

PACT PROJECT PUBLIC-PRIVATE COLLABORATION: THE MAP OF RESOURCES

One of PACT project main objectives is to achieve a **full collaboration between both public and private social agents**. This premise is crucial in order to increase the Social Services System efficiency when fighting against social exclusion. A precedent of public-private collaboration in our region (Castilla y León) is the **Protection Network** and, especially, the elaboration of a **map of resources**.

PACT public-private collaboration

Its context:

The idea of PACT project appears after the last economic crisis. This event prompted two impacts on citizens: on the one hand, an increase in population demanding Social Services assistance; on the other, a wider diversity of Social Services users' profile, with new needs and issues.

These factors have shown that **social protection policies** (especially on employment, income and social services) **have to reassess their intervention model** in order to achieve a greater positive impact on the new social reality.

Social protection systems must become more effective and efficient, must anticipate the onset or aggravation of exclusion processes and cannot simply feel overwhelmed by a new dual social setting in which a high number of individuals and families are at chronic risk of being outside of an acceptable range of social welfare.

For logical and efficiency reasons, these changes can only be achieved if the Social Services System moves towards a system that rationally integrate public and private initiatives in a more operating, more agile and more efficient system.

Public-private collaboration, a pillar in PACT, a project of social innovation:

The Spanish Social Services System is public, *based on the principles of coordination and collaboration*. This means that there is a powerful, legal and institutionally stable public system that coexists with a private social system, which complements the supports and services provided by the Administration.



Nevertheless, in some occasions, **duplicities, overlaps and gaps in assistance are produced**, and it may occur that one situation finds different resources to tackle it, while others find no answer in the system, entry doors to the system are not interconnected, etc.

This is why **PACT project** tries to avoid all these malfunctions by creating a Network with a common mission among public and private agents, where **they share the same vision, information and care models**. In conclusion, public-private collaboration stands as one of the indispensable elements for the Social Services System to become more effective and efficient.

The Protection Network

The Protection Network is an initiative implemented in the region of Castilla y León in 2013 that pretends to **move forward with the commitment of creating one single social system** through a progressive unification and an integrated organization of the System.

This idea, previous to the project, is perfectly aligned to its objectives, so the synergies generated in the public-private collaboration field are uncountable. The Protection Network appears as the pioneering and precursor idea of the **participative culture**.

How was the Protection Network born?

In Castilla y León, the regional Government's concern for the new social scenarios generated from the crisis situation led it to open a debate line to tackle these new social problems. In this way, after the celebration of the Social Dialogue Council in 2013, **the Administration, together with economic and social agents**, agreed to create the Protection Network in order to **adopt extraordinary measures to support families affected by the crisis or at risk or situation of social exclusion**.

Due to the efficiency of this initiative, what was initially born as the perfect tool to assist people at a chronic situation (considering only extraordinary measures), has now become the *ordinary model* of assistance in our region.

What is the goal of the Protection Network?

Its purpose is to serve as the new care model in the Social Services of Castilla y León, **contributing to a full social, personal and labour inclusion through the coordinated intervention of the agents**.



And ... how does this affect the Public Social Services System in Castilla y León?

The Protection Network promotes **the integration of multiple public and private resources, provided in a coordinated, jointed and interconnected way**, to offer a unified and personalized answer to the citizens.

This challenge implies to integrate the resources and services provided by the agents (public and private) into a net structure, coordinated and managed by the Administration (according to public responsibility).

Who belong to the Net?

The Net distinguishes between agent entities and collaborating entities, depending on the responsibilities and functions assumed:

Net agents:

- *Both regional and local public entities, responsible for programmes, services and social provisions that belong to the Net (for example, the Gerencia de Servicios Sociales –Social Services regional administration-, responsible for the promotion and coordination of the Net; or local corporations that assume several functions in these programmes).*
- *Non-profit associations that provide comprehensive social inclusion programmes and intervention carried out by professionals.*

Collaborating entities:

- *All those public and private entities who participate in the provision of social services and develop activities to promote social inclusion, complementary to the planning designed by the agents.*
- *Entities or private citizens through community participation and volunteering.*

The map of resources

The map of resources is an instrument at disposal of the Net (and of PACT project) that allows the **classification of resources** and facilitates the joint work by **the homogenization of available resources** that the agent entities provide.

This homogenization is possible thanks to the Social Services Catalogue, regulated by the Social Services Law in Castilla y León. The Catalogue identifies and defines all the social provisions



that the System provides. It distinguishes four kinds of resources, which are also contemplated in the Protection Network:

- Resources orientated to attend *information, orientation and evaluation needs*.
- Resources orientated to cover basic subsistence needs: *food, dressing, housing and other needs*.
- Resources addressed to attend the needs of support to people when their *autonomy, social inclusion or social participation* are in compromise.
- Resources orientated to attend specific needs related to the *access to employment*.

So, the map puts all these resources together, notwithstanding the nature of the entity that provides them, and classifies them according to the above scheme, giving the same nomenclature to the services, so they could be easier identified.

In conclusion, the idea is to **stablish a common language that allows the public knowledge of the resources that belong to the Net and the exchange of information between professionals in the sector, regardless the public or private nature of the entity that provides it, so all the citizens could benefit of collaborative and integral assistance.**

