

## → Assistance to socially vulnerable people

**Country** Ukraine

**Project title** Better municipal management of social assistance to socially vulnerable people in Lviv

**Trinning** Municipality of The Hague (the Netherlands)  
Municipality of Warsaw (Poland)  
Municipality of Lviv (Ukraine)

**Project period** 1 December 2006 to 30 September 2007

**Project budget** € 65,504

### Project objective

Build up professional city system of services to the homeless.

### Project summary

The project was conducted bringing new knowledge, vision, understanding, approaches and methods of solving the problem of homeless people in Lviv. Skills were gained on strategy of social policy development for the city personnel and co-operation was stimulated between the city authorities and public organizations for the benefit of solving the problem of homeless people.

### Core information

Lviv, with a population 830,000 is an 'oblast' (district) and is the economic, educational and cultural center of western Ukraine. It resembles a museum with some 2,000 major historical, architectural and cultural monuments. Today it is a treasury of national ideas and culture.

### Problem analysis

The severe winter of 2005/2006 in Ukraine underlined the scale of the problem of the homeless. More than 700 people died in Ukraine in this period due to the severe cold. The media gave attention to the issue: the homeless do not have access to social assistance if they are not in the possession of required documents, and many are not. This leads to a vicious circle of homeless people moving further away from society and further into their own world of problems. As the homeless are often left out from those people included in social protection programs, the municipality of Lviv wanted to address this issue.

A practice to improve service delivery of local governments

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### **Project implementation**

The project started with a situation analysis and by making the information on homeless people available to city authorities. Factors leading to the phenomenon and the successful methods of solving the problem were learned from the experienced Netherlands' municipalities of The Hague and Utrecht and the Polish municipality of Warsaw. Local authorities were trained to develop social strategies and assistance plans. A form of co-operation was defined and described with the municipality of Lviv and a public organization dealing with homeless people. The project targeted not only the staff of the municipality of Lviv by educating the staff with modern examples of addressing homeless people, but focused also on the public organizations by co-operating with city authorities.

### **Process management**

The project contained three components to address the problem. First, knowledge was obtained of the problem and the target group and resources were made available. Second, a situation analysis in Lviv showed that the municipality of Lviv would have to solve the problem of homeless people, though the scale and specifics of the problem were not known. Third, co-operation with different organizations as NGOs was encouraged. NGOs developed programs to satisfy target group needs. Using their abilities in communal work and co-operation the authorities may increase the possibilities in providing services to this vulnerable population. Actions for promoting informal communications will also assist both sides.

### **Recommendations: do's and don'ts**

- Co-operation between local authorities and NGOs is crucial;
- Conduct activities with representatives who have authority and political contacts;
- Learn new practices and create the possibility of new solutions.