

GIVING PEOPLE A VOICE

INVOLVING BENEFICIARIES IN THE DESIGN OF SUPPORT SERVICES

EOH Conference - 14 September 2023, Leuven





INNOVATIVE ACTIONS TO FACILITATE THE ACCESS TO SOCIAL SERVICES FOR VULNERABLE POPULATION

- 4 TUSCANY MUNICIPALITIES (SMALL-MEDIUM SIZE)
- CREATION OF 4 ONE STOP SHOPS:
 - MULTIDISCIPLINARY TEAMS: SOCIAL – EMPLOYMENT
 - PROTOCOLS AND FORMAL AGREEMENTS AMONG PUBLIC SERVICES
 - CO-DESIGN WITH THE THIRD SECTOR ORGANISATIONS AND TARGET GROUPS
 - ACCESSIBILITY
 - OPEN TO ALL THE CITIZENS / NO STIGMATISATION



2 TARGET GROUPS: HOMELESS PEOPLE AND VULNERABLE FAMILIES

- MULTIDIMENSIONAL AND COMPLEX NEED
- STRUCTURAL FACTORS IN THE ORGANISATION OF SOCIAL SERVICES



DIFFICULTIES IN ACCESSING SOCIAL SERVICES

WHICH ARE THE MAIN BARRIERS PEOPLE FACE?

HOW TO OVERCOME SUCH BARRIERS?

PARTICIPATORY APPROACH AND DIRECT INVOLVEMENT OF TARGET GROUPS

TERRITORIAL ANALYSIS

1

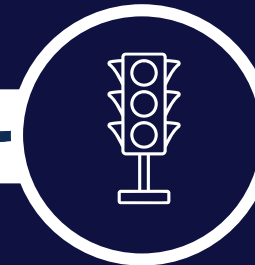
QUESTIONNAIRE AND FOCUS GROUPS WITH SOCIAL SERVICES COORDINATORS AND ORGANISATIONS



SERVICES SELF-ASSESSMENT

3

SELF-ASSESSMENT QUESTIONNAIRE FOR ONE-STOP-SHOP OPERATORS TO EXPLORE THE EXTENT TO WHICH RECOMMENDATIONS HAVE BEEN APPLIED.



FIELD RESEARCH WITH TARGET GROUPS

2

37 INTERVIEWS TO ANALYSE BARRIERS TO ACCESSING SOCIAL SERVICES AND GATHER BOTTOM-UP RECOMMENDATIONS



TESTING PARTICIPATORY APPROACHES

4

SUPPORT AND METHODOLOGICAL SUPERVISION FOR THE IMPLEMENTATION OF PARTICIPATORY APPROACHES IN THE MANAGEMENT OF THE ONE-STOP-SHOP.



BRING FORTH VOICES THAT HAVE BEEN UNHEARD

"Voice" as a mean to express opinion, claim rights...share power

Consultation of users:

- democratic
- better understanding of users needs
- better service provision
- first step in promoting participation

! Risk of tokenism

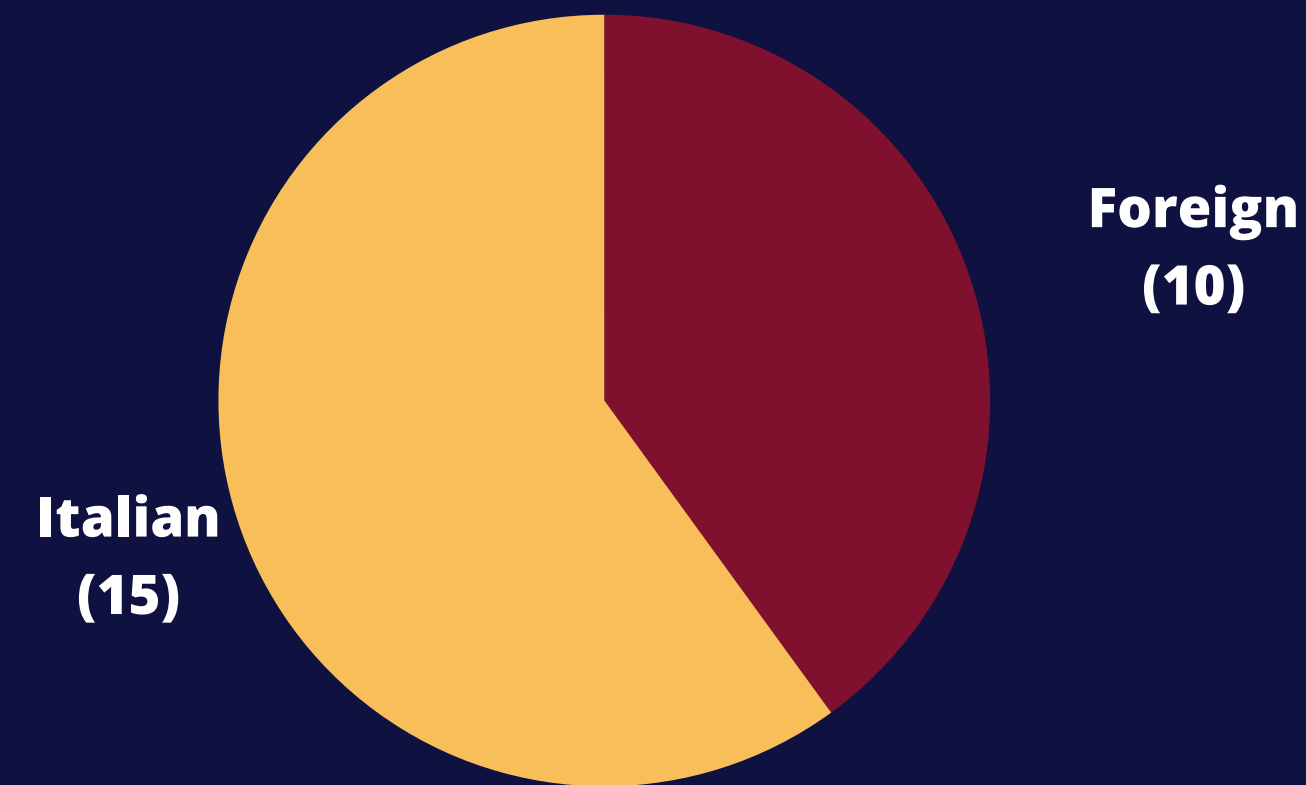
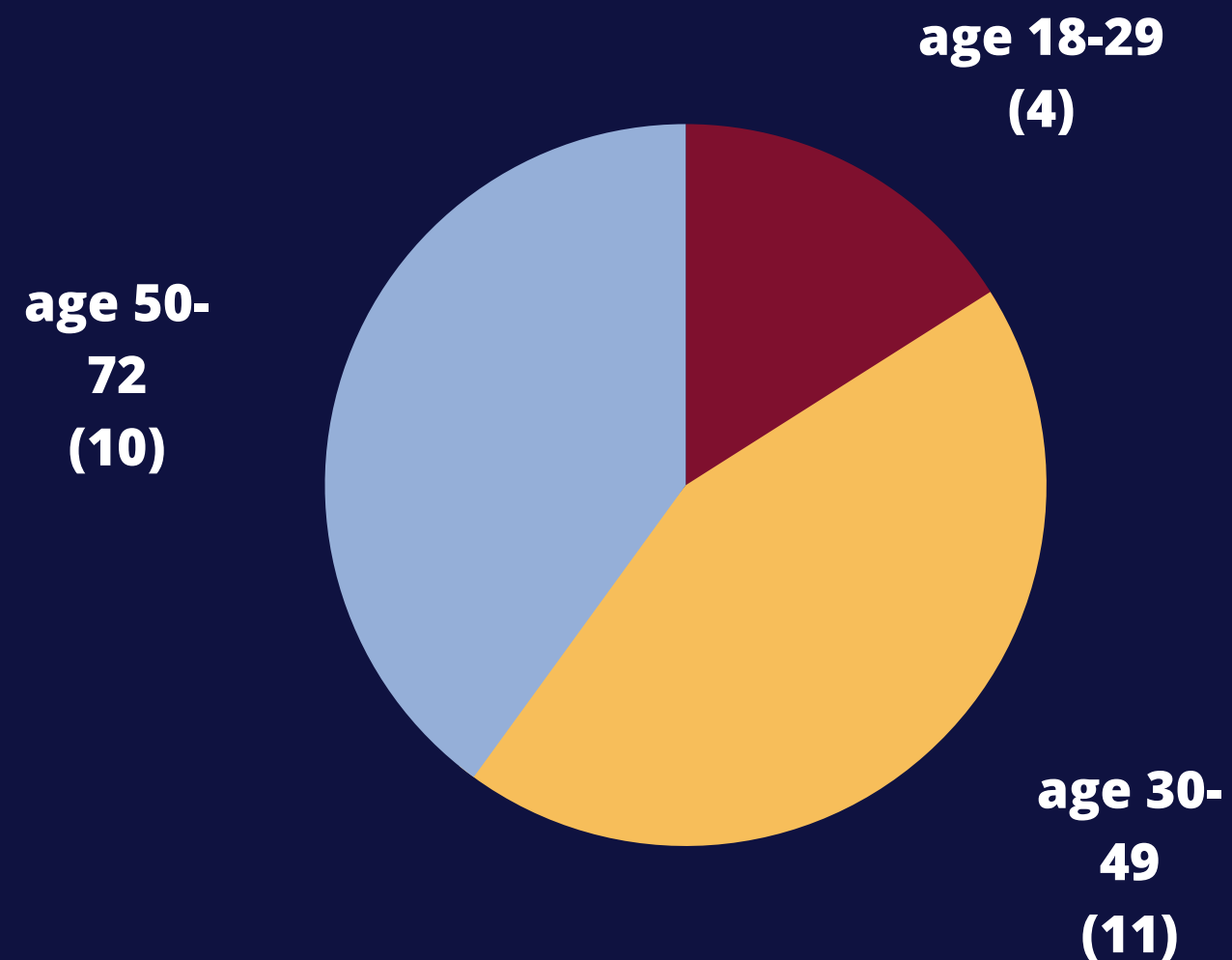
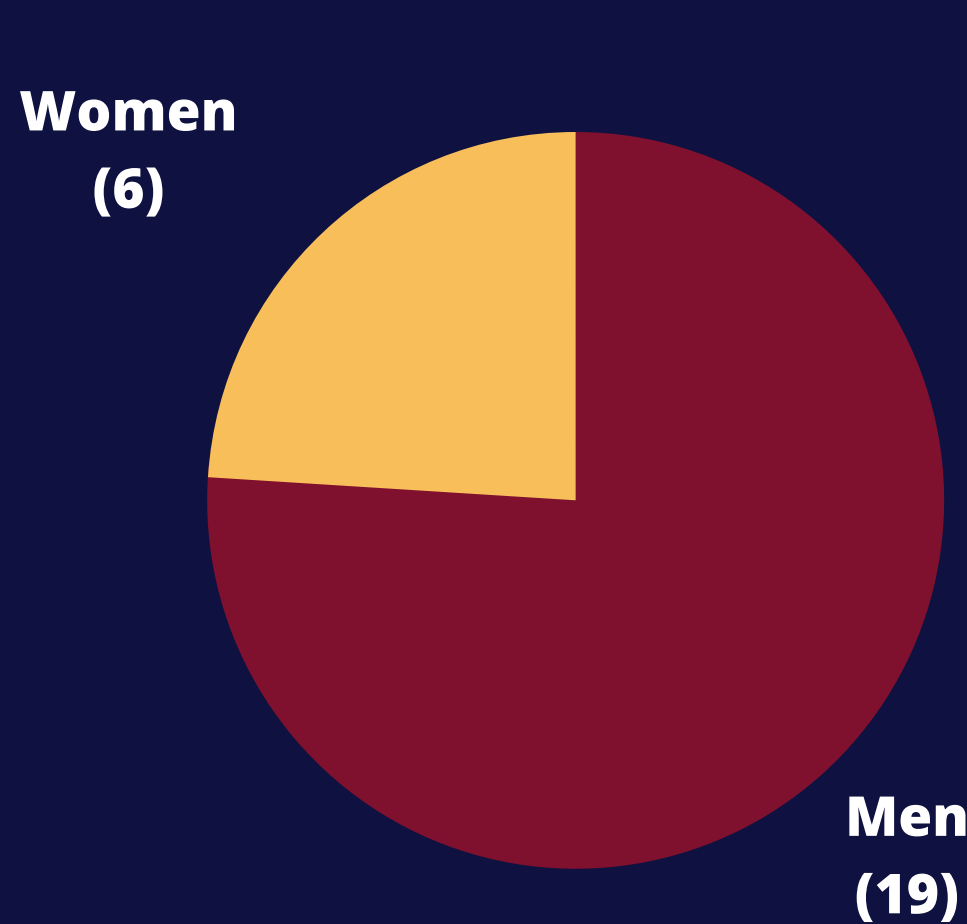




FIELD RESEARCH WITH TARGET GROUPS

37 INTERVIEWS WITH HOMELESS PEOPLE (25) AND VULNERABLE FAMILIES (12)

HOMELESS PEOPLE





PROFILES OF PEOPLE INTERVIEWED

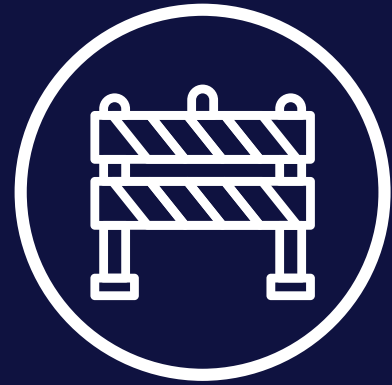
TRAUMATIC EVENTS: ABUSES AND DOMESTIC VIOLENCE, TROUBLED CHILDHOOD, EVICTIONS, BREAKDOWN OF FAMILY RELATIONSHIPS

"CRONIC" AND RECENT HOMELESSNESS

PHYSICAL AND MENTAL HEALTH PROBLEMS

LACK OR PRECARIOUS EMPLOYMENT CONDITIONS

INTERSECTIONALITY WITH A MIGRANT BACKGROUND



BARRIERS TO ACCESS SOCIAL SERVICES HIGHLIGHTED BY THE PEOPLE

ADMINISTRATIVE: COMPLEXITY OF THE BUREAUCRATIC PROCEDURES (E.G. REGISTERED RESIDENCE), STANDARDIZATION, INADEQUATE TIMING FOR PROVIDING RESPONSES

RELATIONAL: LACK OF EMPATHY, LISTENING TIME, EMOTIONAL SUPPORT, TURNOVER OF OPERATORS

INFORMATION: LACK OF CLEAR INFORMATION ABOUT THE RIGHTS AND POTENTIAL OPPORTUNITIES, UNCLAIMED RIGHTS, DIGITAL ACCESSIBILITY, LINGUISTIC BARRIERS

CULTURAL: LACK OF TRUST, FEAR OF STIGMATIZATION



BOTTOM-UP RECCOMENDATIONS

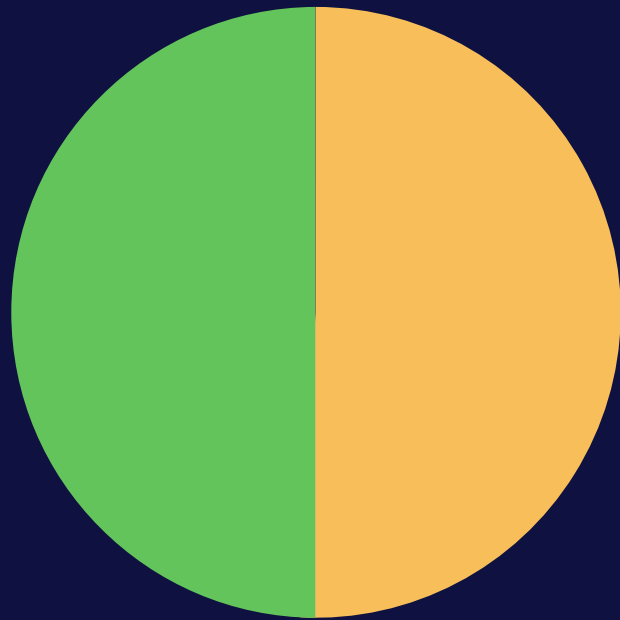
- 1) ENSURING ADEQUATE TIME AND SPACE FOR LISTENING INDIVIDUAL STORIES, BUILD TRUST, NURTURING **HUMAN RELATIONSHIP**
- 2) PROVIDE CLEARER, MORE CERTAIN AND TIMELY **INFORMATION**
- 3) PROVIDING SUPPORT IN DEALING WITH **BUREAUCRATIC PRACTICES**
- 4) PROVIDING A COMMUNICATION IN MORE **LANGUAGES**
- 5) ENSURING A **STRONGER CONNECTION** BETWEEN PRIMARY CARE SERVICES AND SPECIALISED PROFESSIONAL SERVICES (SOCIAL, EMPLOYMENT, HEALTH SERVICES)
- 6) CREATING THE CONDITION TO ACCEPTING PEOPLE'S **SUGGESTIONS** ON HOW TO STRUCTURE THE SERVICE



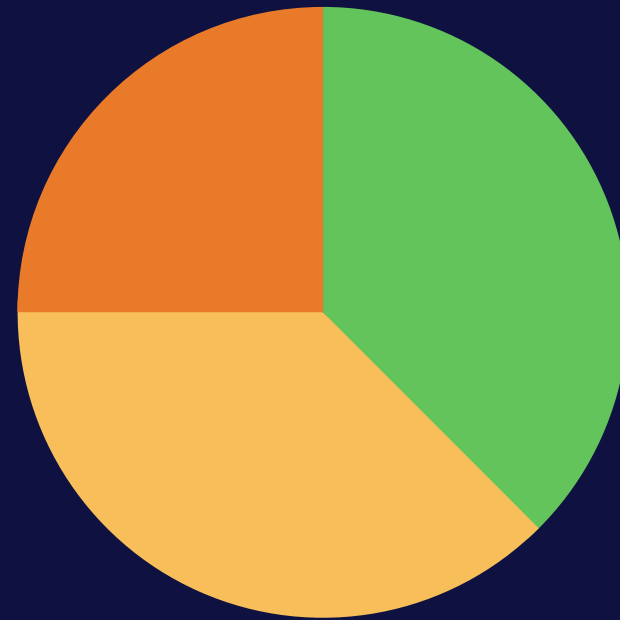
SERVICES SELF-ASSESSMENT



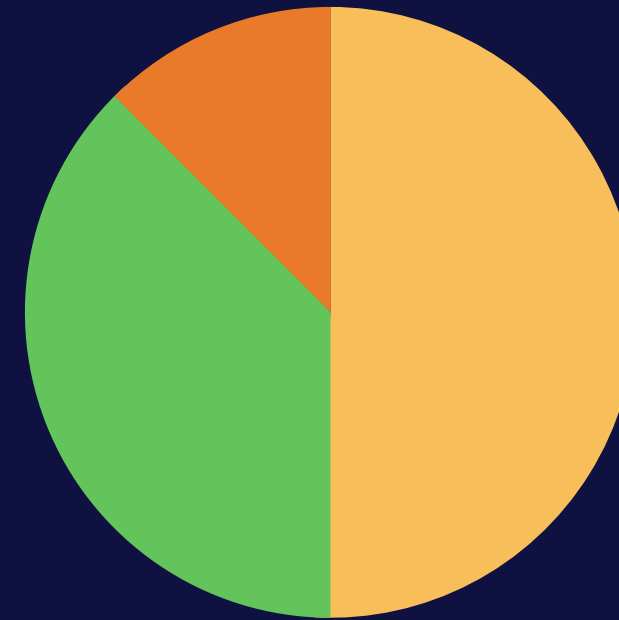
LISTENING



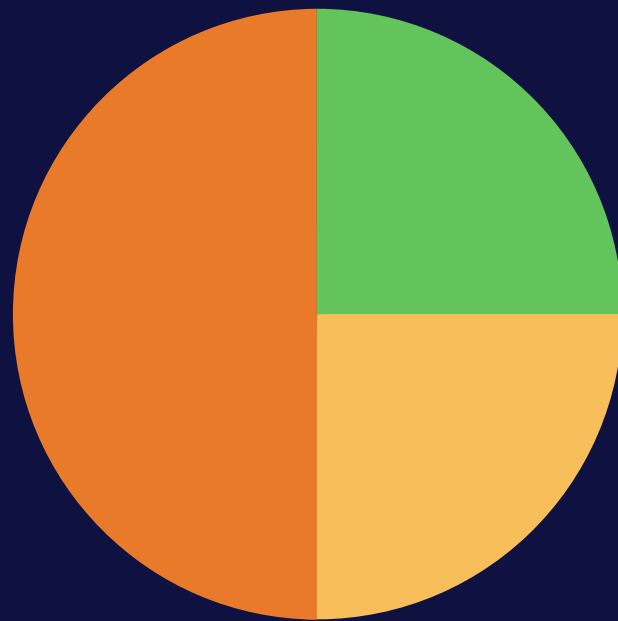
BUREAUCRACY



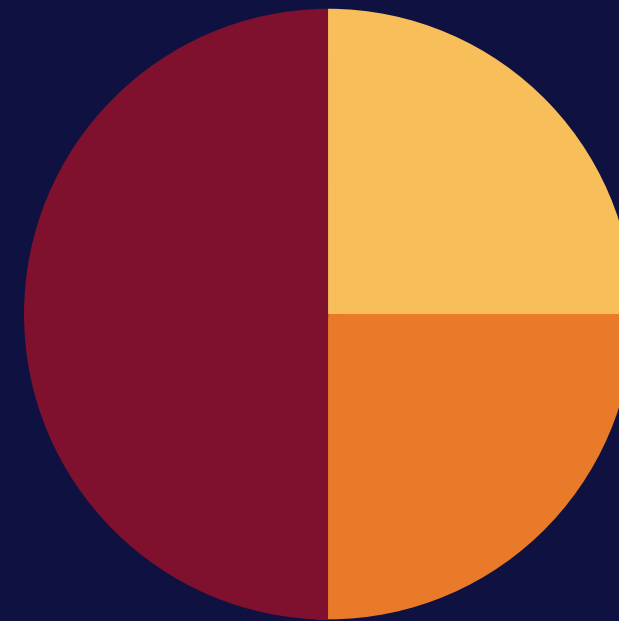
INFORMATION



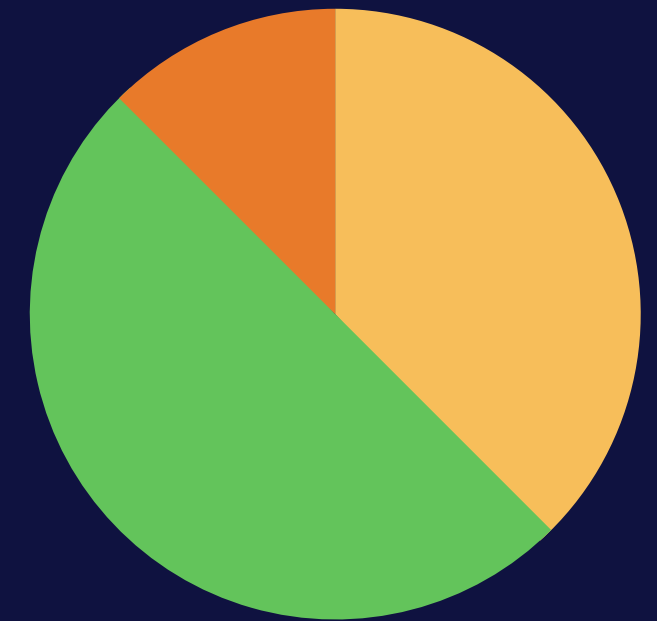
LANGUAGES



SUGGESTIONS



SERVICES CONNECTION





REMARKS AND REMAINING CHALLENGES

STRUCTURAL BARRIERS TO ACCESS SERVICES: BOTTLENECK EFFECT AND DIFFICULTIES IN PROFESSIONAL CASE MANAGEMENT

FOLLOW-UP ON CHANGES IN ATTITUDE AND PRACTICES AND PROMOTE GREATER USERS INVOLVEMENT IN THE SERVICES CO-DESIGN

PROMOTE A COMMUNITY-BASED APPROACH IN THE DEVELOPMENT OF THE ONE STOP SHOPS

SCALING-UP THE EXPERIMENTATION: ESTABLISH A CONNECTION BETWEEN THE ONE STOP SHOP AND THE MULTIFUNCTIONAL CENTRES PROMOTED BY THE NATIONAL PROGRAMMING

Thank you
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