



**MĚSTO VSETÍN**



# **Municipality, Service Providers and Service Users on an Equal Footing**

## **Community Planning in the City of Vsetín**

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## The origin of the CPSSC and the definition of framework

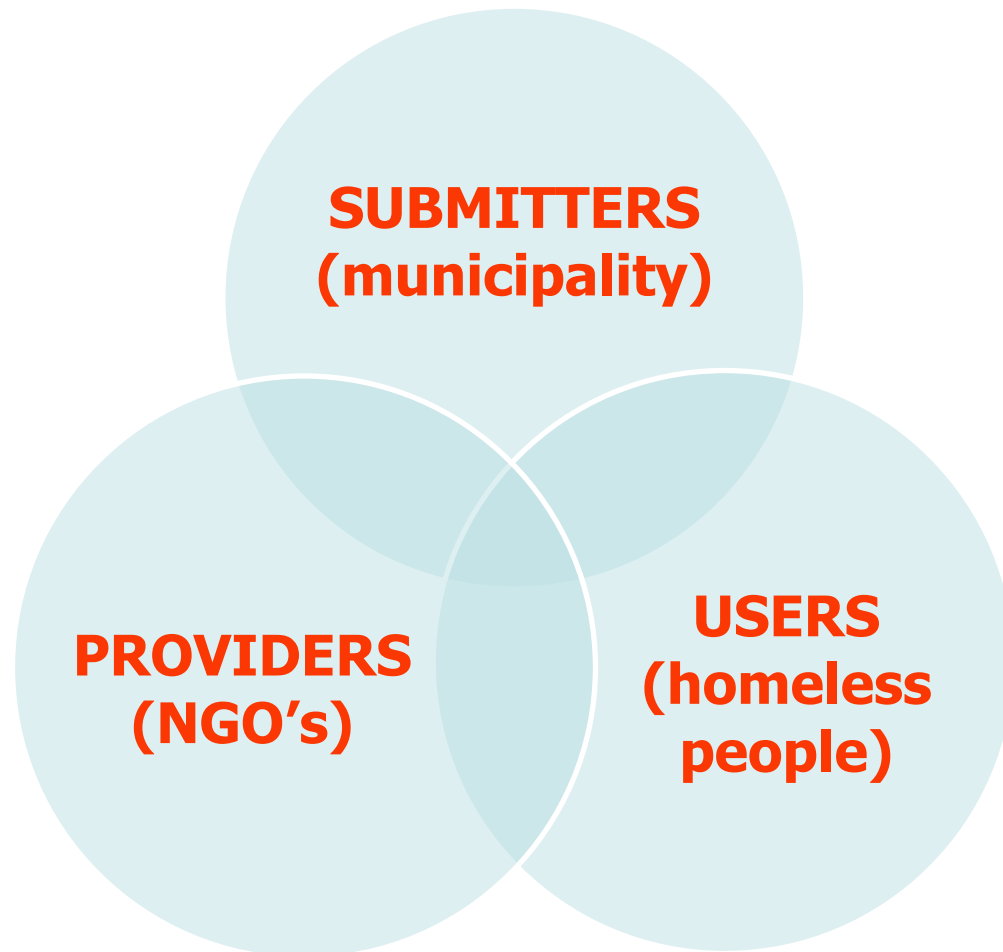
### **The social integration (for purposes of the Act on Social services)**

a process ensuring that socially excluded persons or persons threatened by social exclusion are given opportunities and possibilities facilitating their full integration in economic, social and cultural life of the society and enabling them to live in a manner considered as common in the society

**Source:** Social Services Act No.108/2006 Coll., § 3



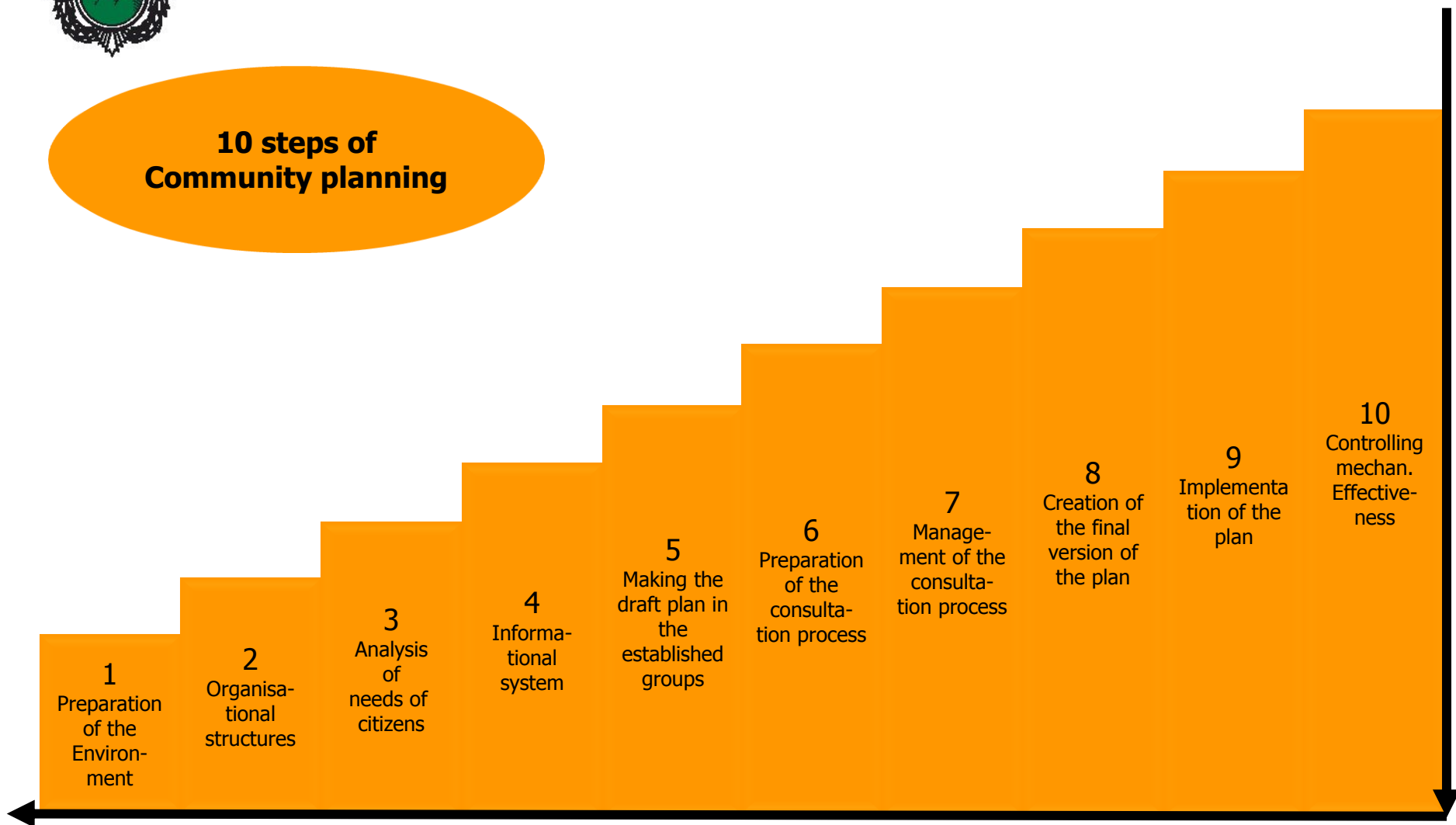
## The Levels of Community Planning





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## 10 steps of Community planning





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## The Basic Principles of Community Planning

- To enable people to live in their own homes, with care and support, it should be according their choice
- To increase providing care services in that way, to be met new and until now unsolved requirements and needs of people.
- To make the shift in the balance of care services away from the institutional care to the community care.
- To increase the quality of provided services
- To ensure the integration of all social services and programmes including the health care without exception of service founder.



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## Vsetín Specifics

- Population 27.000 people
- Population of homeless people app. 100 people (3,7 %)
- The city put providing of social services to non governmental non-profit organizations and made conditions for high quality work
- It means that instead of outreach social service for Roma people the city does not provide any social services
- The process of CPSSC takes place in whole area of Vsetín region



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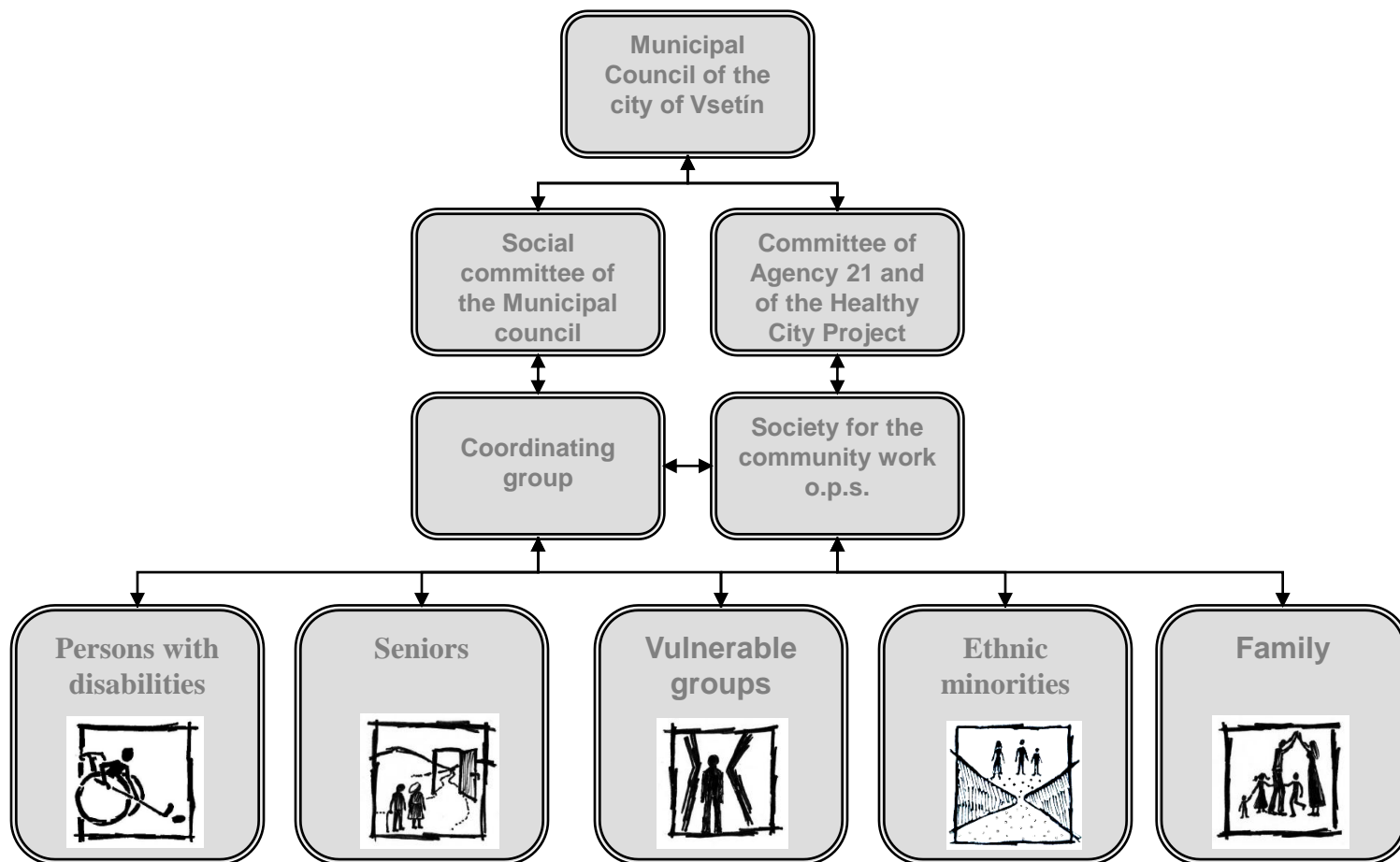
## The History of Community Planning in Vsetín

- Community planning process started in 2007
- 1. Community Plan 2008 – 2010
- 2. Community Plan 2011 – 2013
- 5 working groups which are involved in developing of community plan
- Homeless people are included in group named Vulnerable groups



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## Simple Managerial Organizational Structure as the Key to a Successful Process and its Sustainability







## Community Planning of Social Services and Care in the Vsetín Region

### **Totally periodically involved (general numbers):**

- about 32 organisations involved
- 76 participants in working groups
- Involvement of participants (public) on a sample of 304 people (1,1% of public)
- process of remarking the plan – there were 148 remarks delivered, 130 remarks were incorporated
- resulting CPSSC – 28 objectives, 87 arrangements



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## Community Planning of Social Services and Care in the Vsetínsko Region

### In Vulnerable Groups working group periodically involved:

- about 7 organisations, including 1 organisation providing services for homeless people (5 particular services)
- 10 participants
- 1 asylum shelter client used to come, but he stopped
- resulting CPSSC – 6 objectives, 24 arrangements





## Involving Service Users and Providers in the Community Planning Process

- Involving users in the process directly does not work properly
- Involving users through questionnaires and surveys made by service provider
- Case study on the base of real indicators and questionnaire monitoring among homeless people using services
- Internal survey and qualified estimation on number of homeless people on the streets and in various services in the city
- Presentation of outcomes in the working group




## Methodology of Collecting Information at the Service Provider Level

- Annual quantitative service provision evaluating
  - Numbers of service users (focussed on type of the service, age, place of residence)
  - Other indicators (number of provided beds/year, interventions, contacts, ...)
- qualitative annual service provision evaluating
  - Service users needs and wishes
  - Progress in certain case studies
- Internal surveys focused on service users and society needs
  - Service gaps (society and service users needs, we are not able to cover by services yet)



## Methodology of Collecting Information at the Service Provider Level

### Tools:

- Internal database program for evidencing work with service users
-  Program provide by SAD – national umbrella organisation of homeless services providers
- Spread an annual questionnaire papers among users
- Daily service records



## What Succeeds in CPSS in Vsetín Region

- Involvement of service users
- Realization of informal campaigns (popularization of social problems)
- Municipal subsidies „are divided“ by working groups suggestion
- The indicators for evaluation due to the types of services
- Cooperation of care and services providers



**The plan can be considered effective only if it achieves its objectives at reasonable cost and multi-source funding**

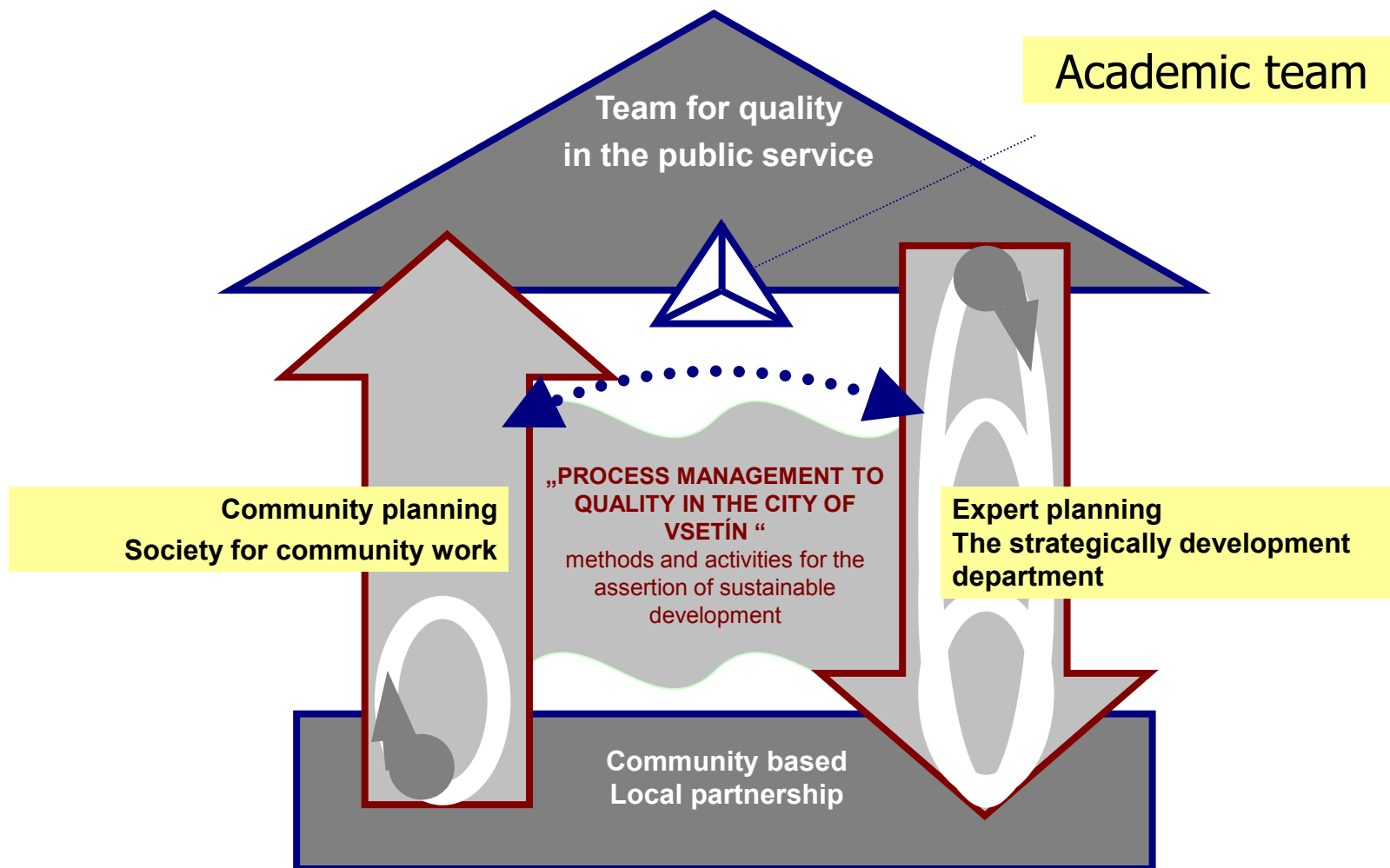
**Plan has to be confirm with the other documents, mainly with the strategic plan.**

Komunitní plán  
sociálních služeb a péče Vsetínska  
na období 2008 - 2010





## Healthy City of Vsetín - 3D Model







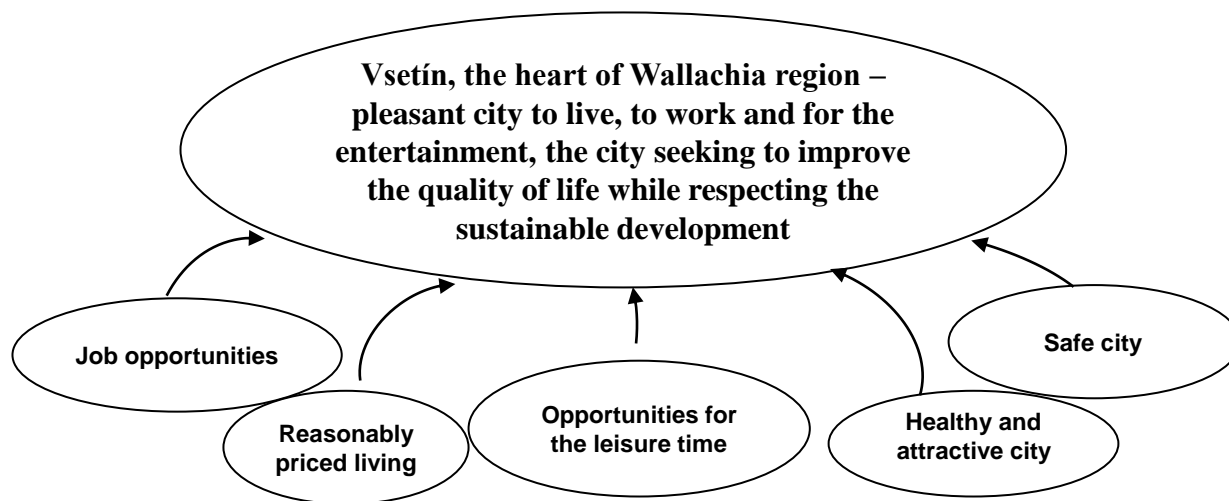
## City of Vsetín Strategic Priorities

- Job opportunities
- Reasonably priced living
- Opportunities for leisure time
- Healthy and attractive city
- Safe city

Vision:

Vsetín, the heart of Wallachia region –  
pleasant city to live, to work and for the  
entertainment, the city seeking to improve  
the quality of life while respecting the  
sustainable development

Priorities:





## Dynamic Model of BSC – Inhabitants

- Dynamic model of BSC enables steps simulation of the future development of inhabitants (and other defined fields) till the year 2030
- Next to the basic model for inhabitants there was made a special model for socially extended persons and it was made mostly because of the differences in some observed values of simulation (e.g. Birth rate).



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VSETÍN o.p.s.



## Thank you for your attention.

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