



**EURODI ACCONIA**

## **Annual Report**

**2004**

*including progress until May 2005*

**We link our members to serve for solidarity and justice**



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**Eurodiaconia**   
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## Summarizing 2004

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Diakonia is the social service of the churches, working for solidarity and compassion. This is one possibility to make understand what diakonia means. For solidarity and justice – as our mission statements says – this means to work within and for sustainable social structures – at local and on European level. To work with compassion means also to serve with an Christian understanding of help – for those who fall outside the established nets of solidarity.

In these lines Eurodiaconia worked in 2004, establishing further contacts among members, with partners and policy counterparts. It was an intensive year with considerable results, which often are emerging now in the first months of 2005. Therefore this report is not only reviewing 2004 in the strict sense, but gives also a **narrative progress until May 2005**. Certain events from 2005 are quoted, as they are the results or consequences of developments in 2004.

### Connecting members

Eurodiaconia invested quite an effort in our **new working forms** to connect members' activities: the efforts of the Theological Working Group, the Social Policy Group and the PR & Communications Group show clear results.

- The document **"To Be and To Do. Diakonia and the Churches"** – the main result of the theological project group - is already being used in various consultations on diakonia (examples: Theological Faculty in Prague, end of June; Theological Consultation in Romania, 4-8 July). After its approval by the AGM 2005 it will have a wide perception in the diakonia - community and the theological community.
- The Joint **Social Policy Working Group** is a big success in policy matters. It has been formed as a joint group together with Church and Society Commission of The Conference of European Churches (CEC). A series of joint consultations and joint statements have proved right our strategy to create a joint working party – both in terms of communication, understanding and political impact.
- The Project Group **"PR & Communication"** has not only prepared a "Strategic Communication Plan", but has also had a consultation on that issue in Prague in order to prepare the sharing of PR and campaign resources, to prepare a branding of diakonia in Europe and to foster a diakonia campaign and a diakonia day in Europe (a detailed report on this will soon come to you). Especially the sharing of resources will finance back a tremendous lot of your contributions in the coming years.

### A new platform:

The office acquired the finances for the kick-off of the **Visegrad-Platform**, which has been working since November 2004 extremely efficiently. This platform is one of Eurodiaconia's biggest success stories: it came out of the debates of the AGM, it works under the umbrella and with some help of Eurodiaconia, but it is facilitated and organized by a member organization and its partners in the region. Therefore it is a mutual win-win story which will give a lot of impulses to the diakonia-partners in the Central European countries.

### Project Funding and Fundraising

The office has invested a considerable effort in **external project funding**: six project applications have been sent to the European Commission, five have been accepted, one is still in the pipe-line. This is an extremely high percentage of success in that area! With his we are financing our working groups, the kick-off conference of the Visegrad platform, the consultation on PR&Campaigning. A special success is the big Quasi-project (see the results on its

homepage: <http://www.eurodiaconia.org/quasi/index.htm> ) which is not only linking up a broad alliance of project partners, but gives considerable results and helps also in the connections with the European Commission.

Since last year the office has started a special service with our **Fundraising Newsletter**, which is edited by the Bank für Sozialwirtschaft (BfS). This special newsletter gives all members (also those who are in the "neighbourhood" of the EU) excellent possibilities to overlook funding possibilities.

Only this newsletter is worth 500 Euro if a member bought it individually (not counting the time in terms of human resources if you had to collect the information by yourself).

## **Information**

With a minimum staff and no information officer Eurodiaconia has managed to produce a huge amount of information for the members:

- regular Circular Letter
- Homepage together with a special project homepage
- Briefing Papers on Social Policy Issues, which are highly recognised also by our partners
- Policy Up-dates
- Annual Report
- Information events for groups
- Articles in Books and Newspapers
- Press Releases

## **Lobbying, Advocacy and Networking**

The European Social Model and with it the role of social services is at crossroads – the public debates and socio-economic developments show this very clearly. In this situation a clear position in lobbying and advocacy towards the European institutions concerning the role of Social and Health services is extremely important to ensure the good future work of our institutions and local activities.

To put it "negatively": If we together with others succeed to be exempted from the "Bolkestein-directive" (directive on services in the internal market), our members will save a huge amount not only in terms of money but in legal problems.

To put it positively: When our attempts in creating a clear and positive formulation of the role of social services succeed: this will not only safeguard but will give positive impulses on all of diakonia-work.

Diakonia has its aim to work for those in risk situations and to reduce poverty: this is also a **political aim in all of Europe**. Eurodiaconia together with its partner organizations is struggling very intensively that social inclusion remains a primary target of European policies in the context of the increasing liberalization of markets.

In all these areas networking with other partners – social NGOS and ecumenical organizations – is essential. Especially a regular task force of Eurodiaconia, Caritas Europa, CEC and COMECE is one of the biggest success-stories: Together we form the alliance, which is the biggest provider of social services and activities in all of Europe.

These activities are safeguarding not only big institutions, but also the activities at local level and in parishes. It is not only work for those who are within member states of the Union: also in Switzerland and Norway, and already in some of the neighbour states laws are prepared according the rulings of the European Union. This lobby work helps all those members within the wider Europe!

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## 1. Constituency of Eurodiaconia

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### 1.1. Members of Eurodiaconia

#### National Member Organisations

|                              |   |
|------------------------------|---|
| <i>Austria</i>               | Diakonie Österreich   |
| <i>Belgium</i>               | Eglise Protestante Unie de Belgique   |
| <i>Czech Republic</i>        | Diakonie Ceskobratrské cirkve evangelické (Diaconia of the Evangelical Church of Czech Brethren)<br>Diakonie v Ceske republice (Diaconia in the Czech Republic)<br>Slezská Diakonie (Silesian Diacony at Silesian Evangelical Church of A.C.) |
| <i>Denmark</i>               | Dansk Diakoniråd  |
| <i>Finland</i>               | Kirkkopalvelut (Church Resources Agency)<br>Kirkkohallitus –Diakonia ja Yhteiskuntatyö (Church Council, Diaconia and Society)<br>Suomen Kaupunkilähetysten Liitto<br>ADIF - Association of Finnish Diaconia Institutes                        |
| <i>France</i>                | Fédération de l'Entraide Protestante  |
| <i>Germany</i>               | Diakonisches Werk der EKD e.V.  |
| <i>Hungary</i>               | Lutherische Kirche in Ungarn Nord-Diözese<br>Magyarországi Református Egyház<br>Magyar Ökumenikus Szeretetszolgálat (Hungarian Interchurch Aid)   |
| <i>Italy</i>                 | Commissione Sinodale per la Diaconia  |
| <i>Latvia</i>                | Diakoniezentrums der Ev.-Luth. Kirche Lettlands   |
| <i>Lithuania</i>             | Vilniaus Evangeliku Liuteronu Baznycios Diakonija   |
| <i>Luxembourg</i>            | Protestantisch Reformierte Kirche von Luxemburg H.B.  |
| <i>Netherlands</i>           | Kerkinactie   |
| <i>Norway</i>                | KIRKERÅDET (Church of Norway)   |
| <i>Poland</i>                | Polska Rada Ekumeniczna<br>Diakonia - Kosciola Ewangelicko-Augsburskiego w RP   |
| <i>Romania</i>               | Asociația Ecumenică a Bisericilor din România - Aidrom<br>Reformierte Kirche in Rumänien Nebenkönigsteinlicher Distrikt<br>Episcopia Reformata din Ardeal   |
| <i>Russia</i>                | Russian Orthodox Church   |
| <i>Slovak Republic</i>       | Evanjelická Diakonia ECAV na Slovensku  |
| <i>Spain</i>                 | Comité Español de Cooperación entre las Iglesias<br>Iglesia Española Reformada Episcopal  |
| <i>Sweden</i>                | Svenska Kyrkan; Avdelningen för Kyrkolivets utveckling<br>ADIS-Association of Diaconic Institutions in Sweden   |
| <i>Switzerland</i>           | Diakonieverband Schweiz<br>Schweizerischer Evangelischer Kirchenbund  |
| <i>United Kingdom</i>        | Church of Scotland - Board of Social Responsibility<br>Diocese of Llandaff Church in Wales's Division for Social Responsibility   |
| <i>Serbia and Montenegro</i> | Ecumenical Humanitarian Organization  |

#### International Member Organisations

Kaiserswerther Generalkonferenz  
Europäischer Verband Freikirchlicher Diakoniewerke  
Internationale Konferenz theologischer Mitarbeiter in der Diakonie  
Verband Evangelischer Diakonen- und Diakoninnengemeinschaften in Deutschland (VEDD)  
Internationaler Bund des Blauen Kreuzes  
Johanniter-Unfall-Hilfe e.V. (JOIN)

ADIF – Association of Diaconia Institutes in Finland was accepted as new member in the AGM 2005.

The Eglise Protestante Unie de Belgique and the Protestantisch Reformierte Kirche von Luxemburg H.B. withdraw from membership with the end of 2004.

## 1.2. Board of Eurodiaconia

### President:

Dr. hc Jürgen GOHDE  
Diakonisches Werk der EKD e.V. (Germany)

### Vice-presidents:

Ninni SMEDBERG  
Svenska Kyrkan Avdelningen för Kyrkolivets utveckling (Sweden)

Dick BOUMAN  
Kerkinactie (Netherlands)

### Board members:

Hubert PFISTER  
Fédération de l'Entraide Protestante (France)

Marco JOURDAN  
Commissione Sinodale per la Diaconia (Italy)

Kimmo SAARES  
Kirkkopalvelut (Finland)

Iveta BERKOLDE  
ELCL Diaconia Center (Latvia)

Zuzana FILIPKOVÁ  
Slezská Diakonie(Czech Republic)

### Meetings of the Board of Management:

|      |          |                                    |
|------|----------|------------------------------------|
| 2004 | Berlin   | 6.-8. February                     |
|      | Brussels | 2.-4. April                        |
|      | Révfülöp | 10 and 13 June                     |
|      | Pori     | 30.9. – 3.10.                      |
| 2005 | Brussels | 19.-20. February and 14.-15. April |

The **Management Committee** met 31 January 2004 and 14 January 2005 in Brussels

The **8<sup>th</sup> Annual General Assembly of Eurodiaconia** was held 10-13 of June in Revfülöp (Hungary).

## 1.3. Eurodiaconia office

|                       |  |
|-----------------------|--|
| Secretary General     | Albert Brandstätter  |
| Social Policy Officer | Susanna Heinäsmäki<br>(until September in maternity leave)<br>Elina Eloranta<br>(Substitute until September) |
| Assistant             | Ute Bakker   |
| Project Management    | Annegret Kröger  |
| Interns:              | Caroline Sultus, Larisa Antohi   |

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## 2. The Context of Eurodiaconia

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During the last months before this report was finished European politics seemed to speed up in different areas. The incoming new Commission and the newly elected European Parliament took up their work following policy lines that become now clearer. In the debates of the further enlargement versus the deepening of the Union the whole structure and political plus financial architecture of the EU is under question.

In the review of the Lisbon agenda and the planning of the social agenda the weakness of social inclusion and social protection in the triangle of the Lisbon strategy (competition – employment – inclusion) become obvious. Both presidencies and the new more conservative Commission stress the factor competition: social policy will face hard times. This we see also in the inner competition of the discussion of Services of General Interest: The Draft Directive on Services in the Internal market sets frameworks under the logic of free movement and competition whereas the Green and white books on the same issue brand human rights with general talk.

This contradiction within the European institutions is not new but becomes more and more obvious in the ongoing discussion on more influence of the stakeholders. And here we have to reflect further in the future of the debates. The actual “constitutional crisis” at the begin of June 2005 in Europe reflects the now emerging contradictions of European politics and its strange relationships between national states, between European administration and the citizens, between neo-liberal money-politics and social solidarity.

At the moment social NGOs and churches are hopping behind the developments trying to safeguard. The question is: Should we not be more pro-active in the formulation of our visions of the European social model(s), thinking further than the daily debates and creating clear ideas of our interest. We are to act both ad-vocative in the daily debates and provocative in the long-term run.

This regards also the necessary ethical debates: The EC’s approaches show clearly the contradiction between a productivistic ethic (and logic), which tries to assume the good for all (?) with the means of productivity, competition and freedom of movement. On the way to achieve this goal this ethics takes into risk those suffering on this way.

The other logic and ethic is that of social security and well-being, the ethic of “quality of life for all”. Both ethics have to be taken serious, both have to be asked if they keep their well tuning promises – but the challenge of the debate has to be taken!

It will be not a useless and abstract debate, as real situations in our local institutions and communities and the position of civil society organizations who are mediating between these two interlinked ethical worlds are under question. These debates will be of importance also in the current European re-configuration of ecumenical and diaconal work. The traditional relationships between ecumenical organizations, networks, agencies are shifting. Here a clear co-ordination of the diakonia-agenda will be utmost important. This will be an imminent role of Eurodiaconia.

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## 3. Ensuring quality of life for all in a social Europe

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### 3.1. Influencing the development of an inclusive social policy

The Purpose is to monitor and to influence the development of a sustainable and inclusive social policy in Europe and to raise the profile of social dimension in EU agenda, to monitor coming changes of European societies, especially in the areas of health and social protection

systems and to establish counseling of important themes from local/regional level up to European (institutional) level and vice versa.

Eurodiaconia participated in the European policy debates with public statements on:

- Eurodiaconia Position Paper concerning the Joint Inclusion Report and the Lisbon Process, 27 February 2004
- Letter of EURODIACONIA to the new Commissioner for Employment and Social Affairs to Mr Stravros Dimas, 19 March 2004
- Letter of Eurodiaconia to the High Level Group on the Mid Term Review of the Lisbon Agenda, 3 May 2004
- Letter of Eurodiaconia to the High Level Group on the Mid Term Review of the Lisbon Agenda, 13 September 2004
- Letter of Eurodiaconia on the Partnership for Change involving the civil society, 13 September 2004
- Statement of Eurodiaconia and CEC regarding Proposal for a directive on services in the internal market, 29 October 2004
- A joint answer from Eurodiaconia and CEC – Questionnaire on Social Services of General Interest for the Social Protection Committee and the European Commission, 15 December 2004
- Joint letter with Church and Society Commission To Prime Minister Juncker concerning the Mid-term review of the Lisbon Agenda, 21 March 2005

Three Briefing papers on Services of General Interest were also published:

- *EURODIACONIA briefing concerning the draft directive on services in the internal market COM (2004) 2 final*
- *EURODIACONIA briefing concerning services of general interest and social services - in general*
- *EURODIACONIA briefing on social services, quality services and the service directive: what options for revising the draft?*

Contacting members of the Parliament, representatives of the European Commission and of the European Economical and Social Committee are an important and ongoing part of the work. In this area Eurodiaconia has developed a significant standing both among representatives of the institutions as well as among our partners in civil society.

The aim of establishing a monitoring exchange among members and partners has reached a significant level. Some member organizations are participating very actively – here the aim for future advocacy is to foster even stronger an active policy commitment.

In terms of partnership with civil society partners and especially with nonstatutory welfare organizations we have reached a very good level. We have actively participated on the work of Social Platform as a member of their social policy and social services working groups. We have continued our participation to EAPN work as one of their European Organisations. We have also monitored issues that have been on the agenda of Christian group for migration. The biggest success in this area is a regular task force of Eurodiaconia, Caritas Europa, CEC and COMECE. Together we form the alliance, which is the biggest provider of social services and activities in all of Europe! This is an alliance that cannot be overseen by European institutions.

Another important step forward in both ecumenical co-operation and policy alliance is the formation of a joint Social-Policy Working Group of Eurodiaconia together with Church and Society Commission of the Conference of European Churches (CEC).

## 3.2. Policy Priorities of Eurodiaconia

### 3.2.1. Social Inclusion

In 2004 the European Union undertook a mid-term review of the so-called Lisbon agenda, which originally is based on three pillars: Economic Growth/Competition – Full Employment – Social Protection/Social Inclusion.

In the Mid-term Review the group around Wim Kok stressed the importance of growth/competition and full employment; social inclusion was reduced to a small section within. In many statements, for example during the closing conference on Social Policy of the Dutch presidency leading politicians did no longer bother even to mention Social inclusion.

In preparation of the spring summit Eurodiaconia and Church and Society Commission of CEC expressed their views in a letter to Prime Minister Juncker:

*“Eurodiaconia and the Church and Society Commission of the Conference of European Churches (CEC) welcome the efforts of the European Commission to provide a better implementation of the Lisbon Strategy and utilise the enlarged Union’s potential in order to create prosperity and to increase opportunity and justice for all its citizens. We regret, however, that in the Communication of the Commission to the Spring Council social cohesion has been removed as a priority objective of the Lisbon Strategy. This Communication is reverting to one-dimensional policies, narrowing the Lisbon process down to a simplistic agenda of cost competitiveness and deregulation and, moreover, ignores the reality of the sixty-eight million people who face poverty and social exclusion within the EU.*

*While we recognise the importance of enhancing the EU efforts in the fields of economy and employment, we stress even more the importance of an overall **coherence** of EU policies. In order to achieve substantive progress with the Lisbon agenda, a renewed effort has to be made on the basis of the same values on which the agenda has been developed. The spirit of the Lisbon strategy for a sustainable development truly integrating economic, social and environmental dimensions must not be lost.*

*We will therefore support any effort of the Spring EU Council towards reaffirming the original goals of the Lisbon Strategy to integrate concerns related to sustainability into all policies and actions of the EU. With respect to the ongoing ratification process of the Constitutional Treaty, we believe that any revision of the Lisbon Strategy should reassert the balance of economic, social and environmental values, which are reflected in the Treaty.*

*In their daily work, European Churches and diaconal institutions are cooperating with many social services users who do not have a strong voice themselves. Experience over the last years shows that the assumption of economic growth being automatically good for everyone is not valid. Economic growth should not be an end in itself but should serve wider interests. Modernised social protection, fighting poverty and social exclusion as well as promoting sustainable development all contribute to creating a social framework of stability, which is a decisive factor for sustainable economic growth with more and better jobs in Europe.*

*In order to achieve the goal of a European knowledge-based and competitive economy, it is indispensable to invest more in people: in education, professional training, life-long-learning, innovation and research. The fact that certain problems linked to the competitiveness of the EU require more attention should not result in other important levels being neglected. A high-quality education begins in early childhood and needs support from a well operating social system.”*

The Spring Council has shown some positive results in comparison with the big fears of loosing completely the social cohesion dimension we had before: Eurodiaconia, among all the other social NGOs who were campaigning for a social Europe, sees a little victory on achieving agreement that the Lisbon strategy remains focused on the three dimensions, economic, social and environmental and that social cohesion remains part of the overall objective of the Lisbon strategy.

But the section in the conclusions dealing with improved governance of the Lisbon strategy leaves many questions unanswered in relation to how the European Union leaders will ensure an adequate focus on meeting the social cohesion objective.

And one major doubt and concern remains: Will not growth and full employment be THE strong policy lines (following the tendencies of the Wim Kok Mid-term review of the Lisbon strategy), where the social cohesion will be subsumed and will have to follow? Here a careful monitoring of European policy will be done. Revealing is the chapter "Growth and Employment Making for social cohesion" (nr 29-37). Here it is clear: the pressures from social groups succeeded that social cohesion is still named, but in dependent line. Major focus is given to competitiveness, growth and full employment.

*One important issue of the summit and its conclusion is: The future of the European Social Model will become the major debate. And this is the line where Eurodiaconia and its members have to think: What do we want from a future European Model and what do we foresee as our role(s) in it? This means to develop scenarios not only for 2010 ("end" (?) of the Lisbon strategy). 2010 is after tomorrow. No, we will have to think further: Let's say: 2030. What can we develop as strategic thinking and designing of scenarios for that time, which will come relatively soon*

### **Open Method of Coordination - OMC**

An underestimated element of the inclusion process is the Open Method of Coordination. Despite all difficulties it is an important tool of participation in the inclusion policy. In the Roundtable on Social Inclusion in Rotterdam (October 2004) Albert Brandstätter gave a workshop statement on the impact of the Open method of coordination. He stated the need for a coherent methodology which is clearly defining competences and methods of the open method and urged a greater public visibility of the inclusion policy on European, national and local level which have to be interlinked in the process.

#### **3.2.1.2. The Qu/A/Si – Project: Quality and Access to Social Services**

A major role in Eurodiaconia's work on Social inclusion is the Qu/A/Si Project.

**Project leader:** Eurodiaconia

**Project partners 2003 – 2005:** Caritas Europa, European Round Table of Charitable Social Welfare Associations –(ETWelfare), European Association of Service Providers for Persons with Disabilities (EASPD), The Cork City Council, The Riga City Council, Caritas Germany, Caritas Catholica Belgica, Caritas Slovakia, University of Applied Human Sciences/Social Work of Salzburg, The Parish of St. Johannes (Sweden), Pori Congregation (Finland), Diocesan Charity Nitra (Slovakia)

See the events, products and results of the project on its Homepage: <http://www.eurodiaconia.org/quasi/index.htm>

The European Council of Lisbon in March 2000 recognized that the extent of poverty and social exclusion in Europe was unacceptable. *Social service providers* are convinced that they strongly contribute to ensure social inclusion of people affected by social exclusion. This contribution is not sufficiently reflected in the existing European strategy for Social Inclusion in building a more inclusive European Union.

The project provides a forum to exchange practices, to empower mutual learning of involvement in decision-making process on NAPs/ incl., to strengthen knowledge about successful models to empower social inclusion and to influence the policy making on Social

inclusion promoting a bottom up approach to European social policy, networking and activation of cooperation between stakeholders: excluded, local services – city administrations – parishes – scientific institutions and integrating people experiencing poverty to combat poverty.

The strategic aim for Eurodiaconia is to strengthen the position of social services within the framework of the Programme to Combat Social Exclusion, to strengthen the position of diaconal institutions within this context and to provide good data for the debates concerning the Services of General Interest.

The main policy areas of the project are to foster Indicators on poverty that take serious the work of social services, to reflect the role of Social Service Providers in the field of Social Inclusion and to promote Local Action Plans (a name that we derived from the NAPS – National Action Plans).

The project brings together social service providing organisations from various backgrounds and of various administrative forms. Together the project partners work on common statements on the priority areas. The work carried out in the project underlines the importance of coordination and collaboration of social service provider organisations of different organisational forms and creates a network from which all involved in the project benefit .

## **Social Indicators**

*Social Service Providers have a key role in ensuring social inclusion of people experiencing poverty, major setbacks in terms of health problems and finally social exclusion.*

*In working for and with these people, Social Service Providers have a twofold function, both as service providers sensu stricto and as advocates for the promotion of social inclusion. Yet, their role in the latter has so far not been sufficiently reflected in the existing European strategy for social inclusion. The QUASI-project thus aims at strengthening this objective of social service provision and including it in an overall strategy to foster social inclusion at the EU-level.*

*How do we measure then what has been achieved? First of all, it should be stressed that the aim would be to measure the outcome of the national plans, and not the means by which they are achieved [...]*

*What kind of indicators do we need in order to be able to do so? They need to be able to capture the essence of a problem, give a clear and normative interpretation, be robust and statistically validated, and be responsive to policy interventions.*

*Another element spelled out was the multidimensionality of the phenomenon: if social inclusion has different aspects, the portfolio of indicators should be balanced across different dimensions of social cohesion.*

*Taking into account the subjective feelings and experiences of people experiencing social exclusion will not only enhance our capacities in fostering inclusion, but it will also strongly alter the ways in which as Service Providers we enter into contact with our clients or beneficiaries and make these ways more person-oriented. In doing so, social workers and care takers will also be challenged to move beyond the mere symptoms of social exclusion*

### **Questions that need to be asked in terms of quality of outcome:**

*Mostly, the quality of social service provision has been defined in terms of process quality. So far we haven't seen many 'quality indicators' that explicitly referred to social inclusion. Are the objectives of our work defined in terms of social inclusion? How are these objectives linked to the concrete work we perform? How is the work done related to the statutory objectives and missions of our organisations? If the mission states that the organisation wants provide a service out of a preferential option for the most vulnerable – how is this reflected in the quality indicators that are used within that organisation?*

### **Questions that need to be asked in terms of accessibility:**

*Of course, limits are imposed on this approach. A facility cannot go as far as to put all*

human resources into one specific area. Yet it should be shown why this does not happen, instead of taking for granted that it is simply impossible. Our most important stakeholders and target group should be the most vulnerable outcasts, those people that we don't reach normally and that have a predictable outcome that may ruin our good scores!

## **Local Action Plans**

*A Local Action Plan is the description of needs of persons in an area and the description of goals shared by all participants. It includes the description of the process used to meet these needs.*

*The LAP is a systematic way of dealing with situations and issues that concern people and cause inequality, exclusion and decrease quality of life. It is a means to integrate persons, otherwise suffering from social exclusion, into the local community.*

*The process of setting up and implementing a LAP is part of improving social conditions. Both the process and the final improvement of the situation contribute to the building of a strong and more inclusive society. Citizens are empowered to take up their responsibilities and live in solidarity with each other. A LAP is a means of building a community and activating members of society in a fragmented neighbourhood, area or region. In this way, the setting up and implementing of a LAP is a preventive measure against social disruption and crime*

### **Steps to develop a LAP**

*A group of persons identifies the need and is motivated to do anything about it.*

*It needs to be identified who is affected. All affected need to be approached.*

*All involved identify the measures to improve the situation perceived as need or problem. Starting from the description of the need the group of actors formulates the goal.*

*The group of persons setting up the LAP defines a catalyst [...] that all stakeholders trust in. The function of the catalyst is to supervise and facilitate the planning process and the implementation of the LAP.*

*As a next step all participants need to list the means available and collect ideas for how to achieve the goal.*

*The way to reach the goals is reassessed. It needs to be checked which of those steps the group can take by themselves. For those steps the community can not take itself local authorities are approached for help*

## **Social Service Providers**

*The project partners agree on the importance of differentiation of Public Service Providers, Not-for-profit/ Civic Service Providers and For-Profit Service providers for common definitions of quality of social service provider organisations. For the definition of the role of social service provider organisations the partners found a functional understanding:*

*Social Service Providers undertake their activities under the following assumption:*

- *to enhance individuals' well-being and*
- *they are based on human and social rights,*
- *they contribute to the cohesion of the community and wider social relationships*
- *and at the same time enabling or empowering the individuals concerned.*

*Social Service Provider Organisations fulfil several functions:*

- *Social benefits and material assistance function:*
- *Support/assistant function*
- *Link function*
- *Humane function, i.e. the role as „gapper“ or „bridge builder“, between supply and demand, between needs and the fulfilment of needs*
- *Social services aim, wherever possible to stimulate self-confidence and self-responsibility, but they serve also people that are unable to take that initiative.*
- *Capability building function*
- *Environmental function, monitoring, promoting and tracing influence of*

- *the environment and of external factors*
- *Advocacy and monitoring function*

## **Conclusion**

*A system combining public and private service providers ensures pluralism and social justice by reaching out to all parts of society, thus allowing inclusion of all people in need.*

*In order to ensure inclusion of all people in need social services are multifunctional. Acting as advocates, bridge builders and capability builders they secure the link between the need of people and the help system.*

*[...][The project partners] see the necessity to provide people with the option to choose what suits them best in terms of values/traditions, messages transmitted by the organisation, activities, previous experience, price or geographic location of the service. We need diversity to well represent our society and not a uniform society and social service structure with multiple providers to safeguard that.*

*It is evident that traditions, culture and history play a role in the organisation of social services and the framework of social service provision, resulting in differences about the viewpoints on social services but also in a variety of systems of social service provision across Europe.*

*The following factors of influence were identified: welfare regimes, political system, and organisation of social system and financial conditions in the respective country and legal structure and economic position of the organisation providing a service*

### **3.1.2. Civil Dialogue**

Eurodiaconia participated actively in the debates on the Constitutional Treaty both within the churches' organizations and within civil society.

On several occasion Eurodiaconia stressed the importance of civil dialogue both in the discussions of the Constitutional Treaty and the debate on the Lisbon agenda. One of the clear reasons for the difficulties in the acceptance of the Treaty lies in the lack of civic participation.

Where a Social Europe is concerned, the subject of a social Europe – the people(s) of Europe have to be involved actively. This challenge is not only a challenge for politicians but also for civil society. It is not at all easy to involve local or regional groups in European politics. Here the experiences we had in the Quasi-project show strongly the forming impact of project involvement and European encounters.

Civil dialogue will have to have a clear place in the framework of the European institutions: this place and this role is not yet clear – both within the institutions but also within the civil society organizations. Here in the future a positive organizing approach of civil society will have to be developed. The "parochial" approach of individual organizations congregating in Brussels is not sustainable – a clearly shaped form of cooperation, representation and advocacy has still to be developed.

The strengthening of civil dialogue will have to be mirrored also in financial terms: This has also been expressed in several occasions - especially in the European Economic and Social Committee – by Eurodiaconia. European civil society organization invest an incredible amount of resources in information and formation of a European consciousness: therefore we need a European budget line on civil dialogue in the European budget.

### **3. 1.3. Services of General Interest**

The current difficult situation is the out come of a very unfortunate policy management in the European Commission. After long debates EC launched a sober survey to explore what social

services are, how they are defined and financed in the member states. This will result in a communication at the end of 2005 or begin 2006. At the same time a draft Directive on Services in the Internal Market with a horizontal approach (covering economic and general services all together) tried to set already standards. Especially the "principle of origin" proposes that the rulings and standards of the country of origin should be relevant for providers who settle in another member state for a certain period. There we fear a race to the bottom of standards both in quality terms and social security.

For more details see the Eurodiaconia Briefing papers under:  
<http://www.eurodiaconia.org/pages/briefings.htm>

*EURODIACONIA briefing concerning services of general interest and social services - in general*

*EURODIACONIA briefing concerning the draft directive on services in the internal market COM (2004) 2 final*

Eurodiaconia and Church and Society Commission answered jointly on the questionnaire on social services (as one of the very few European organizations). As a result of intensive cooperations within Social platform and our task force on EU policy the Secretary General presented Eurodiaconia's position on the Directive on Services in the Internal Market ("Bolkestein-directive") in a Seminar "Social services, Quality services and the Service Directive: What options for revising the draft?" The Greens European Free Alliance / Social Platform, 5<sup>th</sup> April 2005.

In this seminar Eurodiaconia stated:

*"The work of diaconal organisations has a special nature that is based on values of human dignity and solidarity that gives to it a special character. Diaconal social and health work is about serving fellow men and specially those of us who are most in need. It is about helping those who are not otherwise helped. Characterising element is that its tasks are in a constant move, provides preventive work and seeks people in need. The nature of work is personal centred.*

*One example of today's trends in diaconal services is to provide an individually tailored prevention of social exclusion. Appearance of certain groups such as mental health patients, alcohol and drug abusers, undereducated and unemployed is increasing in societies. They are also facing many problems that weaken their living conditions. It is necessary to prevent them from dropping too far from being employed by providing services that are able to give consolation, improve capacity to support and underline the importance of participation. Here the role of civil society plays an important role. It is not only given financial assistance that brings sustainable solutions for unemployment, making a living and running a daily life but it is also about effective co-operation and fresh ideas.*

*Diaconal education manifests itself three ways. Deacons are trained for different diaconal tasks and forming a staff of the diaconal institutes. In some Member States diaconal institutes are running own day-care centres and schools for children in a public domain. Vocational training for voluntaries carries also diaconal values.*

*For Diaconal services it is important that we do not separate financial and social phase from each other. Functional and financial responsibilities are very near to each other and that is also reflected on a diaconal definition of welfare. For diaconia, welfare is about standards of living, standards of life, personal relationships, and meaning of life. Welfare is about having, loving, being and respecting the nature.*

#### **EU legislation in service provision**

*"...We share the difficulties expressed by many others with the horizontal approach of the directive, which does not take into account the great diversity and the characteristics of services in the internal market.*

...

*A major concern for us regarding the proposed directive is the lack of legal certainty. Article 14 enlists 8 negative requirements to be cancelled from national regulations but it doesn't clearly indicate what are requirements that are allowed. The prohibition of an economic test could put national systems of planning at risk the implications of new granting authorisation may endanger the right of authorisation of social services in the Member States. The co-operation between the social services and the funding agencies must be based on an effective partnership. There must be possibility to develop new kinds of cooperation with the public and municipal sector and various social and health organisation to foster delivery of high quality services.*

*Eurodiaconia does not see that the draft service Directive as it stands today can improve or maintain the high quality of social, health and educational services Neither, it takes account of the special nature of person related and long-term services that are provided by diaconal institutes. For these reasons we ask for an exemption of social services, health services and educational services from the scope of the directive."*

The debate is still going on: the principle of origin and the exemption of social and health services are debated. The contributions of non-statutory welfare organizations and among them Eurodiaconia are extremely important for the future framework of social actors – individuals, groups and parishes as well as institutions.

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## 4. Linking institutions of diakonia, social initiatives and churches in Europe

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### 4.1. Connecting the advocacy: Joint Social Policy Working Group

A joint Eurodiaconia / Church and Society Commission of the Conference of European Churches (CEC) Social Policy Working Group held 3 meetings: January in Vienna (as a Eurodiaconia WG), May in Brussels (as a joint WG) and November in Hanover.

The main issue for the group for 2004 was joining forces with CEC/ CSC. During the initiative meeting, the concerns raised from the possible conflicts that diakonia and churches have in some countries. Secondly, the difference between more general approaches of CEC compared to more focused approach of Eurodiaconia. Thirdly, there was doubt that CEC and Eurodiaconia may not be able to agree on final position papers. **But** groups added value for both and on the other hand as a way to avoid overlapping were the winning opinions. Moreover, the group has consensus on autonomic status of two organisations; CEC and Eurodiaconia members will have common meetings but can also have meetings or taskforces on a specific theme of their own.

The group, which is a policy group, rather than project group will:

- I Serve as a sounding board for position papers of Eurodiaconia.
- II Monitor the NAPs inclusion process and promote the involvement of members in this process.
- III Feed into the discussion of the group important themes from the national context
- IV Follow the debate on services of general interest / social services of general interest.

Later the group has possibility to take on board other issues that are of interest.

Members of the group provides a short report for each meeting on the national debate concerning social policies both in general and in relation to the Services of General Interest and social inclusion process. These reports will then form a database on social policy developments in Europe. This facilitates the sharing of information from bottom-up as well as between Eurodiaconia members.

Seven members out of ten nominated were present in Brussels 28 – 29 of May. The meeting was the first one to establish a working plan that would serve the interest of Eurodiaconia and CEC. The group had several presentations of current social inclusion policy process in the EU and an up-date on the Quasi-project that was welcomed. The group decide to deepen its priorities for cooperation in social affairs after the change of co-ordinators of the group.

On 4-5 of November in Hanover, the joint working group met with the new co-ordinators - Susanna

Heinäsmäki coming back from the maternity leave and Dieter Heidtmann starting as a new staff member in CEC. Three out of ten nominated members were present. Despite a low number of participation the group worked very committed. As a result it finalised **a joint statement** regarding "Proposal for a directive on services in the internal market, COM (2004) 2 Final and White Paper on services of general interest, COM (2004) 374".

The group started also to prepare for **a joint answer** to "the Questionnaire on Social Services of General Interest for the Social Protection Committee and the European Commission", which was finalised by 15<sup>th</sup> of December.

Working priorities for the jointed Social Policy Working Group has demonstrated to be well set:

- (I) Serve as a sounding board for position papers of Eurodiaconia.
  - **A joint statement** regarding "Proposal for a directive on services in the internal market, COM (2004) 2 Final and White Paper on services of general interest, COM (2004) 374".
  - **A joint answer** to "the Questionnaire on Social Services of General Interest.
  - Interest to influence (in reality) on the EU politics – proposal to formulate a statement for the Spring Council on Lisbon Process (**A Joint letter to Prime Minister Juncker**; "The Mid-term Review of the Lisbon Strategy", 18.3.2005)
- (II) Monitor the NAPs inclusion process and promote the involvement of members in this process.
  - Exchange on social inclusion process at the national level between the members and a high interest to follow and learn about the results of the Quasi-project.
- (III) Feed into the discussion of the group important themes from the national context.
  - High interest to prepare a statement on "The Green Book on Demographic Change" for 1<sup>st</sup> of September 2005.
- (IV) Follow the debate on Services of General Interest.
  - **A joint answer** to "the Questionnaire on Social Services of General Interest for the Social Protection Committee and the European Commission".
  - Sharing information of on-going process within the member constituencies that gave impetus also to **a briefing paper** "Social services, Quality services and the Service Directive: What options for revising the draft" that was distributed during the European Parliament seminar, 5.4.2005.
- (V) Form a joint group with CEC.
  - Joining forces has delivered co-operation outside the joint WG. The group members are set on dialogue with both EU Task Force and legal WG of CEC. Co-operation has been wonderful and it has strengthened all our capacities.

#### **Participants:**

*Eurodiaconia members of the group:*

Stephanie Scholz (Germany), Margaretha Svensson-Paras / Göran Larsson (invited guest) (Sweden), Ian Manson (Scotland, UK)

Staff: Elina Eloranta / (from September) Susanna Heinäsmäki

*CSC-CEC members of the group:*

Evgueny Tomberg (Estonia)- (resigned), David Sinclair (UK), Christina Vayas (Greece), Martin Schenk (Austria), Jens Kreuter (Germany) and Lena Kumlin (invited guest).

Staff: Donatella Rostagno / (from September) Dieter Heidtmann

## **4.2. Project Group on Theology and Social Ethics**

Members of the group:

Marco Jourdan (Italy), Dr. Lennart Molin (Sweden), Dr. Herman Noordegraaf (The Netherlands), Dr. Dieterich Pfisterer (Germany), Dominic Verhoeven (Caritas Europa, Belgium).

Chair: Ninni Smedberg (Sweden).

We are glad that it was possible to involve Caritas Europe in our working group by the participation of Dominic Verhoeven (Caritas Belgium). The main result of a year's intensive work is a Report "To Be and to Do. Diaconia and the Churches". In case what this report says is true, then diaconia first of all "needs to be". Diaconia is an essential part of the Church. The

Church responds to the surrounding world's call and need by fulfilling its diaconal responsibility. The fulfilment, or doing, is contextual and takes a new form according to time and situation. This means to us that diaconia can only be interpreted, as a part of the Church and so has to be developed in a concrete context.

This is what can be found in this report. The common ground lies there and the doing has been performed in at least hundred different ways. And that is how it should be.

The first part of this report consists of the elements which are of relevant for the development of views on diaconia, namely: biblical views (chapter 1), ecclesiology (chapter 2), context (chapter 3). After that we will be directing ourselves more specifically on the diaconia, that is (to say) the persons who are doing the diaconal work (the bearers) (chapter 4), the principles, which should lead their action (chapter 5) the themes they are dealing with and the means they have to fulfil their tasks (chapter 6). In the last chapter we will take up some challenges that arise from the study of the documents we were sent (chapter 7). Throughout the text the reader will find case studies and quotations from the reports. We did not submit a summary of all the reports we used.

The report is the output of a working group for theology and social ethics, which was set up by Eurodiaconia. The working group started its work at the beginning of 2002 and formulated its objective as: **"To achieve a reflection concerning diaconia with a particular view of the context in which members of Eurodiaconia live and perform diaconia"**. We asked ourselves the following questions: how can we get a deeper reflection on diaconia? What is needed to reach this? What kind of methodology should we use?

The first step was to ask members of Eurodiaconia to send in material, which contained views on diaconia and also descriptions of concrete activities. We also used ecumenical documents. The material contains descriptions of diaconal work and a selection is taken up in this report as case studies. To this material we have tried to respond throughout our work with this report. We hope the report will give insights in what diaconia and the diaconal work all around Europe is about.

The second step was to invite members to two consultations. A few experts in the diaconal field were invited to the first consultation. To the second consultation, a larger group of experts were invited, namely all Eurodiaconia members who had sent in material/documents or case studies. This time the orthodox tradition was also represented through the CCME (Churches' Commission for Migrants in Europe) as well as the ECG (European Contact Group). Together with this group we once again worked through the whole material and further developed the report. We are also grateful to this group.

As a third step the report was discussed and received at the AGM of Eurodiaconia 2004 which put it forward for further debate among the members.

The text was also translated into Czech.

In various meetings the Document has already circulated, two theological conferences in summer 2005 (Prague and Bucharest) will have the document in the center of their programme.

### 4.3. Project Group on Communication

Members of the group:

Albert Brandstätter (Eurodiaconia), Verena Schöpf (Austria), Sari Kuvaja (Finland), Andreas Wagner (Germany), Daniel Fekete (Hungary)

Chair: Kimmo Saares (Finland)

"How to communicate Eurodiaconia within its constituency and "outside"? You can understand Euro, some understand "diaconia" but who understands Eurodiaconia?" This serious joke

followed the group's work on a substantial Strategic communication plan.

Main elements of this strategy are:

The goal of communication of PR can be divided to following general aims

1. To assist in building up the network identity among Eurodiaconia members. (synergy)
2. To strengthen the advocacy work and campaigning
3. To strengthen diaconia as a common brand and trademark

Churches and religions are by essence, mission and activities communicating organisations. The human side of the church mission is seen as a message to transmit and to adopt.

#### **Tasks of the communication within Eurodiaconia**

- To support strategic aims of Eurodiaconia and to realize active tasks in the field of communication
- To direct communication by Eurodiaconia to become comprehensive, interactive and profiled in long term planning
- To develop internal communication and develop culture of open information among member organisations

#### **Communication by Eurodiaconia is**

- Open and public
- Support fundamental tasks by Eurodiaconia and its member organisations
- Interactive organisation communication
- Ready to move and rearrange by the needs of member organisations
- Receiver oriented approach
- Initiative and fast to react
- Respects differences
- Takes bravely stand

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- Initiative and fast to react
- Respects differences
- Takes bravely stand

#### **General aims of communication and PR are**

1. To assist in building up the network identity among Eurodiaconia members. (synergy)
2. To strengthen the advocacy work and campaigning
3. To strengthen diaconia as a common brand and trademark

#### **Objectives**

##### **1. To assist in building up the network identity among Eurodiaconia members**

- 1.1. To set up active PR and communication advisory group and network of representatives
- 1.2. To share communication skills and resources
- 1.3. To develop intensive use of interactive methods

## 2. To strengthen the advocacy work and campaigning

- 2.1. To support political impacts by Eurodiaconia and its members in national and political level
- 2.2. To create and strengthen ecumenical co-operation in the field of communication
- 2.3. To maintain solid and unison information policy outwards and inwards
- 2.4. To develop joint campaigns and communication tools

## 3. To strengthen diaconia as a common brand and trademark

- 3.1. To build public understanding for diaconia in Europe
- 3.2. To communicate common ecumenical understanding of diaconia among churches and organisations
- 3.3. To maintain, strengthen and develop good public image of the Eurodiaconia

### Some concrete examples of the communication strategy

These examples were discussed in a spring consultation of Eurodiaconia communicators in Prague. The main issue is how to create conditions for sharing of PR – material and the preparation of international copy-rights.

The basic question is: How to communicate diakonia in Europe, where only a small minority knows even the word. Therefore the task is not to brand Eurodiaconia, but to engage in a branding exercise of "diakonia" (here we use deliberately the Greek version diakonia with K as a vis-a vis to the Latin "caritas"). Is it possible to engage together in the European branding of diakonia. This can then be linked with a European Diaconia day and a European innovation prize for diakonia-projects.

This sort of a first step as internal campaigning can then result in a public European Diakonia-campaign.

An **Advisory group on communication in Eurodiaconia** will help to facilitate this, beginning with a Seminar in autumn.

## 4.4. Regional Platforms

### 4.4.1. The Visegrad platform of Eurodiaconia

The activity of the Visegrad platform has officially started by 1. Conference on the Visegrad platform of Eurodiaconia that successfully took place in November 2004 in Třinec (Czech Republic). The Conference started activities of particular work groups within the project "Support of competency in Visegrad countries". Within the each work group there is a person who was entrusted by leading the work group. All leaders represent individual countries of V4.

Working groups within the project:

1. Social economics and personnel management
2. Quality in social services
3. Social exclusion
4. Humanitarian aid

In January 2005, Silesian Diaconia as a coordinator of the project sent to all leaders of the work groups an official letter with financial conditions and other relevant information for organizing the meeting of work groups. Herewith the activities of the project "Support of competency in Visegrad countries" officially started. At the same time Silesian Diaconia successfully got in touch with the Hungarian partner who couldn't participate at the 1. Conference because of arranging humanitarian aid for South-East Asia.

January 2005            Conference Report has been produced and sent to all participants of the 1. Conference.

February 2005        The first meeting of Social economics a personnel management work

group took place.

- March 2005 Preparation of the first meeting of Humanitarian aid work group took place, the meeting will be held in May 2005 in Budapest.  
- Preparation of a new project together with Slovak partner with issue of social exclusion. The project will be submitted at Community Initiative Programme - Interreg IIIA Czech Republic - Slovakia
- April 2005 The new project "Support of social inclusion by increasing competency of social workers through cross-border cooperation" that will support and develop activities of work groups (Social economics and personnel management, Social exclusion, Quality in social services) was submitted.  
- Preparation of the first meeting of the work group Social exclusion took place, the meeting will be held in June 2005 in Poland.

The Visegrad Group will close the project "Support of competency in Visegrad countries" with a conference 24th – 27th November 2005.

#### **4.4.2. Latin Platform**

The Latin Platform held a meeting the 12 June during the AGM in Révfülöp and 2-3 December 2004 in Geneva to discuss the further development of the platform. The objective is to form a joint project in 2006 with three main elements:

- Formation of diaconal workers and volunteers
- Recruitment of young people to work within diaconia. This can be done in co-operation with EDYN (European Diaconal Year) and
- Intensification of the Latin exchange: Here the encounter of the various types of diaconia in the Latin countries, especially the development of "diaconie légère" will be important.

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## **5. Becoming a Network of Competence and Service**

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Some steps towards this ambitious goal were achieved in creating the EU-Fundraising newsletter in cooperation with the Bank für Sozialwirtschaft.

The basis for an interactive exchange of dates and activities has been set with a new design of the members' only pages of the homepage.

### **Information**

With a minimum staff and no information officer Eurodiaconia has managed to produce a huge amount of information for the members:

- regular Circular Letter: Circular Letters Nr. 19 – 28 were published
- Homepage together with a special project homepage (Quasi-Project)
- Briefing Papers on Social Policy Issues, which are highly recognised also by our partners
- Policy Up-dates
- Annual Report
- Information events for groups
- Articles in Books and Newspapers

THE big challenge for future activities of Eurodiaconia remains to activate members to be interactive and to use the communication possibilities we offer. The feed-back of information from members to the office or among members is still weak.

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## 6. Networking

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### 6.1. Social Policy Networking

In all the above-mentioned policy areas networking with civil society groups is an ongoing process especially with the groups in the Social Platform and the EAPN. Of particular interest for us are the partners of the other non-statutory welfare organizations.

#### **Caritas Europa**

Caritas Europa has been an important partner in reflection, advocacy and common action. Dominic Verhoeven (Caritas Belgium) has participated very actively in the theological project group of Eurodiaconia. Caritas Europa is one of the core partners of the Qu/A/Si-Project. An important step forward was Caritas Europe's' initiative to form the joint EU policy task force, first with Eurodiaconia, then from October 2004 and, through Eurodiaconia initiative, involving also CEC and COMECE.

#### **Social Platform**

Eurodiaconia staff has attended the meetings of the steering group, social policy working group, working party on services of general interests and social rights of migrants. In addition, Eurodiaconia has attended thematic seminars, bilateral meetings with the Commission and Parliament as well as co-signed various position papers and letters of the Platform. As a member of the Social Platform Eurodiaconia has lobbied for example for Social Europe, for recognition of social services of general interest and for an enhanced role of organized civil society vis-à-vis the EU institutions.

In relation to Eurodiaconia members, Platform news and information material have been distributed through Eurodiaconia circular letters and website. Members have also been invited to attend many of the above-mentioned events organized by the Social Platform.

All in all, the membership at the Social Platform has been extremely useful in means of getting information, as a platform for exchange of thoughts and as a channel to make Eurodiaconia and its objectives well known in Brussels and elsewhere in Europe. It would be desirable that Eurodiaconia members would recognize the role of Eurodiaconia as a facilitator between the Platform and Eurodiaconia members. Not only the office but more increasingly Eurodiaconia members should take full benefit from the membership at the Platform.

#### **European Anti Poverty Network - EAPN**

EAPN and the Social Platform are the two main platforms of Social NGOs. Where as the Social Platform functions particularly at the EU level and tackles a large variety of social policy issues, the EAPN concentrates more in-depth into one of the main policy issues of Eurodiaconia, to the fight against poverty and social exclusion. Its work is as comparison to the Social Platform more focused on the national level. Eurodiaconia benefits from the membership of EAPN by receiving useful information, which is further delivered to Eurodiaconia members.

### 6. 2. Ecumenical Networking

A focused partnership has been built with Church and Society Commission of CEC (Conference of European Churches) and CCME. This Brussels based partnership has proven to be extremely

fruitful both in terms of concrete co-operation in ecumenical and socio-political matters as well as in terms of daily working together.

The Secretary Generals of CSC, CCME, EAALCE (Academies) and Eurodiaconia meet on regular basis for networking, consultation and policy debate.

With APRODEV the co-operation for capacity Building in CEE-countries has been very fruitful. In future a clear co-operation in terms of neighborhood-policy has to be established with APRODEV as well as with the European Regional Group of WCC.

Still a wish is to build up more common structures/cooperations in terms of fund-raising, PR and information among the partners in the Ecumenical Center.

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## 7. Finances

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### 7.1. Financial Incomes 2004

|                                     |         |
|-------------------------------------|---------|
| Solidarity Contributions by members | 125.933 |
| Membership fees                     | 17.175  |
| External Project Funding (EU)       | 149.788 |
| Other Incomes                       | 333     |

### 7.2. Independent Auditor's Remark

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Anlage 6.6

**6.6 Independent auditor's report on the Financial Statements of  
"EURODIACONIA" – NON-PROFIT-CHARITY-  
For the year ended December 31<sup>st</sup> 2004**

To the Annual General Meeting of EURODIACONIA

We have audited the annual financial statements, together with the bookkeeping system of the Association for the business year from January 1<sup>st</sup> to December 31<sup>st</sup> 2004.

The maintainance of books and records and the preparation of the annual financial statements in accordance with German Commercial Law and the supplementary provisions in the articles of incorporation agreement are the responsibility of the Association's management. Our responsibility is to express an opinion on the annual financial statements together with the bookkeeping system on the basis of our audit.

We conducted our audit of the annual financial statements in accordance with § 317 HGB ("Handelsgesetzbuch"; "German Commercial Code") and the generally accepted standards for the audit of financial statements promulgated by the "Institut der Wirtschaftsprüfer in Deutschland e.V." (IDW). Those standards require that we plan and perform the audit such that misstatements materially affecting the presentation of the annual financial statements are detected with reasonable assurance. Knowledge of the business activities and the economic and legal environment of the association and evaluations of possible misstatements are taken into account in the determination of audit procedures.

The effectiveness of the internal control system and the evidence supporting the disclosures in the books and records and in the annual financial statements are examined primarily on a test basis within the framework of the audit. The audit includes assessing the accounting principles used and significant estimates made by management as well as evaluating the overall presentation of the annual financial statements. We believe our audit provides a reasonable basis for our opinion.

Our audit has not led to any reservations.

Kassel, April 12<sup>th</sup> 2005

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Dipl.-Oec. Lindig  
Wirtschaftsprüfer

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## Appendices:

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### Appendix 1: Political statements by Eurodiaconia

Full versions of Eurodiaconia statements are available at Eurodiaconia website:  
<http://www.eurodiaconia.org/pages/Political%20statements.htm>

*Eurodiaconia Position Paper concerning the Joint Inclusion Report and the Lisbon Process, 27 February 2004*

*Letter of EURODIACONIA to the new Commissioner for Employment and Social Affairs to Mr Stravros Dimas, 19 March 2004*

*Letter of Eurodiaconia to the High Level Group on the Mid Term Review of the Lisbon Agenda, 3 May 2004*

*Letter of Eurodiaconia to the High Level Group on the Mid Term Review of the Lisbon Agenda, 13 September 2004*

*Letter of Eurodiaconia on the Partnership for Change involving the civil society, 13 September 2004*

*Statement of Eurodiaconia and CEC regarding Proposal for a directive on services in the internal market, 29 October 2004*

*A joint answer from Eurodiaconia and CEC – Questionnaire on Social Services of General Interest for the Social Protection Committee and the European Commission, 15 December 2004*

*Joint letter with Church and Society Commission To Prime Minister Juncker concerning the Mid-term review of the Lisbon Agenda.*

#### Briefing papers on Services of General Interest:

*EURODIACONIA briefing concerning the draft directive on services in the internal market COM (2004) 2 final*

*EURODIACONIA briefing concerning services of general interest and social services - in general*

*EURODIACONIA briefing on social services, quality services and the service directive: what options for revising the draft?*

Full versions of Eurodiaconia Briefing Papers are available at Eurodiaconia website:  
<http://www.eurodiaconia.org/pages/briefings.htm>

## Appendix 2: Staff's meeting agenda 2004

|           |   |
|-----------|---|
| 12-13.1   | Social Use of Time and Migration: Family policies-conference in Brussels  |
| 14.1      | Christian group on migration  |
| 14.1      | Qu/A/Si - core group meeting  |
| 15.1      | SP/ Working Party on Services of General Interests  |
| 19.1      | Meeting with Finnish Counselor for Social Affairs   |
| 20.1      | SP/ Social Policy Working Group   |
| 6-8.2     | Eurodiaconia board meeting in Berlin  |
| 9.2       | Meeting with the Social Inclusion Unit of the DG Employment   |
| 12.2      | Meeting at CEC to prepare the Briefing for EP elections   |
| 16.2      | Social Platform steering group  |
| 17.2.     | German churches' representatives meeting  |
| 17.2.     | BAGS, EDR co-ordination meeting   |
| 1.3       | Qu/A/Si-core group  |
| 2.3       | Social Platform Social Policy Working Group   |
| 3.3       | Christian group on migration  |
| 3.3       | Debate on the role of churches in EU at the Finnish permanent representation  |
| 4.3       | Conference on trafficking in women organized by CCME/Caritas  |
| 8-9.3     | Conference on Civil Dialogue at the EESC  |
| 12-14.3   | Qu/A/Si kick-off seminar  |
| 15.3.     | Meeting with Jon Olsson and Alan Hick (EESC)  |
| 16.3      | Bi-annual meeting of the Social Platform and the Commission   |
| 19.-20.3. | Management Committee in Berlin  |
| 22.3.     | Stakeholder Forum for 3 <sup>rd</sup> Round Table on Social Inclusion   |
| 23.3.     | Meeting with Silvia Raulo (WCC Europe desk)   |
| 23.3.     | Meeting the President of CEC Ms. Arnold de Clermond   |
| 24.3.     | Presentation of Eurodiaconia for Diakonie Sachsen-Anhalt  |
| 24.4.     | Meeting with Ambassador Weninger, Caritas Europa and Joint  |
| 26.3.     | 77 anniversary of Schweizer Diakonieverband in Zurich   |
| 30.3.     | Social Platform: preparation of the conference on services of general interest  |
| 6.4       | Meeting with Finnish journalists  |
| 18.-20.4. | CEC conference on Enlargement in Budapest (presentation of Eurodiaconia)  |
| 19.4      | CCME Refugee resettlement conference at EKD house   |
| 20.4      | Meeting with Patrick De Buquois on services of general interest   |
| 23.4      | Social Platform AGM   |
| 26.4      | Christian group on migration  |
| 27.4.     | Meeting with Swedish employers' organizations   |
| 27.4      | CECODHAS Round Table on Altmark rulings   |
| 28.4      | Presentation on Eurodiaconia for teachers from a Finnish diaconal school  |
| 29.4      | Meeting with DG Employment on financial perspectives 2007-2013  |
| 5.5       | Meeting group from EKD (Bischof Hein)   |
| 5.5.      | Social Platform Social Policy Working Group   |
| 5.5       | Meeting with Iris Kivimäki  |
| 7.5       | Social Platform meeting on services directive   |
| 13.5      | Meeting with David Gill from EKD Berlin office  |
| 14.5      | TEAMS meeting in Brussels   |
| 18.5.     | Social Platform Working party on SGI  |
| 18.5      | Christian group on migration  |
| 19.5      | Qu/A/Si-core group meeting  |
| 24.5      | EESC hearing on services directive  |
| 28-29.5   | Eurodiaconia Social Policy Working Group meeting in Brussels  |
| 4.6.      | meeting with Wanda Falk   |
| 8.6       | Social Platform meeting with Lora Borisova on services directive  |
| 8.6       | Social Platform steering group meeting  |
| 10-13.6   | Eurodiaconia conference + AGM in Revfölop   |
| 21.6.     | meeting with APRODEV – capacity building programme  |
| 22.6      | Social Platform meeting to prepare the conference on services   |
| 23.6.1.1  | Meeting with Lena Kumlin (Finland)  |
| 23.6.1.1  | Qu/A/Si-core group meeting  |
| 23.6      | Debriefing on the European Council (EC dialogue session with churches)  |
| 25.6      | Meeting with stakeholders to prepare the Third Round Table on Poverty   |
| 28-29.6   | Conference on social services of general interest:<br>Brandstätter and Scholz rapporteurs of working group on Quality of Services |

30.6. Meeting of German speaking church representatives in Brussels

8.7 Social Platform Social Policy Working Group

14.-16.7. Quasi Field in Visit in Krnov (Slezka Diakonie)

16.7 Christian group on migration

31.8 EP Employment and Social Affairs Committee

31.8. Meeting of Ecumenical Organizations in Brussels

1.9 EP Employment and Social Affairs Committee

7.9. Diakonie-Caritas Workshop (Linz): Welfare Organizations as political force

8.9. Meeting with Lena Kumlin

9-10.9 EESC hearing on the improvement of the Lisbon Strategy

14.9 Meeting with the Social Inclusion Unit of the DG Employment

14.9. Meeting with the Caritas EU-task force on SGI

17.9. Quasi core group meeting

20.9. Social and Employment Committee

21.9. Eurodiaconia presentation and policy debate on SGI in Church and Society Commission Conference

22.9. Meeting with Executive of CSC; debate on SGI

23.-24.9. PR&Communication Project Group in Vienna

17.9 The Quasi - Core Group Meeting

23.9 Christian group on migration

4.10 European Organisations meeting - EAPN

6.10. Meeting with Dieter Heidtmann on ED/CEC Social Policy WG

7.10 Meeting with Patrick De Buquois on services of general interest

12.10 EU Task Force meeting

17-19.10 The Round Table on Social Inclusion in Rotterdam

20.10 The Social Platform conference on Social Policy Agenda

21.10 Hearing - Action Priorities on SGI – organised by UNIOPSS

28.10 Meeting with Mervi Hietanen, The Social and Employment Council

29.10 Social Platform meeting on a Service Directive

4-5.11 Eurodiaconia/ CEC Social Policy Working Group

9.11 Eurodiaconia presentation to participants of Capacity Building Programme, Central and Eastern Europe – organised by APRODEV

9.11 Seminar – Organised civil society and the Constitutional Treaty – organised by ECOSOC

9.11 Christian group on migration

11.11 Public Hearing – on the Proposal for a Service Directive I  
– Organised by the IMCO, the European Parliament

11.11 Meeting with Lena Kumlin (Finland)

15.11 Training on collective complains – organised by the Social Platform

16.11 Social Platform Social Policy Working Group

16.11 Debriefing on the European Council (EC dialogue session with churches)

17-20.11 The QUASI seminar in Cork

17-20.11 EAPN Annual meeting (representation – Eurodiaconia member)

23.11 EU Task-Force meeting

23.11 EP Employment and Social Affairs Committee

1.12 EU Task-Force meeting

2.12 Meeting with Iris Kivimäki

2.12 The Quasi Core Group meeting

9.12 EU Task-Force meeting

13.12 Social Platform meeting on the service directive

16.12 The Quasi Core Group meeting

## Appendix 2: Members of Eurodiaconia 2004

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### Appendix 3: List of abbreviations:

|                |  |
|----------------|--|
| AGM            | Annual General Assembly  |
| APRODEV        | Association of World Council of Churches related development agencies  |
| CCME           | Churches' Commission for Migrants in Europe  |
| CEC            | Conference of European Churches  |
| CEE            | Central and Eastern Europe   |
| CSC-CEC        | Church and Society Commission of Conference of European Churches   |
| CSR            | Corporate Social Responsibility  |
| DWI            | Diakoniewissenschaftliches Institut Heidelberg   |
| EAPN           | European Anti Poverty Network  |
| EASPD          | European Association of Service Providers for Persons with Disabilities  |
| ECG            | European Contact Group on Urban and Rural Mission  |
| EESC           | European Economic and Social Committee   |
| EKD            | Evangelische Kirche in Deutschland   |
| ENSCW          | European Network on Street Children World-Wide   |
| EP             | European Parliament  |
| DG             | Directorate General (at the European Commission)   |
| JOIN           | Johanniter-Unfall-Hilfe e.V.   |
| NAPs/inclusion | National Action Plans for Social Inclusion   |
| Qu/A/Si        | Quality and Access to Social Services as Factors in Improving Social Inclusion<br>(Eurodiaconia coordinated project) |
| SP             | Social Platform  |
| VEDD           | Verband Evangelischer Diakonen- und Diakoninnengemeinschaften in Deutschland   |
| WCC            | World Council of Churches  |

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