



Department of Welfare

Reykjavík City
November 2019

Katrín Þórdís Jacobsen

Special Councillor

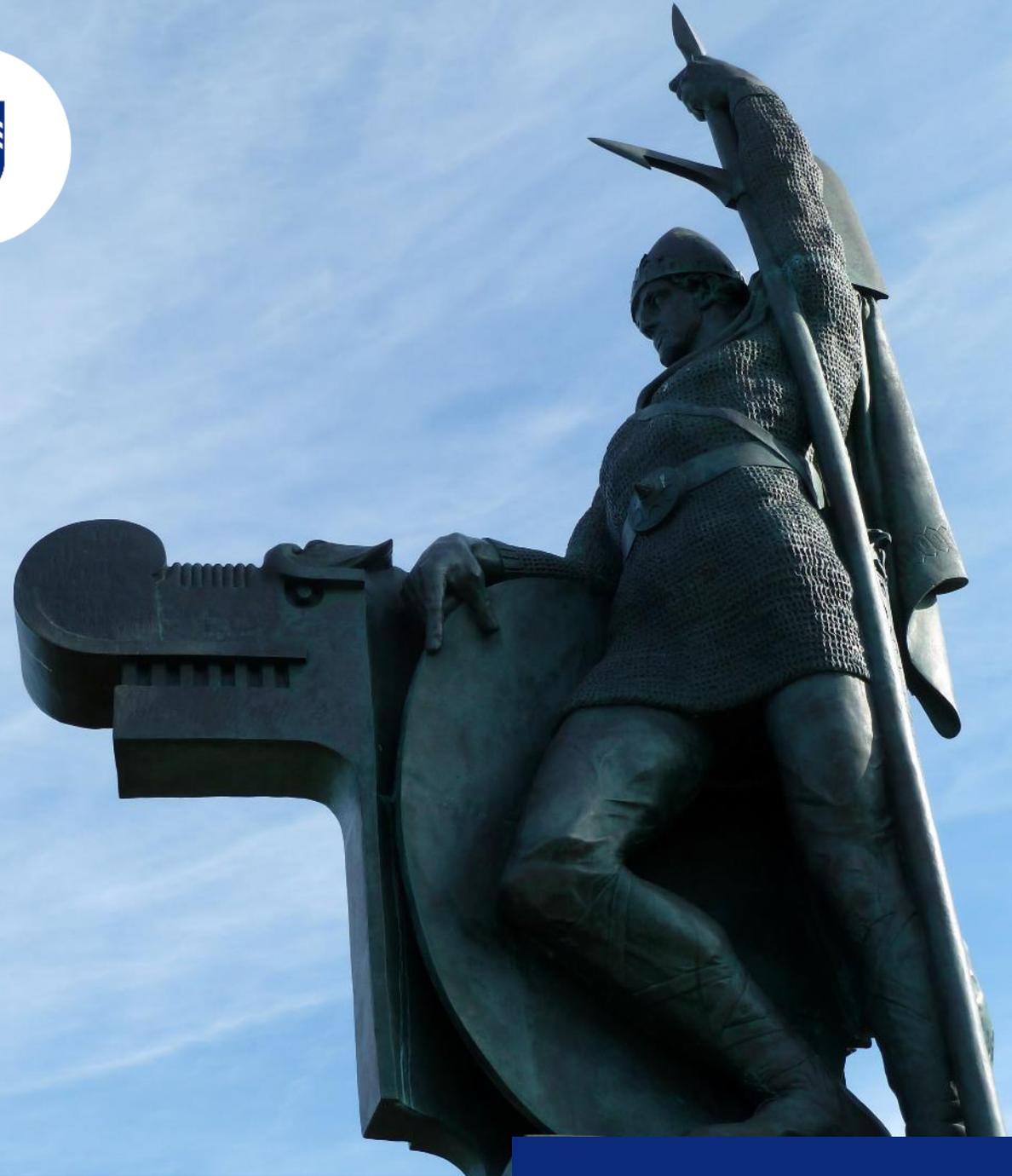


Welcome to the
City of Reykjavík

The City of Reykjavík



- Location of the first permanent settlement in 874
- The capital, largest city in Iceland and national centre of commerce
- The centre of the Capital Region
 - Six surrounding municipalities
 - Over 60% of Iceland's population live in the Capital Region which is about 1% of Iceland's total size
- Divided into 10 districts
- Multicultural city with rich heritage
- Renowned tourist attraction





128.830
residents

36% of Iceland's
357.050 population

28.329

children up to
18 years old

22% of Reykjavik
population

20.910

immigrants
(1st and 2nd generation)

16,6% of Reykjavik
population

36

elementary
schools

14.830

67 years & older
(pension rights)

11,5% of Reykjavik
population

62

kindergartens

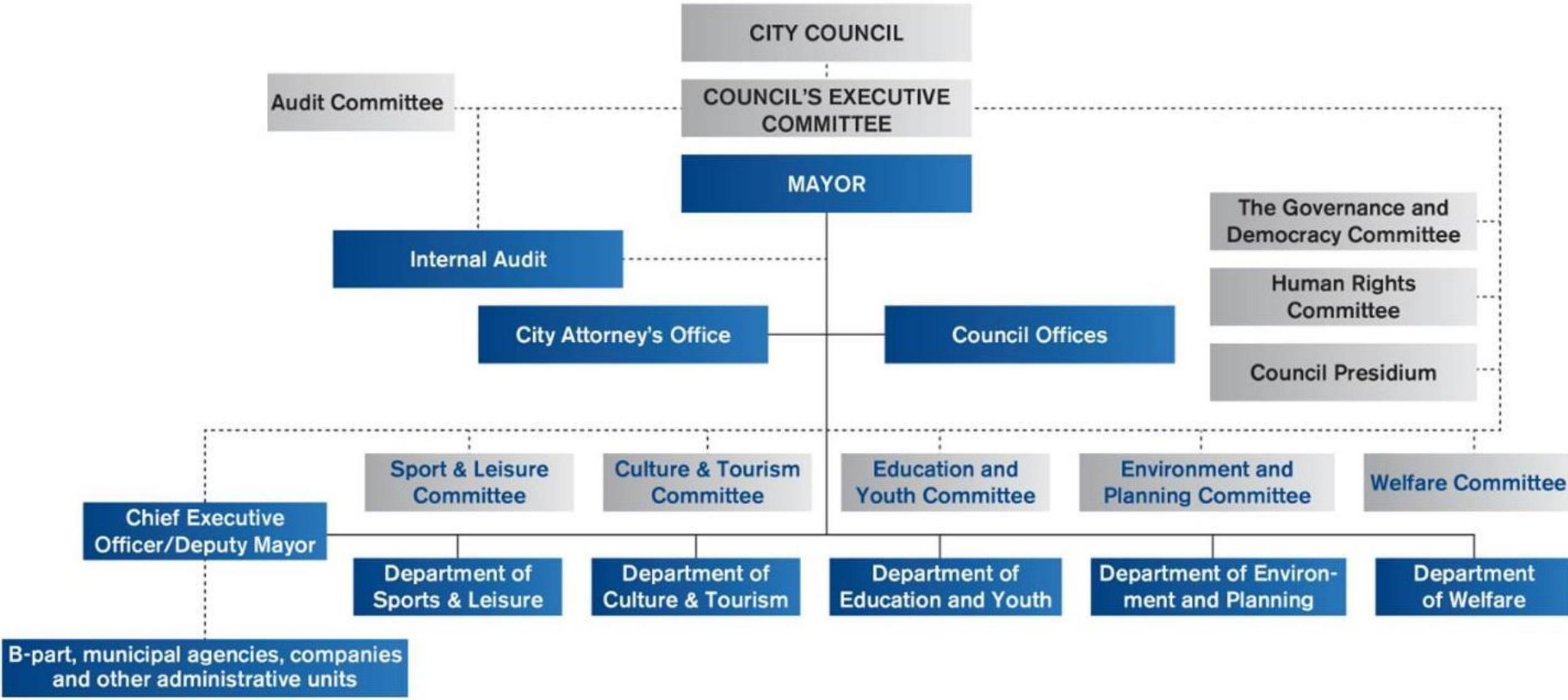
2,9%

unemployment

52.075

apartments &
houses

2,37 people per
apartment





Department of Welfare



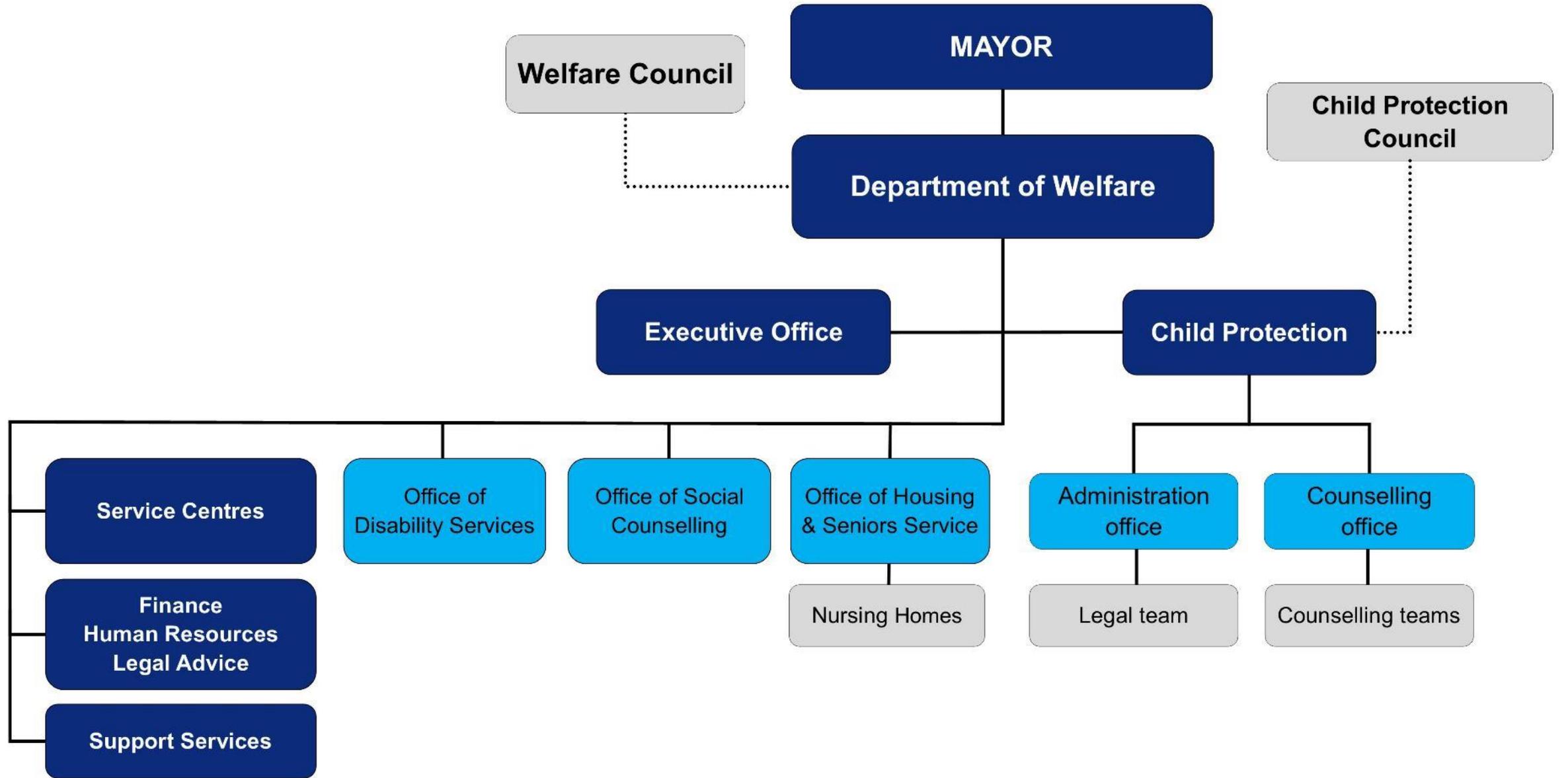
Respect



Participation



Welfare





Development of the service

- Significant growth since 2008
 - Higher operational cost
 - Increase in number of employees
 - Increase in the number of service users
- Transfer of services from state-level to local-level
 - Home nursing - 2008 (Reykjavík only)
 - Services to people with mental illness - 2010
 - Services to disabled people - 2011
 - Services to the elderly – up next

Department of Welfare

- Service users
 - 2007: **4.017**
 - 2018: **14.000**
- Number of workplaces
 - **125**
 - **70** workplaces provide 24/7 service
- Number of employees
 - 2.500 people (2018)





Housing shortage Homelessness

An example of challenges we are working on



Housing shortage

- Iceland's Housing Financing Fund suggests 9,000 new apartments need to be delivered over the next three years in Reykjavik alone to keep pace with demand
- After the financial crash, many contractors went out of business and building ground came to a halt
- Iceland's total population is 357,050 (1st January 2019)



Housing shortage



- Tourist boom: Airbnb comprise nearly 44% of the rental market and is having serious impact on available housing for locals
- Most long-term Airbnb listings in Reykjavík are not legally registered at the municipality
- Housing and Financing Fund estimates that some 1,400 Airbnb apartments in Reykjavík rented out to tourists beyond the 90-day limit are not registered as businesses



Housing shortage

- Reykjavík has around 2500 social apartments or **19,7** apartments per every 1000 inhabitants
- The surrounding municipalities have between **2,3** and **12,3** apartments per every 1000 inhabitants
- **973** people are now on the waiting list for housing in Reykjavík
- The average wait for housing is **38 months**

Social housing owned by municipalities in Iceland at the end of year 2016

Municipality	Population	Social flats	Flats per every 1000 inhabitants
Reykjavík	123.800	2.445	19,7
Kópavogur	35.440	436	12,3
Hafnarfjörður	28.840	245	8,5
Garðabær	15.410	35	2,3
Mosfellsbær	9.880	44	4,5
Iceland	338.349	5.089	15,0



Reykjavíkurborg
Velferðarsvið

Homeless people



- Around **350** people have been defined as homeless in Reykjavík (2017)
- **179** people were defined as homeless in 2012
- We are using six of the ETHOS definition of homeless people („European typology of homelessness and housing exclusion“):
 - People Living Rough
 - People in emergency accommodation (Night shelter)
 - People in Women’s Shelter
 - People due to be released from institutions
 - People receiving longer-term support (due to homelessness)
 - People living in insecure accommodation





Preparing for the future



Our focus points

- Housing
- Early intervention
- Innovation
- The Service User at the forefront



Innovation and development

- Welfare Tech Living Lab
- Digital transformation
 - Financial assistance
 - Applications
 - Web service & use of social media
 - Advertisements
- Implementation of Service Policy
- Development of strategies to increase service user involvement
- Students living and working in serviced senior apartments
- Information flow - Workplace
- Knowledge flow - PEKKVEL
- Implementation of LEAN management



City of Reykjavík



- Population in Reykjavík 130.000
- Population in the capital area 230.000
- Iceland's total population is 360.000
- Immigrants in Iceland 2019 – 46.720
- 62% of immigrants are living in the capital area
- People born in Poland are the most numerous group 38.3% of the total immigrant population. The second largest group of immigrants were born in Lithuania 5.2%

Social benefits



- The group of people living on social benefits in Reykjavík
 - More men than women
 - Younger rather than older
 - Low educational level
 - No or little labour market experience
 - Poor mental health



Main objectives



- Implementing social service
 - Child protection
 - Counselling to schools and pre-schools
 - Service to:
 - Children
 - Families
 - Disabled people
 - Senior citizens
 - Immigrants
 - Homeless people



Main objectives



- Integration of welfare services
- Supervision and evaluation of results
- Development of new resources and means
- Service contracts with third parties concerning the implementation of services.
- The DoW is also involved in operating nursing homes, housing solutions and rehabilitation initiatives and the department is responsible for comprehensive prevention work in Reykjavík.



Service Centers



- Five Service Centers
- Established in 2005
- SC implement most of the service provided by the DoW
- Objective
 - More accessible service
 - One-stop shop
 - Focused and integrated services (ex between counselling services to schools and pre-schools and welfare)
 - Closer cooperation with people, organizations and other grassroots operation in the districts



A close-up photograph of two hands shaking, symbolizing agreement or support. The hand on the left is older and wrinkled, while the hand on the right is younger and smoother. The image is overlaid with a semi-transparent blue filter. At the bottom, there are three colored rectangular bars: orange on the left, cyan in the middle, and dark blue on the right.

Services for disabled children and their families



1915

A home in Reykjavík



2012

A home for the elderly in Reykjavík

1917

Reykjavík's harbour



2012

Reykjavík's harbour





Historical perspective



Institutions

- 4 large institutions in Iceland
- Situated in the countryside
- No need to leave the premises
- Wholistic services
- Disabled people were not a part of the community
- Total isolation
- The best service at the time





Support

Transfer of services

- In January 2011 services for people with disabilities were transferred from the state to the municipalities, after a 2 year long preparation.
- Before the transfer the municipalities only provided social services
- The minister of welfare is responsible for social affairs inc. disability

Transfer of services

- The state is responsible for **policy making** to ensure equality of services between service areas in Iceland.
- The City of Reykjavík is responsible for **planning** and **providing** services to people with disabilities, as well as **quality control**.
- Increasing demands for services after the transfer.

The purpose of the transition

- To increase the quality of services with the focus on holistic services.
- To simplify the division of tasks between state and municipalities.
- To move social services to one administration level.
- To increase the quality of social services to the community.

Reykjavík's policy in disability services



- To provide individualized, wholistic and flexible services
- To provide services on the user's terms
- To provide families with longterm professional counselling
- To focus on independent living
- To provide personalized housing
- To close group homes with single rooms and very little personal space
- To focus on development and modernization in services



Service user involvement



- Limited tradition in user involvement in social administration in Iceland
- Organizations for disability people – focused on their rights, for example the right to choose service
- We need to develop strategies for involving more of our customers in the service delivery process
 - People who are dependent on financial assistance
 - People who live in social housing
 - People that are isolated from the labor market



Disability services



- **Special counselling** at 5 service centers
 - assessment for needs
 - longterm counselling
 - individual planning and case management
- **Support services**
 - support families
 - personal assistance – up to 13 hours per day
 - direct payment
 - travel services



Disability services



- daycare for children with multiple disabilities (0-6 yrs)
- after school activity centers (10-20 years of age)
- short break services
- group homes for children with severe disabilities
- day centers



Disability services



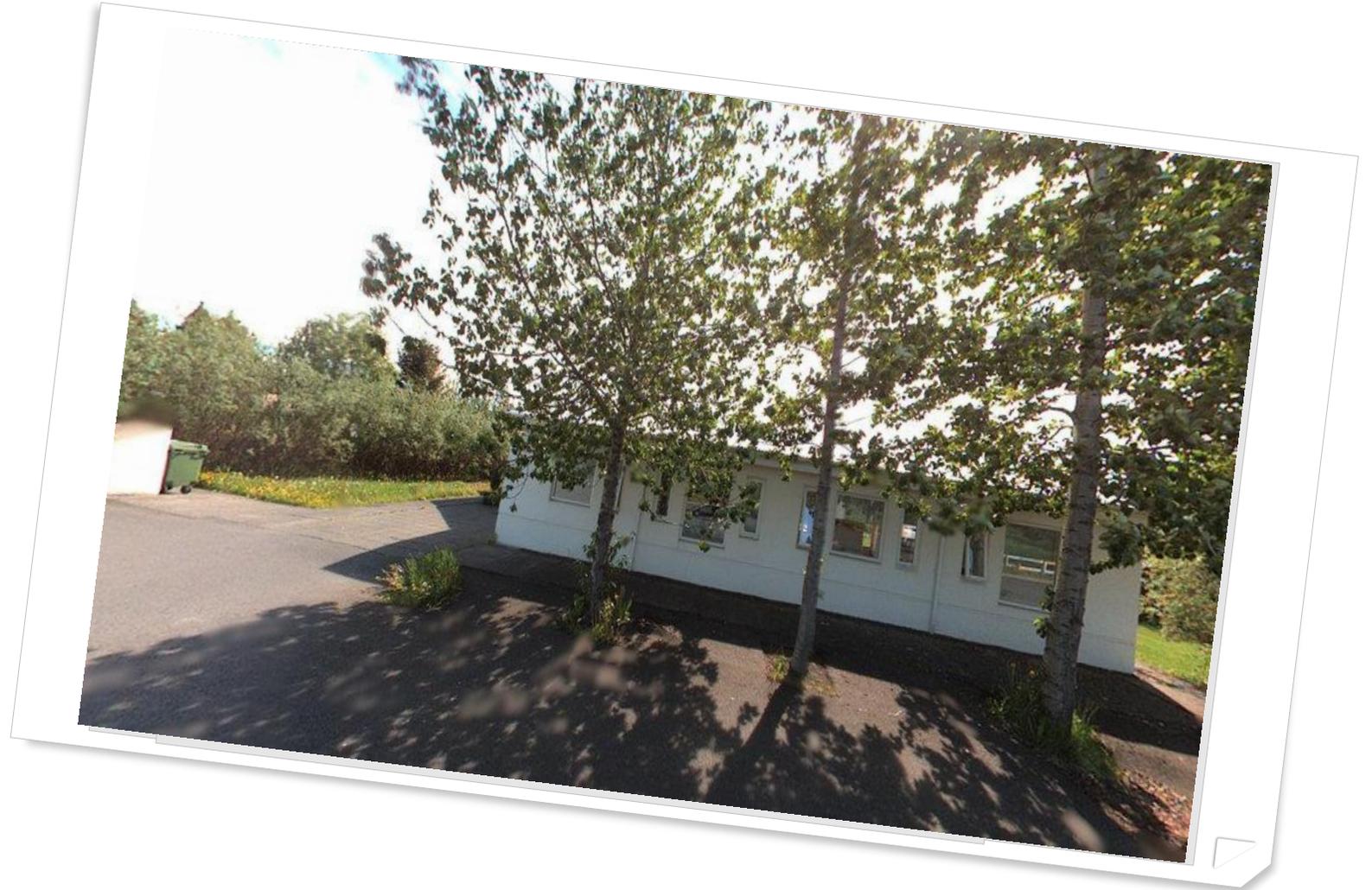
- sheltered employment
- group homes
- residential housing with support
- independent living with support
- self directed personal assistance services



Árland

Short break home for children from the age of 12 – 18 years old.

The aim is to provide a home away from home for children with autism and intellectual disability from 7 – 14 days a month.



Álfaland

Short break service for children from the age of 0-12 years of age.

The aim is to provide a home away from home where children can stay from 2 – 7 days a month.





SkaHm

- Service for children with severe behavioral- and mental problems
- Services into the homes
- Groupwork
- Parenting courses
- Activity based services
- Short break services
- Collaboration with healthcare services





Individual service plan

Wholistic services

Katrín Þórdís Jacobsen

Diagnosis vs. the need for support

New law in Iceland 2018 – the right to disability services is based on the need for support.
The welfare department shall serve everyone with regular services

If you have a greater need for support then 15 hours a week in total – you shall have disability services on top of that.

If you have complex serves delivered from more then 3 service providers – you have the right to a individualized service plan.

Individualized service plan and interdisciplinary service team

- for children and families
- for adults

The purpose is to secure continuity and quality of multifaceted services



Reykjavíkurborg
Velferðarsvið

Policy and action plan on the affairs of people with disabilities 2017-2021

Main focus is on:

- holistic services
- children and families
- intergration in all public services
- service aims to prevent
- early intervention
- „the gray area“ – children with severe mental and developmental disorders
- collaboration between systems f.ex. mental health, child protection, schools and welfare



Reykjavíkurborg
Velferðarsvið

- fókus á að styðja við foreldra í hlutverki sínu með uppeldisráðgjöf – að ná til foreldra til að þau geti betur hugsað um börnin sín.



A close-up photograph of two hands clasped together. The hand on the left is significantly older, with deeply wrinkled skin and visible veins. The hand on the right is younger, with smooth skin and neatly manicured nails. The hands are positioned in a way that suggests support, care, and connection. The background is a soft, out-of-focus light blue. The entire image is overlaid with a semi-transparent dark blue filter.

Special counselling for children and families



Initiative counselling

- to help with the system
- what to do while waiting for services
- to stay in contact
- guidance



Longterm follow up

- longterm counselling – from „birth – death“
- trust and build of relationship
- to know and understand ones need for service
- to help with major milestones in life

Case management

- in social services
 - in schools
 - in health care
- in special housing



Individualized service plan

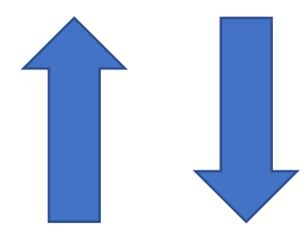
- complex services
- many service systems
- many service providers





Reykjavík's policy

Holistic service



Active chain of services

Reykjavík's chain of services

- counselling
- schools
- after school activity centers
- welfare services
- disability services
- residential care and housing
- and more.....





Family oriented services

- What service benefits the family at any given time ?
- Can we possibly support other family members ?
- We need to look at the overall picture before we propose type of service
- The week plan is a good tool for mapping the overall picture

Week planner

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday





Teamwork



- Service team consists of all the professionals who provide services in the service chain
- Interdisciplinary team – led by a case manager from the welfare department
- The case manager has the role of being a coordinator, implementing the service, consulting it and ensuring continuity and quality.

Challenges

- ✓ Case load
- ✓ Lack of resources
- ✓ Collaboration between different service systems
- ✓ Different working methods
- ✓ Different knowledge and different emphases
- ✓ Development of tools and implementations





Reykjavíkurborg
Velferðarsvið

Velferðarsvið Reykjavíkurborgar

Höfðatorg, Borgartún 12-14

105 Reykjavík

Sími 411 1111

www.reykjavik.is/velferd

www.facebook.com/velferdarsvid

New service focus



Ideology

- Based on 3 different laws
- User centric approach
- Not a predetermined form of service
- Emphasizing the overall needs of the family
- Evaluation describes the exact needs of the family
- Aim to provide the service on the basis of the support that people feel they need
- Calls for a new approach to counseling



Support



Parenting and parenting advice

Courses

Groupwork 6-18 years

personal friend 6-18 years

Supportfamilies for 0-18 ára

Short break services 0-18 ára

Homes for children

Evaluation and Prioritizing



Evaluation

- Skills, abilities and strengths
- Social conditions and social networks
- Community participation, empowerment and activity
- What consequences a delay in the provision of services has for the applicant
- Other support that the person receives





**The
acceptance of
having a child
with disability**



**To adequately
care of a child
– not vercare**

**Raising a
child with
disability into
independence**



**Leading a
normal life -
thus having a
child with
disability**



**Setjið
súrefnisgrímuna
fyrst á yður ...**

– 60 ára tölfróðleg

A close-up photograph of two hands clasped together. The hand on the left is significantly older, with deeply wrinkled skin and visible veins. The hand on the right is much younger and smoother. The hands are positioned in a way that suggests support and care. The background is a soft, out-of-focus light blue. The text 'Child protection' is overlaid in white, centered between the hands.

Child protection

Family homes for child protection



- Department of Welfare runs numerous family homes in Reykjavik:
- They serve as professional resource in difficult child protection cases and provide safe and reliable environment for children for shorter or longer periods.
- Asvallagata; age 13-20, long term stay for up to 4 children, home is being run by a couple who resides there and children become a part of everyday family life
- Hraunberg; age 13-18, short term stay due to special circumstances at home



Support homes for child protections



- For teenagers 17+ who cannot live at home with their parents and need support while learning how to manage in everyday life by themselves
- Teenagers live independently together with a adult, they attend school og work and pay rent. They are taught various life skills and are encouraged to set their own goals. Maximum time of residence is 2 years.



Other resources for child protection



- Temporary stay in a home:
 - For children age 0-18 who need acute placement for a short time
- Analysis and Counseling (only to be used by Child Protection Agency)
 - Resource for children age 0-13.
 - 6-8 weeks of stay in a placement home where parents attend daily meetings with counselors, receive pedagogical support and work on bettering their skills
 - 6-8 weeks of support received at home, a counselor meets family 2-4 times per week and in the end
- 'Support at home'
 - Pedagogical support where a counselor visits a family at it's own home for 6-8 weeks and provides instruction and training regarding the parental role



Teenage group work



- 2 workshops in Reykjavík
- 8 teenagers meet twice a week and the goal is to increase social skills, break social isolation, strengthen self identity, security and prevent alcohol and substance abuse, work with anxiety and depression



Coordination

- Specialist school services
- Child protection
- Services of support

process
changes



Specialist school services

Major changes

- Reykjavík-model
 - coordination in all schools
- Early intervention
 - less emphasis on analysis
- Increased special advice in the field
- Emphasis on increased professionalism and interdisciplinary cooperation



Child protection

Major changes

- New organizational structure and two main offices (counselling and law)
- Increased emphasis on collaboration and education for affiliations
- Early intervention
- Quality and performance measurements
- Implementation in child protection – policymaking with stakeholders



