WG2 Case study profile

WG2 Thematic group	WG2.3. Social assistance services

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Institution	Oslo & Akershus University College
Title of case study (and priority ranking)	Activation policies: Personal impact and professional perceptions
Country/region/place investigated	Norway: Oslo area – district level
Social service sector(s) investigated • Services in social assistance	Implementation of national activation policies in the local social assistance service provision setting within 3 sectors: 1) public/state-regulated (1 or 2 district offices in focus), 2) for-profit-based provision and 3) non-profit (volunteer or NGO) provision
Category of case study ('what' is investigated) *(Erase non relevant ones)* • Subsector/policy/programme (meso-level) • Project/initiative/experience (micro-level) • Actor(s) • Place (s) • Other	Activation policies at the local level: personal (social psychological) impact on users, service provider attitudes and interactions between users and service providers. Within each of 3 sectors: - Qualitative interviews with service providers (intake, casework, course leaders) and social assistance recipients in each - Ethnographic observations of intake and follow-up 'episodes' - Relation between policy framing, structuring and service provision Social control, shaming and sanctions
Time frame considered *(from when to when)*	*2013-2016*
Five 'perspectives' *(Erase non relevant ones)* • Cost efficiency/quality/user satisfaction • Governance • Social and/or territorial cohesion • Labour conditions of social workers • Gender	Quality/user satisfaction
Three processes in restructuring + crisis *(Erase non relevant ones)* • Cuts/rationalization/management reforms (NPM, others) • *Vertical* subsidiarity (administrative re-arrangements between *government* levels) • *Horizontal* subsidiarity (involvement of/outsourcing to other suppliers)	Vertical & horizontal subsidiarity
Specific questions/focus	Analyse the changing world of anti-poverty provision with a focus on personal impact, particularly shame/shaming of system users.
Local Stakeholder Network (LSN)	*Do you intend to set up a LSN:* not certain