

Overview vanuit Internationaal Vergelijkend en Bestuurskundig Perspectief

Gebasseerd op het nog te publiceren proefschrift

'Planet Homeless- the Governance of a Social Complex Issue in Amsterdam, Copenhagen and Glasgow'

Nienke Boesveldt, 12 Oktober 2014

Projectleider en Buitenpromovendus

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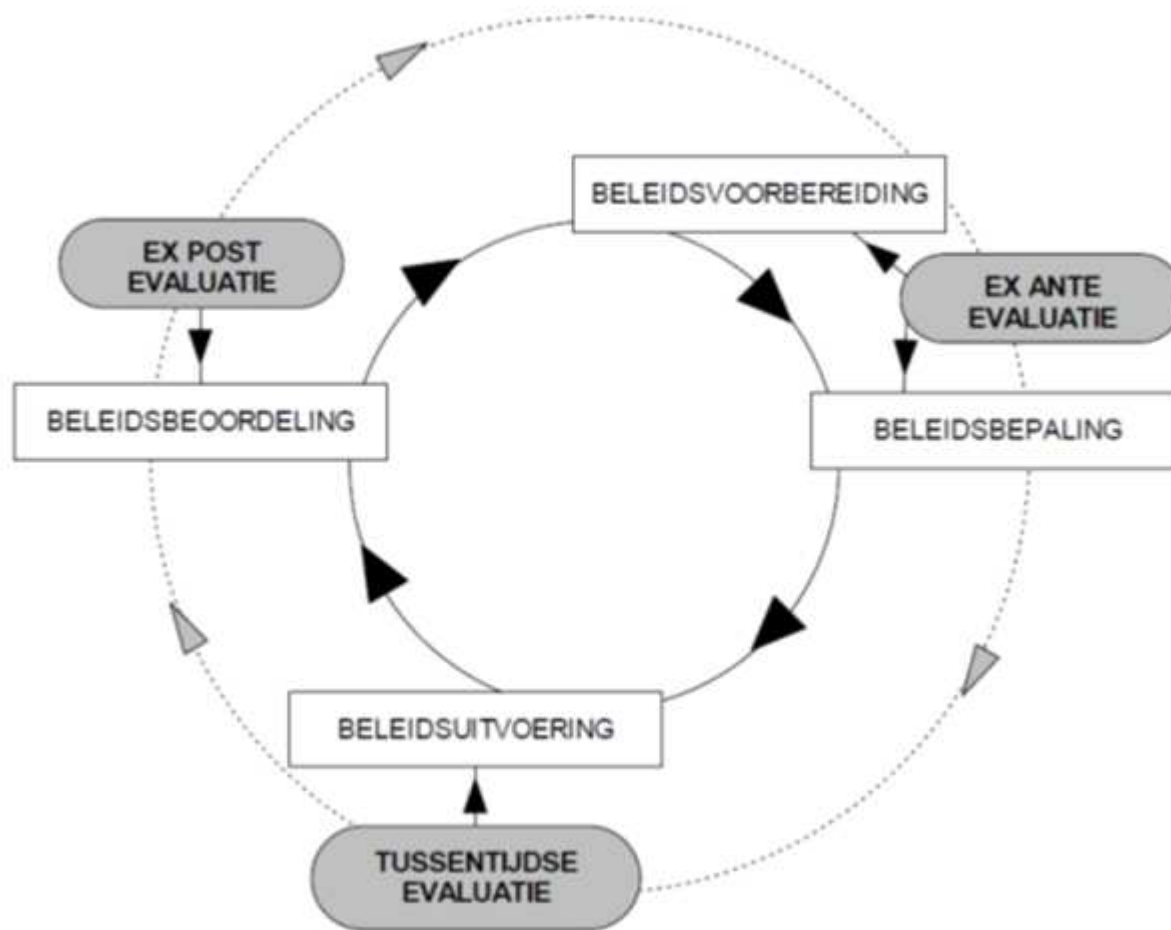


Theoretisch Model

Governance arrangements (that vary in terms of)		Quality of outputs		Quality of outcomes
Policy <ul style="list-style-type: none"> • goals • instruments • model 	→	Overall service coverage Mental health service coverage		Observed benefits to clients Perceived benefits in the community
Structure <ul style="list-style-type: none"> • allocation of responsibilities • allocation of budgets • network structure 	→	Improved housing	→	
Management <ul style="list-style-type: none"> • relationships with society • relationship administration and political institutions; • civil servant conception • accountability conceptions 	→	Permanent housing [1] Lauriks et al., 2013		



De plek van onderzoek in beleid



Cyclisch weergegeven theoretisch model



Governance arrangements (that vary in terms of)				
Policy • Goals, instruments, model	→	Quality of outputs Overall service coverage	→	Quality of outcomes Observed benefits to and perceived benefits by clients
Structure • Allocation of responsibilities, budgets and network structure	→	Mental health service coverage Improved housing		→
Management • Relationship administration and politics, with society, civil servant and accountability conceptions	→	Permanent housing		



ZRM als mogelijkheid tot Rekenschap?

Frederickson and Smith (2003): *Social services have seen the most rapid growth in contracting [...] Contracting for social services moved from the periphery to the center of the welfare state when states were given greater latitude in service delivery and eligibility standards as part of welfare reform. Most social services contracts are not put for bid but are negotiated with one, usually continuing provider. Contractors seldom change because the market is limited. Goals are hard to define, making it difficult to measure outcomes or performance. Rather than a market or a government monopoly, the contracting of social services is best understood as a negotiated network. The management doctrines and skills required to be effective in negotiated networks are part of effective governance’.*



De lastigheid van Rekenschap in Glasgow

(Glasgow: hoogste score op 'Rekenschap')

Wat spreek je af?

because for some people turning up to accommodation, emergency accommodation night after night might be an achievement if they've disappeared for days before and we don't know where they are, but then they come back and they stay there and engage with staff and they come at mealtimes or whatever that might be enough, somebody who is in our service like that and creates a positive working relationship with people where they're violent and they're not assaulting people every time they're in a service can be a huge achievement.

(Authority Respondent)



Heeft rekenschap de prioriteit?

It's a significant resource intensive task and if you're looking at savings and all the rest of it then you want to keep the services going as much as you can. There's a balance to be struck around prioritizing all of that, but yes we're aspirational, haven't got there yet. I don't want to mislead you to thinking this is all sorted, it's not (Authority Respondent)

Hebben de juristen de tijd?

As a result there are limited real contracts, but the city has other kinds of agreements. The actual formal real contracts there's few of those there and part of that is just about the sheer demand on our legal services and the capacity to get that out across all the care teams (Authority Respondent)



Dreigende huisuitzettingen en 'section 11'

- Dreigende uithuiszetting: huiseigenaar meldt verplicht tijdig bij de gemeente
- Gemeente geeft signaal door aan privaat Juridisch Centrum
- Juristen (i.p.v. client of maatschappelijk werker) onderhandelen met de huiseigenaar: reparaties, huurgaranties, re-integratie naar werk/ dagbesteding
- section11 Partnership: Glasgow South West Community, Health and Care Partnership, Money Ma4ers Money Advice, Centre and Govan Law Centre
- gemengde financiering, gemeente, maar ook fondsen



Woninglijken: medicalisering/ criminalisering vs normalisering

- Vormen woninglijken daadwerkelijk een indicator voor de mate van OGGZ van een stad?
- In Amsterdam is veel bereikt in eerste fase (opvang), maar minder in tweede fase (preventie en herstel): o.a. verklaring in weerbarstigheid van het ontstane beeld van dakloosheid
- Wat is het effect van de aandacht voor woninglijken op het idee dat mensen met OGGZ problematiek normale mensen zijn, die niet van een andere planeet komen?



Monitor Ambulantisering: nobel streven in een lastige constellatie

- In voorbereiding decentralisatie RIBW nieuwe lokale definities i.p.v bijv zzp3
- Focus onderzoek op behandeling? Geen decentralisatie, begeleiding wel: ingewikkeld onderscheid: bijv. koren op de molen van weerstand van wie productie te verliezen heeft tengevolge hiervan.

There is a lot of discussion about that but no one really knows it. Probably it is almost the same. While it is in fact much more expensive. And this is wanted to be kept within the Insurance Act. ... That you ASAP replace specialist care into generalist care, treatment and counselling. And you let people back as soon as possible to function in the informal networks.(Voluntary Services Provider)



Monitor Ambulantisering: nobel streven in een lastige constellatie

- Inkoop in Amsterdam thans gericht op continuïteit van zorg: (nog) geen ruimte voor innovatie door kleinere innovatieve partijen (bijv. begeleiding van ‘uitbehandelenden’ door vrijwilligers)
- Amsterdam start ambulantisering met vier ICT systemen
- Zembra: ‘bouwfraude’ bij overheidsopdrachten ICT



Conclusie, de plek van de onderzoeken in de beleidscyclus



Governance arrangements (that vary in terms of)				
Policy <ul style="list-style-type: none">Goals, instruments, model	→	Quality of outputs Overall service coverage		Quality of outcomes
Structure <ul style="list-style-type: none">Allocation of responsibilities, budgets and network structure	→	Mental health service coverage Improved housing	→	Observed benefits to and perceived benefits by clients
Management <ul style="list-style-type: none">Relationship administration and politics, with society, civil servant and accountability conceptions	→	Permanent housing		Perceived benefits in the community



Bedankt!

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