish a co-financing system for social services shared by national, regional and local authorities
 - Define a first [catalog of primary social services](#), agreed with the autonomous communities in 1997
- Facing increasing variety of services being promoted at regional and local level, adoption in 2013 of a [Reference Catalogue of Social Services](#), also agreed with the autonomous communities.
 - It is not legally binding, but has served as a reference for regions and local authorities.
 - Includes a set of common principles
 - Common quality criteria
- Since then, 12 out of 17 regions have developed **regional catalogues** (4 before)
- At present, a **new national Catalogue** is being prepared based on in-depth analyses of services included in the regional Catalogues and aimed at homogenization.
- **Tool for management of social services** and **information system** made available to regions



Funding of Social Services: national, regional and local level

- **National funding through Concerted Plan**
 - Regions co-fund with at least the same amount and national amount is regionally distributed according to criteria.
 - Local bodies co-fund with varied shares depending on regional criteria.
 - In 2022, the Ministry contributed with 4.2% (EUR 108 million), regions 55% and local bodies 40% (total EUR 2.5 billion).
- National funding for family protection, child poverty, children and teenagers' protection, Roma people (MEUR 200)
- National funding of the old-age and dependency system EUR 3,292 AGE (29%) y 8,230 (71%)
- Funding for non-for profit organizations working with persons in situation/ at risk of social exclusion and projects on social innovation
- Since 2020, national Vital Minimum Income (IMV), with approx. EUR 3 billion expenditure annually, that complements / substitutes regional unequal minimum income schemes (expenditure of EUR 1,671 million in 2024)
- **Regional and local funding of social services:**
 - Regions add funding from their own budgets and distribute it at local level based on objective criteria
 - Local bodies add funding from their own budgets.
 - In 2023, total expenditure in SS: near EUR 20 billion
 - Disparities among regions and local bodies



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Organization of social services in Italy

Angelo Marano



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1. Italy

- A founding member of the EU stretched out in the Mediterranean Sea towards North Africa and the Middle East.
- 59 million inhabitants, with immigrants accounting for about 9%.
- A “rich” country, with strong dualism though:
 - the South is much less developed economically than the North and the Center
- Dualism also shows in health services, social services, poverty rates, unemployment,...
 - Social expenditure per capita in 2021:
 - 158 euro per year in the “rich” Lombardia in the North
 - 37 euro in the “poor” Calabria in the South





2. A (mildly) federalistic country

- a. A federalistic Constitutional reform has been approved in 2001 and a stronger one was undergoing in 2024, but was somehow stopped by the Italian Supreme Court
- b. Levels of government
 - i. **Central Government** 20 **Regions**, of which 5 border Regions have greater autonomy
 - ii. **107 Provinces** 7,900 **Municipalities** (from Roma, 2.7 million, to Morterone, 31 inhabitants)
 - iii. **600 aggregations of municipalities** for provision of health - social - labor services
 - aggregations should, but sometimes are not, the same for each of these services
- c. Attributions
 - i. Central Government has competences on issues like foreign policy, defense,... but also on the definition of essential levels of service which must be granted in the entire country
 - ii. On other issues (like health) competence is shared by State and Regions
 - iii. On remaining issues (like social services) competence is regional (but still subject to essential levels).
- d. As a matter of fact, health absorbs most of the Regions' financial resources while social policies account for much less:
 - i. expenditure for health service account for about 6% of GDP as against 1% of local social services



3. Social policies

- a. Well developed welfare system
- b. Traditionally based on cash transfers
 - i. Social security pension
 - ii. Social assistance pensions
 - iii. Disability pensions and care-dependent person compensation for caregivers
- c. However, increasing needs for social services
 - i. Sometime cash transfers in not enough
 - ii. Increasing request for individualized services
 - iii. Active policies are worth off?
 - iv. Right for individuals to be taken in charge with programs based on their specific needs



4. The model for social services

- In 2000 the National law defined the overall system as a public service system, overcoming the previous system still rooted on charity
- Services are organized across 7 areas: family and minors, disability, addictions, elderly, poverty, immigrants, multi-users
- Attributions
 - Government and Parliament identify "Essential levels of provision of social services" **LEPS** which must be granted across the entire nation
 - Regions determines the organization of social services on their territory.
 - Municipalities, aggregated in 600 Social Districts, provide social services to the population.
- LEPS, essential levels of provision play a crucial role as they guarantee uniformity of provision
 - Typically cash transfers are granted at the national level while social services are decentralized
 - LEPS in the national health system were set back in 2000 and adequately financed
 - LEPS for social services have begun to be set in 2021-2022 and made conditional on available financial resources
 - Number of social workers with respect to population in each district
 - Presence of a social emergency services and of services (like post box offices) aimed to those in extreme poverty
 - Right to personalized project for people with disabilities (which must also identify tools offered to them)
 - Services for care-dependent persons and their family (home care, temporary substitution of the caregiver, ...)
 - Services to prevent disruption of families and the need for minors' estrangement



5. Financing social services

- a. Financing of regions and municipalities in general is a debated issue.
 - i. Already they have some autonomy, particularly as add-up to the income tax and the tax on local activity
 - ii. For the rest they rely on transfers from the central government budget
 - iii. However, the Constitution indicates that they should finance by themselves their expenditure, with devolution to them of fiscal capacity from the central
- b. Financing of the social services is even more problematic
 - i. Financing from Municipalities own budget brings strong differences between richer and poorer territories
 - ii. The same for financing coming from Regions to Municipalities
 - iii. Financing from the Central government may:
 - 1. Balance expenditure and services between territories
 - a. funds for territorial equalization
 - 2. Make sure certain types of services are guaranteed across the Nation
 - a. Sectorial funds for social services
 - iv. Financing from EU funds played a big role particularly at the beginning



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at the local level**

THANK YOU!