



IS1102 – SO.S. COHESION. Social services, welfare state and places WG2 Case study profile

WG2 Thematic group	WG2.3 Social assistance services
Name(s) of proposer(s)	Peter Raeymaeckers & Danielle Dierckx (A comparison is possible with the case of Switzerland)
Institution	University of Antwerp - OASeS
Title of case study	Social assistance in a deprived neighbourhood: the role of social workers, networks and governance
Country/region/place investigated	Deprived area in the City of Antwerp
Social service sector(s) investigated <ul style="list-style-type: none"> • Older people • People with disabilities • Children/Childcare • Services in social assistance • Housing and neighbourhood • Restructuring of ss in general 	We focus on the delivery of social assistance in a deprived neighbourhood in Antwerp. The neighbourhood is selected according to a set of indicators referring to characteristics of vulnerable target groups (single parent families, people with a foreign background, elderly and social assistance clients). In this neighbourhood four local social centres provide social assistance to people in need. Social assistance is defined very broadly as financial (guaranteed subsistence income minimum) and material services (food, etc....). Next, in this neighbourhood a variety of service organizations work together with the local service centers. This network is governed by welfare meetings. These welfare meetings can be classified as a shared participant type of governance (Provan & Kenis, 2008).
Category of case study ('what' is investigated)	Place: neighbourhood in Antwerp Policy: provision of social assistance Actor: social workers Other: Networks and network governance
Time frame considered	
Five 'perspectives' <ul style="list-style-type: none"> • Cost efficiency/quality/user satisfaction • Governance • Social and/or territorial cohesion 	We study the working conditions of social workers in a deprived neighbourhood. We also focus on the value of networks of these social workers. The role of network governance is investigated. (If possible we are also planning to add the user perspective into our analysis. We question assistance clients on how they perceive the delivery of social assistance.)
Three processes in restructuring + crisis <ul style="list-style-type: none"> • <i>Horizontal</i> subsidiarity (involvement of/outsourcing to other suppliers) 	We focus on horizontal subsidiarity. How do networks among service organizations for social assistance clients work? How are they governed? How are they perceived?
Specific questions/focus	What are the working conditions of social workers providing social assistance in very deprived areas? How do they perceive the provision of social assistance to vulnerable target groups? How do they perceive their networks with other service organizations in the deprived neighbourhood? Does network governance positively influence the collaboration among service organizations? How do social assistance clients perceive the provision of assistance from the social workers of the four local service centres?
Local Stakeholder Network (LSN)	<i>Do you intend to set up a LSN: (not decided, possibly yes)</i>