

ANNUAL REPORT 2014

Building Bridges For a Social Europe!



Welcome to the Annual Report 2014

Learn to do right. See that justice is done — help those who are oppressed, give orphans their rights, and defend widows. ISAIAH 1:17

Welcome to our Annual Report for 2014 which gives you an insight into the work of Eurodiaconia over the year. Our commitment to building bridges for a social Europe underlies most of what we did in 2014: building bridges across inequalities; between “insiders” and “outsiders”; between countries; between the EU, the national and the local level. In doing this we attempt to hold Europe and its people together, against the concerning background of rising poverty, social inequalities and euro-scepticism, and most of all, we seek justice in all types of unjust situations.

We know that the economic and social crisis that began in 2008 still has a serious impact, particularly among the most vulnerable. We also know that the austerity-minded public responses to the recession are now jeopardising social cohesion: racism and xenophobia have spread and brought populist and xenophobic parties to the European Parliament following the elections. We believe that our work on the ground as well as our advocacy for

a social Europe can break this vicious circle.

Therefore in 2014, we have been working on rebalancing economic and social policies, arguing that social protection systems should not be considered as a cost but as an investment to enable “inclusive growth”, one of the top priorities of the Europe 2020 strategy. For this and in preparation for the strategy’s midterm review, we have tried to foster the participation of our members in the European Semester, a process that evaluates the implementation of the EU2020 strategy in Member States. Moreover, we have continued our advocacy on the notion of “adequate” minimum income, on the integration of Roma and migrant communities, and on youth inclusion. Socially excluded people, be they unemployed or under paid, particularly if they are young or with a Roma or a migrant background, seem to be, according to our members’ experience, particularly vulnerable groups whose various and complex difficulties must be addressed in a holistic way.

Ensuring sustainable and quality social services is the other pillar that underpinned our work in 2014, as we know social justice cannot

be achieved without increased support of social and health care organisations. Our work on the funding of social services has increased last year, with research and the creation of an online funding toolkit for members. We also worked on ensuring the new public procurement directive is supporting not-for-profit social service providers. We have complemented this by showcasing our impact as social and health care providers and how we develop innovative projects. Last but not least, in the context of ageing European societies, we have reflected on how we can promote integrated care systems at European level for people with disabilities or older people (including those who suffer from dementia).

Internally, our membership continues to increase and we were delighted to welcome four new members in 2014. At the Annual General Meeting in 2013, members agreed on a completely revised membership fee system which would be applied from 2014. The new system incorporates greater solidarity between members and reflects the economic capacity of each member in a much fairer way. We would like to thank all our members for their continued financial support to Eurodiaconia

at a time when many face funding challenges nationally and locally. Furthermore, in 2014 we started a new framework partnership agreement with the European Commission under the PROGRESS axis of the new E@SI programme which supports European networks working in the area of social policy.

Building bridges takes time and we learn about how to do it better every day. But most importantly, we build bridges to ensure that no-one is without their basic right to dignity and to encourage reconciliation, empowerment and transformation of any situation. That is seeking justice.




Jarmo Kökkö
Chairperson



Heather Roy
Secretary General

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Eurodiaconia  is a federation of 44 social and health care organisations founded in the Christian faith and promoting social justice.



Eurodiaconia is a registered aisbl in Belgium and receives financial support from the European Union Programme for Employment and Social Innovation “EaSI” (2014 – 2020).



Who we are

Eurodiaconia is a European federation of social and health care organisations founded in the Christian faith and promoting social justice. Together our membership represents the needs and unique experiences of 44 national and regional organisations in 32 countries. Our overall objective is to build a Europe of solidarity, equality and justice. To achieve this goal, we develop three means:

1. Foster dialogue and partnership between members;
2. Address policy statements and recommendations to EU decision makers in the field of social and health policies;
3. And engage the wider public through communication campaigns.

How we work

As the leading diaconal network in Europe, Eurodiaconia links its member organisations to examine social needs, develop ideas and influence policies impacting poverty and social exclusion, social and health care services and the future of social Europe.

We work for positive change in three ways:

Advocacy

Through networking with partners, giving voice to the perspectives of our membership throughout Europe, and engaging with decision makers in the European institutions, Eurodiaconia aims to advocate for inclusion, care, and empowerment of the most vulnerable and excluded and ensure dignity for all.

Praxis

Eurodiaconia encourages members to engage with other organisations across Europe by facilitating networks, meetings, member partnerships, and best practice sharing. Members are also provided with the tools they need to better understand and engage with social policy at the European level and support their work at national level.

Identity and Values

Eurodiaconia uses physical network meetings as well as online platforms to bring together experts on European Diaconia from all over the continent. Their shared goals are the further development of practical approaches, identity, and community in Christian social care today.

To be able to work in these three directions, networks are one of our main tools. Through our networks, we bring together the expertise of our members, partners and external experts, equipping our members so they can impact social policies and develop their services. Our networks cover different policy areas, such as marginalisation and social exclusion, healthy ageing and elderly care, Roma inclusion, etc. The Faith in Social Care network provides a platform for reflection on the role of diaconia and christian social practice in Europe today.

2014 in figures

+4
new members

844 people receiving our newsletter including
 **111** new subscribers

Total Eurodiaconia events **11**
2 events in the



1 intern

Study visits

6 
press releases


Briefings & Reports **19**


13 letters sent to key decision makers

 **4**

 **550**
Twitter followers

 **450**
members of our Facebook page

510 
participants at Eurodiaconia events

Membership in 2014

44 members active in 32 countries, regions and territories.

Organisation

Armenia Inter-Church Charitable Round Table Foundation
Diakonie Österreich
Diakonia of the Evangelical Church of the Church Brethren (DECCB)
Slezska Diakonie
Dansk Diakoniråd
Kofoeds Skole
The Free Churches Group
Kirkkopalvelut (Church Resource Agency)
Kirkon Diakonia
Helsinki Deaconess Institute
Oulu Deaconess Institute
Fédération de l'Entraide Protestante
Evangelisches Werk für Diakonie und Entwicklung eV – Diakonie Deutschland
Kaiserswerther Generalkonferenz
Verband Evangelischer Diakonen - Diakoninnen und Diakonatsgemeinschaften in
Deutschland e.V. (VEDD)
Diakonie Düsseldorf
Diakonie Michaelshoven
Johanniter GmbH
Evangelical Lutheran Church in Hungary
Hungarian Reformed Church
Hungarian Interchurch Aid (HIA)
The Evangelical Lutheran Church of Iceland

Country

Republic of Armenia
Austria
Czech Republic
Czech Republic
Denmark
Denmark
England and Wales
Finland
Finland
Finland
Finland
France
Germany
Europe/World Wide
Germany

Germany
Germany
Germany
Hungary
Hungary
Hungary
Hungary
Iceland

Contact

www.roundtable-act.am
www.diakonie.at
www.diakonie.cz
www.slezskadiakonie.cz
www.danskdiakoni.dk
www.kofoedsskole.dk
www.freechurches.org.uk
www.kirkkopalvelut.fi
www.evl.fi/EVLen.nsf
www.hdl.fi
www.odl.fi
www.fep.asso.fr
www.diakonie.de
www.kaiserswerther-generalkonferenz.org
www.vedd.de

www.diakonie-duesseldorf.de
www.diakonie-michaelshoven.de
www.johanniter.de
www.evangelikus.hu
www.reformatus.hu
www.hia.hu
www.kirkjan.is

Organisation

Diaconia Valdese
Diakonie Kosova
Diacona Centre of the Evangelical Lutheran Church of Latvia (ELCL)
Vsi "Liuteronu diakonija"
Kerk in Actie
Church City Mission Oslo
Diakonhemmet
Kirkeradet (Church of Norway)
Diakonia Kosciola Ewangelicko-Augsburgskiego w RP
Episcopia Reformata Din Ardeal
Church of Scotland
Ecumenical Humanitarian Organisation
Evanjelicka diakonia ECAV na Slovensku
Spanish Evangelical Church/Iglesia Evangélica Española (IEE)
Church of Sweden
Association of Diaconia Institutions in Sweden (ADIS)
The Ecumenical Office for EU Relations (Kyrkornas EU-kontor or EO-EU)
The National Association for City Missions in Sweden
Europäischer Verband Freikirchlicher Diakoniewerke
The Salvation Army Europe Region
Diakonie.ch
Stiftung Diakoniewerk Neumünster – Schweizerische Pflegerinnenschule

Country

Italy
Kosovo
Latvia
Lithuania
Netherlands
Norway
Norway
Norway
Poland
Romania
Scotland
Serbia
Slovakia
Spain
Sweden
Sweden
Europe/International
Sweden
Europe/International
Europe
Switzerland
Switzerland

Contact

www.diaconiavaldese.org
www.diakoniekosova.org
www.diakonija.lv
www.lidiakonija.puslapiai.lt
www.kerkinactie.nl
www.bymisjon.no
www.diakonhemmet.no
www.kirken.no
www.diakonia.org.pl
www.reformatus.ro
www.crossreach.org.uk
www.ehons.org
www.diakonia.sk
www.iee-es.org
www.svenskakyrkan.se
www.samariterhemmet.se
www.ekumeniskaeukontoret.se
www.sverigesstadsmissioner.se
www.evfdiakonie.org
www.salvationarmy.org/ihq/europe
www.punkt diakonie.ch
www.diakoniewerk-neumuenster.ch

New members in 2014

Eurodiaconia is delighted to have welcomed four new members in 2014. Our members are at the heart of what we do, and our new members have enriched the organisation by bringing in their expertise and commitment.

Diakonie.ch

For some time, there has been a process in Switzerland to create cooperation among diaconal organisations, following the disbanding of the previous diaconia federation in 2010. This project, known as diakonie.ch aims to bring together individual diaconal institutions for mutual cooperation.

In the summer 2014, Diakonie.ch was founded by five organisations: Evangelisch-Reformierte Diakonenschaft von Greifensee, Schweizerischer Diakonieverein (SDV) Nidelbad Rüslikon, HEKS Zürich, Zürcher Stadtmission Zürich and SWS Sozialewerke Pfarrer Sieber Zürich.

Diakonie Michaelshoven

Diakonie Michaelshoven is the largest diaconal social service provider of the Protestant church in the Cologne area, in Germany. The organisation maintains more than 100 facilities such as elderly homes, child care, counselling, nursing services, vocational institutions (etc.) and has 2000 employees and 400 volunteers.

Diakonie Michaelshoven, as a member, wants to expand its network, share its experience with other organisations in Europe, learn and share knowledge, know more about how to serve those with a different national background, and in the long term explore offering its services outside of Germany in cooperation with other diaconal actors.



The Free Churches Group

The Free Churches Group is a fellowship of 24 churches in the Free Churches tradition providing health care and prison chaplaincy services and education support, from a Christian value base, in England and Wales. It serves as the operational arm of The Free Church Federal Council Incorporated, a charitable company.

The Free Churches Group is particularly interested in issues concerning social justice and developing cooperation in significant areas of praxis such as community organising/development, diaconal identity and the provision of social and health care.



The Salvation Army Europe Region

Salvation Army Europe takes in territories and commands in Denmark, Georgia, Moldova, Romania, Russia, Ukraine, Finland, Estonia, France, Belgium, Germany, Lithuania, Poland, Italy, Greece, the Netherlands, Czech Republic, Norway, Iceland, The Faroes, Spain, Portugal, Sweden, Latvia, Switzerland, Austria, Hungary, UK and Republic of Ireland. In a number of these countries, there is already good cooperation with existing Eurodiaconia members.

As a member, Salvation Army Europe wishes to reflect on cross cultural issues between Western and Eastern Europe, access resources, training and networks, engage in advocacy, and foster its ecumenical engagement with the European Union.



Membership transfers

Our existing Scottish member CrossReach transferred its membership to the Church of Scotland to take into account the wider social policy interests of the Church of Scotland that go beyond social services.

With the membership of Diakonie.ch in our network, one of our existing Swiss member organisations Verein Evangelisch-reformierte Diakonschaft von Greifensee resigned its membership as it has become a member of the new organisation in Switzerland.

Our team

Supervisory Board



Jarmo Kökkö (*Chairperson*)
Helsinki Deaconess Institute,
Finland



Maria Loheide (*Vice-Chairperson*)
Diakonie Deutschland, Germany



Romana Bélová
Silesian Diaconia, Czech Republic



Carla van der Vlist
Kerk in Actie, Netherlands



Davide Rosso
Diaconia Valdese, Italy



Damir Krkobabic
Ecumenical Humanitarian Organi-
sation, Serbia



Anna Österberg
Association of Diaconal Institutions
in Sweden [ADIS], Sweden

Eurodiaconia Secretariat (2014)



Heather Roy
Secretary General



Laura Jones
*Senior Policy and Membership
Officer*



Catherine Mallet
Policy and Membership Officer



Clotilde Clark-Foulquier
Policy and Membership Officer



Matilda Broström
*Communications and Network
Officer (January - June)*



Rosa Stucki
*Communications and Network
Officer (April-October)*



Patricia Willems
Administration Officer (from April)



Joelle Dubois
Finance Officer



Stephan Burger
*Policy and Membership Officer
(from October)*



Theresa Schlage
*Policy, Projects and Research
Officer (from April)*

In 2014, Eurodiaconia's work was supported by 1 intern:



Bailey Douqué



Workshops at the last Annual General Meeting, on 11-13 June 2014, in Prague, Czech Republic.

Governance

The highest decision-making body of Eurodiaconia is the Annual General Meeting. This is hosted by alternate member organisations across Europe, and in 2014 it was hosted by Diakonia of the Evangelical Church of the Church Brethren (DECCB) with Slezska Diakonie and was held in Prague, Czech Republic. Each year our members decide on the strategy and work plan for the coming year

and discuss any other pressing issues.

This year, the delegates focused on diaconal identity and how our services and advocacy are shaped in our current European context. The members of the Supervisory Board come from across the varying traditions, regions and confessions in Europe and are elected for a four-year period.

Finances

Our finances in 2014 remained steady and once again we finished the year with a small surplus. Our income was generally in line with expectations with income from members being slightly higher due to some new members joining us in the course of the year.

At the Annual General Meeting in 2013, members agreed on a completely revised membership fee system which would be applied from 2014. The new system incorporates greater solidarity between members and reflects the economic capacity of each member

in a much fairer way. We would like to thank all our members for their continued financial support to Eurodiaconia at a time when many face funding challenges nationally and locally. Once again, we received a grant from the Otto Per Mille Foundation and it once again supported Eurodiaconia with a grant to provide training for members on accessing EU funds.

In 2014, we started a new framework partnership agreement with the European Commission under the PROGRESS axis of the new E@SI programme which supports European

networks working in the area of social policy. The final amount received from the European Commission is less than budgeted as the total expenditure was less than budgeted. As in the previous year, expenditure tended to be under budget in staffing and in travel costs. This was in part due to some staff leave in the course of the year and savings on travel and accommodation thanks to indirect support from some members. Due to these underspends, some planned overspends took place in services and administration.

Eurodiaconia accounts for 2014

INCOME	2014		2013	
	Budget	Actual at Year End	Variance	Actual
<i>Solidarity Contributions and membership fees</i>	144,805 €	147,167 €	2,362 €	137,659 €
Sub total	144,805 €	147,167 €	2,362 €	137,659 €
<i>Conference Fees</i>	10,000 €	7,880 €	2,120 €	10,000 €
<i>Other Income</i>	-	6,025 €	6,025 €	7,177 €
<i>Otto Per Mille Project Grant</i>	-	15,367 €	15,367 €	-
Sub total	10,000 €	29,271 €	19,271 €	17,177 €
<i>European Commission PROGRESS Grant</i>	489,597 €	443,431 €	-46,166 €	309,443 €
Sub total	489,597 €	443,431 €	-46,166 €	309,443 €
Total	644,402 €	619,870 €	-24,532 €	464,278 €

EXPENDITURE	2014		2013	
	Budget	Actual at Year End	Variance	Actual
<i>Staff Costs</i>	422,000 €	381,576 €	-40,424 €	316,077 €
Sub total	422,000 €	381,576 €	-40,424 €	316,077 €
<i>Travel, Accommodation and Activities</i>	108,050 €	90,578 €	-17,472 €	63,238 €
Sub total	108,050 €	90,578 €	-17,472 €	63,238 €
<i>Services</i>	55,240 €	60,166 €	4,926 €	35,164 €
Sub total	55,240 €	60,166 €	4,926 €	35,164 €
<i>Administration</i>	40,122 €	61,294 €	21,172 €	41,540 €
Subtotal	40,122 €	61,294 €	21,172 €	41,540 €
Total	625,412 €	593,614 €	-31,798 €	456,019 €
Surplus / Deficit	18,990 €	26,256 €	7,266 €	8,259 €

The 2014 accounts were successfully audited by our auditors ScivPRL « DGST & Partners – Réviseurs d'entreprises », statutory auditor, represented by Fabio Crisi, certified Auditor and Partner.

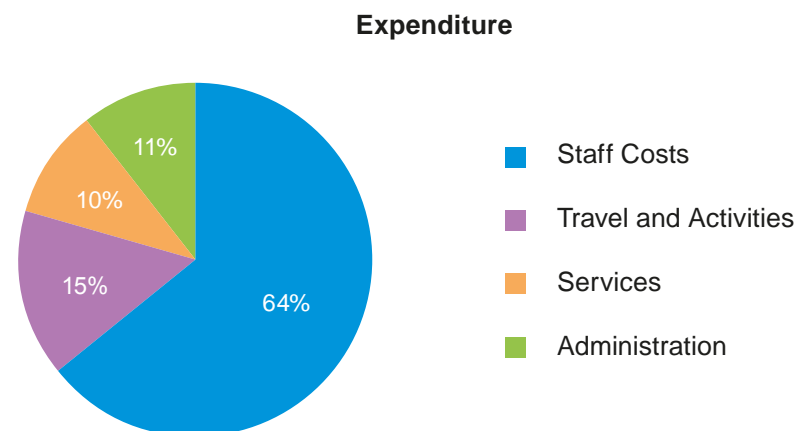
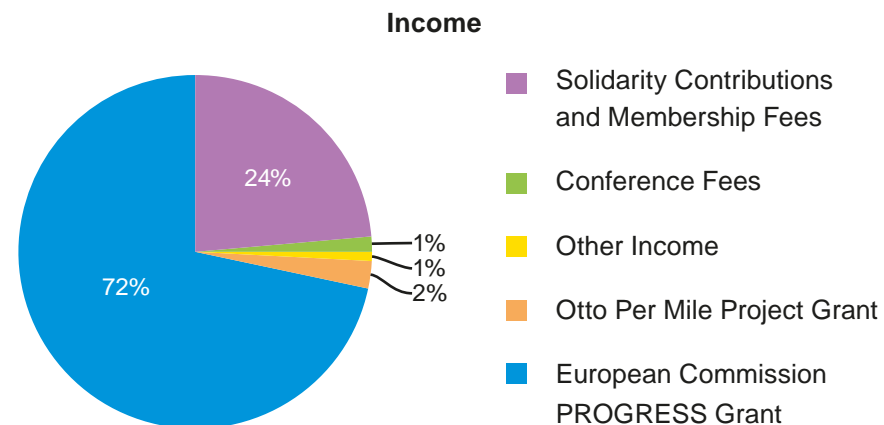




Photo credit: Diakonia of the Evangelical Church of the Church Brethren (DECCB)

Strengthening social policies

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Fostering Roma integration

Roma inclusion continues to be a major topic in Member States and the European Institutions especially since the adoption of an EU Framework on National Roma Integration Strategies (NRIS) in 2011. We also know how important it is for Eurodiaconia members to share with others about their work with local Roma communities.

2014 has been characterised by two major developments: monitoring the impact of the NRIS in EU member states, and producing

guidelines intended to EU policymakers on how to better empower Roma communities and involve them in the European decision-making processes.

In December 2014, Eurodiaconia and the Churches' Commission for Migrants in Europe (CCME) released a report assessing the National Roma Integration Strategies (NRIS) for 2014. The report provides an executive summary of some of the challenges and successes in implementing the NRIS as

well as country specific recommendations according to our members that support Roma communities. We would like to thank those members who contributed to the assessment. The assessment was sent to the European Commission, the Fundamental Rights Agency (FRA) and also distributed among EU level pro-Roma NGOs.

On 2-3 October 2014, Eurodiaconia held its annual Roma Network meeting which gathered 21 participants and was hosted by our member EHO, the Ecumenical Humanitarian Organisation, in Novi Sad, Serbia. One of the various outcomes of the meeting was the decision to create guidelines to enhance Roma participation, released at the beginning of 2015.

"This meeting really matched my needs! It allowed me to network and plan future activities with the other members." Participant

Annual Roma Network Meeting on 2-3 October 2014 in Novi Sad, Serbia.



Reflecting on adequate minimum income

On 2-3 December 2014, Eurodiaconia held a Marginalisation and Exclusion Network meeting in Brussels. This meeting, gathering 13 participants, focused on adequate minimum income schemes as part of an active inclusion approach. Members with advocacy campaigns for adequate minimum income or living wages shared their work with participants. A speaker from the European Anti-Poverty Network (EAPN) presented the European Minimum Income Network project, and the coordinator of an EU-level project on reference budgets presented the main challenges and benefits regarding the development of cross-nationally comparable reference budgets. Following various presentations, the group discussed key aspects of an official joint position on adequate minimum income, which will provide the foundation for a Eurodiaconia position paper in 2015.

"This meeting met my needs in terms of giving me a greater understanding of the complex issues involved when considering what an adequate minimum income is." Participant

All engaged in the European Parliament Elections!

To facilitate members' understanding and engagement in the European elections that took place from 22 to 25 May 2014, Eurodiaconia created in partnership with ecumenical partners* a website (Ecumenicalvoices2014.eu) where we addressed some of the major issues for our members in order to present them as priorities the new European Parliament should be concentrating on now and in the future.

Because these elections were a special opportunity to "connect" with Europe, to engage and step into the debate, Eurodiaconia also worked with its partners on a European Elections Toolkit to support churches and Christian organisations to discuss with candidates their vision of the European Union and its future.

On 4 March 2014, Eurodiaconia together with Aprodev, CSC of CEC, and CCME held a breakfast meeting in the European Parliament to officially launch this joint initiative. The event was co-hosted by Slovakian EPP MEP Edit Bauer as well as British S&D MEP Catherine Stihler. The event was also attended by other MEPs as well as a number of ecumenical partners.

* Aprodev, the Church and Society Commission of the Conference of European Churches (CEC), CCME



European Elections leaflet.

On 13 March 2014, Eurodiaconia and its French member "Fédération de l'Entraide Protestante" co-organised in Paris, France, a training seminar on national and European advocacy strategies in times of European elections to support members in engaging in the campaign.

On 9 September 2014, Eurodiaconia co-organised a major cross-party breakfast meeting in the European Parliament to discuss what role the European Parliament would play in its new mandate to address poverty and social exclu-



sion. This was a key event at the start of the new European mandate as six members of the European Parliament (MEPs) from the six main European political parties co-hosted the meeting which was also attended by external partners, Eurodiaconia members, representatives from the European Commission, from national permanent representations and more than 20 MEPs.

Cross-party breakfast meeting to address poverty and social exclusion.



Food aid and pathways to social exclusion

In 2014, the EU's new food aid programme began to be developed. This programme, called "Fund for European Aid to the Most Deprived" (FEAD), seeks not only to provide immediate material assistance to those in need throughout Europe through food aid, but also to foster social inclusion. Eurodiaconia has been working on the establishment of this new fund from the start and provided regular information and briefing to members.

That is why on 15-16 October 2014 in Paris, France, the Marginalisation and Exclusion held a meeting focusing on food aid and new paths towards inclusion. The meeting gathered 13 representatives from Eurodiaconia members in six countries. Members worked together to exchange best practices on how to address extreme poverty by providing paths toward sustainable inclusion. They insisted that the key to move from "emergency aid" to longer sustainable inclusion lies in building relationships with the service users. These relationships, a renewal of social links, can take place in various forms such as cooking classes, languages courses, arts workshops, volunteering and other initiatives leaving space for expression and exchanges.

"Visiting the social store gave me new ideas!"

Participant

In September 2014, Eurodiaconia disseminated a new briefing paper on this fund for members to be aware of all this new programme's features and released, in December, the report "Pathways to Social Inclusion: 10 best practices from diaconal organisations in Europe". This report highlights flagship programmes set up by members to "bridge the gap" between extreme poverty and social inclusion. This report can also be useful to organisations seeking to access funds from FEAD.

Our French member "Fédération de l'Entraide Protestante" operates a local food bank in the form of a grocery store that helps people in need with immediate material aid and social inclusion activities, such as language classes and vocational trainings. →



Facilitating NGOs' contributions to the European Semester and EU2020

In 2010, the European Commission announced an ambitious goal: within the next 10 years, it would lift at least 20 million persons out of poverty or social exclusion. "Poverty reduction" became one of the five main targets of the new Europe 2020 programme, aimed at creating a "smart, sustainable and inclusive Europe". Four years later, the number of persons in Europe facing poverty has yet increased rather than decreased.

To facilitate our members' participation in the European Semester – an annual cycle policy coordination aiming at monitoring the impact or the absence of impact of Europe 2020 at the national level, Eurodiaconia created a European Semester online Toolkit providing key information such as how to identify national relevant contacts, how to contribute to the National Reform Programmes etc.

Also, Eurodiaconia consulted its members on their experience of the European Semester 2014 and organised a training seminar which gathered 10 participants on 25-26 September 2014 in Brussels, Belgium, on this topic. Their inputs were compiled in a report "European Semester 2014: evaluation and recommendation" disseminated to EU decision makers. This report sought to contribute to the establishment of a renewed European Semester, in the context of the Europe 2020 midterm review due to take place in 2015. This report notably points out the need for a renewed European Semester enabling genuine cooperation between civil society and national public authorities for the achievement of targets taken at a European level.

Including the youth: a priority

On 20-21 October 2014, 13 representatives of member organisations working alongside young people gathered in Berlin to exchange different approaches to youth inclusion and best practice in this field. This youth consultation meeting was organised by Eurodiaconia in partnership with the German Federal Association of Protestant Youth Social Work (BAG EJSA). The types of activities presented ranged from vocational training, through “forum theatre” to social farming.

Speaker at the Youth Consultation Meeting, on 20-21 October 2014 in Berlin, Germany.



“It was good and necessary to start the process of establishing youth as one of the priorities of Eurodiaconia.” Participant

In 2014, the Eurodiaconia Award aimed at recognising innovative projects and services that support young people in gaining access to education, employment and training and that enable their active participation in their community and in society. The 2014 Eurodiaconia Award has been awarded to our member Church of Norway for their “13-20” project: a diaconal counselling service for youth between 13 and 20 years old, who live in Baerum, an urban community with 120.000 inhabitants close to Oslo. The Award was presented on 3 December 2014 during an evening reception and exhibition in the European Parliament in Brussels, hosted by the member of the European Parliament Jutta Steinruck. All award entries were displayed in the exhibition. A booklet showcasing all award entries and their projects focusing on youth inclusion was made and sent to EU stakeholders.



Presentation of the 2014 Eurodiaconia Award on youth inclusion, on 3 December, at an evening reception and exhibition held in the European Parliament, Brussels, Belgium.

Welcoming and assisting migrants

In 2014, Eurodiaconia has worked on raising EU decision makers' awareness about the growing barriers EU mobile citizens and Third Countries' Nationals are faced with when attempting to access social and health services in their host country.

On 21 May 2014, Eurodiaconia organised a round table lunch debate on free movement in the European Union, as criticism has spread over the past years in certain countries on the principle of freedom of mobility, which entails that EU mobile citizens must be treated the same as nationals (equal treatment). In front of 16 participants, our Danish member presented the activities of "Kampasset Kirkens Korshaer" to relieve and prevent social downfall of EU mobile citizens, in Copenhagen, and denounced the fact that disadvantaged EU citizens are too often turned away from public social services. After this presentation, this gap between EU law and local practices has been discussed with representatives of the European Commission, of the European Parliament and of permanent representations to the EU.

In order to understand some of the major challenges migrants (EU migrants and Third Coun-

tries' Nationals) face in accessing their social rights in Europe, Eurodiaconia conducted research among its members. The results of this in-depth research were compiled in the report "Access to social and health services for migrants in Europe: overcoming the barriers" launched at an event that took place on 13 November 2014 in Eurodiaconia's offices. This comprehensive document reports examples of members' initiatives in the field of migrants' assistance and integration, summarises the key challenges migrants face daily in accessing social and health services and, finally, makes policy recommendations to overcome these challenges.

In the last quarter of 2014, Eurodiaconia carried out a mapping exercise among its members concerning integration services for migrant children and families. The goal was to get an overview of diaconal projects aimed at integrating children and families who are at risk of social exclusion. The particular emphasis was on vulnerable migrant groups facing prejudice, poverty and restricted access to basic services such as housing, education and healthcare. The report "The integration of children and families with a migration background:

an overview of projects among Eurodiaconia members", which draws on key findings of 19 projects run by 14 members in 11 countries, illustrates the specific challenges these groups face, the ways in which Eurodiaconia members are engaging with these groups, and which factors need to be taken into consideration to ensure effective action in the future.

This is a picture of three women who participated in the Refugee Women's Project run by our member the Hungarian Reformed Church, which was featured in our 2014 migration report. At the report launch event in November 2014, a representative from this organisation presented this project to MEPs, European Commission officials and other relevant stakeholders.





Photo credit: Kofoeds Skole

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Promoting quality integrated care systems

In the context of European ageing societies, Eurodiaconia runs a network on Healthy Ageing and Long-term Care for members to engage in policy discussions related to ageing and care for older people, feeding into Eurodiaconia's advocacy work, and to share experiences and best practice in this field. With members, Eurodiaconia drew up a policy paper in 2009 outlining the challenges members see in the field and proposing recommendations. This was developed and revised in 2014 in the policy paper "Demographic change: ageing and Long-term care", released in May. One of the policy recommendations focuses on the need to develop integrated care systems.

"Integrated care system" was the topic discussed at the event "Supporting quality integrated care: Policy and practice at local, regional and national levels", co-organised by Eurodiaconia, AGE Platform and EuroHealthNet on 18 November 2014 in the Committee of Regions in Brussels, Belgium. This half-day event gathered 53 participants, mainly experts from European institutions, service users and service providers, to speak of the challenges in ensuring integrated and

coordinated care services, the impact this has and how challenges can be overcome. One of the main challenges pointed out is that moving to integrated care systems takes time and requires building co-responsibility and partnerships among stakeholders. It was noted that there is often the need for strong leadership to implement integrated care solutions, which is often lacking at the higher political level. This means that many initiatives are local or regional, are not mainstreamed, leading to a piecemeal approach.

Funding of social services

In 2014, Eurodiaconia developed a briefing on new EU funding programmes to give diaconal organisations an overview of the instruments available to fund their work.

In September, we released an online Funding Toolkit which presents three possible sources of funding to support our members' social and health care activities: fundraising, EU funding and Foundations' funding.



Event "Supporting quality integrated care: Policy and practice at local, regional and national levels", co-organised by Eurodiaconia, AGE Platform and EuroHealthNet on 18 November 2014 in the Committee of Regions in Brussels, Belgium.

Assessing the impact of social services

Measuring the impact of our social services has become a highly strategic but also sensitive topic over the past years, partly due to financial pressure on public authorities in the context of the financial crisis, leading them to be more demanding on the services they finance. There is also increased interest from private finance to invest in social enterprises. Finally, individual donors are increasingly interested in understanding the impact of their donations. Nevertheless, assessing our impact on homeless people, refugees, young people, Roma populations, elderly people or people with physical or mental disabilities is not an easy task.

That is why in December 2014, Eurodiaconia published a document entitled “Guidelines on social impact assessment”. It aims to assist members to better understand social and economic impact assessment and consider if such assessment methods, or elements of them, might be useful for their organisation. The document also outlines some concerns that exist about impact measurement, and how some of these concerns could be addressed. It gives information about the main tools available and proposes some issues to consider when dealing with these tools.



Some member organisations have carried out social and economic impact assessment or are developing the use of impact assessment tools and this document also includes their experiences to inform other members. Finally it

also includes information about EU level activities in this field of impact assessment/measurement that may have an influence on how impact measurement is viewed and what type of impact assessment is promoted.

Reflecting on social innovation

On 12-13 May 2014, at a seminar on innovation and development in social services, Eurodiaconia members gathered at Diakonie Österreich's offices in Vienna, Austria, to exchange experiences in this field, from gathering information on needs of the community or service users, through supporting an idea to become reality to scaling up a project. The 15 participants also discussed the concept of innovation, and the recommendations and principles of innovation found in the Social Platform's paper on "meaningful" social innovation.

The group also visited the AmberMed service (celebrating its tenth year in 2014); an integrated health centre for those without insurance run jointly by Diakonie Österreich and the Austrian Red Cross. They learned how volunteer doctors, assistants and interpreters assist thousands of people a year through medical advice, but also through health promotion and prevention activities.

Members heard about the outcomes of the Innoserv project and of research in Germany into innovation processes in the not-for-profit sector. The final sessions sought to get to the root of challenges and barriers to innovation

both in the external environment, and internally; how to create an organisational culture where service improvement is promoted and innovation can flourish. In December 2004, from this seminar, we developed the Social Innovation Toolkit for members, including some of the aforementioned best practice examples.

"I found the discussions and sharing of experiences very fruitful. I am a little less fond of the search for "models", since the generalisation needed for that often fails, I think." Participant

Working on our diaconal identity

We continued to work on debate and discussion on diaconal identity and how this shapes our delivery of social and health care services, and advocacy for social justice. During several meetings such as the Nordic Directors meeting in March 2014 or with visiting groups to Brussels, we reflected on the current context in Europe and what this meant for diaconal actors. One of the main concerns for many members is the increasing need to be business-orientated in a competitive market and how this can affect our foundational values and characteristics. During 2014, we continued this discussion by looking at the main challenges for diaconal actors in Europe which included increased competition, devaluing of the not-for-profit sector, building understanding among staff of diaconal values, how to show diaconal values in the delivery of services and how to be both a service provider and a social justice advocate.

We continued to work with our ecumenical partners including the Conference of European Churches (CEC) of which we became an organisation in partnership with following the re-organisation of CEC and with partners such as the Ecumenical Youth Council in

Europe, Caritas Europa and the World Council of Churches.

We continued to build up our research interests and became a managing partner in the academic publication 'Diaconia Journal for the Study of Christian Social Practice' along with the University of Oslo, Diakonhjemmet (Norway) and Diak (Finland). This will ensure the stability of the journal and a space for reflection and study of diaconia as an academic discipline.

This year's International Research Conference, organised by the International Society for the Research and Study of Diaconia and Christian Social Practice (ReDi), took place from 17 – 20 September in Stockholm and was a great opportunity to meet researchers and practitioners from all over Europe and South Africa. Eurodiaconia, together with Diakonie Austria and Johanniter Austria, took this opportunity to organise a workshop on 'Research and Practice in Diaconia' to promote an equal dialogue between researchers, practitioners and service users. The aim of the workshop was to create a working group within, but not limited to, the ReDi network, that would work together on

this topic in the future, learn from each other and eventually would develop an inclusive approach to professional knowledge in the social service sector.



Cover of one edition of the Diaconia Journal for the Study of Christian Social Practice.

Visits to and from members

In 2014, Eurodiaconia hosted four study visits from respectively the Church of Sweden, Diakonie Austria, the Ecumenical EU Office (Sweden) and the Church of Norway.

On 22-24 September 2014, a group of 36 diaconal representatives from our member organisation the Church of Sweden visited Brussels to learn more about EU institutions, Eurodiaconia and some of its partner NGOs, as well as get information about how they could be better involved in the EU policy making related to social policies. To achieve this goal, meetings with representatives of partner Christian NGOs like the Churches' Commission for Migrants in Europe (CCME) and the Conference of European Churches (CEC), with members of the European Parliament and some European Economic and Social Committee officials, were organised by the Eurodiaconia secretariat.

"The information I received was great and I will be glad to share it with the people I work with locally." Participant



Delegation of the Church of Sweden meeting with Swedish MEP Malin Björk in the European Parliament.

On 8-9 October 2014, 12 representatives of Diakonie Austria joined the secretary general and two other members of the secretariat at a study visit in Brussels, hosted by Eurodiaconia. The group heard presentations on Eurodiaconia's work on policy, practice and identity, and had a session on funding, based on the new online Funding Toolkit. On 9 October,

Eurodiaconia joined the delegation for meetings with Austrian MEPs from three different political groups. The meetings covered topics such as social investment, Europe 2020 and the National Reform Programmes, migration and asylum, social enterprise and social and health care services. The group also met with Austrian Commissioner Hahn.

On 5 November 2014, 18 representatives of the Ecumenical EU Office in Sweden came for a half-day study visit and attended presentations on Eurodiaconia's social policy and member development work.

On 12-14 November 2014, 7 deacons of the Church of Norway came to Brussels to present their work with people in all sorts of circumstances, discuss how they can be more involved in the European level as well as take advantage of opportunities to meet with other members in our network. They also met with the Norwegian Representation to the EU, regional representations and partner ecumenical organisations. →

Eurodiaconia has also carried out visits to many members this year to have a better understanding of the work they do and how Eurodiaconia can support them. One example is the visit to our two members in Latvia on 8-10 December 2014, where we discussed priorities for the upcoming Latvian Presidency (January – June 2015). Amongst the topics raised were child poverty, inclusive labour market participation and stakeholder involvement in the European Semester. On the basis of this discussion, a letter outlining our members' key concerns was sent to the Latvian Permanent Representation in early February 2015.

Our partners

In order to better impact the EU decision-making process in the field of social and health care policies, Eurodiaconia continues to engage in partnerships with other organisations.

The Social Platform

We continued to be active in Social Platform with our Secretary General, Heather Roy, continuing as President of the organisation.



Social Services Europe

Social Services Europe is also a key partner organisation for Eurodiaconia, particularly in ensuring that there is an enabling framework at European level for not-for-profit social service providers.



The European Anti-Poverty Network

The European Anti-Poverty Network (EAPN) brings together national networks and European organisations fighting poverty and social exclusion. As a member, Eurodiaconia contributes to its work in both the Executive Committee and the European Strategies for Inclusion Group.



The EU Semester Alliance

Eurodiaconia was a lead partner in the EU Alliance for a democratic, social and sustainable European Semester or “EU Semester Alliance”, a broad coalition bringing together major European civil-society organisations and trade unions, representing thousands of member organisations on the ground at European, national and local levels in the European Union. Initially set up in 2013 as an ad hoc informal coalition, the alliance received financial support from the European Commission for its 2014 work. The aim of the alliance is to support progress towards a more democratic, social and sustainable Europe 2020 Strategy, through strengthening civil dialogue engagement in the European Semester at national and EU levels. This work is taken forward by 14 major EU networks, organisations and trade unions and 3 national pilot organisations, through various initiatives such as capacity building and joint reports. This work at national and European level aimed to give visibility and strength to the voice of grass-root organisations advocating a more democratic, social and sustainable European Semester.



The EU alliance for investing in children

Eurodiaconia was also an active partner of the EU alliance for investing in children, which received a temporary financial support from the European Commission for its work in 2014. This alliance brings together over 20 European networks sharing a commitment to end child poverty and to promote child well-being across Europe. Concretely, the alliance aims at pushing for the full implementation of the European Commission Recommendation “Investing in Children – Breaking the Cycle of Disadvantage”. In 2014, the alliance was mobilised on several occasions at EU level to call for the prioritisation of children in EU policies. It also developed a toolkit to support the advocacy work of networks and organisations on tackling and preventing child poverty and promoting child well-being at national and sub-national level.



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Learn to do right. See that justice is done — help those who are oppressed, give orphans their rights, and defend widows.

ISAIAH 1:17


Eurodiaconia

Rue Joseph II 166
1000 Bruxelles
Belgium


Tel: +32 (0)2 234 38 60


Fax: +32 (0)2 234 38 65

E-mail: office@eurodiaconia.org

 @eurodiaconia

 Eurodiaconia

 Eurodiaconia Brussels

 eurodiaconia.org