

Methodology for Status Quo Analysis and Good Practice Selection

The aim of this methodology is to help partner regions to describe the administrative and organisational context of their operations, examining the range of services that they provide and the stakeholders with whom they work. The template is designed to facilitate meaningful comparisons between CITICESS partners and the Good Practice projects that they identify.

The methodology is divided into two parts: part A presents a template for comprehensive and comparative analysis of partners' operational context; part B concerns the Good Practice methodology.

Partners are requested to identify a minimum two good practices per region.

Part A. Status Quo Analysis

Context

<p>Geography of region covered by your organisation In the context of your country, is the region covered by your organisation large, mid-sized, or small. Please give details Max word count-100</p>	<p>Budapest 18th district Pestszentlőrinc-Pestszentimre is one of the 23 local government bodies in Budapest. Budapest is the capital city in Hungary. There is a special dual local government system in Budapest. One part is the so-called type of district as local government, the other part is so-called The Municipality of Budapest. The districts usually provide basic local public services as child protection, public catering. 18th district is located on southeast Budapest and its population almost 100 thousand constant inhabitants which makes it the fifth most populated district which makes it a large region. The official name of 18th district municipality is Pestszentlőrinc – Pestszentimre.</p>
<p>Population of region covered by our organisation</p>	<p>According to the official statistics so-called TEIR KSH-TSTAR in 2021 Budapest 18th district has 100.810 inhabitants. The number of men was 46.678 and the number of women was 53.345 in the 18th district.</p>
<p>Vulnerable groups your organisation serves (please list all)</p>	<ul style="list-style-type: none"> - local population above 65 years old – 21.080 people. They form more than 20% of the whole population. - 1379 people benefit from social aid by the 18th municipality in 2022. - the homeless daily services included 194 people by the data of 18th municipality in 2022. - Handicapped population of the district.
<p>With which groups do you have most successful interventions / programmes? (please give details) Minimum word count- 100 Maximum word count- 200</p>	<p>A lot of elderly people unfortunately have uncertain conditions especially who live alone. The other handicapped group is the disadvantaged families with children and low-income. The Municipality of Pestszentlőrinc-Pestszentimre helps these people and families with large social services and programmes (different child care and child welfare interventions). It's worth to know that the 18th district municipality provides not only so-called mandatory services by determined laws but voluntary services and alternative programmes.</p>
<p>With which groups do you have most challenges delivering</p>	<p>Our point of view the most challenging is to work with the homeless people because they are in the worst social position. They are the most handicapped disadvantaged</p>

successful interventions / programmes? (please give details) Minimum word count- 100 Maximum word count- 200	group. That is the reason why it needs inclusion of NGO-s and other partner organizations and actors.
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Services

What kinds of services/programmes /interventions does your organisation offer?

Please list the programmes/ initiatives that you deliver under the relevant heading below and detail the proportion of your activities that the category comprises.

Use the comments box if there is a particular programme that you wish to highlight in your organisation – because it is innovative, or challenging, or of potential interest to other CITICISS partners.

Entrepreneurial supports Max 300 words	The following support is provided by the municipality: <ul style="list-style-type: none"> - since 2021: giving term reduction of the rental deposit of the business premises for all local entrepreneurs - during pandemic the municipality made a special online service for the local enterprises. It has name is CityCard18 which an application of smartphone helps to brings together the online registered local enterprises and the online registered local people and it gives discount for the residents of the 18th district. Citycard18 won the diamond award on Marketing Summit Hungary in 2022
Educational supports Max 300 words	It's important fact the public education policy has not been in local governance competence since 2012 because the central government took over by law. Therefore, the municipalities can only support local students indirectly. These are the following in the 18 th district: <ul style="list-style-type: none"> - Special tutoring - Development allowance for students - Small group sessions at schools in the district - Organizing sport programmes and trips for the children
Community support services Max 300 words	The following local community support is present in the municipality: <ul style="list-style-type: none"> - building brand new 46 flats by municipality ownership for the vulnerable families (the project of Fáy Street) - providing a lot of voluntary social and community supports for the population of the 18th district - CityCard18 is a local voucher card which helps to not only the local enterprises but the local residents with different discounts.
Health and well-being Max 300 words	The following support is made available for health and well-being by the municipality: <ul style="list-style-type: none"> - mental counselling - child care and family assistance services - giving so-called crisis equipment and financial aid for the local health sector during Covid-19 for instance dispatcher service, opening new injection sites. - giving additional financial support for the family physicians in the 18th district
Environmental Max 300 words	The decision policy and administrative makers as well as the managers of local services in the 18 th district think about environmental issue and the

	<p>sustainability are important particularly. Therefore, some such as programmes and public actions have been launched this decade.</p> <p>The following environment support is made available by the municipality:</p> <ul style="list-style-type: none"> - District tree planting programme (the municipality is spending 55 million HUF this year) - “Nicer and more flowery district” as annual local support programme for private persons and residential communities.
Other? Max 400 words	

Comment - Hungarian municipalities have had two types of the local competences since 1990, after the system change from socialism to democracy. The first type is the mandatory competence such as social catering or family assistance and the second type is the voluntary competence, which is used by the municipalities in special social services. It's good to know that in Hungary the bigger municipalities with stronger financial conditions and higher population rate can often have a lot of voluntary competences, so does the 18th district. Therefore, the municipality of Pestszentlőrinc-Pestszentimre has tried to provide as many possible voluntary social services to the inhabitants in the district for many years.

The 18th district recommends to the other municipalities of CITICESS its good practises on social policy and the holistic cooperation among all important and possible public and private actors.

Governance

Please give details of how your governing board is constituted and its relationship to the management and/or implementation team(s) in your organisation.

<p>Degree of autonomy / constraints</p> <p>What constrains your organisation from developing services to respond to identified community needs?</p> <p>Min 200 words Max 500 words</p>	<p>There are a couple of constraints that make the local autonomy difficult to implement services. These are the following:</p> <ul style="list-style-type: none"> - insufficient support of the state, especially in the central budget law by Hungarian Parliament - the crisis situations since 2020 (COVID-19 coronavirus pandemic, general economic difficulties since 2022) - uncertainty and very changeable legal state regulations. The decreasing list of the competences of the municipalities can be experienced continuously since 2010. For example, the midwife service. - the local development possibilities depend on different external financial support, especially the financial tender sources of European Union. This is the reason why the economic difficulties exist and the ineffective state financing and legislation. - general social phenomenon is in Europe as well as in Hungary there are too many people above 65 years. This fact determines the strategies and operative actions of social policy in the 18th district. Therefore, the local policy decision makers and the management of local governance institutions and services keep on brainstorming about the expansion of the local social services in the district. - Effective actions and services on social policy are needed as well as the efficient and widespread communication in the 18th district. Hence we have to use different types of communication platforms for public information such as official websites, Facebook groups, local TV and street flyers.
<p>Composition of Governing Board</p> <p>Are there rules governing board membership</p>	<p>The most important about the governing board of the municipalities in Hungary, there are two parts of the local governing board. The one part</p>

<p>Min 200 words Max 500 words</p>	<p>is the level of the policy decision and the other part is the level of the administrative management.</p> <p>The main actors of the policy decision level are the following:</p> <ul style="list-style-type: none"> - The most important and strongest player in Hungarian local government system is the local council with elected members of council. The Act of Hungarian Local Governments includes exclusive competences of local councils such as local legislation. - The second most important policy actor in the Hungarian local government system is the mayor. If there is a bad relationship between the mayor and the local council, it can break down the effective operation within the municipalities. - Other important policy actors are the commissions of the local councils in the Hungarian local government system. The commissions have their main tasks to prepare and help the local councils, for example creating policy drafts and direct decision making in some minor issues. <p>The main administrative management actors are the following:</p> <ul style="list-style-type: none"> - The position of the notary. The notaries are responsible for the management and controlling the whole official activities and public services. They work directly together with mayors permanently. - The deputy notaries have the task on defined topics. For example, the functions regarding the operation of local council or different public policies. - There are administrative level managers who are the heads of the public services, for example, on social policies or public management. They are responsible for daily operative activities. <p>We can experience the following facts in relation to governing board in the 18th district:</p> <ul style="list-style-type: none"> - The mayor of Pestszentlőrinc-Pestszentimre has had strong majority in the local council since 2019. Therefore, the main strategy policy targets and the course line harmonize between the mayor of the district and the local council. It's very important political condition for the effective tasks of the municipality. - The mayor and the majority of the local council – included the commission on social policies – are deeply engaged in helping of vulnerable social groups in the 18th district. - The deputy notary on social policy has significant autonomy on the strategic planning and policy implementation. - There are constant connections operated between the deputy notary on social policy and the managers of the social services – for example Unified Social Institute, CSIBÉSZ as the family assistance and Child protective service or public nurseries and kindergartens.
<p>Relations to managing / implementation team Frequent high-quality interactions at all levels or fluctuating in frequency and intensity?</p> <p>Min 200 words Max 500 words</p>	<p>We have a complex and multi-actor structure of social policy in the 18th district. The highest level is the strategic level of decision makers. The main policy decision makers are the mayor of the district, the head of the social and flat committee of the local council, deputies of mayors. The managers of the mayor's office especially the deputy notary on social policy and the notary of the district. As mentioned earlier the policy decision makers are responsible for the strategic decisions such as local decrees and policy conceptions on social policy. Nevertheless, the heads of the administrative level such as notary, deputy notary on</p>

	<p>social policy and the managers of the local social services have participated in the forming of the social policy in the 18th district a long time ago. The heads of the administrative level prepare the basis of the strategic plans and the drafts of the local legislation. We can talk about permanent and intensive feedback system in connection with social policy between the policy and administrative levels. The annual management reports of social services and other peer-reviews contribute to the social policy planning processes. Last but not least, the experiences and proposals of the local civic associations and other private actors who work in social and community topics are important functions. The policy and administrative decision makers pay attention to the Civic Roundtable Commission and those civic associations who take part directly in the local social services, for example Clean Source Foundation in the homelessness care.</p>
<p>Administrative structure Simple/ complex? Hierarchical/ flat? Centralised / devolved?</p> <p>Min 200 words Max 500 words</p>	<p>Although the structure of the decision makers is basically hierarchical, the nexus among the political, administrative and service actor is rather cooperative. The administrative structure of 18th district on social policy is hierarchical and cooperative at the same time. On the one hand, it is hierarchical because otherwise it would not be effective. On the other hand, every manager, deputies of managers and subordinates have to identify themselves with the institutional goals on social policy in Pestszentlőrinc - Pestszentimre, which supports internal cooperation.</p> <p>The administrative head of responsibility for the social policy of the Municipality is the deputy of notary on social policy. She has large exercise on local government processions as well as the managers of the local social services.</p> <p>The central buildings of the local social services are located same street in the 18th district. This is very useful for not only the managers and subordinates of the local services but local people who can find these services much easier. At the same time the managers of the social services and the administrative decision makers of the Mayor's Office can keep meetings and inner workshops together the reason for the physical proximity. Our official creed is the prudent and sensitive implementation and enforcement on the social policy. Hence the managers and the subordinates also try to bring into the focus human factors in each of the social issue in the 18th district.</p>

Resources – primary sources of funding

Please indicate the approximate proportion of funding that you receive from each of the following:

You may use annual reports to break down funding sources. MIVEL NEM EGYÉRTELMŰEK AZ ADATOK EZEKET MÉG VISSZA KELL CSEKKOLNOM!

	Government mainstream funding	Government funding for particular initiatives	EU funding	Independent revenue generating activities	Other EG philanthropic
% of funding	So-called the task financing by Hungarian central budget the plan of 2023:	The financial resources are as direct central government financial supports.	The financial resources of Cohesion Fund of European Union:	The total own revenue the plan of 2023 (local taxes, business	This type of income has not come so far last two years.

	6.557.761.766 HUF (17.723.680 euro)	These included exclusively national supports: -2022: 40.698.830 Ft (105.817 euro) - The plan of 2023:1.120.954.951 Ft (2.914.482 euro) The large difference between 2022 and 2023 is the reason for the after financing method of EU's support programmes	-2022: 8.977.630 HU (23.342 euro) -The plan of 2023: 218.107.996 HUF (567.081 euro) The financial resources of direct support programmes of EU (H2020, CERV, RUNOFF, UPSURGE) -The plan of 2023: 203.158.910 HUF (528.213 euro)	income and other prizes): 21.553.087.2020 HUF (560.380.267 euro)	
Comment					

Reliability of funding
Please comment on the reliability of the funding you receive: (max 500 words)

Unfortunately, the financing of Hungarian local governments is uncertainly because it depends on different direct financial supports of European Union and Hungarian central government. Thus it needs to keep frugal and forward-looking operation. It's important to note that a lot of unexpected expenditure items appeared during pandemic. Therefore, the municipality had to decide in special issues in 2020 and 2021, due to the pandemic, for example extraordinary supports for different vulnerable groups. However, a comprehensive crisis means dangers as well as possibilities for a community.

Resources – non-financial

Please give details of other resources available to your organisation

<p>Reputational Do you enjoy a good reputation amongst your constituencies of interest / client groups, which aids your ability to work with them?</p> <p>Max 200 words</p>	<p>The municipality of the 18th district organized quantitative research with a questionnaire among 1,120 inhabitants about the equal opportunity and the development of the local social services in 2020. The policy decision makers of the municipality have tried to monitor the public opinion since then. The mayor and the majority of the local council treat the social policy as one of the main policy priority.</p> <p>According to our experiences the dwellers of the 18th district basically support the different initiatives and programmes. They have participated in our public events with pleasure. We think that the difficulties during COVID-19 strengthened the relationships between the local government and the other social and economic actors for instance people, civic associations and the local enterprises, firms even more.</p>
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<p>Patron Is your organisation supported by a patron, such as a Trade Union, Church affiliation, that affords it greater stability / influence / recognition?</p> <p>Max 200 words</p>	<p>The municipality of the 18th district has been supported by the civic associations and church communities for decades. The local decree about the financial frame of the civic and church actors supported by the municipality was accepted in 2004. There are important associations on social policy, especially the equal opportunity.</p> <p>The municipality has the large financial support system for the local civic associations. This year the 18th district operates different local tenders such as operational support and programming support for the local private civic actors (civic associations and private foundations).</p> <p>In contrast the municipality of the 18th does not enjoy any financial support by trade union, church community and other stakeholder actors.</p>
<p>Community support Does your organisation enjoy widespread support amongst the communities / stakeholders with whom you work, making it easier to develop new partnerships and projects?</p> <p>Max 200 words</p>	<p>The municipality has operated a so-called Civic Roundtable Commission of locally highly active civic associations for many years.</p> <p>The municipality of Pestszentlőrinc-Pestszentimre generally recognises and supports every actor of the local civic sector. Besides this, the 18th district has signed local cooperation contracts for the implementation of different social goals. These civic associations and foundations are:</p> <ul style="list-style-type: none"> - The Hungarian Red Cross - The Association of Saint Lawrence of Large Families - Clean Source Foundation (homelessness care) - The Pensioner Association for Protection of Interest in 18th district (family policy) - Halfway Foundation (alcohol addiction) - other civic associations and private foundations
<p>Legal Are there legal provisions and/or protections that support your work – generally in the policy environment, or more particularly in relation to your organisational /functional set up?</p> <p>Max 200 words</p>	<p>The legal basis of social services in the 18th district has three main legal norms. The first is the conception of the development of the local social services – it's so-called Social Services Planning Concept. The second legal norm is the decree about the social services in the 18th district. The third legal norm is The Local Equal Opportunity Programme which every Hungarian municipality must accept based on a law. These legal norms are reconsidered from time to time by the 18th district. One of the most important legal protection in connection with the municipalities in Hungary is the local autonomy by The Fundamental Law of Hungary and CLXXXIX Law of 2011 on the Local Governments of Hungary (abbreviated Möt.v.). However, besides The Fundamental Law and Möt.v. the important legal framework on social policy is III Law of 1993 on the social administrations and services (abbreviated the social act) which includes the state and local social services and proceedings in detail. The social law uses the legal instrument of so-called differentiated allocation of powers, which allows larger municipalities to be given special/complex social powers that smaller municipalities cannot. The Municipality of Pestszentlőrinc-Pestszentimre has paid attention to the vulnerable social groups for example elderly people, low-income families and disabled or handicapped persons for many years.</p>

Other- Max 200 words	
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Comment – The Municipality of Pestszentlőrinc-Pestszentimre as one of the most populous district in Budapest has tried to operate the large structure of public services for decades. The policy and administrative decision makers always investigate not only dangerous phenomena and local weaknesses but potential positive possibilities. Our point of view the other main strength factor is the local patriot way of thinking which it can be seen clearly this district.

Part A.2 Policy Instrument Analysis

General information – Please refer to the Application Form but provide more detailed and realistic information for each section.

Name of the policy instrument	Social Services Planning Concept
Is this instrument an Investment for jobs and growth goal programme (i.e. national or regional operational programme)?	No
Please indicate the geographical scope of this policy instrument	Local scope
Name of the policy responsible authority	The 18 th district of Budapest - The Municipality of Pestszentlőrinc-Pestszentimre)
If policy responsible authority is other than the partner organisation, what is the relation between you and how do you cooperate? e.g. no legal relation, owner of PP organisation, superior authority, etc.	-
If policy responsible authority is other than the partner organisation, what are your abilities to influence the policy?	-
How the relation with the policy responsible authority can ensure/influence the effective implementation of the policy change?	-
General description of the policy instrument	Social Services Planning Concept is a mandatory legal tool which has to be accepted by every Hungarian local government above 2,000 inhabitants. The Concept determines the strategic goals and structural frame on local social services. This is the main basis of the local social policy.

	<p>It's important about the social policy in the 18th district, there are a couple of local decrees of the social issues. At the moment separated decrees regulate not only the financial and not-financial local supports, but also the basis and higher-level personal social services, and the child care topic.</p> <p>These local decrees about social services depend on the Social Services Planning Concept in a significant measure. We can see the obvious connection between the Concept and the local decrees about social services. Thus the continuous review of the whole document has become the most important strategic activity on local social policy.</p>
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Policy structure

Please describe the main features of this policy instrument

- objective
- characteristics
- priority or measure addressed
- any other relevant aspect

Social Services Planning Concept has the system of goals on social policy. The document defines four types of goals on social policy. These are the following:

- Strategic goals – these focus on improvement of local residents’ life quality and decreasing social inequalities.
- Comprehensive goals – these concentrate on personal demands as well as the large access of social services and benefits.
- Specific goals – show the differences between local social services.
- Operative goals – how to measure the qualitative improvement of local basic and higher-level social services.

The beginning of Social Services Planning Concept includes a general situational analysis about the main demographic data and the inner neighbourhoods in the 18th district. The next few chapters take into account the whole system of the local services. Firstly, it deals with local property policy especially the crisis management and public standpoints. Secondly, the concept dissects the local child protection and family care services in details. Then we can read the local basis and higher-level social services provided by the 18th district. The next chapter is about the local monetary and non-monetary benefits. The concept has a chapter about the coordination between the municipality and the civic sector such as the couple of agreements with civic associations and private foundations. Last but not least, the closing chapter of Social Services Planning Concept has the most important social issues and the timetable about itemized purposes and actors. All of the chapters of the concept are social policy priorities and relevant aspects at the same time.

The most important and assumed priority on social policy of the 18th district is the social security of vulnerable groups such as elderly and lonely people, low-income families and the disabled individuals. At the same time, we attach high importance to the priority the strengthening the solidarity among different local social groups regardless of the financial and educational background.

The review of Social Services Planning Concept is taking place currently by the municipality.

Detailed analysis

<p>Planning process of the policy itself: what is the planning methodology, who is involved and how?</p>	<p>Social Services Planning Concept has a various preparative methodology processes and scientific solutions. These are the following:</p> <ul style="list-style-type: none"> - examination of the social statistics in the 18th district (socio-economics analysis) - evaluation of the local social progresses and changes - collecting the newest practices and scientific results of social sciences in particular social work - brainstorming with the active civil associations and private foundations on social policy - organizing so-called Civic Roundtable and similar public events - directly sharing knowledge on social policy among the various district municipalities of Budapest - evaluating the local strengths, weaknesses opportunities and threats (using SWOT-analysis as methodological tool) - comparing with similar local municipality strategies and results such as The Local Equal Opportunity Programme - all Hungarian municipalities are required to hold a public audition for the local habitants at least once a year by the Fundamental
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	<p>Law of Hungary and CLXXXIX Law of 2011 on the Local Governments of Hungary</p> <p>According to the official inner processes the deputy notary on social policy takes primary responsibility for Social Services Planning Concept. Therefore, the deputy notary on social policy and her teammates coordinate the planning tasks. Of course, the whole planning process involves the Mayor's Office, the local social services such as CSIBÉSZ, Unified Social Institute. The aforementioned elements have been incorporated into the Concept. The main planning purpose is to collect every significant fact and opinions in the district.</p>
<p>Implementation</p> <p>What organisations are involved in the implementation of the policy instrument?</p>	<p>We summarize the main elements of the implementation of Social Services Planning Concept as the following:</p> <ul style="list-style-type: none"> - to provide the harmonization between the Concept and miscellaneous local strategies, decrees and measures - task organizations for local services and institutions of the 18th district - solving the arising problems and the crisis situations according to the spirit of the Social Services Planning Concept. - managing of the human resources and capacities on local social services in the 18th district - improving and testing new methods on social policy - transferring and testing best practices from other interior and foreigner local municipalities <p>The following actors take responsibility for the implementation of Social Services Planning Concept:</p> <ul style="list-style-type: none"> - the mayor's office (primarily organizing and coordinating the process) - the deputy of notary on social policy - the management of local social services such as CSIBÉSZ, Unified Social Institute, nurseries and kindergartens in the districts (directly public services) - the civic associations and private foundations which have a signed agreement with the municipality of Pestszentlőrinc-Pestszentimre for providing social services (homelessness care etc.)
<p>Monitoring</p> <p>How is the monitoring of the policy Instrument organised? Who/which organisation carries it out and how?</p>	<p>The permanent monitoring of Social Services Planning Concept is done by the municipality of Pestszentlőrinc-Pestszentimre. The obligation of creation of the Social Services Planning Concept is on every local government, above 2,000 inhabitants by the III. Law of 1993 on the social administrations and services, also known as the Social Act. Besides the Social Act, a decree of Minister on Social and Family Affairs, number 1/2000. This includes detailed rules and mandatory elements about Social Services Planning Concept, for example indispensable data and institutional parameters. However, neither the Social Act, nor the decree of the minister give details about the monitoring process. The only criteria by the decree is that the Concept is revised every two years. Thus, the municipalities can make their own monitoring itemized methods and phases.</p> <p>The 18th district has the following elements of the monitoring process:</p> <ul style="list-style-type: none"> - the regular revision of the Concept is every 2 years in the 18th district - complementing the regular revision, the municipality of Pestszentlőrinc-Pestszentimre also examines the current situation of local social policy and annually reports on it - exchanging of experiences on the sessions of Civic Roundtable at least once a year in the 18th district

	- continuous sharing of informal knowledge and experiences among the different stakeholders (engagement process)
Timespan of the policy What is the policy planning schedule (with dates)? In what phase the policy is? Planning, final policy ready, calls launched, monitoring?	2023-2025-2027 The Social Services Planning Concept has to be revised by the Municipality every two years.

Policy structure – financing

- What is the financing scheme of the policy?

Government mainstream funding	Government funding for particular initiatives	EU funding	Independent revenue generating activities	Other EG philanthropic, non-financial, etc.
YES		YES – ERDF, ESF		

Reliability of funding Please comment on the reliability of the funding you receive:

Comment

Policy Improvement objectives

You can indicate more than 1 answers.

New projects financed by the instrument	Change in the management of the instrument – governance change	Revision of the instrument itself – structural change
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Please describe the policy improvement you want to achieve in more details – <i>please add a new box for each type of improvement if relevant</i>	
New projects financed by the instrument	- not relevant
Change in the management of the instrument – governance change	- not relevant

Revision of the instrument itself – structural change	We don't have an aspiration of radically changing the local social services and financing. There are a couple of reasons – firstly, the uncertain amount of central government funds. Secondly, the development possibilities depend on different tender supports (for example the tenders of European Union). Lastly, the objective phenomena such as inflation, the effects of international war conflicts. Therefore, our purpose in the CITICISS programme is, transferring feasible good practices from the partner municipalities or other methods, legal and financial tools.
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Part B. Good Practice Selection

*In the context of Interreg Europe, a **good practice** is defined as an initiative related to regional development policy which has proved to be successful in a region and which is of **potential interest to other regions**. 'Proved successful' is when the good practice has already provided tangible and measurable results in achieving a specific objective*

In the light of the details you gave in Part A, you may now be clearer about what Good Practice example you wish to select from your organisation.

GOOD PRACTICE SELECTION: Cavalcade programme – a fundraising event series for vulnerable groups

Good Practice no 1: Cavalcade programme series for vulnerable groups in the 18th district of Budapest]

Short Summary (max 50 words)

A series of fundraising events for local elderly and disabled people affected by the institutional activities of the municipality. The programme builds on the positive practice of social inclusion through performances by well-known and popular artists and create publicity for local public services and participants of society.

Detailed Summary

Please describe 1) the 'problem statement' / identification of need; 2) the intended solution and, 3) what is innovative about this practice?

Max words 500

The primary reason for the creation of the Cavalcade programme was to overcome the isolation and loneliness caused by the covid epidemic and to emphasise the positive power of community. The main objective is to promote municipal social services to expand the theory of social inclusion to a wider range to beneficiaries by organising charity fundraising events.

The series of programmes has been running since November 2022 with 4 events organised so far – winter of 2022 Cavalcade for Advent Festival, spring of 2023 Waiting for Spring Festival, summer of 2023 Music Festival, autumn of 2023 Ószikék Charity Festival

The theme of the events is always different, usually linked to a holiday - this is reflected in the performances, decorations and handmade gifts. The exact names of the two programmes that have been implemented so far are Advent Pageant and Spring Festival, Music Festival.. An important speciality of the Cavalcade is that, in addition to well-known professional performers, elderly and disabled people in institutions of their own care also perform at each event.

The fundraising, coordinated by the Public Foundation for the Elderly and Young – owned by the District Municipality – is organised by the municipal institution responsible for the day care of the elderly and disabled (namely the Unified Social Institution), which is in charge of the organisation of the activities, e.g. the performance of the beneficiaries and the items to be donated. This way, the beneficiaries, who work with the staff of the institutions in the preparation of the Cavalcade, assume a positive responsibility - thus strengthening their social inclusion.

Of great importance is that the all-day events of the Cavalcade are also attended by interested residents of the district in addition to the beneficiaries concerned. For the same reason, the events are held in community venues specifically designed for similar public events in the capital. The reason for the choice of venue is to provide professional sound equipment and technical facilities for the nationally known professional performers. These venues can comfortably accommodate up to 300 people. The District Council supports all community development activities, including the implementation of this series of programmes - it provides the financial resources.

The visitors of Cavalcade programme series can buy handicraft items which are made by the beneficiaries for a symbolic price thus indirectly supporting the Cavalcade. These items are handmade creative objects (e.g. beadwork, soaps, wall pictures, cushions, etc.).

The activity makes these disadvantaged people feel important and happy to participate in the preparation of the programme. The whole series of programmes helps to strengthen social inclusion and giving greater public visibility to disadvantaged people and to institutions working in the social field.

Key Objectives:

Detail as appropriate

Entrepreneurial	A new market: local entrepreneurs have possibility to participate and donate to Cavalcade programme series.
Educational	Cavalcade has only indirect educational character. However, it helps to increase the social solidarity among different social groups in the 18 th district.
Community support	Cavalcade has a direct and strong support for the local community because it helps to build new connections. On one hand, it builds relations between institutions and people, on the other hand between well-off inhabitants and disadvantaged groups.
Health and Well-Being	We believe strongly that Cavalcade indirectly increased the mental health of participants. Therefore, the whole programme series have vast character of well-being.
Environmental	The organizers of Cavalcade programme series take environmental sustainability into account.
Other	

Target beneficiaries:

Detail as appropriate

The primary beneficiaries of the Cavalcade are elderly and disabled people who are in the daily care of local social services.

Organisational Context

Please give details concerning the evolution of this practice and key drivers for change within your organisation. Max word count 500

At the institutional level, the impact of the event series is that the beneficiaries are given a constant, responsible task in preparing for the events and making handicraft items, which makes them feel valuable. On the one hand, they are motivated to partake in daily activities, and on the other hand, many of our beneficiaries leave their comfort zone by participating, which helps them to develop mentally and spiritually. As participation is voluntary on the part of the cared for, moreover, they also activate each other by setting an example and results in deeper communication and cooperation.

In making handicraft products, not only fine motor skills are developed, but also concentration, a sense of beauty, communication, cooperation and memory. Alongside individual development, there is also community development, with members of the day care team working more closely as a team and even becoming more open to members of other institutions.

At the district level, the events also have a community-building effect, as during the programmes we invite organisations from different institutions and districts. There is an opportunity to talk, share experiences and meet a mix of different age groups which has a positive impact on the community, thus our beneficiaries become more open to other communities. This is a very important role for the Public Foundation for the Elderly and Young of this whole process and good practise. This association has collected donations for Cavalcade programme series whereas the Unified Social Institution may not be or organize a fundraiser. Anyone can buy a handmade souvenir in exchange for a donation. This solution is legal and effective for Cavalcade.

Another positive effect of the programme series is that it creates "good publicity", because the posts and interviews on Facebook, people who have never heard of day care or are isolated from it can get to know our activities and our institutions better.

The progressive evolution of the preparations and organization tasks of Cavalcade is visible. In spite of that Cavalcade is only slightly more than a year old, we can state that Cavalcade is one of the most popular community events among the 100,000 population of Pestszentlőrinc-Pestszentimre. More and more plans for the future are emerging, therefore, we look forward with great hope to the future of Cavalcade.

Policy Context

Please give details concerning the policy context and key drivers for change external to your organisation. Max word count 500

The local social services have worked together to organise and coordinate the Cavalcade so far. The policy decision makers (for instance mayor, deputies of mayor, the members of local council notary, deputy of notary on social policy), heads of institutions, deputies and staff members are enthusiastically working for the success of the Cavalcade programme. Each of these institutions share responsibility, but the success of the Cavalcade is not only an obligation but also a great opportunity. A key driver is the mayor of Pestszentimre-Pestszentlőrinc who has helped Cavalcade since the beginning. This highest-level political support is very important for the sustainability of this good practise.

IMPLEMENTATION DETAILS

Institutions/Agencies involved:

- The main organiser body is the United Social Institute of 18th District of Budapest
- Public Foundation for the Elderly and Young
- The deputy of notary on social policy
- Other offices of the Mayor's Office
- CSIBÉSZ is the responsible board for the family assistance and Child protective services

Key stakeholders involved:

Number of participating NGOs (associations, foundations) involved in the preparation and organisation of the events:

- I Don't Give Up team
- Savoy Company
- Tébláb Dance Group
- Bcool Dance Group

The organizers are open to take up more NGO-s and luckily the applications storm in.

How is this practice managed?

We think about it's the one of our most successful public programme last couple of years. The reached results especially the outcomes (for instance the number of the visitors and the amount of the donation) prove original idea of the Cavalcade so far. We are looking forward to the future of the Cavalcade programme series.

Resources

Please detail the resources financial and non-financial involved in the delivery of this practice Min word count 200, Max word count 500

Two actors basically grant the financial supporting for Cavalcade. The one is the Mayor's Office and the other is Public Foundation for the Elderly and Young. The one event of the programme series costs on average 800.000-1.000.000 HUF (2000-2600 euro)

These institutions have supported together the programme series circa 3million HUF since the beginning.

Describe the chief barriers and/or enablers for this practice

We consider chief barriers that might obstruct the sustainability of Cavalcade in the future:

- the social and economic difficulties,
- the lethargy of the people,
- ineffective communication.

We believe if we work together systematically and conscientiously on the success of this good practise and avoid the possible failures there will be a long future for the Cavalcade series.

How do you measure success and/or impact?

There is abundant data to measure the success of this good practice. These are following:

- The number of visitors
- The disadvantaged population present at the events
- The amount of donations and whether it is stable and/or increasing
- The number of NGOs participating
- A significant amount of press releases informs the local community – TV reports, articles in offline and online media, significant activity in social media (Facebook etc.).

What evidence is there for the success of this practice?

We have succeeded at increasing the public attention on vulnerable target groups, social solidarity and social inclusion. Even more visitors attend the programme series. The donation rate is stable.

The measurable results are the following:

1. The number of people attending the events:

- approximately 300 people per event
- total of approx. 900 people so far
- The programme series attract a lot of visitors – not only elderly or disabled persons but healthy well-off people as well.

2. The number of people from disadvantaged groups affected by the district's benefits attending and contributing, performing, etc. at the events:

- elderly: approx. 500 people
- people with disabilities: around 100 people
- families in need: around 200 people
- under 18 years old: about 300 people

3. The number of participating NGOs (associations, foundations) involved in the preparation and organisation of the event:

- 5 organisations (Public Foundation for the Elderly and Young People, Nem adom fel Ensemble, Savoy Company, Tébláb Dance Ensemble, Bcool Dance Association)

4. The amount of voluntary donations collected for the event:

- In total 1.350.000 HUF (3510 euro)
- Per event: Advent Cavalcade: 390.000 Ft, Spring Festival: 270.000 Ft, Music Festival: 300.000 Ft, Autumn Festival 390.000 HUF
- The intention of donations hasn't decreased yet.

5. The amount of equipment and institutional support acquired from voluntary donations and proceedings of the event series and the effectiveness of use:

- After each event, the aim was to use the total amount raised based on the "wish list" sent by the institutions invited to spend the donation. Out of the actual amount of 960.000 Ft, we were able to spend 959.733 Ft to purchase the necessary items. We made maximum use of the amount raised, trying to purchase the items from places where the transport costs are low or non-existent. If it was possible to collect the equipment in person, we did so.

In your opinion, what are the key lessons to be learned from this practice?

What do you think is potentially interesting for other regions to learn from this practice?

In our opinion Cavalcade as a good practise can help to empower the social solidarity on local level, namely district, neighbourhood, settlement, micro-region.

Cavalcade has an important success rate to increase coordination level among local social services. If we look at the communication aspect of the good practice, we will get a suitable tool for amplifying the public attention.

The 18th district municipality could gather new stakeholders – for instance civil groups, well-of families in the district and last but not least for-profit actors (companies, entrepreneurs) as well.

We believe that this good practise is worth adopting because of its easy implementation and wide spread public awareness. Furthermore, the financial spectrum of the program is easy to realize and it is suitable for strengthening social solidarity.

Links to further information:

<https://www.bp18.hu>

The official website of the 18th district.

<https://www.eszi18.hu>

The official website of Unified Social Institute of the 18th district municipality as the main organizing actor of Cavalcade programme series.

Good Practice no 2: Food rescue in the 18th district

Short Summary (max 50 words)

Food rescue in the 18th district

Detailed Summary

Please describe 1) the 'problem statement' / identification of need; 2) the intended solution and, 3) what is innovative about this practice?

Max words 500

Firstly, the food prices are serious problem for vulnerable groups. Secondly, the amount of rotten food nowadays is incredible. The local governments have catered for poor families or lonely elderly people by providing food programmes for few decades by now worldwide. The food rescue as good practise has been implemented by 18th district municipality since 2021. Unfortunately, a lot of elderly and poor people and families face the heavy burden of gaining access to food. The 18th district municipality tries to help these people by for example giving gift vouchers to each 65+ residents of Pestszentlőrinc-Pestszentimre. The policy decision makers and the heads of institutions are constantly thinking about expanding local social services in the 18th district, which is why the food rescue programme was initiated as well. Our chosen solution harmonizes the typical types of food rescue worldwide, moreover, we pay attention to local particularities such as neighbourhoods, relationships among people in the district and institutional possibilities. The real innovation is how we transform the international solutions and practises on food rescue towards the needs of the 18th district of Budapest.

Key Objectives:

Detail as appropriate

Entrepreneurial	We directly involve the local units of the supermarket chains such as Lidl and Penny Market in the food rescue.
Educational	The food rescue in the 18 th district has only indirect educational character. This good practise is suitable for strengthening the local solidarity. Also, it has a strong so-called CSR (corporate social responsibility) character that makes it a good example to follow by other supermarkets and grocery stores. Mainly because it educates the supermarket on their customers.
Community support	CSIBÉSZ is the organizer of the food rescue programme. They basically inform the people by phone, which makes it a very personal between the participants and social workers. The reason for this is, there is a lot of requests coming in every day and, unfortunately, these needs take up all capacities. However, a lot of well-off people with social sensitivity have already signed up to help the disadvantaged families or lonely people. The programme brings the whole community together.
Health and Well-Being	The food rescue in the 18 th district is a suitable tool and good practise to fight malnutrition. This is the special aspect of health and well-being in Pestszentlőrinc-Pestszentimre.
Environmental	The food rescue in the 18 th district has indirect environmental aspect to have less food spoilt than before. This creates a domino effect on the environment as well.
Other	

Target beneficiaries:

Detail as appropriate

Everybody in the 18th district who finds it difficult on a daily basis to supply food on their own. There are two ways to enter the programme, every family or single person can be included in the food rescue whom can be appointed as needful or who gives a signal to CSIBÉSZ. The main target groups of food rescues in the 18th district are the local poor families. Furthermore, lonely elderly poor pensioners may also use this programme.

Organisational Context

Please give details concerning the evolution of this practice and key drivers for change within your organisation. Max word count 500

The responsible party of organizing and co-ordinating this good practice is CSIBÉSZ. Besides, we have to highlight the role of the Hungarian Food Bank. We have signed an agreement with one of the most important non-governmental organizations (NGO) on food rescue topic in Hungary. The management of CSIBÉSZ felt the increasing demand for public catering very hard this decade.

The food rescue in the 18th district has a complex system of stakeholders.

- The main stakeholder is the Hungarian Food Bank. That NGO mediates between CSIBÉSZ and the local units of the supermarket chains. The overwhelming majority of the rescued food is supplied due to the mediation of the Hungarian Food Bank. CSIBÉSZ has worked together with the Hungarian Food Bank last Autumn.
- The next important external partner of the food rescue is the Hungarian Red Cross.
- There were smaller food rescue initiatives, too, such as the mayor and the members of the local council organized one.

Policy Context

Please give details concerning the policy context and key drivers for change external to your organisation. Max word count 500

The policy decision makers of the 18th district - especially the mayor – have supported this good practise since the beginning. The food rescue became one of the most effective voluntary social service at the municipality this year. Although CSIBÉSZ organizes the whole process but every important local government partners try to pay attention to the results of the food rescue.

IMPLEMENTATION DETAILS

Institutions/Agencies involved:

- The main organiser is CSIBÉSZ which is the responsible board for family assistance and child protective services.
- The deputy of notary on social policy.
- The Mayor's Office (important financial support HUF 6 million – 15.600 euro).
- Other social services of the 18th district especially United Social Institute

Key stakeholders involved:

A couple of stakeholders in partnership with CSIBÉSZ in the good practise are the following:

- The Hungarian Food Bank
- the local units of supermarket chains as food donors (Lidl, Penny Market)
- the Hungarian Red Cross
- a lot of private individuals who care about disadvantageous families and lonely people

How is this practice managed?

The management is threefold. CSIBÉSZ requests help from local people, cooperates with the Hungarian Food Bank and the Hungarian Red Cross. The practise aims at the relevant tenders. And last but not least, we experience permanent support of the local council and political decision makers.

The management is in cooperation with the Hungarian Food Bank and the local units of the supermarket chains.

We won a tender to realize the food rescue in the 18th district at the beginning of 2023. The Hungarian Food Bank mediates the connection between the food supermarkets and the municipality about the process of local food rescue. A couple of food supermarkets take part in food rescue primarily Lidl and Penny Market, locally in the district. At the beginning we could collect only bakery products of 40-50 kilograms, however, the number of various types of food exceeds above 100 kilograms per day at present.

We also cooperate with the Hungarian Red Cross.

We can provide food packets in cooperation with the Hungarian Red Cross for almost 300 disadvantaged families since 2022.

Permanent support from the local policy decision makers:

The mayor and the members of the local council organized a food rescue action at the end of 2022. Since then food rescue has experienced stable support of the political leadership.

Resources

Please detail the resources financial and non-financial involved in the delivery of this practice Min word count 200, Max word count 500

CSIBÉSZ as the main provider of the rescue food in the 18th district and it has six employees who take responsibility for the food rescue daily. It important fact is the Mayor's Office granted direct financial support 6 million HUF (15.600 euro).

The prevention group of CSIBÉSZ organizes the implementation of the food rescue. One colleague collects the food donation from the supermarkets every day then a couple of employees prepare for a lot of food packages. The employees of CSIBÉSZ call the indigent families and lonely persons to take over the food packages. This is a continuous activity of the provider, which takes up 50% time of the 6 employees involved.

Describe the chief barriers and/or enablers for this practice

According to our point of view, there are a few barriers to obstruct the food rescue as a good practise:

- if the mechanism of the coordination would get worse in the future;

- it becomes difficult reaching out to the poor families, lonely people;
- ineffectively communication support;
- if social demands exceed significantly more quantities than the amount of food made available for food rescue.

How do you measure success and/or impact?

The most important outcomes of the food rescue are visible if:

- food donation is stable or increases every year.
- The famine in the 18th district visibly decreased due to the food rescue programme.
- There are less rotten food (bakery, fruit, vegetable, meal etc.) at the involved local units of supermarket chains.
- The low-income families and lonely people can afford the increased costs of living.

What evidence is there for the success of this practice?

These are the following:

- 2225 families and more than 10.000 people gave some food by the programme this year.
- The measure of famine in the 18th district visibly decreased to thank for the food rescue programme.
- Less rotten food (bakery, fruit, vegetable, meal etc.) at the involved 2 local units of supermarket chains.
- The low-income families and lonely people who give some food for free by this programme can pay the increased costs of the household for example heating or electricity more easily.
- The number of the involved families and lonely people by the food rescue in the 18th district keeps growing month to month. (225 family and 10.000 people since its launch in 2022) They express their honest gratitude to us and it's a great feedback for everybody who takes part in the food rescue.
- We sense the increasing public attention about this good practise.

We requested the local people on local television to help to fill the food stock previously.

In your opinion, what are the key lessons to be learned from this practice?

What do you think is potentially interesting for other regions to learn from this practice?

The key lessons of this good practise are firstly the effect and fast coordination among different participants – CSIBÉSZ, supermarkets, target groups. Secondly, the prudent implementation during the whole food rescue. Last but not least, the accurate strategy planning of the capacity, service development and involving new stakeholders.

There is a lot of requests coming in every day and, unfortunately, these needs take up all capacities. However, a lot of well-off people with social sensitivity have already signed up to help the disadvantaged families or lonely people. The programme brings the whole community together.

Links to further information:

<https://csibes18.hu/> - the official website of CSIBÉSZ is the responsible board for the family assistance and child protective services.

<https://www.bp18.hu/> - the official website of the 18th district

Good Practice no 3: Complex Homelessness care by an NGO

Short Summary (max 50 words)

Homelessness care by an NGO - the work of the Clean Source Foundation (in Hungarian: Tiszta Forrás Alapítvány)

Detailed Summary

Please describe 1) the 'problem statement' / identification of need; 2) the intended solution and, 3) what is innovative about this practice?

Max words 500

The homeless services as day care or night shelter service are very important part of local social policy especially urban regions. Numerous private associations and foundations have worked on social policy for decades. Many of them are active in homelessness services. Clean Source Foundation has worked in homeless services since 1992.

The main goals of activity are fighting alcoholism and drug addiction.

The foundation has complex system of homeless services.

These are the following:

- Homeless hostel
- Daily warming up service
- Street care services for homeless people
- Giving further accommodation for homeless people as required
- Other special services for the homeless people (for example giving permission for social insurance and official postal address, special training programmes such as CV writing).

The activity of Clean Source Foundation has an important mental assistance for homeless people thus they hold mental programmes so-called evangelical public events once a week and remedial conferences few times a year. Clean Source Foundation has emphasized the force of the Good and belief since beginning. The holistic purpose is the reintegration and providing a new start in the society of homeless people.

Key Objectives:

Detail as appropriate

Entrepreneurial	This good practise has no direct entrepreneurial character. Indirectly, the homeless will be stimulated to become entrepreneurial and they also receive specific labour market support.
Educational	Clean Source Foundation has provided a lot of services for homeless people with educational character such as evangelical public events, remedial conferences. Moreover, the colleagues of the Foundation have attended the official programmes (eg. workshops, conferences) of The Municipality of Budapest.
Community support	Every activity of Clean Source Foundation has very strong community character. The Foundation has paid attention to a couple of voluntary activities.
Health and Well-Being	The protecting of the mental and physical health is a main target in the homeless services. The colleagues and voluntaries of the Foundation keep on checking the mental and physical status of the homeless people to intervene in crucial situations.

Environmental	The Foundation organizes periodically a couple of public programmes for example garden cleaning or waste collection for its volunteers and homeless people.
Other	

Target beneficiaries:

Detail as appropriate

The target group includes every people, elderly, youth or middle-aged person, who loses the roof above their head. The longer someone have lived on the streets, the more difficult is their return to normal life. We are aiming at more and more special services serving homeless people in the 18th district of Budapest.

Organisational Context

Please give details concerning the evolution of this practice and key drivers for change within your organisation. Max word count 500

The Municipality of Pestszentimre-Pestszentlőrinc and Clean Source Foundation have signed a cooperation agreement on homelessness services for more than thirty years. This agreement includes a wide range of cooperation. The municipality finances the homelessness services indirectly from state budget (Hungarian State Treasury), providing the financial resources to the Foundation this way. Besides, there is an uninterrupted connection between the 18th district and the management of Clean Source Foundation. The Foundation provides the homeless hostel and daily warming up services in the properties owned by the municipality. In return the 18th district does not request rent from Clean Sources Foundation. Clean Source Foundation rents an office at a discounted price from the *Városgazda XVIII. Kerület Nonprofit Zrt.*, which is the public management company of the municipality of Pestszentlőrinc-Pestszentimre.

Policy Context

Please give details concerning the policy context and key drivers for change external to your organisation. Max word count 500

The homelessness services are basically not state but local government competences in Hungary. Therefore, this policy sector stays at the municipalities in the future. The policy decisionmakers of the 18th district agree on maintenance and quality improvement of all the social services. Clean Source Foundation have worked together with the local services and official institutions of the municipality for more than thirty years. This continuity is the important key to the success on homelessness services. The Foundation reached out to the professional participants, for example the municipality of Budapest, the Hungarian Food Bank, the charity service of the Hungarian Reformed Church Aid, the Public Foundation for the Homeless and The Shelter Foundation.

IMPLEMENTATION DETAILS

Institutions/Agencies involved:

- The main organiser body is the Clean Source Foundation
- The policy and public administration decisionmakers in the 18th district such as the mayor, the committees of the municipality council, the heads of the Office of the Mayor (namely the deputy notary on social policy), the social services of municipality (CSIBÉSZ, Unified Social Institute).
- *Városgazda XVIII. Kerület Nonprofit Zrt.* as the public management company of the 18th district
- There is a direct cooperation between the Clean Source Foundation and the capital, The Municipality of Budapest.

Key stakeholders involved:

The following NGOs are in cooperating partnership with the Clean Source Foundation:

- The Hungarian Food Bank,
- the charity service of Hungarian Reformed Church Aid,
- the Public Foundation for the Homeless,
- The Shelter Foundation
- The Hungarian Baptist Aid
- And numerous other smaller NGOs.

How is this practice managed?

Clean Source Foundation has provided different homelessness services for more than three decades in the 18th district. As a matter of fact is the best example about the public-private partnership on social policy. Furthermore the Foundation has tried to introduce newer special elements of homelessness care. It seems to us the mental aid has become similarly important than the traditional helping actions among the homeless people.

Resources

Please detail the resources financial and non-financial involved in the delivery of this practice Min word count 200, Max word count 500

The Municipality of Pestszentlőrinc-Pestszentimre has granted financial support for Clean Source Foundation based on the official contract since the beginning of the cooperation. The 18th district gave the following supports in return the services:

- 5.200.000 HUF (13.520 euro) in 2022
- 6.400.000 HUF (16.640 euro) in 2023

Clean Source Foundation has other financial supports and sources besides the 18th district.

Describe the chief barriers and/or enablers for this practice

The following barriers make this good practise difficult:

- A potential social crisis in the future;
- the exhaustion of different tender possibilities;
- ineffective communication;

- if the mechanism of the coordination among the professional participants would worsen in the future.

There are enablers for this good practice, too:

- The activity in homeless services for more than 30 years.
- Mutual respect is between the Foundation and the municipality of Pestszentlőrinc-Pestszentimre.
- There are special, new homelessness services and exercises appearing.
- More and more interested parties: The Clean Source Foundation has worked outside the 18th district before, for example in Gyál and Vecsés. These towns are also located in suburban zone of Budapest.

How do you measure success and/or impact?

In the 18th district the Clean Source Foundation is the most important homelessness service provider and they measure success in the following way:

- The number of people cared for.
- The number of workshops and conferences organized for the homeless.
- Participants returning to society.

What evidence is there for the success of this practice?

The main evidence for the success and reliability in the history of the local homelessness service of the Clean Source Foundation is its age, the last three decades. There were many different types of political governances and very diverse economic periods during these 30 years, however, the purpose of the Clean Source Foundation turned out to be very important. Furthermore, there are many evidence of the effectiveness of this good practise, namely the many personal success stories that has taken place since the beginning.

Success in numbers:

- At the moment 146 people are using the daily warming up service.
- The Foundation held 7 so-called remedial conferences for homeless people in 2022
- A great success of the Clean Source Foundation is that it can employ two homeless people as public workers.
- The property of daily warming up service has had barrier-free equipment since 2013.
- In cooperation with The Shelter Foundation the so-called *rented room programme* has been organized since 2006. As a result the Clean Source Foundation can place 4 former homeless people in rented rooms every year. It's a great possibility for these individuals to progress in life. This programme primarily concentrates on reliable homeless people who have a wish for a stable, individual development.

In your opinion, what are the key lessons to be learned from this practice?

What do you think is potentially interesting for other regions to learn from this practice?

The most important segment we call the civic guts nowadays.

The Clean Source Foundation has worked on the homelessness services in the 18th district since the post-communist era. Since then, numerous social crises happened in Hungary such as the collapse of the country after the regime change, the world economic crisis in 2008-2009 or the COVID-19 pandemic from 2020 to present day. It's common knowledge that the homeless people are the most vulnerable group in the society.

This good practise has the most important result is the long-term public-private partnership on the social policy. We believe that these partnerships would mean the future for effective social services.

The most important key lesson of this good practise is that the homelessness services have to include more and more support for special needs in the future: such as training programmes, mental assistance. This is the best holistic way to the reintegration for these vulnerable people.

Links to further information:

[Tisztaforrás Foundation](#) – the official website of Clean Source Foundation

<https://www.bp18.hu> - the official website of the 18th district