Community Carte System: Promoting "Social Inclusion"

Presentation at INTA 4-8 October 2009 in Taiwan
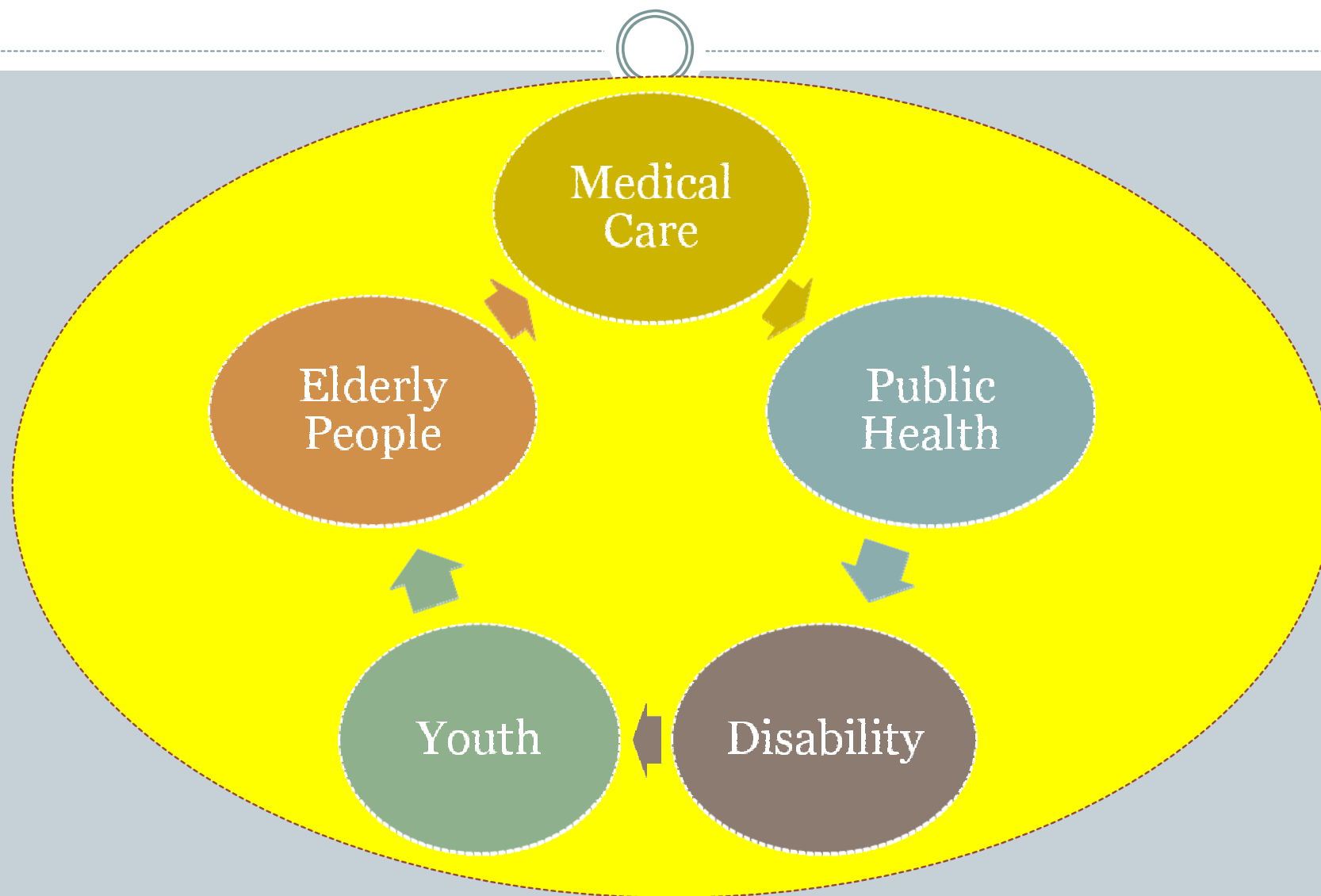
PRESIDENT

OPEN CITY FOUNDATION

MOTOO KUSAKABE

What is happening in Global Cities?

- **London:** Despite its prosperity, in East End, 40% of working age population "economically inactive"; child poor; street violence. "Chav" phenomena; Polarization between "creative class" and "service class" people

- **Tokyo:** unemployment 5.8%, but unstable employment 33%, suffers from 10% people below poverty line many of them excluded from welfare benefit, solitary death of elderly people more than 3000 last year.

Traditional Welfare Problems

Emergence of
Community Care System

What is the Community Care System?

- Local Community-based Decision Making

- Services are delivered through Small Facilities, e.g. Day-care Centers, Group Homes

- Services are provided by various types of organizations: Public, For-Profit Private, NPOs, Volunteer Organizations

- Projects are governed by a "Collaboration" or "Local Strategic Partnership"

Three Drivers of Community Service Delivery System?

- "Normalization" Principles:
  - Everybody has the right to continue living in his/her home and participating in the community activities
- "Neo-Liberal Welfare Reforms"
  - Emphasis on Self Reliance, "Workfare"
  - Introduction of Private Sector to enhance efficiency
- Emergence of Social Exclusion and Need for Community-based "City-Building"

Traditional Welfare System

- **Current Status:** Basic Framework has been created

- **Next Issue:** How to build Community-based Services as Sustainable Community Businesses

Emergence of New Type of Issues
Various types of "Social Exclusion"

- Immigrants
- Repatriates
- Abuse of Elderly
- Domestic Violence
- Discrimination

- Unstable Employment
- Homeless,
- Consumers Debt & Bankruptcy,

Exclusion of Minorities

Economic Vulnerability

Traditional Welfare

Isolation

Youth Instability

- Isolated Death
- Elderly-Elderly Care
- Elderly –Mid-aged Suicides

- Youth Unemployment
- Youth Suicides
- Street Violence
- Drug Abuse

What is the "Social Exclusion"?

- Due to globalization, unskilled workers & youth lost jobs and suffer long-term unemployment or unstable jobs

- Initial lack of favorable factors triggers the accelerated "deprivation process" of other factors and make the people suffer "multiple deprivation"

- Neighborhood become dilapidated, creating another issue for the residents

- People lose contact with the society, creating an "under-class" or "parallel society"

Deprivation Process

Economic Deprivation

Mental Deprivation

Social Deprivation

Unemployment/ Unstable Job

Mental Illness

Lost Housing

Drug /Alcohols Dependence

Child Abuse

Lost Access to Education/Welfare

Social Exclusion

- **Current Status:** No Systematic Solution

- **Next Step:** We need to create a System to address Excluded People at early stage of problem

What should we do?

- **Major Target:** Unskilled Workers & Youth
- **Major Issue:** Unstable Employment & Lack of Social Connection

- **Integrated strategy:** at community level to address Multiple Deprivations
- **Creation of Jobs through Community Businesses** and Upgrading Skills

What is the "Community Carte System"?

- First, to track every people's "Wellbeing" or "Deprivation" comprehensively.

- Welfare Challenge Survey track people's state of wellbeing or deprivation, on 12 categories of "Deprivation Factors", such as health, education, employment, housing, family ties.

- Community Resources Survey will investigate on welfare facilities, services, and human resources provided in the community

Welfare Challenge Survey

- **Welfare Challenge Survey will focus on the following 12 Deprivation Factors:**
  - Income/Asset, Employment, Family Ties, Education/Skills, Health, Disability, Capability for Daily Life, Housing, Safe Neighborhood, Transportation, Access to Basic Services, Participation in Social Activities

- **For each Deprivation Factor, People are asked:**
  - His/her Subjective Evaluation of Wellbeing or Deprivation in the scale of 1(Most deprived) to 10(Fully Satisfactory)
  - His/her Community Service Needs to cope with the Deprivation
  - Actual Usage of such Community Services during last one year

Image of the Community Carte

	Degree of Deprivation:	Service Needs:

Economic Status

• Income/Asset	3	General Welfare Benefit
• Status of Employment	4	Job Matching, Skill Training
• Housing	6	Low-Cost Housing,
• Access to Basic Services	5	

Human Capital

• Health	7	Medical Check
• Disability	9	Welfare Factory
• Capability for Daily Life	6	Day-care Service
• Education/Skills	4	Life-Long Education
• Child-Youth Care Needs	4	Nursery, Prevention of drug

Social Activities

• Family Ties	1	Single-mother Benefits
• Neighborhood/Violence	4	Drug Abuse Prevention
• Transportation	6	Community Bus
• Social Activities	7	Elderly Salon

Community Resource Survey

- Collect data on capacity, cost and service content of available facilities and services of the community:
- Survey includes all relevant sectors:
  - health, education, elderly care, child/youth development, transport, infrastructure, and skill development
- Survey includes all services provided by:
  - Public Sector, Private for-profit firms, NGO/NPOs, and Volunteer Organizations
- Evaluate effectiveness of services

How is the CCS different from regular survey?

▸ Community Carte is not a One-Time Survey,

▸ but it will continuously track the welfare challenges of the same individuals regularly

▸ so that it analyses Dynamic Process of Social Exclusion.

▸ Information will be shared by the Service Providers for better service

The Community Carte will contribute to:

▶ Identify issues and magnitude of New and Complex **Welfare Challenges** and

▶ Create a comprehensive **Welfare Programmes tailored to** individuals

▶ **Monitor and evaluate** the effectiveness of programmes by regularly update the carte

▶ CCS data will be used to **create Community Businesses** to serve the community, and

▶ Offer jobs for socially excluded people, based on the real community needs
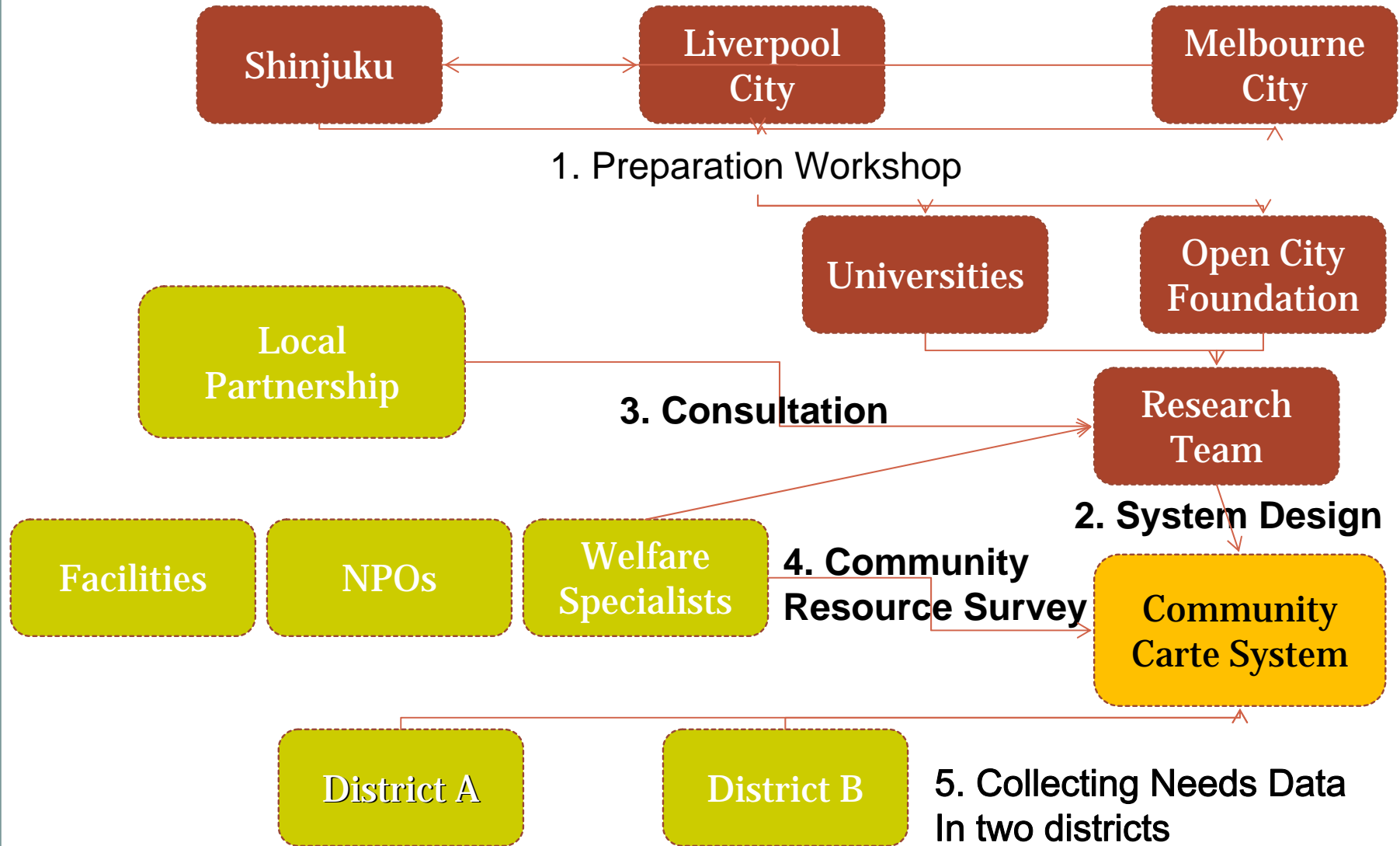
Who runs the Community Carte System?

- Option 1: City Council

- Option 2: Social Welfare Council

- Option 3: Community Comprehensive Support Center (CCSC)

Pilot Project for Three Cities (I)

- **Workshop** for CCS Preparation in Liverpool (Feb. 2010)

- System Design (Mar-June 2010)

- Consultation of Stakeholders in the Three Cities (2010)

- Community Resource Survey (late 2010)

- Welfare Challenge Survey (late 2010)

Preparing the CCS (I)

Shinjuku ↔ Liverpool City ↔ Melbourne City

1. Preparation Workshop

Universities | Open City Foundation

Local Partnership

3. Consultation

Research Team

2. System Design

Facilities | NPOs | Welfare Specialists

4. Community Resource Survey

Community Carte System

District A | District B

5. Collecting Needs Data In two districts

Creating "Community Businesses" (I)

What is "Community Businesses"?

- Community Business will address new types of Needs in the community

- Creating Jobs for socially excluded people with skill training

- Using Social Entrepreneurship model for business sustainability
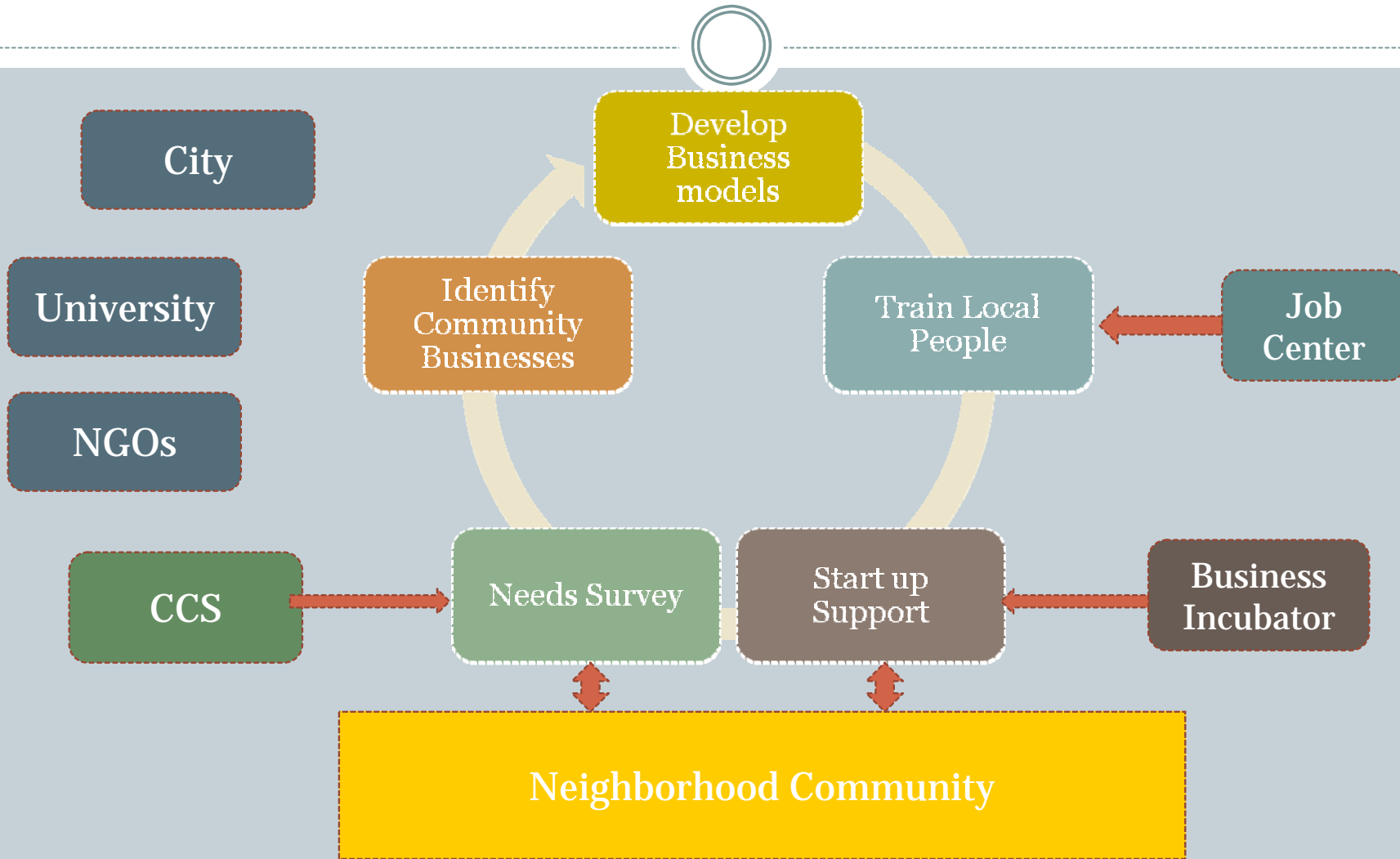
Examples of "Community Businesses"

- In the area of Elderly Care:
  - Multi-functional Day Care & Short Stay Services to support home care,
  - Group Home for small number of elderly people with recognition problems,
  - Catering Service for single family people
  - Watching and Communication Service for single elderly people
- In remote communities:
  - Community Transport Services
  - Community Delivery System for basic food and necessity

How to Create "Community Businesses"

1. Examine the Community Service Needs data by the CCS

2. Create several business models to cope with the welfare needs,

3. Identifying skill requirements and develop training materials

4. Job Creation Center will train workforces both leaders and staff

5. In partnership with a Business Incubator, the City will support for the "community business" development

Creating Community Businesses

Develop Business models

Identify Community Businesses

Train Local People

Job Center

City

University

NGOs

CCS

Needs Survey

Start up Support

Business Incubator

Neighborhood Community

What Open City Foundation can support?

- Provide an Open City Portal to the city and districts:

  - To support citizens' participation

  - Knowledge sharing among cities

  - Monitor planning and Evaluation

- Design with City Council and Experts to develop Community Carte System

Thank you!

Contact: Motoo Kusakabe

President, Open City Foundation

motoo@opencityportal.net

Tel: +44-20-7433-1301