

2017
ANNUAL
REPORT



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“I know that the Lord secures justice for the poor and upholds the cause of the needy”

Psalm 140:12

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CHAIRPERSON AND SECRETARY GENERAL'S MESSAGE

“I know that the Lord secures justice for the poor and upholds the cause of the needy”

Psalm 140:12

“We are not to simply bandage the wounds of victims beneath the wheels of injustice, we are to drive a spoke into the wheel itself.”

Dietrich Bonhoeffer

Both of these quotes sum up much of the work of Eurodiaconia in this past year. In the adoption of our new strategic plan in summer 2017 we reaffirmed our commitment towards building a fairer society but also the need to speak out in the face of socially accepted abuse and injustice. We continued to underpin this with our faith and hope in a God who cares about the most vulnerable in our societies.

Bonhoeffer was 33 years old when he decided not to turn a blind eye to the brutality of World War II and to take action on the call of God's voice. The young Bonhoeffer could have been quiet but he decided to say “yes” to that call and to put the human being at his starting point. He was arrested in 1943 by the Nazi Police, briefly tried, and then executed on April 9th, 1945 as the Nazi regime collapsed.

Although Europe of today cannot be compared to the Europe of the 1940's we still see incredible injustice in our society, and as Christians, we consider it our primary responsibility to “poke a spoke in the wheel of injustice”... That means that our work is characterized by standing as guardians of God's house, placing diaconal love in sharp contrast with an individualistic and power-oriented world. It is a call to solidarity, where individuals are summoned to serve God, others, and the common good of the society.

Unfortunately, we are still far away from achieving a just society but in 2017 more than ever we could clearly see the impact of our advocacy work towards structural changes to fight poverty, isolation, destitution, and exclusion.

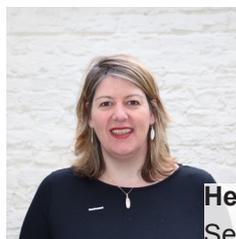
In line with these efforts, 2017 was above all the year of the adoption of the European Pillar of Social Rights by the EU institutions and member states. We truly believe that its adoption after two years of hard work at institutional and civil society level is a success for those of us who have always rejected the dichotomy “economic growth Vs social growth.” This important step is a beginning, and we will continue along with our members monitoring and putting pressure on the EU and member states to ensure that the Pillar will now positively influence economic, social, fiscal, trade and home affairs policy

Thank you to all who have supported our efforts and encouraged us to lay the foundations for a more equal and justice society.



Romana Bělová

Slezská Diakonie, Czech Republic
Chairperson



Heather Roy

Secretary General

THE DYNAMO OF DIACONIA

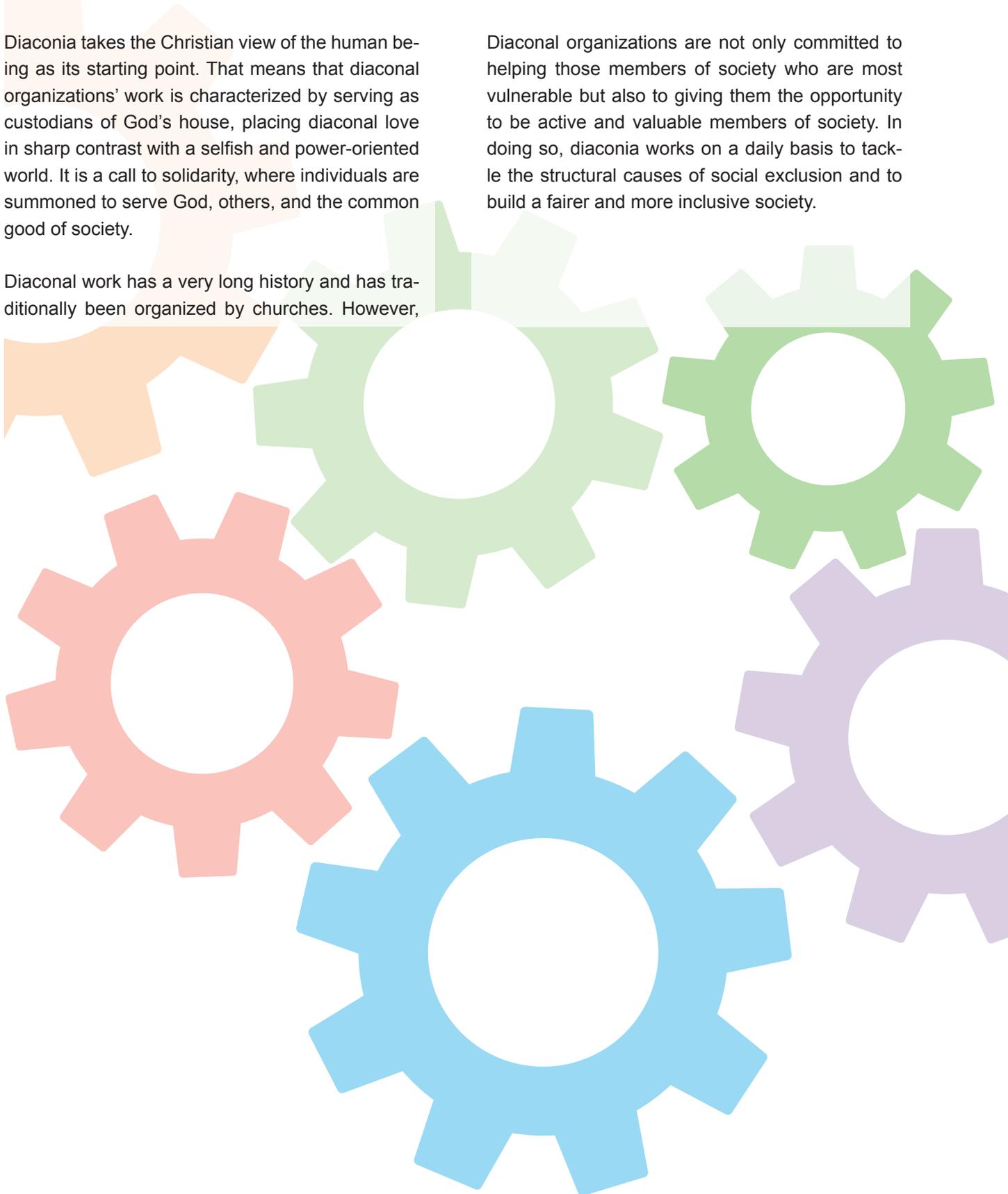
The word diaconia is Ancient Greek $\delta\iota\alpha\kappa\omicron\nu\acute{\iota}\alpha$ (diakonia) for service and in the biblical sense, this means love for one's neighbor.

Diaconia takes the Christian view of the human being as its starting point. That means that diaconal organizations' work is characterized by serving as custodians of God's house, placing diaconal love in sharp contrast with a selfish and power-oriented world. It is a call to solidarity, where individuals are summoned to serve God, others, and the common good of society.

Diaconal work has a very long history and has traditionally been organized by churches. However,

recent years have seen the emergence of independent or church-related NGOs working in the same tradition.

Diaconal organizations are not only committed to helping those members of society who are most vulnerable but also to giving them the opportunity to be active and valuable members of society. In doing so, diaconia works on a daily basis to tackle the structural causes of social exclusion and to build a fairer and more inclusive society.



WHO WE ARE

Eurodiaconia is a network of 46 churches and Christian organizations that provide social and health care services and advocate for social justice. Together we work for just and transformative social change across Europe, leaving no-one behind.

Driven by our Christian faith, our vision is of a Europe where each person is valued for their inherent God-given worth and dignity and where our societies guarantee social justice for all people, including the most vulnerable and marginalized.

Our values

Our work as a network is underpinned and driven by the values and attitudes that come from our shared Christian faith.

Care

We provide services for all God's Children

Courage

We speak out where we see injustice

Dignity

We believe that each person has equal worth and value



Hope

We believe there is light amid darkness

Mutuality

We bear responsibility for the well-being of each other

Love

We show God's unconditional love for each person



HOW WE WORK

As the leading diaconal network in Europe, Eurodiaconia links its member organizations to examine social needs, develop ideas and influence policies impacting poverty and social exclusion, social and healthcare services and the future of social Europe.



We work for positive change in three ways:

Advocacy

Strengthen diaconal service provision so as many people as possible have access to affordable, high quality and accessible social and healthcare services

Praxis

Fight for social justice by addressing the root causes of inequalities, poverty and exclusion

Identity and Values

Building a strong network with a clear identity

AREAS OF WORK



Poverty and social exclusion

Social and health care services

Rebalancing social and economic policies



2017 IN FIGURES

1652

People
received our
newsletter



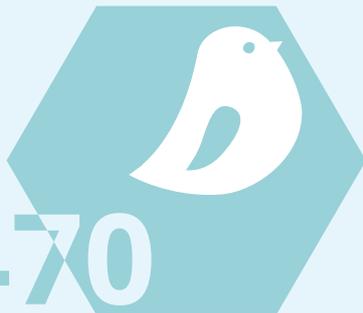
Press release
sent

6



Twitter followers

1470



Likes on Facebook

880



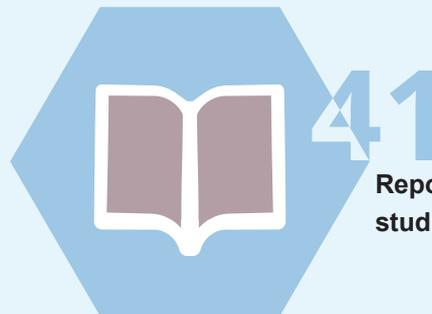
Instagram followers

130



Events held in the European Parliament

2



41

Report, surveys and studies published

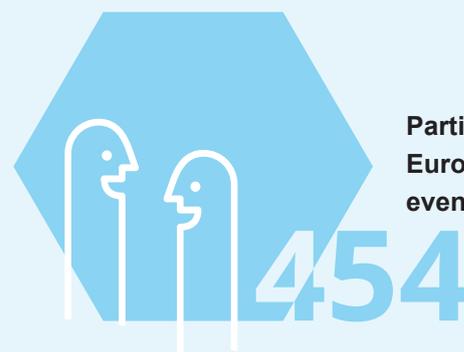
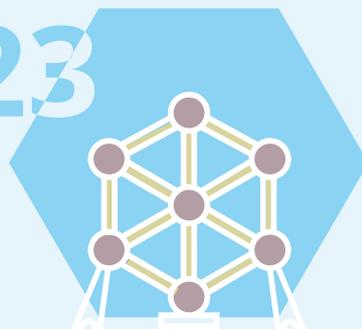


15

Eurodiaconia events held

Study visits organised

23



454

Participants at Eurodiaconia events



OUR MEMBERS

- **Armenia Inter-Church Charitable Round Table Foundation**
Republic of Armenia
www.roundtable-act.am
- **Diakonie Österreich**
Austria
www.diakonie.at
- **Diakonie Českobratrská církev evangelická**
Czech Republic
www.diakonie.cz
- **Slezska Diakonie**
Czech Republic
www.slezskadiakonie.cz
- **Dansk Diakoniråd**
Denmark
www.danskdiaconi.dk
- **Kofoeds Skole**
Denmark
www.kofoedsskole.dk
- **The Free Churches Group**
England and Wales
www.freechurches.org.uk
- **Caritas Finland**
Finland
www.caritas.fi/
- **Kirkkopalvelut**
Finland
www.kirkkopalvelut.fi
- **Kirkon Diakonia**
Finland
www.evl.fi /EVLen.nsf
- **Helsingin Diakonissalaitos**
Finland
www.hdl.fi
- **Oulu Diakonissalaitos**
Finland
www.odl.fi
- **Fédération de l'Entraide Protestante**
France
www.fep.asso.fr
- **Diakonie Deutschland**
Germany
www.diakonie.de
- **Kaiserswerther Generalkonferenz**
Europe/World Wide
www.kaiserswerther-generalkonferenz.org
- **Diakonie Düsseldorf**
Germany
www.diakonie-duesseldorf.de
- **Diakonie Michaelshoven**
Germany
www.diakonie-michaelshoven.de
- **Philanthropic Organization "apostoli"**
Greece
www.mkooapostoli.com/
- **Magyarországi Evangélikus Egyház**
Hungary
www.evangelikus.hu
- **Magyarországi Református Egyház**
Hungary
www.reformatus.hu
- **Ökumenikus Segélyszervezet**
Hungary
www.hia.hu
- **Hin evangelíska lúterska kirkja**
Iceland
www.kirkjan.is
- **Diaconia Valdese**
Italy
www.diaconiavaldese.org
- **Diakonie Kosova**
Kosovo
www.diakoniekosova.org
- **Diakonija Latvijā**
Latvia
www.diakonija.lv
- **Liuteronu diakonija**
Lithuania
www.lidiakonija.puslapiai.lt
- **Kerk in Actie**
Netherlands
www.kerkinactie.nl

-
- **Kirkens Bymisjon i Oslo**
Norway
www.bymisjon.no
 - **Diakonhjemmet**
Norway
www.diaconhjemmet.no
 - **Haraldsplass Diakonale Stiftelse**
Norway
www.haraldsplass.org
 - **Diakonia Kosciola EwangelickoAugsburgskiego w RP**
Poland
www.diakonia.org.pl
 - **Episcopia Reformata Din Ardeal**
Romania
www.reformatus.ro
 - **Church of Scotland**
Scotland
www.crossreach.org.uk
 - **Ekumenska humanitarna organizacija**
Serbia
www.ehons.org
 - **Evanjelicka diakonia ECAV na Slovensku**
Slovakia
www.diakonia.sk
 - **Diaconal Center of Reformed Christian church in Slovakia**
Slovakia
www.refdiakonia.sk
 - **Iglesia Evangélica Española**
Spain
www.iee-es.org
 - **Diaconía España**
Spain
www.diaconia.es
 - **Svenska Kyrkan**
Sweden
www.svenskakyrkan.se
 - **Diakonistiftelsen Samariterhemmet**
Sweden
www.samariterhemmet.se
 - **Sveriges Stadsmissioner**
Sweden
www.sverigesstadsmissioner.se
 - **Europäischer Verband Freikirchlicher Diakoniewerke**
Europe/International
www.evfdiakonie.org
 - **The Salvation Army Europe Region**
Europe
www.salvationarmy.org/ihq/europe
 - **Diakonie.ch**
Switzerland
www.punkt diakonie.ch
 - **Stiftung Diakoniewerk Neumünster – Schweizerische Pfl egerinnenschule**
Switzerland
www.diaconiewerk-neumuenster.ch
 - **Living Hope**
Ukraine
www.hope4kids.com.ua/tag/ukraine-en/

Diaconal organisations that withdrew from membership:

Verband Evangelischer Diakonen-, Diakoninnen und Diakonatsgemeinschaften in Deutschland e.V., Germany
 Johanniter GmbH, Germany
 Ekumeniska EU-kontoret, Europe/International

NEW MEMBER

In June we welcomed our new member Living Hope from Ukraine.



Living Hope is an NGO based in Odessa, Ukraine. The organization is active at local level in the field of social inclusion of disadvantaged children, youth and families in need. Living Hope was founded in the Christian faith in 1999 by two young volunteers. It currently employs 6 permanent staff members plus 15 full-time volunteers. Each year, 5 international long-term volunteers and a number of short-term volunteers join the organization as well over the Summer.

In light of the current political situation in Ukraine, Living for Hope is actively engaged in facing multiple social problems such as poverty, alcohol and drugs abuse, domestic violence and child care. Through its faith-based approach, the organization aims to promote social inclusion and equality across the region.



OUR SUPERVISORY BOARD



Romana Bélová
Slezská Diakonie, Czech Republic
(Chairperson)



Maria Loheide
Diakonie Deutschland,
Germany
Vice-Chairperson



Sindre Skeie
Diakonhjemmet, Norway



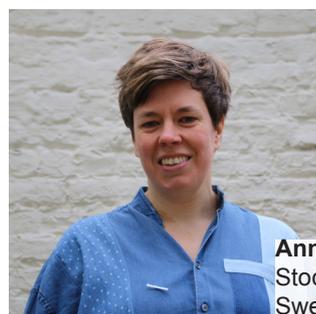
Helle Christiansen
Dansk Diakoniråd, Denmark



Ramona Petrika
Diakonija, Latvia



Victoria Munsey
Diaconia Valdese, Italy



Anna Johansson
Stockholms Stadsmission,
Sweden

Board members that left our Board in 2017:

Carla van der Vlist, Chairperson, Kerk in Actie, The Netherlands
Anna Österberg, Association of Diaconal Institutions in Sweden



GET TO KNOW OUR NEW CHAIRPERSON AND NEW BOARD MEMBERS

Romana Bélová



Romana is Deputy Director for Social Work at Slezská diakonie. Slezská diakonie provides diaconal services for 8000 elderly people, people with disability, children, migrants and families in the Czech Republic, and employs more than 1000 staff members. Romana started working for Slezská diakonie as a volunteer in 2001, later she became Head of Activation Services for people with learning disability. Since 2011, Romana has been working as Deputy Director for Social Work, with a special focus on monitoring and improving the quality of social services, promoting innovative national and international projects and staff professional development.

Romana was elected Eurodiaconia Board member in 2011 and Chairperson at the 2017 Annual General Meeting in Oslo.

Romana is an active church member and sees diaconia as a service that enables changes in people's lives.

Sindre Skeie

Sindre is Chief of Communications at Diakonhjemmet and an ordained pastor in the Church of Norway. Diakonhjemmet is active in the fields of education, healthcare and elderly care employing about 2000 people in Norway. Sindre worked for seven years in a parish in Bergen and has written a number of hymns and books mainly targeting people working with youth and children within the Church of Norway.

In his position as Chief of Communications, Sindre seeks to emphasize the importance of the diaconal identity, which has to be expressed through the organization's leadership and professional practice, in the selection of strategic aims, through a conscious use of arts and culture, and a steady liturgical pulse.



Anna Johansson

Anna is Head of Social Services at Stockolms Stadsmission. Stockolms Stadsmission is among the biggest social service providers in Sweden, providing services for thousands of people every day in the fields of homelessness, mental health, migrants, children, and extreme poverty. Before, Anna worked for several years in the United Kingdom for an NGO supporting victims of trafficking for the purpose of sexual exploitation. In her position as Head of Social Services, Anna is a member of the Senior Management Team, and is responsible for all services funded via fundraising, as well as quality assurance of several service areas. Anna sees diaconia as a call to solidarity, where individuals are committed to working for a more just and equitable society, based on diaconal principles and an inclusive Christian identity.



EURODIACONIA SECRETARIAT



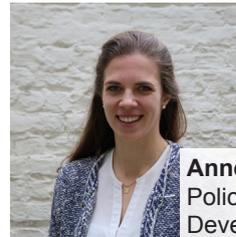
Heather Roy
Secretary General



Alexander Elu
Policy and Membership
Development Officer



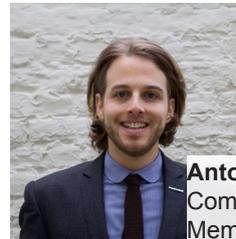
Florian Tuder
Policy, Projects and
Research Officer



Anne-Sophie Wislocki
Policy and Membership
Development Officer



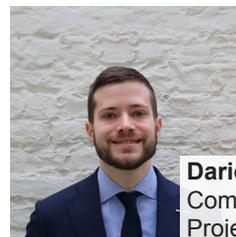
Laure Drege
Policy and Membership
Development Officer



Antonio La Mantia
Communications and
Membership Officer



Virginia Demoulin
Administration and Events
Officer



Dario Pomodoro
Communications and
Projects Assistant



Célimène Bernard
Policy Assistant



Stefan Kitmann
Policy Assistant

Staff that have left Eurodiaconia:

Clotilde Clark-Foulquier, *Policy and Membership Officer* (April 2018)

Sarah Phillips, *Communications and Projects Assistant* (December 2017)

Stephan Burger, *Policy and Membership Officer* (November 2017)

Sharon Levrez, *Administration and Events Officer* (July 2017)

Michela Morazzini, *Policy Assistant* (July 2017)

Peter Kaltschnee, *Policy Assistant-Student Placement* (July 2017)

GOVERNANCE

Our highest decision-making body is the Annual General Meeting (AGM). This is hosted by alternate member organizations across Europe, and in 2017 it was hosted by Diakonhjemmet and Church

City Mission Oslo in Oslo, Norway. Each year our members decide on the strategy and work plan for the coming year and discuss any other pressing issues.

Our 2017 Annual General Meeting focused on the challenges that arise from precariousness and polarisation in its many forms.

The weakening of the social fabric allows diaconal actors to reassess their important role in fostering social cohesion in the face of increasing precariousness.

An official declaration responding to the political and economic developments threatening people's rights was issued on 22nd June. The declaration focused on:

- Precariousness in social protection
- Precariousness of hope
- Precariousness in employment
- Precariousness in community cohesion and democracy

Sent to:

- The 28 Permanent Representations to the EU
- 100 European NGOs, MEPs, EU Commission Officials
- 150 EU correspondents
- 100 Diaconal organisation and Christian partners

Picked up by: 4 national newspapers



FINANCES

Our finances remain at the same level and stability as in 2016. Our main sources of income are Membership Fees and Contributions and an operating grant from the European Commission. Miscellaneous income comes from balance payments on grants and activity reimbursements. The operating grant from the European Commission comes from the PROGRESS axis of the EaSI programme which supports Employment and Social Innovation. Eurodiaconia has a four year framework partnership which covers the years 2014 – 2017. As expected, a new call for partnership was launched in summer 2017 and we were very pleased to be awarded a new four year partnership from 2018 – 2021.

Membership fees and member contributions remain essential to co-fund our European Commission grant and to fund activities that are not eligible for European Union support. We are hugely grate-

ful to all our members for the continued financial support which is both generous and sustained. We also undertook several other projects in the year including two Erasmus+ projects with members, continued use of funding from the Ekklesia trust to support home care work in Ukraine and Slovakia and the youth seminar in Cuba supported by the Otto Per Mille Fund of the Waldensian Church in Italy.

Our expenditure was closely aligned to our budget with the exception of agreed overspends. However, as the result of some increased costs on some projects we ended the year with a small deficit.

INCOME	Budget	Actual at Year End	Variance
Membership Fees and Solidarity Contributions	154,515 €	146,495 €	-8,020 €
sub total	154,515 €	146,495 €	-8,020 €
Erasmus + Europe	0 €	914 €	914 €
Erasmus + Youth	9,004 €	35,995 €	26,991 €
Ekklesia Project	0 €	9,150 €	9,150 €
Conference Fees	9,000 €	11,120 €	2,120 €
Other Income	0 €	2,751 €	2,751 €
Otto Per Mille Project Grant	40,000 €	30,912 €	-9,088 €
subtotal	58,004 €	90,842 €	32,838 €
European Commission PROGRESS Grant	514,940 €	508,380 €	-6,560 €
sub total	514,940 €	508,380 €	-6,560 €
Total Income	727,459 €	745,717 €	18,258 €

EURODIACONIA ACCOUNTS FOR 2017

The 2017 accounts were successfully audited by DGSR and partners, Reviseurs d'entreprise of Brussels, Belgium. Our auditors were appointed at the 2014 AGM for the period 2014 -2017. Copies of the audit report and full accounts can be requested from the Eurodiaconia secretariat.

2017

Eurodiaconia  *Connecting faith and social justice through action*

EXPENDITURE	Budget	Actual at Year End	Variance
Staff	451,325 €	464,356 €	-13,031 €
sub total	451,325 €	464,356 €	-13,031 €
Travel and Activities	140,920 €	156,717 €	-15,797 €
sub total	140,920 €	156,717 €	-15,797 €
Services	64,764 €	63,323 €	1,441 €
sub total	64,764 €	63,323 €	1,441 €
Admin	56,526 €	64,205 €	-7,679 €
sub total	56,526 €	64,205 €	-7,679 €
Total Expenditure	713,535 €	748,601 €	-35,066 €
surplus /(deficit)	13,924 €	-2,884 €	-16,808 €

We work with European stakeholders to ensure that relevant European legislation and policy promote, support and recognizes the specificity of not for profit social service providers. Through our network, we study emerging proposals on sustainable financing of social and healthcare services and develop advocacy actions where necessary. These actions ultimately are aimed at ensuring social and health care services remain a critical part of social welfare systems and are effectively resourced and developed.

SOCIAL SERVICES AND MENTAL HEALTH

As a network, we strive to strengthen social service provision so as many people as possible across Europe have access to affordable, high quality social and healthcare services.

We believe that quality social services are enablers of independent lives, empower each person's autonomy and realize each person's inherent worth

and value. To fulfill these aims, the staff in charge of bringing services to users is key. In this regard, it is essential that the growing demand for social services is met with a sufficient number of professionals who also have the right mix of qualifications, skills, experience, and motivation.

Eurodiaconia members were highlighted in the Social Services Europe report on *Recruitment & Retention in Social Services*

Showcased the problems faced by the sector in the recruitment and retention of staff

Presented during a high-level event at the European Parliament

Our Chairperson Romana Bělová participated in the event at the Parliament to present Slezská diakonie work to ensure quality staffing in the social sector

Promoted among EU officials, NGOs, and Members of the European Parliament

We issued a new publication titled *"Promoting skills among health and social care professionals Examples from Eurodiaconia members"*

Provided inspiration for our members to develop existing skilling initiatives further

Showcased the work of diaconal organizations and raised awareness on their actions among strategic stakeholders

Promoted to more than 200 EU officials, NGOs, and Members of the European Parliament



Good mental health is fundamental to ensure people's right to live in dignity, well-being and to realize their full potential within communities. Every day, our members witness and act upon the challenges associated with mental health, including the stigma and negative stereotypes which are

still associated with mental health issues in Europe today.

We believe that action for better mental health is essential to break the vicious circle established between ill mental health and social exclusion.

We released the new mapping *"Caring for People's Mental Health: Good practices from Eurodiaconia members"*



Provided inspiration for our members to set up new services



Raised awareness of our members' projects addressing mental health among decision makers and strategic partners



Promoted among 100 EU officials, NGOs, and Members of the European Parliament



Underpinned our position paper *"Caring for People's Mental Health"* sent to the major EU political actors





*Almost 9 out of 10 of people

Suffering from mental health problems say they have been affected by stigma and discrimination



* Regional Office for Europe, RC63 fact sheet on mental health.

"Together with access to services, people with mental health issues should be guaranteed access to adequate income support. The stress on income support is key because poverty is a primary indicator of poor mental health".

John Macdonald,
CrossReach,
Scotland



ACCESS TO EMPLOYMENT

Skilling interventions can be a bridge towards inclusive jobs, but also a successful opportunity for self-realization and fulfillment, in particular for people facing social exclusion.

In our work, we emphasize the key importance of

partnerships and a more integrated approach between employment and social services in order to render interventions more effective and high-quality over time.

We held a cross-party breakfast meeting on *"Building up skills for social inclusion"* at the European Parliament in Brussels

During the cross-party breakfast, we launched a new policy paper titled *"Building up skills for social inclusion"*

Over 40 participants including EU Commission Officers, MEPs, and NGOs

Showcased the importance of the promotion and continued development of skills

2 Eurodiaconia members taking part in the event

Promoted a wider approach to skills to create smarter and more resilient societies among EU stakeholders

Promoted an inclusive approach to employment among EU policy-makers and institutions

Promoted an inclusive approach to employment among EU policy-makers and institutions

Promoted the role of diaconal organizations across Europe among stakeholders

Promoted among 150 EU officials, NGOs, and Members of the European Parliament



© Stockholm City Mission

*22,5% of EU people

aged between 25 and 64 have not attained an upper-secondary level qualification.

*Eurostat



"Stockholm City Mission seeks to empower people in vulnerable situations that keep them away from the labor market through coaching sessions and continued guidance. They are helped to recognize their own qualities, acquire "job-ready skills" and bridge the gap towards employment."

Maria Gimner
Stockholm Sveriges
Stadsmissionen, Sweden



ROMA

Racism against Roma and Sinti, so-called 'Anti-Gypsyism', still has a relatively high degree of social acceptance all over Europe. Anti-Gypsyism has an adverse effect on the image of Roma in public discourse, it prevents equal opportunities in society, and it undermines the political willingness of decision-makers to take positive action. Our members operate on a daily basis to break the

chain of social segregation of Roma in different national contexts, cooperating with different partners and focusing on different priorities.

We believe that the fight against Anti-Gypsyism should be for a key pillar of the current and future EU Framework for Roma Inclusion and ensure it is mainstreamed across all policy areas.

We released new guidelines on tackling Anti-Gypsyism



Outlined concrete initiatives of a diaconal strategy against prejudice towards Roma people



Presented to our members the potential actions they can take to fight Anti-Gypsyism according to their profile and expertise



Promoted among 130 European Roma Platform partners, EU officials, and Members of the European Parliament

We launched the new policy paper: "*Promoting Roma Inclusion*"



Promoted new ways for equal access to health, housing, education and employment



Called on the EU to strong the emphasis on tackling discrimination and antigypsyism



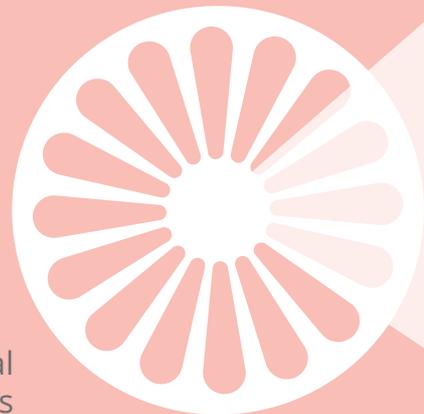
Included key recommendations on the EU Framework for NRIS implementation (2017-2020)



© Magyarországi Református Egyház

***80%**
of Roma people in Europe
live below their country's at risk
of poverty
threshold.

*European Union Agency for Fundamental
Rights



"It is important that Roma people and other marginalised groups are specifically targeted by social policies and social inclusion measures, otherwise most of them will not be reached by the measures and risk to fall out of the system."

Kriszta Naszadi,
Magyarországi
Református Egyház,
Hungary



MIGRATION

The rise of extremist political movements is changing the narrative on migration, portraying it as a new threat to societal stability and European identity. However, migration flows to Europe are not new and our members have a longstanding commitment and engagement in working with migrants, including refugees, economic and undocumented migrants. Most of our member organizations often represent first entry and meeting points for newcomers.

We believe that migrants are disproportionately affected by poverty, social and work exclusion and should, therefore, be considered as a specific target group within inclusive anti-poverty and employment strategies. As Christian-based organizations we also believe in the importance of interreligious dialogue to promote community cohesion.

We published a report reacting to the *EU Action Plan on the Integration of Third Country Nationals* and assessing its impact

9 member organizations provided their perspectives on the situation of third-country nationals in their countries and their governments' policies

Included policy recommendations which were sent to EU institutions and members states

Promoted among 200 EU officials, members, partner NGOs and MEPs

We organized a conference along with our partner PICUM on *"Improving the labor market integration of young migrants"*

59 participants including EU Commission Officers, MEPs, NGOs and our members

Promoted the key role of our members in facilitating labor market access

Stimulated cooperation between different stakeholders on key obstacles and next steps

We published a policy paper titled: *"Towards an Effective Integration of Third Country Nationals"*

Included policy recommendations based on our members' experiences with migrants

Called on the EU and member states to foster a more effective EU strategy for the integration of third-country nationals

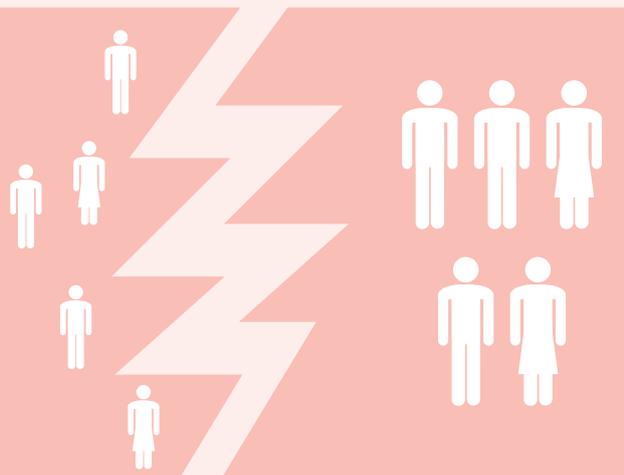
Promoted among 200 EU officials, members, partner NGOs and MEPs



***Almost 5 out of 10 (48.6%)**

third country nationals living in the EU are at risk of poverty or social exclusion.

*Eurostat



"Long waiting periods for asylum seekers, temporary resident permits and restricted family reunification have a strong negative impact on the integration of third-country nationals. The European Union should make sure that member states respect agreed timelines for processing asylum claims and encourage them to facilitate access to permanent residence permits."

Debora Boaglio
Diaconia Valdese,
Italy



EUROPEAN PILLAR OF SOCIAL RIGHTS

The proclamation of the European Pillar of Social Rights (EPSR) reflects the shared responsibility and the need for joint efforts by all levels of government to deliver a strong social Europe.

We strongly welcomed the proclamation of the Social Pillar as a potential renewal of the European Union's commitment to work towards a 'triple A' social EU. Our members particularly welcomed the emphasis on social protection and inclusion in the fight against poverty and exclusion in the European Union.

We organized a conference along with the European Economic and Social Committee (EESC) on *"Implementing the European Pillar of Social Rights: Obstacles and opportunities"*

Over 50 participants including EU Commission Officers, MEPs, and NGOs

Promoted a reflection on how to ensure meaningful stakeholder involvement in the Social Pillar

Our Secretary General, Heather Roy, was invited to join the Social Platform's delegation to the Social Summit for Fair Jobs and Growth in Gothenburg. During the high-level meeting, she had the opportunity to meet European Heads of State or Government, EU Institutions representatives and present Eurodiaconia to them and how the European Pillar of Social Rights could be implemented to serve the most vulnerable in our societies

The voice of our members was heard by the highest EU decision makers

The Social Pillar was proclaimed by the Commission, the Parliament and the Council

High visibility for the network



© Slezská Diakonie

"The European Pillar of Social Rights is a good step towards more Social Europe because it makes the challenges more visible for all EU countries. This can lead to concrete positive actions and changes in the societies concerning the political decisions and cooperation with various stakeholders."

Zuzana Filipková,
Slezská diakonie,
Czech Republic



EUROPEAN SEMESTER

Monitoring and engaging in the political framework of the Europe 2020 strategy and the European Semester is essential for the social sector to make social policies a fundamental principle of the EU political agenda.

The European Semester is highly relevant for our members' work both as service providers and as social justice advocates. This is the reason why we think that it is crucial to support our members to be engaged with the Semester through new and more dynamic tools.

We issued 4 editions of the European Semester Quarterly for members

All our members received the European Semester Quarterly

Provided our members with the developments and analysis around the European Semester

Provided our members with the tools to discuss their vision of the future of Europe with EU institutions and national governments

Engagement with European Commission Vice President Dombrovskis, Commissioner Moscovici, and Commissioner Thyssen on the European Semester process

We drew the Commission Vice President and Commissioners' attention to a number of our members' concerns including stakeholder involvement at national level

Included policy recommendations for the 2017 Annual Growth Survey and Joint Employment Report

Included policy recommendations for the new European Semester Cycle

Included proposals to ensure inclusive jobs through the European Pillar of Social Rights

Our messages were acknowledged by the Commissioners



"Stakeholder involvement in the European Semester process is a key issue. The European Commission has given us, NGOs, a mandate to be consulted, but on national level governments are very reluctant to involve us in the process"

Martin Schenk,
Diakonie Österreich,
Austria



YOUTH

Unemployment rates amongst young people across Europe and the European Union are improving.

Every day, our member organizations are committed to foster a sense of belonging, confidence, and community among young people across Europe through non-formal education.

We believe that preventing precarious education and unemployment, and ensuring quality opportunities for young people still remains a significant challenge the entire European Union is faced with.

This is the reason why we are the project leader of the *Empower You(th)!* In order to support young people in facing contemporary challenges such as multiculturalism, digitalization, and social exclu-

sion, the project aims to deliver youth workers with the necessary knowledge, skills and competencies on how to best tackle today's challenges.

We hosted the *"Training 4 Trainers"* and the *"Online Toolkit Meeting"* as part of the ongoing Erasmus+ project *"Empower You(th)! Training of innovative models and methods in youth work"*

2-day training for youth workers from project partners

20 Project Leaders from organizations involved in the project

6 Eurodiaconia members taking part in the event

Best practices sharing and methods analysis on youth work

Implementation of the 'Online Toolkit' models and methods of youth work

We organized a seminar on Non-Formal Education in Armenia

16 experts active in the field of youth work

6 Eurodiaconia members

Promoted the role of non-formal education and volunteering to fight youth unemployment

Best practices sharing and methods analysis on social education

We held an event on *"The role of social inclusion in preventing radicalization"* at the European Parliament in Brussels

Participants including EU Commission Officers, MEPs, members and NGOs

5 Eurodiaconia members taking part in the event

Promoted the role of social inclusion initiatives in combatting radicalization

Promoted projects within our network to tackle discrimination and intolerance

EXTREME POVERTY

Despite the aims to combat poverty and social exclusion outlined in the Europe 2020 strategy, current figures remain far from the desired amounts, and unemployment and poverty among young people are particularly prolific.

Our members continue working with people in various national and social contexts, helping foster full participation in social and political life, improved access to education, and material support to alleviate poverty and its effects.

We believe that investing in people, from education and training to health equality and social inclusion, should be the overarching priority for the EU.

Worked with FEANTSA and The Salvation Army Europe to ensure extreme poverty and exclusion continued to be addressed at the EU level

Met with the Cabinets of Commissioner Thyssen, and Commissioner Oettinger on our proposals for *The future of the EU's social policies and funding*

Drew the Commissioners' attention to our network's concerns related to an alarming rise in homelessness

Included policy recommendations based on our members' daily work with homeless people

Included the demand for member states to tackle homelessness, underlying the need to protect *"vulnerable people against unjustified forced eviction and foreclosures"*

As part of the EU Alliance for Investing in Children we promoted the end of child poverty by investing in children in EU post-2020 financial framework

Called on the EU and member states to invest in children and develop a future MFF that works to end child poverty

Raised awareness on the urgency of developing a strong policy for the social inclusion of children

Promoted on our members' websites and social channels

We released the first *"Briefing for members on energy poverty"* in the European Union

Provided our members with a general introduction to the theme

Promoted reflection among members on the major issues related to energy poverty for the first time

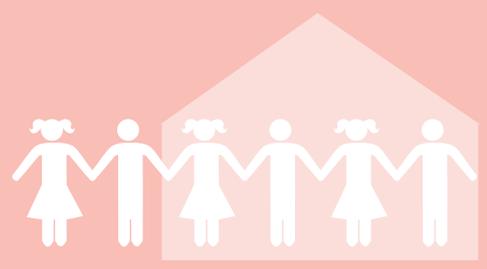
Analysed demands received by social services providers



© The Salvation Army

*24.8 million children in the European Union

or 26.4% of the population aged between 0 to 17 are at risk of poverty or social exclusion



*Eurostat

"Homeless and Roma children experiencing exclusion, stigmatization and segregation are only a few examples of the realities some children experience on a daily basis. It's time to stop turning a blind eye. European governments must step up their efforts and reinvest in a social infrastructure that addresses child well-being in an integrated way, with no discrimination".

Mike Stannett,
The Salvation Army
EU Affairs Office,
Belgium



FUNDING

The European Union provides funding and grants for a broad range of projects and programmes, financed out of the EU's budget, as defined through a Multiannual Financial Framework (MFF), the EU's long-term spending plan for the period 2014 - 2020.

For our members, a good fundraising strategy is the backbone of successful fundraising.

We believe that it is essential for diaconal organizations across Europe not only to easily access the funding information they need but also to know more which the funding instruments and foundations are and how they work.

We launched an updated version of our *Online funding toolkit* on our website

Supported our members with project proposals and funding applications

Provided our members with specific and general support on funding sources

Included policy recommendations based on our members' daily work with homeless people

1000 views on our website

We ran a training workshop on *European Funding and Project Management*

20 participants

Members deepened their knowledge of funding and project management

Provide our members with information application procedure information

More than 80% of the participants evaluated the event positively

We published an updated briefing on how our members' work in the area of migration and integration can be supported through EU-funding



Helped our members to access funds and programmes in the area of migration



Provided our members with an extended overview of 13 funds and programmes



Provided our members with relevant and useful information concerning co-financing and project management

We held a training workshop on *EU funding and project management*



12 participants



Members deepened their knowledge and skills of funding and project management



More than 80% of the participants evaluated the event positively





*With a budget of

EUR 454 billion for 2014-2020,

the European Structural and Investment Funds are the EU's main tool for investment. National public and private co-financing are expected to reach at least EUR 184 billion, bringing the total investment to EUR 638 billion. *European Commission



"In a context of downward pressure on resources, there is a risk that homeless people will be left behind in the post-2020 Multiannual Financial Framework. The European Union must take measures to ensure that the future financial instruments designed to support solidarity and cohesion reach the most deprived, notably homeless people, and make a genuine difference to their situation."

Eurodiaconia,
Salvation Army EU,
FEANTSA

joint letter on Future of
the EU's social policies and
funding



In conjunction with our members, we develop campaigns and advocacy actions, including annual themes, to highlight social injustices and call leaders and actors to account for the results of such injustice. We encourage members to engage with other organizations across Europe by facilitating networks, participating in high-level meetings, member partnerships, and best practice sharing. Members are also provided with the tools they need to better understand and engage with social policy at the European level and support their work at national level.



NETWORK MEETINGS FOR MEMBERS

Through our networks, we bring together the expertise of our members, partners and external experts, equipping our members so they can impact social policies and develop their services. Our net-

works cover different policy areas and provide opportunities for reflection on the role of diaconia and Christian social practice in Europe today.



We organized 5 thematic network meetings for our members



First Mental Health Meeting

Hosted by: The Church of Scotland, Glasgow



Focus: The role of social services in addressing mental health

HALTC Meeting

Hosted by: Diakonie Österreich, Vienna

Focus: Innovative practice on long-term care services



Migration Meeting

Hosted by: The Salvation Army Europe, Brussels

Focus: housing support, education and labor market integration

Roma Meeting

Hosted by: Diaconia España

Focus: Transition of Roma from education to employment



Marginalisation & Exclusion Meeting

Hosted by: Hungarian Interchurch Aid, Budapest

Focus: Child well-being

113 participants

Best practices sharing and methods analysis

Members updated on the most recent initiatives at EU level related to the topics

Fundamental feedback to develop our policy actions

More than 80% of the participants evaluated the event positively



HIGH-LEVEL EVENTS

Through our high-level events in Brussels, we promote exchange and partnership with EU institutions, NGOs, ecumenical bodies and our members. Our events position our network as an in-

formed voice in social policy debate, as well as a primary reference point for evidence-based policy proposals thanks to the knowledge gathered from members.



We organized 5 high-level events



Implementing the European pillar of Social Rights: obstacles and opportunities, Brussels
European Economic and Social Committee

Eurodiaconia 4th Annual Cross-Party Breakfast, Brussels
European Parliament



Eurodiaconia Research Group Expert Meeting "Beyond services towards justice", Berlin

The Role of Social Inclusion in Preventing Radicalisation, Brussels
European Parliament



Meeting of CSOs Working Group on Long-Term Care and Integrated Care, Brussels

115 participants

Provided inspiration for our members

Promoted cooperation with EU institutions, MEPs and NGOs

Members updated on the most recent initiatives at EU level related to the topics

High visibility for the network



STUDY VISITS

Through our study visits to Brussels, our members are given the opportunity to gain further understanding of the European Institutions and to discuss relevant topics in their countries with the major EU political actors. During our study visits, our members have the chance to meet officers from

their Permanent Representation to the EU, Members of the European Parliament, and officers from the European Commission.

Over the year, our team also participated in a series of study visits held by our members across Europe.

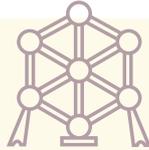


We organized 23 study visits in Brussels and across Europe



19 visits to members

2 study visits to Brussels



2 visits to potential members

Closer cooperation between Eurodiaconia and its members

Best practices sharing and methods analysis

New member joining the network

High visibility for the network at EU level

New cooperation established between MEPs and our members

More than 80% of the participants evaluated the event positively



We provide opportunities for members to reflect on their diaconal identity and enter into theological, contextual and applied discussions within communities of practice and research.

Together, we develop resources to support the relationship between Diaconia and the Church, and Diaconia and the wider society. As a network, we develop an integrated communications strategy where the messages and work of our members are instrumental in raising the impact and visibility of diaconal work in Europe.

RESEARCH AND INNOVATION IN DIACONIA

Research is a fundamental part of our annual activities, providing an important basis for the development of new solutions and perspectives with which to analyze our complex societies.

Highlight: Research and development played a critical role in the innovation process of Diaconia



We cooperated with DIAK on a research project on *"Youth Diaconia in Europe"*

We organized an expert meeting for diaconal research on future partnerships

We took part in the managing board meeting of the journal *"Diaconia"*

We hosted the ReDi Secretariat and worked as Treasurer member

Our Secretary General was invited to address the Annual Convention of the American Association of Gospel Rescue Missions in Dallas Texas



Members deepened the meaning of diaconia in the past and today

New cooperation opportunities with European diaconal actors

Leading the organization of the next ReDi bi-annual conference

Contributing to the Diaconia's development as an open access journal

Members engaged in the Diaconia journal's development

Contributing to the discussion on trans-continental co-operation with the world wide city mission movement

The voice of our members was heard within the academic field

High visibility for the network

COMMUNICATIONS

Our communications is focused and based on a mutually reinforcing, bilateral relationship with members and with the media. To keep the diaconal message clear and strong both at European and

national level, we raise our visibility through press and media exposure, online webinars and social media activity.



We spread the word on our efforts in the social field and policy actions

6 Press releases sent to EU correspondents and major stakeholders

1652 People received our newsletter

1470 Twitter followers

880 Likes on Facebook

130 Instagram followers

Participating at the 2017 German Protestant Kirchentag

Press conference ahead of the 2017 Gothenburg Social Summit on youth poverty in Europe



OUR PARTNERS

In order to better impact the EU decision-making process in the field of social and health care policies, Eurodiaconia continues to engage in partnerships with other organizations.

The European Anti-Poverty Network (EAPN)



EAPN brings together national networks and European organizations fighting poverty and social exclusion. As a member, Eurodiaconia contributes to its work in both the Executive Committee and the European Strategies for Inclusion Group.

European Financial Inclusion Network (EFIN)



EFIN is a coalition of European stakeholders (institutions and individuals) involved in financial inclusion. The aim of the EFIN's present project is to create a network of wider scope both in terms of membership (including financial institution and associations, public institutions, government representatives, NGOs trade unions and consumer organisations) and in terms of objectives (promoting all measures and actions favouring financial inclusion in general).

The EU Alliance for investing in children



In 2016, Eurodiaconia was also an active partner of the EU Alliance for investing in children. The alliance brings together over 20 European networks sharing a commitment to end child poverty and to promote child well-being across Europe. Eurodiaconia was an active partner of the alliance.

The EU Semester Alliance



“EU Semester Alliance” is a broad coalition bringing together major European civil-society organizations and trade unions, representing thousands of member organizations on the ground at European, national and local levels. The aim of the alliance is to support progress towards a more social and sustainable European Semester process and to strengthen civil society engagement at national and EU level. Eurodiaconia was a lead partner in the EU Alliance for a democratic, social and sustainable European Semester.

The Social Platform



We continued to be active in Social Platform, the largest network of European rights- and value-based civil society organizations working in the social sector.

Social Services Europe



Social Services Europe is a network of not-for-profit social and healthcare service providers aimed at strengthening the profile and position of social services and promoting the role of not-for-profit social service providers throughout Europe. Social Services Europe is a key partner organization for Eurodiaconia, particularly in ensuring that there is an enabling framework at European level for not-for-profit organizations.



“I know that the Lord secures justice for the poor and upholds the cause of the needy”

Psalm 140:12

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