



EURODIACONIA

European Federation for Diaconia
Europäischer Verband für Diakonie
Fédération Européenne de la Diaconie

More in Need – More Needed

The Economic and Social Crisis –
Experience of Eurodiaconia

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Introduction

Eurodiaconia is an ecumenical federation of NGOs, institutions and churches providing social and health services and education on a Christian value base in over 20 European countries. Our members are rooted in Christian faith within the traditions of the Reformation as well as in the Anglican and Orthodox traditions. We network diaconal and social work of institutions and church communities and co-operate with civil society partners. In doing this we work for quality of life in a social Europe, we further renew theological thinking about diaconia, we engage in learning processes and exchanging knowledge and service among our members across national and confessional boundaries. We believe that all people are created in the image of God and that all deserve the same standard of care and social justice regardless of personal circumstances. Our members provide such social and health services and advocate on behalf of users and social justice generally. This is done with a belief that socially cohesive societies where all have active participation and inclusion should be the goal of a social Europe.

We have recognized that the financial crisis has brought a destabilizing effect to the economic sphere of European life, not least to national and international finance systems and that action is needed to address these effects. However, the financial crisis has had and will continue to have a social impact that must also be addressed with the same vigour and attention as other spheres. Furthermore, the social crisis may have a longer term impact and this should be halted as soon as possible. Therefore, Eurodiaconia decided to carry out a survey among its members to identify the immediate impact of the financial crisis on service provision and need and what the initial thoughts were on the medium to long term perspectives.

Executive Summary

In January 2009 Eurodiaconia launched its survey on the immediate impact of the financial crisis and the anticipated medium term impact over the next three years. We launched this survey as we believed that the social impact of the financial crisis needed to be explored and that our members would be called upon to provide additional services to those in need. By carrying out this survey we could consider how services may need to evolve and what support will be needed for our members to deliver services as their relevance grows.

At the end of January 2009 the number of people made redundant and the number of unemployed people has continued to grow and the financial crisis has contributed to this figure. Furthermore, it is very likely that the number of people facing social exclusion and poverty has also increased but this is difficult to measure within such a short timeframe. The results of our survey are therefore built on the situation our members have experienced and know as a result of the financial crisis from its start until the beginning of March 2009. Our conclusions are drawn from the experience of our members and reflect the reality of those working with people in need and the reality of those in need. Our first conclusion is that people are suffering from the financial crisis and those suffering most are those that were already suffering from poverty and social exclusion before the financial crisis had even started.

Secondly, member organisations of Eurodiaconia are as service providers offering a number of services to people in need such as food programmes, homeless services or debt counselling. At the same time many of our members are facing difficulties in getting access to resources due to decreased funding from governments. In many countries this situation is not as severe today as could have been anticipated since budgets for 2009 were already set before the financial crisis started. In the near future, it will however be a very severe situation in many countries as the expected budget cuts at local and national level are realised.

Thirdly, there seem to be regional differences across Europe in the impact and future perspectives of the crisis. Diaconal service providers in Nordic countries seem to have been less affected by the crisis so far and they are also more optimistic about the future. This might be due to the fact that many of the Nordic countries have universal health and social care systems and generally good unemployment and social assistance schemes. Eastern European countries on the contrary, seem to have been hit hardest by the financial crisis and they are very pessimistic about the future.

It is clear that the full social scope of the financial crisis and its social impact is yet to be seen therefore Eurodiaconia will continue to monitor the situation through its members and each quarter a follow-up questionnaire will be sent to our members to track the changing impact of the crisis. However, Eurodiaconia believes that there are actions that need to be taken now by governments and institutions at all levels. We encourage action to take place now so as to minimize the long terms effects of the crisis. Therefore, Eurodiaconia urges national governments to reject reductions on spending on social services. The quality and scope of services provided to those in need will only worsen if funding is reduced. This message was also brought forward to the European Spring Council meeting in March 2009 were Eurodiaconia also emphasised that investment in social service infrastructure will generate

positive multiplier effects in terms of social cohesion and employment and should not be seen purely as a cost for governments.

Eurodiaconia reminds the European Union, national governments and local and regional authorities not to forget those who were unemployed and living in poverty before the financial crisis as they in particular are experiencing a worsening of their situation as a result of the crisis. They must ensure that anti-poverty and active inclusion measures reach all people all the time. Eurodiaconia believes that much of the social consequences of the financial crisis have not yet been seen and therefore insist that all actors such as the European Union, national governments and local and regional authorities continuously follow-up the crisis impact on citizens and propose concrete actions to address such impact. Such actions must be co-ordinated and focus on social as well as economic stability and growth.

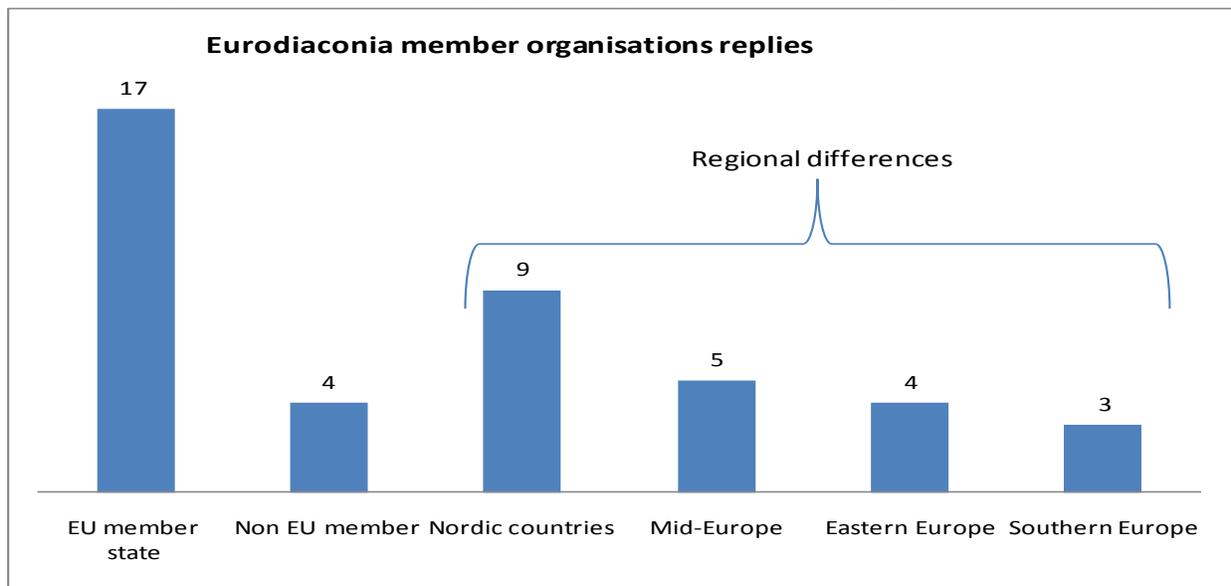
The Questionnaire

In the beginning of 2009 the Eurodiaconia office launched a survey of its member organisations on the financial crisis' impact so far and the expected impact during the years to come on its organisation and neighbourhood. The questionnaire had five different parts:

- Impact on the organisation and the neighbourhood
- Impact on the organisation and its finances
- Impact on demand for services
- Structural Funds
- Miscellaneous.

Eurodiaconia has more than 30 member organisations in more than 20 countries, thus in some countries we have more than one member organisation. In total we got 21 replies from 15 different countries. Looking at the replies from an EU and non-EU perspective we can see that 17 of the replies came from member organisations in the EU and consequently 4 replies from the non-EU countries¹.

All member organisations from the Nordic² and the Southern³ countries replied to the questionnaire. More than half of our member organisations from the Eastern⁴ countries and from Central European countries⁵ replied to the questionnaire. The reader should be aware of the small sample and that small differences presented in some graphs might look more significant than they are.



¹ Replies were received from Switzerland, Norway and Iceland belonging to the non-EU group.

² Denmark, Finland, Iceland, Norway and Sweden

³ France, Italy and Spain

⁴ Czech Republic, Hungary, Latvia and Poland

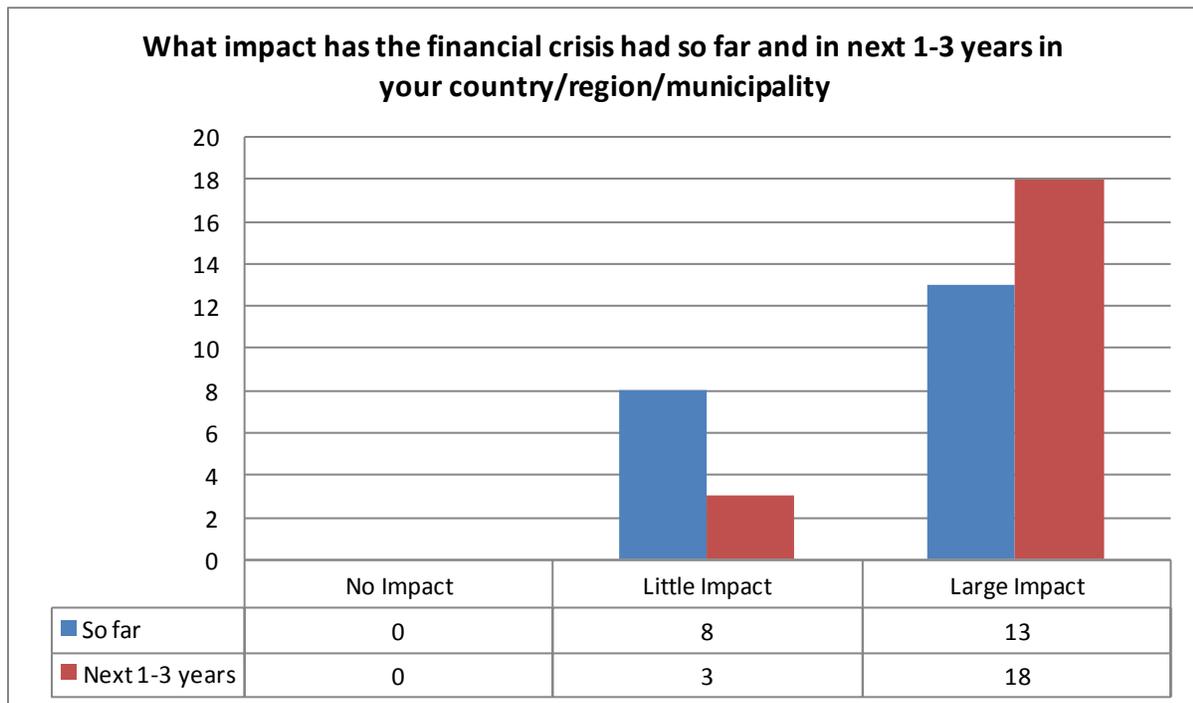
⁵ Germany, The Netherlands and Switzerland

This report has been divided into those five different parts mentioned above. Where possible each section looks at the answers from the present situation and the impact in coming years as well as regional differences. Both quantitative and qualitative data will be presented.

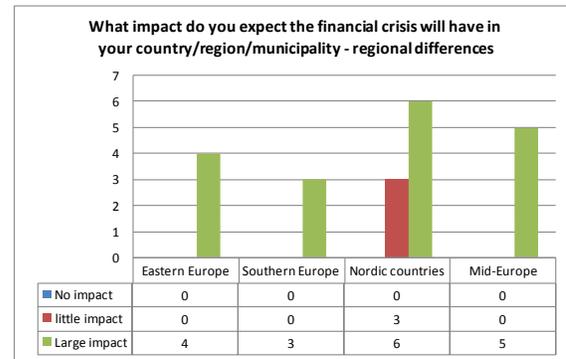
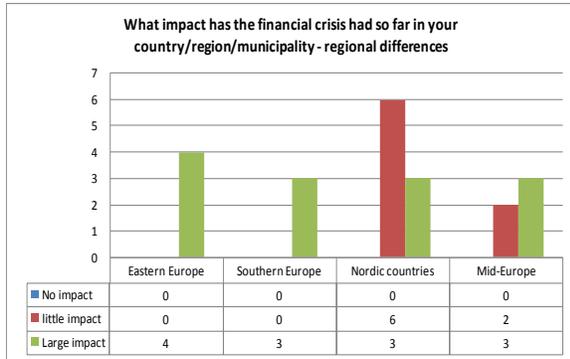
The report ends with some policy conclusions that can be drawn from our member organisations' replies. The report will be disseminated to the European Institutions and to other European NGOs.

PART 1 Impact on your neighbourhood and on your organisation

When we asked our member organisations what kind of impact the financial crisis has had so far in their country/region/municipality their replies were relatively evenly spread between a little impact and a large impact. However, on the question on what kind of impact the crisis will have in 1-3 years almost all of our member organisations replied that it will have a large impact in their neighbourhood.



If we look at the answers from a regional perspective we can see that our member organisations in Eastern and Southern Europe are more likely to have already experienced the impact of the crisis while in many of the Nordic countries there have not yet been any visible effects of the crisis. In Central European countries a majority of our of member organisations believe that there is already an impact.



However, when asked if the financial crisis will have a large impact over the next 1 – 3 years there are no major differences in outlook – it will have an impact. Once again the Nordic countries seem to be more optimistic about the effects of the crisis.

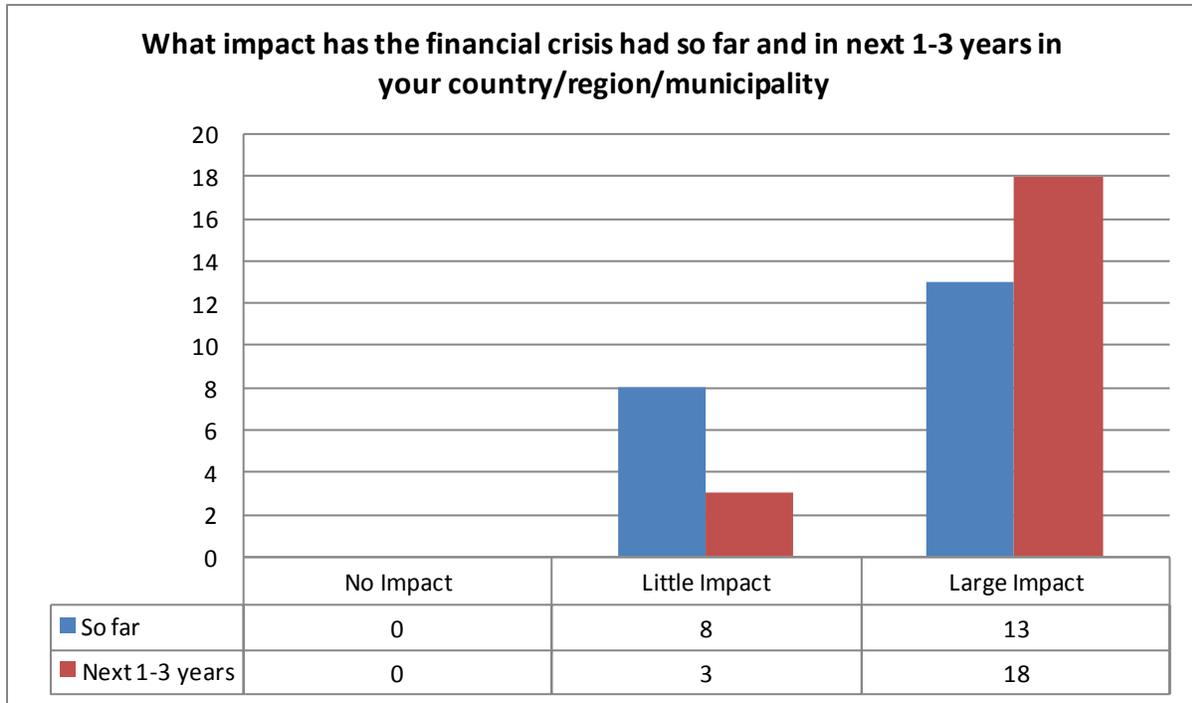
Members of Eurodiaconia also had the possibility to express in their own words what kind of impact the financial crisis has had so far in their country. Common denominators that could be identified were that many members believe that the unemployment rate has started to rise and that more and more people have been made redundant and lost their jobs. Members also reported that consumption and purchasing has decreased in some countries and more firms have gone bankrupt but additionally there is less funding available from governments for providing services to its citizens in some countries.

If we look to the future our member organisations are very concerned about increasing unemployment rates, more people living in poverty and more people facing homelessness. Many members are also afraid that the financial crisis will have a major impact on government budgets which in turn will have an impact on the services that the general public can expect to receive. The worsening of government budgets will also have an impact on future generations which could mean that the aim of having sustainable societies has fallen apart.

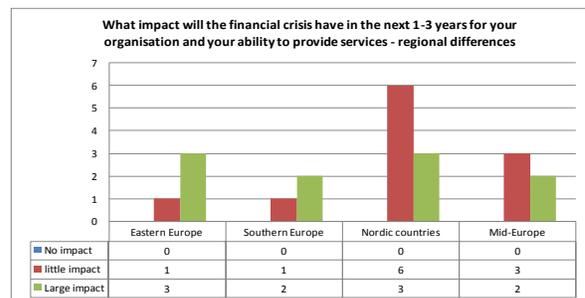
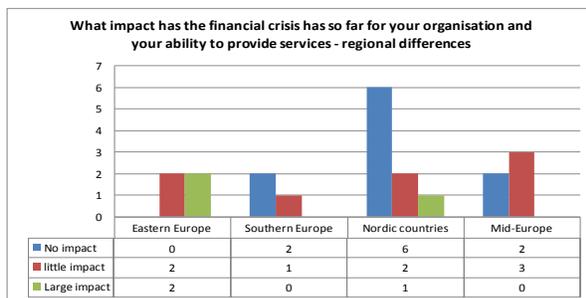
PART 2 Impact on member organisations' ability to provide services

To understand the impact the financial crisis has had on member organisations' ability to provide services to people in need we asked them two different questions; *What impact has the financial crisis had so far and what impact will it have in the next 1-3 years for your organization and your ability to provide care and services to people in need?*

For many of our member organisations their planning for 2009 had already been approved and in place before the economic crisis started to take any affect. This can also be seen when looking at the answers they have provided shown in the graph below. More than 80 % of our members say that the crisis has had no or little impact on their organisations' ability to provide care and services to people in need. However, for the next 1-3 years the picture is more pessimistic. All of our members say that the financial crisis will have a little or a large impact on their capability of providing care and services.



Seen from a regional perspective the pattern from the first question seems to be valid here as well, meaning that Nordic countries are more likely to be less affected so far and to be more optimistic about the future than other countries. Eastern and Southern countries, on the contrary, have faced or will face major difficulties in their ability to provide care and services to people in need. Mid European countries seem to be more of the opinion that the crisis has had no or little impact so far but will have some impact in the future.



When members have exemplified in their own words the impact on their organisation so far, many say that there has been no impact yet. Some of our members say that they are facing difficulties in receiving funding from their governments however for the moment this is not easily linked to the financial crisis. For example, one of our members voiced the concern that they have received the same amount of state funding for the last 12 years without any compensation for increased inflation. Others say that they have seen a reduction by 40% of government sources aimed at social services during the period 2005-2009 and that the financial crisis will likely make it even worse.

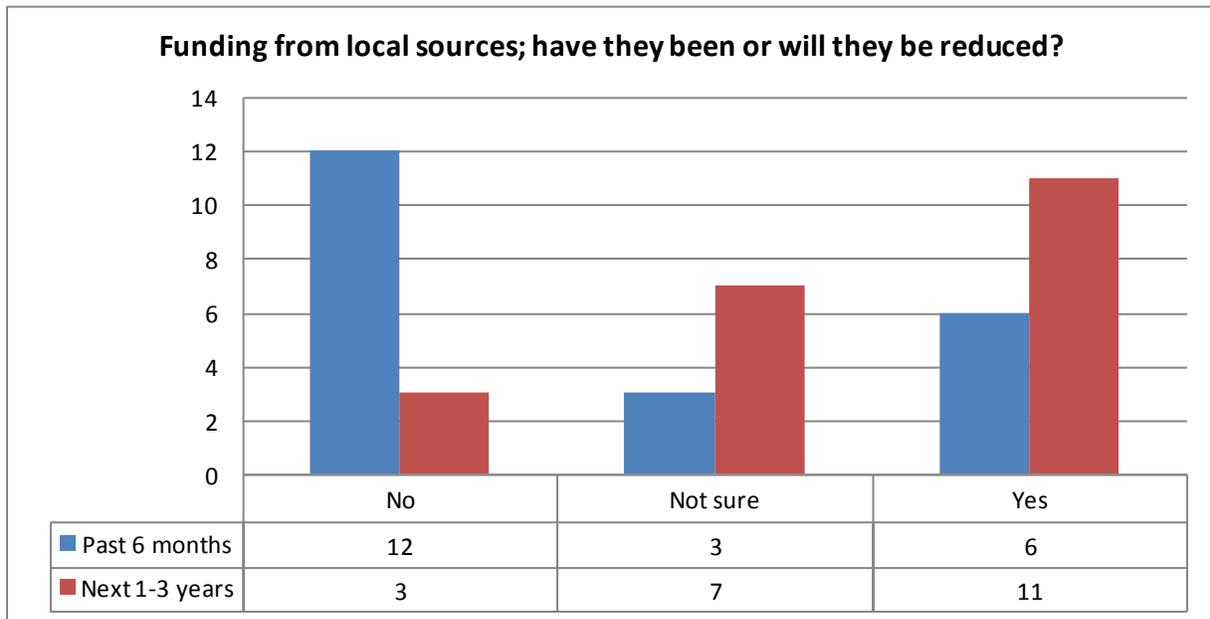
In the next 1-3 years more members are concerned about reduced funding from governments due to reduced tax revenues from citizens at the same time as the demand for services for people in need will increase. Some members who were affected very hard by the financial crisis in the early 1990s said that they had learned a lesson from that time about grants and cash flow and have built up reserves to counter negative effects - but these will not last forever. With less funding and higher demand for services the equation will not end up balancing and the result may be a reduction in the number of employees for some of our member organisations. As a result, diaconal organisations may have to be more dependent on volunteers which raises other issues such as experience and qualification.

PART 3 Impact on member organisations' finances

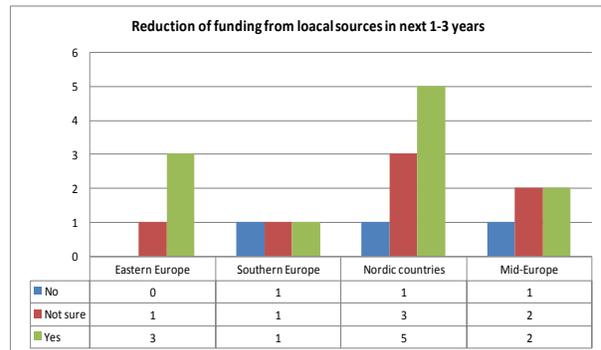
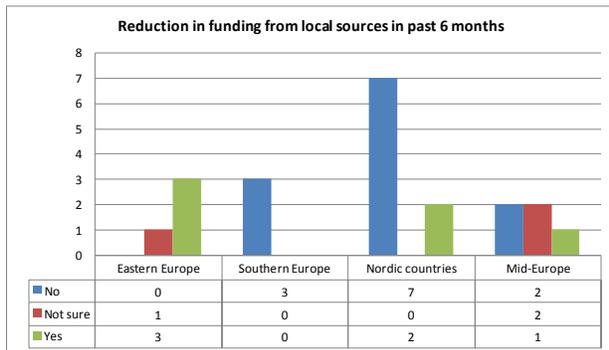
Funding from local authority sources

As noted above many of our member organisations have not felt any budgetary restrictions yet due to the fact that budgets and allocations from statutory funders have been decided upon before the financial crisis took hold. However a majority said that their funding from such sources will be reduced in the coming 1-3 years. Some member organisation have quantified the size of these anticipated reductions and for those that in the past 6 months have seen reduced funding from local sources it amounts to just above 10% of their total government funding. For those that have quantified the reduction in funding for the future it also amounts to just below 10% of total funding. However, differences exist and in some countries a reduction by 25% in funding is reported.

Members also said that it is difficult to foresee the outcome in 1-3 years. Some also emphasise that there will perhaps not be any cuts in funding but on the other hand there will not be any possibilities of additional funding.

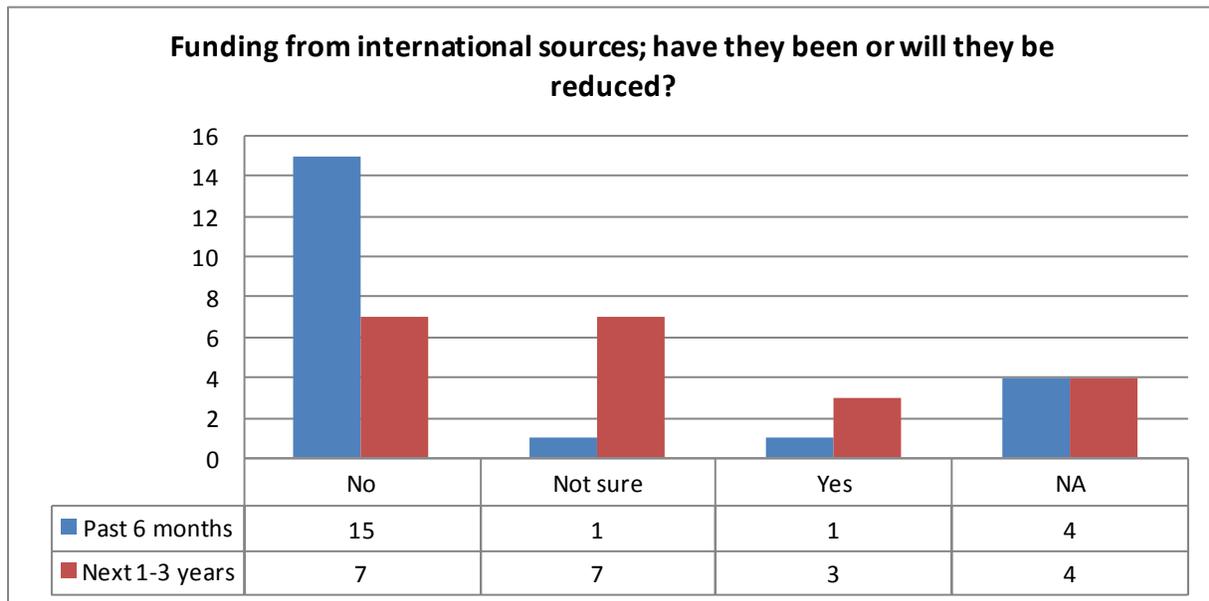


When we break down the replies and look into regional differences we can see that Nordic and Southern countries are those that have not yet seen any reduction in funding from local sources, with a few exceptions. In Eastern European countries funding has decreased already in some countries while it is unsure in Mid European countries. 50% of our members who replied say that funding will decrease in the future and this will occur all over Europe.



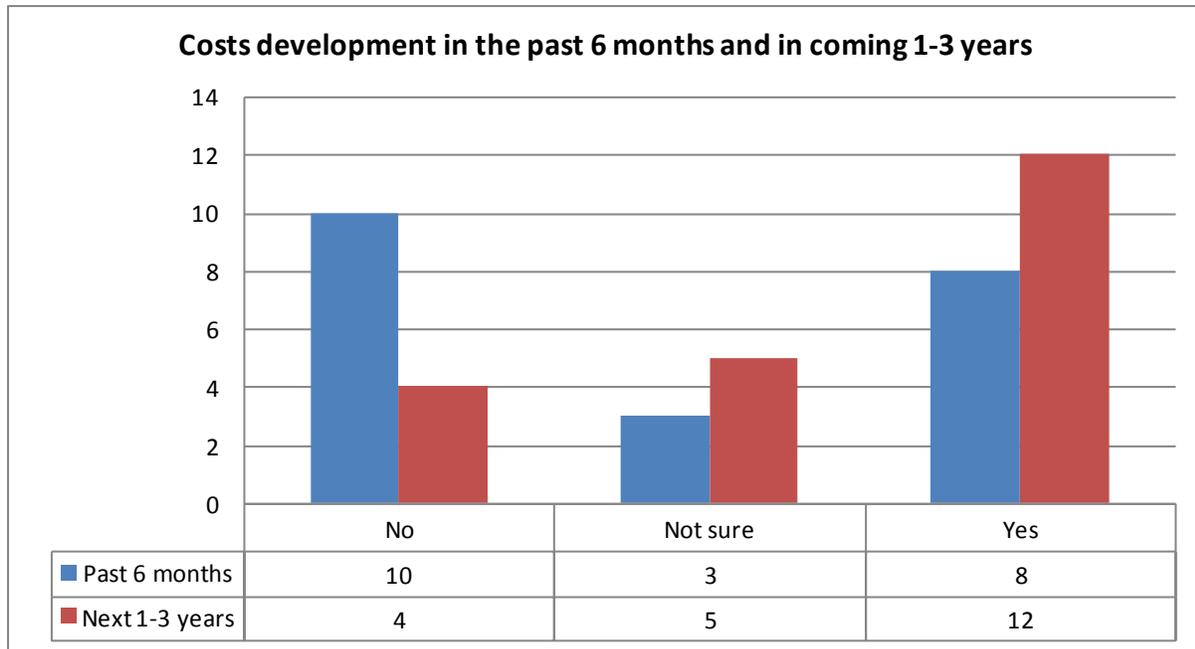
Funding from international sources

Most of our member organisations do not receive any funding from international sources and if they do it is normally of minor importance and does not affect their possibilities of providing services for people in need. There are no regional differences to be reported. Due to the uncertainty of how deep the crisis will be, members are not sure if they will have more funding from international sources in the future.

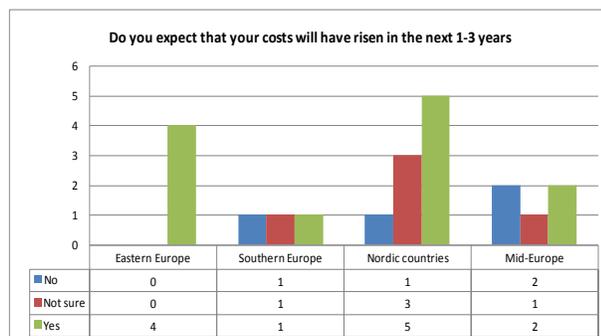
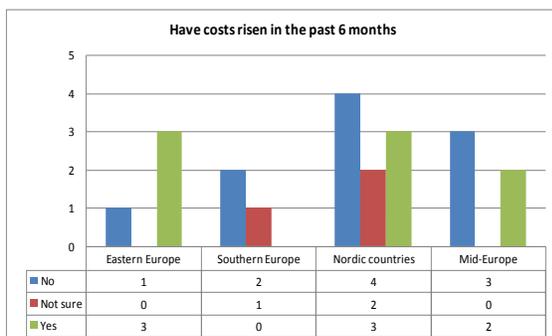


Increased costs?

When we asked the question if member organisations' costs had risen in the past 6 months we had a split answer. Half of those who replied indicated that there had not been any recent increase in costs while almost all of the remaining members who replied say that there has been an increase in cost recently. When our members were asked about their expectations for costs developments more than 50% said that the costs will increase and the remaining part are either unsure or do not think that their costs will increase in coming years.



A majority of our members in Eastern European countries have seen increased costs such as increased cost for raw material and salary revisions in the past 6 months although this is not replicated in other countries. There seems to be no regional differences when we look at the future, rather there seems to be a common understanding that costs are most likely to increase.



For the coming years many members expect costs to rise mainly due to increased demand for services in combination with reduced budgets. A few members mention that rental costs will increase in the future and some non-euro countries expect higher import prices due to weaker currency.

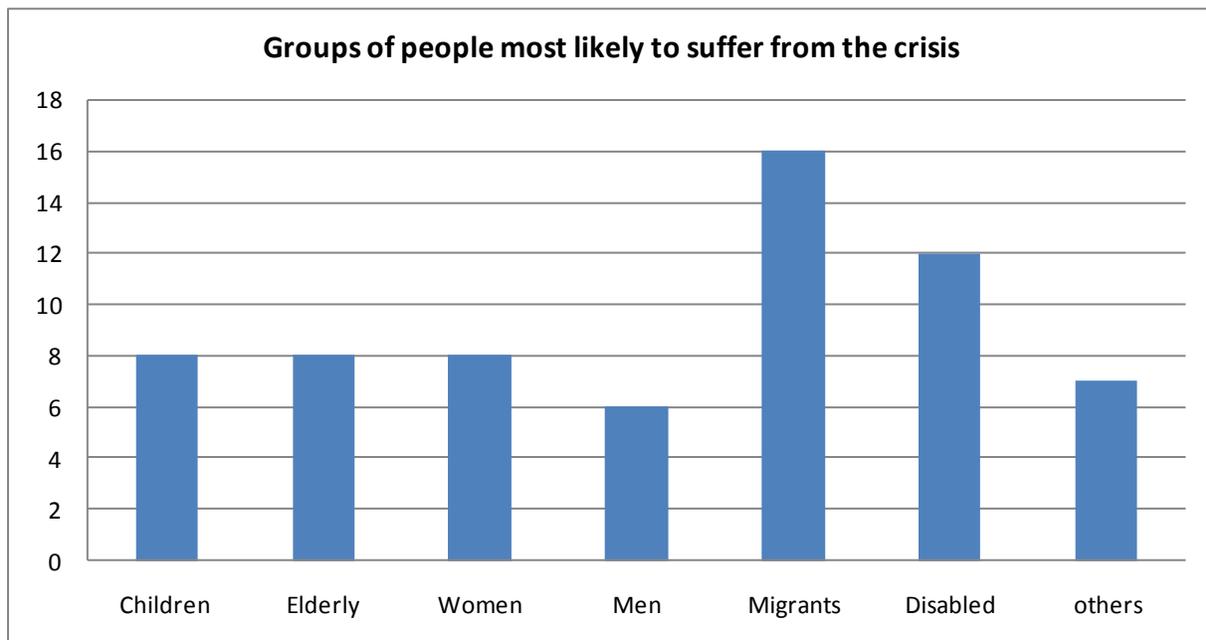
For those members who have lost funding or expect to lose funding in the future many have said that they have to find more private funds and/or rely more on sponsoring. Also high on their agendas is to be more efficient, save costs through less staff and outsource activities. Others who are not yet providing services in a commercial way say they will look into the possibility of selling services such as training programmes. Some members say they have to very careful with spending until they know the full scale of the crisis.

PART 4 Impact on demand for services

To get a better understanding on the impact the financial crisis has had so far and the impact it is expected to have we asked our members which groups of people have or will be hit hardest by the crisis and what kind of support are members foreseeing for such people.

Groups of people most likely to suffer from the crisis

Members of Eurodiaconia have replied that migrants are most likely to suffer from the financial crisis followed by people with disabilities. From a gender perspective, our members believe that women are more likely than men to suffer from the crisis. There are no major regional differences, migrant people, disabled and women seem to be ranked top three in all regions as being those groups of people most likely to suffer from the crisis.

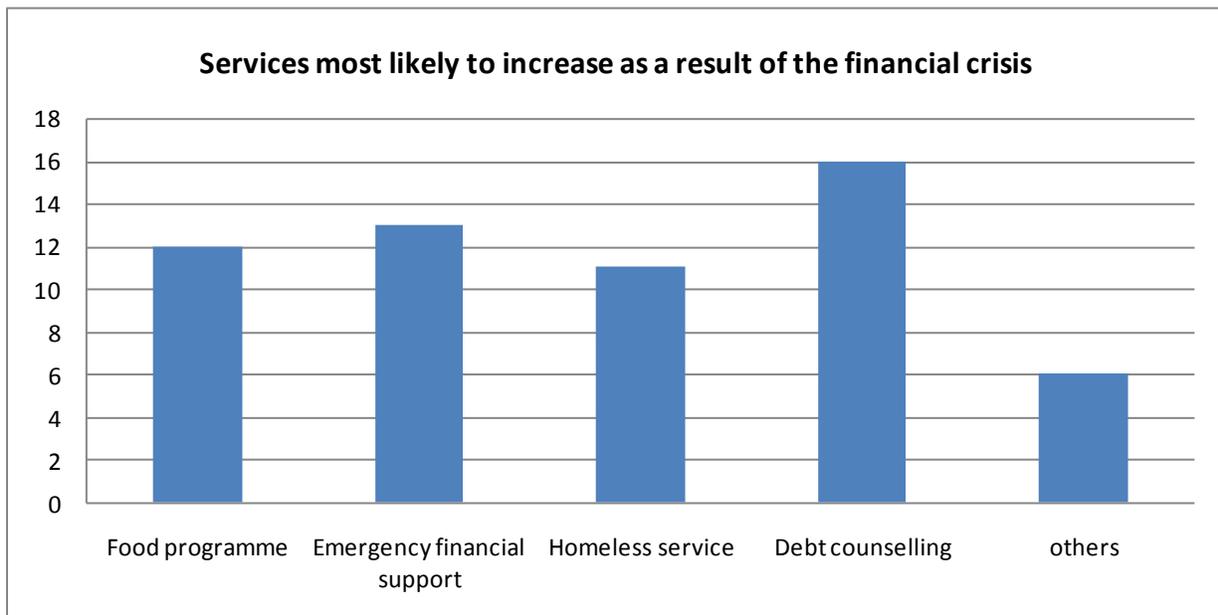


Our members indicated ‘others’ as including the long-term unemployed, graduate students, single parents, the elderly and people on long-term sickness leave. Furthermore, those who were unemployed before the crisis took hold will be even more vulnerable.

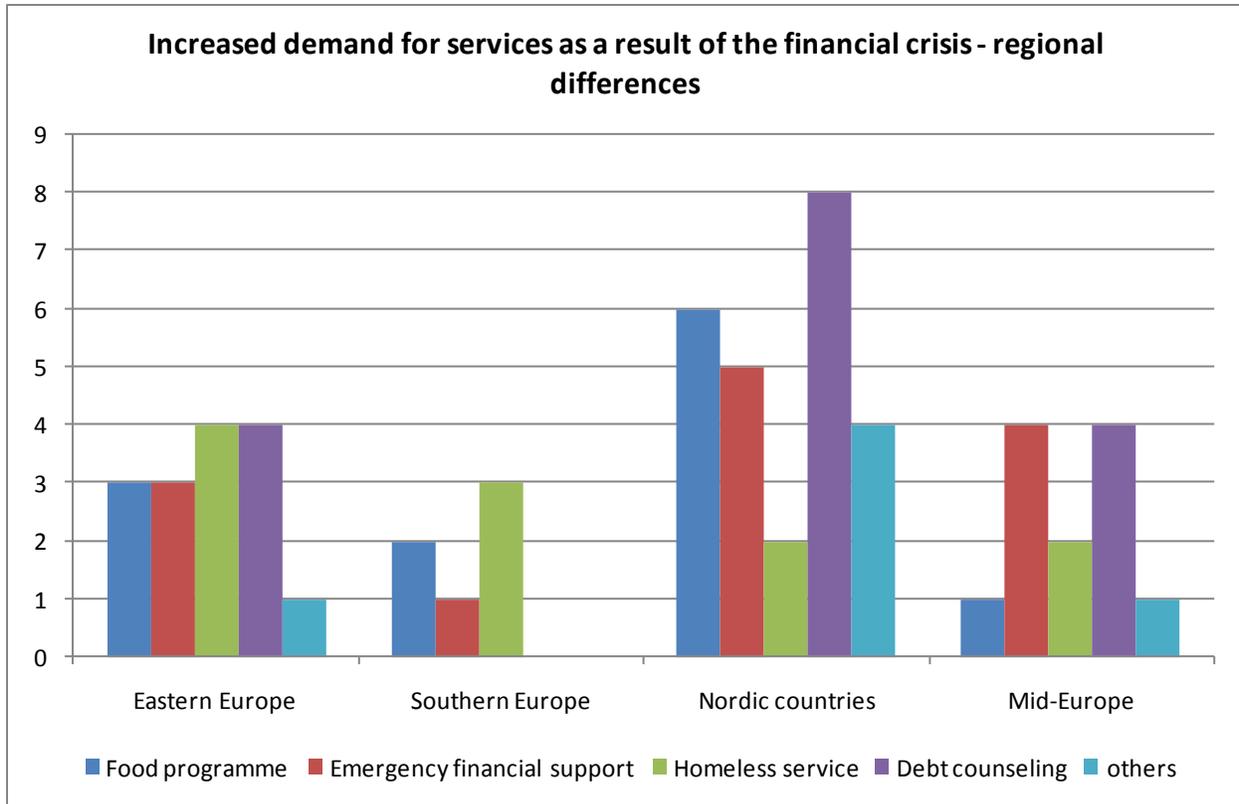
Increased demand for services

As a result of the crisis many people might seek help to overcome the impact of the crisis on their lives. We asked our members which services they thought there would be an increased need for as a result of the financial crisis. Debt counselling emerges as the service most likely to face an increase demand according to our members while services such as food programmes, emergency financial support, and homelessness services will also increase.

Those members that have indicated ‘others’ mention pastoral counselling, rehabilitation of people on sick leave, services for families and programmes for unemployed people. Also, day centres for children and the elderly were mentioned by some members.



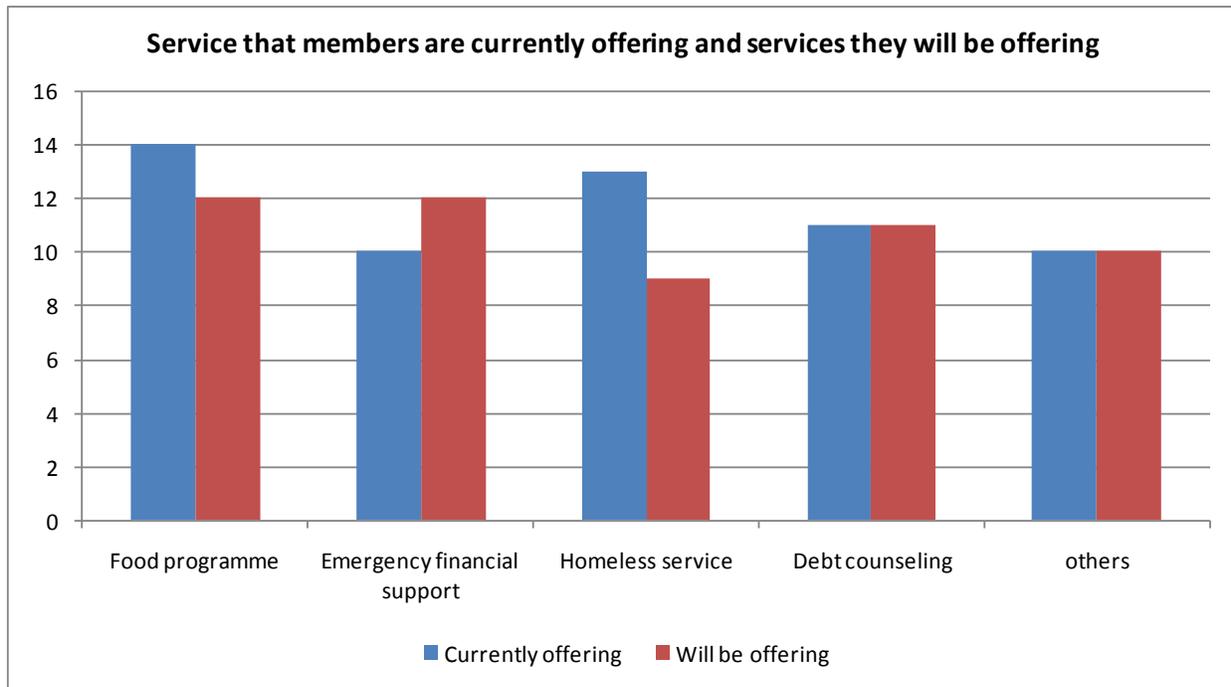
There seem to be some regional differences in which services members think will increase as a result of the financial crisis. Countries in Southern Europe do not think that there will be an increased need for debt counselling which all other regions believe that this will be a service under increasing demand. In Southern countries and also in Eastern European countries there seems to be an increased need for homeless services while in Nordic countries there seem to be a need for food programmes next to debt counselling. In Central European countries there will be an increased need for emergency financial support as well as debt counselling.



Services that members are currently providing

When we asked what kind of services our members are currently offering the most common services were food programmes and homelessness services. Many members are also offering emergency financial support and debt counselling. Members that have mentioned ‘others’ refers to disabled facilities, homes for elderly, family and marriage counselling, homes for young adults, after school

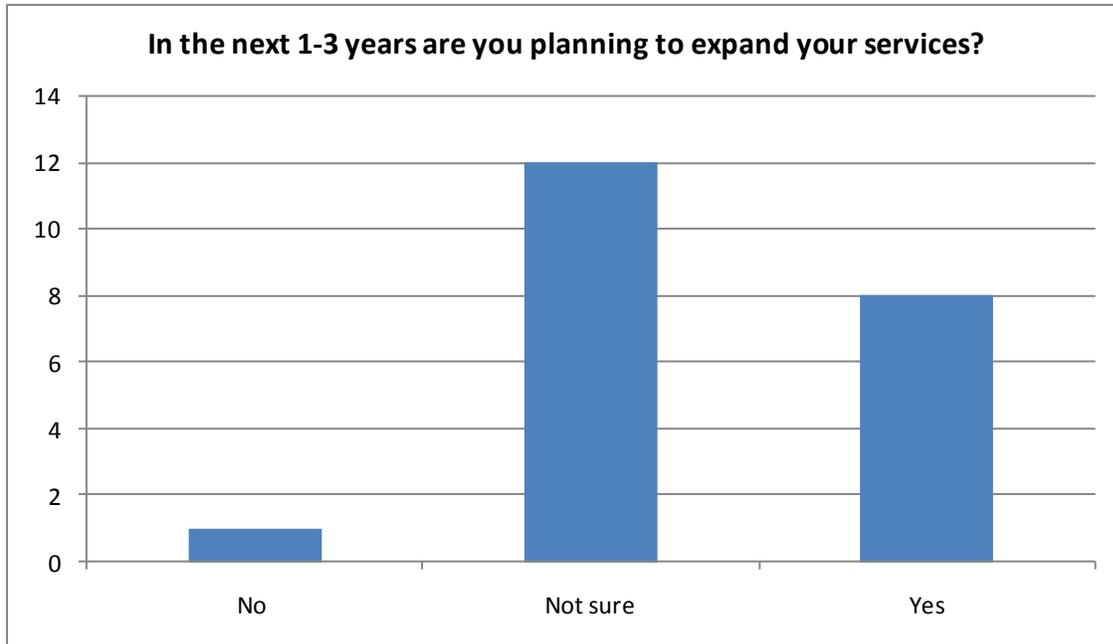
activities, pastoral counselling and clothes banks.



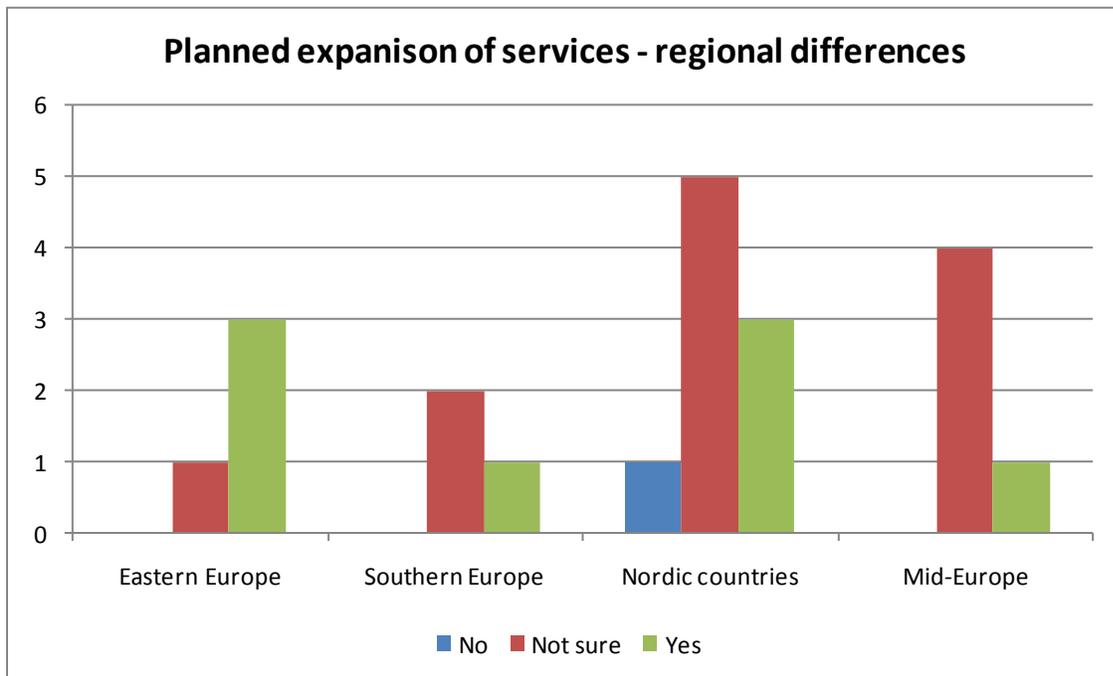
In the future more members will start to offer emergency financial support while continuing to offer food programmes, homelessness services and debt counselling. Some members mentioned that it will be important to offer microcredit services in the future. Others will start to offer unemployment and employment programs and some will offer social and health services that support or are to be seen in addition to those provided by the local authorities.

Members expanding their services

The majority of our members are not sure at the moment if they will expand their services in the next 1-3 years. However some members have said that they intend to expand their services in the future into areas such as mobile hospices and palliative care for elderly, more services for people with Alzheimer's disease and housing for disabled people. Others will start offering cancer rehabilitation, drug treatment, employment training for most vulnerable groups, and homelessness services. Even more members say they will expand their services into debt counselling, financial support but also training for specific groups of people such as Roma people.



Looking into regional differences; countries from Eastern Europe seem to be most convinced that they will expand their services in the future while other regions seem to be more uncertain about how they will do in the future. One reason for this uncertainty might be they are hesitating to expand anything before they know the full scale of the crisis.



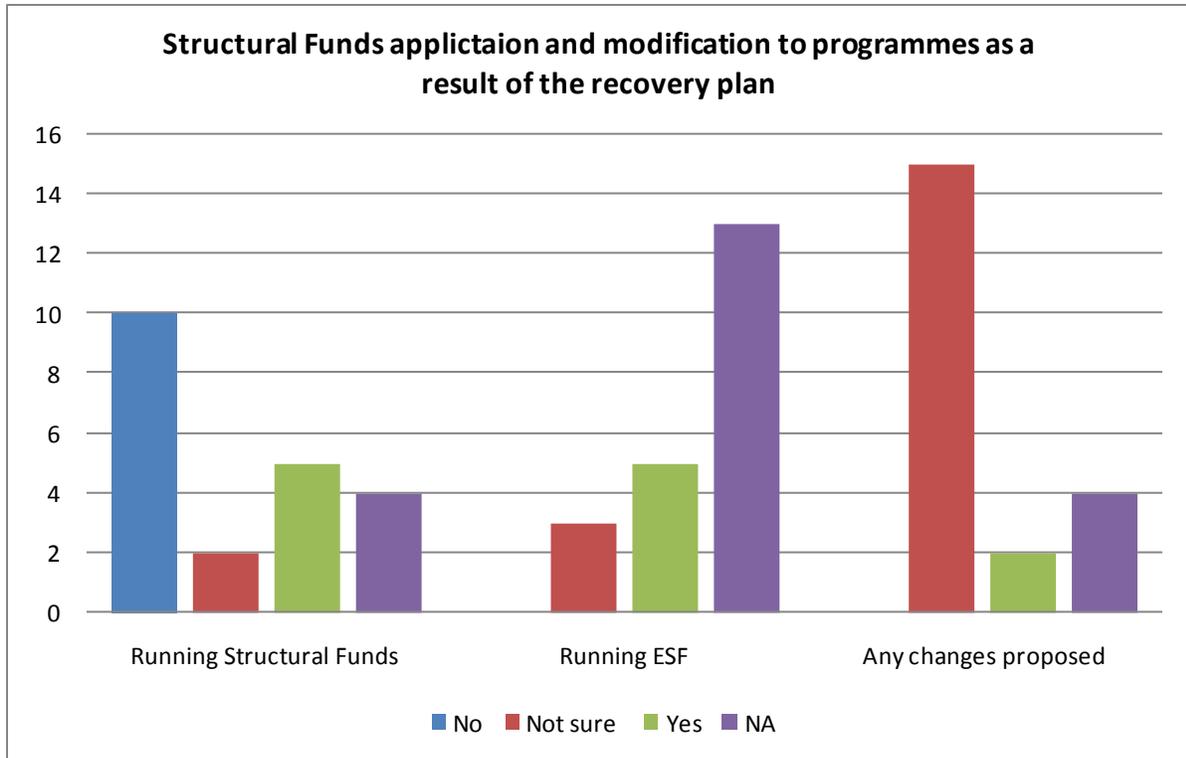
Structural Funds

Eurodiaconia is quite often asked if our members are running any programmes funded by the European Social Fund (ESF) or other structural funds. We are also often asked if our members have encountered any problems when applying for structural fund grants. We therefore asked our members a few questions about structural funds. We were particularly keen to know if they have applied for any of the currently available funds and if they know about their governments plan to make changes in these programmes as a result to the European Commission recovery plan from 2008⁶.

In response, we discovered that most of our members have not applied for running any structural fund programmes. Those members who have applied for running an ESF project also have got their applications approved. The reason that so many have been recorded as 'not applicable for the ESF applications' is that those that had not applied for running a structural funds project are added to the column not applicable when asked if they are running an ESF project.

Most of our members were not aware if their governments were planning to make any changes in their structural fund programme. This could be seen as lack of communication from structural funds managing authorities or that they have not yet decided on making any modifications. In those few cases where our members have said that their government will make changes they have indicated that they will speed up application processes and decrease the co-financing share which is welcomed by our members. Furthermore it appears that, that structural funds will be made available to study the impact of the financial crisis and develop measures to combat its effects.

⁶ Communication from the European Commission, A European Economic Recovery Plan, COM (2008) 800 final 26 November 2008



PART 5 Additional Information

Finally, we asked our members what their biggest concerns were with regards to social service provision as a result of the financial crisis and what action they wanted to see taken at a European level by Eurodiaconia. The three main concerns according to our members emerged as:

- i) Financial resources for social service providers will decrease which will mean more difficulties in providing needed services;
- ii) Against a backdrop of reduced resources the demand for services will increase, especially for the unemployed, for homeless people, children, young people, immigrants and the elderly;
- iii) With lower resources and therefore potentially fewer staff the quality of the health and social services provided may deteriorate.

Access to affordable housing for the unemployed and those on low incomes was also a concern for our members as was the increase of insolvency in users of services. Our members want Eurodiaconia to contribute to enhancing decision makers' awareness about the social impact of the financial crisis. Our members have also called on Eurodiaconia to facilitate best practice sharing among members and to continue to give information on access to funding.

Our Conclusions

It is clear that although the financial crisis has had some initial impact on the social well being of European citizens there is a real concern that there is more to come. There are two reasons for this: increased need for services as more and more people are impacted by the crisis through loss of jobs, increased debt and other concerns and secondly the potential reduction in service provision due to reduced funding or the need to provide more services within an already stretched budget.

As diaconal organisations, our members want to ensure that each person, regardless of his or her circumstances is treated in exactly the same way and with the same access to high quality, tailor-made and holistic services. This infers values of solidarity and equality. We need to call for these values to drive our communities and nations and make sure that those in need in our communities become a priority. There are, however, other actions that we believe need to be taken now in order to alleviate the immediate, medium term and long term impact of the financial crisis and ensuing social crisis:

- **Invest in social services**

Based on our findings in this report Eurodiaconia would like to urge national governments to reject reductions in spending on social services as fewer people will have access to essential services. The quality and scope of services provided to those in need will only worsen if funding is reduced. In this context we also would like to refer to our message that we brought forward to the European Spring Council meeting in March 2009 that investment in social service infrastructure will generate positive multiplier effects and should not be seen purely as a cost for governments⁷.

- **Do not forget those already long-term unemployed**

As unemployment rises we must not forget those people who have been unemployed and living in poverty for some time as our report shows that, they in particular are experiencing a worsening of their situation as a result of the crisis. Eurodiaconia calls on the European Union and governments to continue to invest in those people furthest from the labour and those who will not be able to enter it. We therefore call on Member States to implement the Recommendation on principles of active inclusion. There will also be a risk of a growing number of people facing multiple difficulties, that is to say not “only” being unemployed but also being an unemployed person who is older than 55 years and a migrant.

- **Make necessary changes to Structural Funds programmes**

We also ask national governments to make the necessary changes in priorities in their European Social Fund (ESF) programmes. Changes need to be made so that structural funds have an increased link to the needs as they are seen today rather than the situation that prevailed three years ago when most of

⁷ Letter to the European Spring Council, March 2009, [“To avert a social crisis social investment must include essential services”](#)

the operational programmes were written and negotiated with the European Commission. Governments must make sure EU funds for social service providers are quickly disbursed in order to ensure continuity of services and that social service providers can continue to operate.

Operational programmes funded by the European Regional Development Fund (ERDF) should also be updated to meet current needs and spending on infrastructure projects should be promoted to stimulate demand for labour.

- **Introduce temporary bridge loans along with other support tools for non-governmental and non-profit making social service providers**

Eurodiaconia would also like to urge national administrations to introduce temporary bridge loans for those social service providers on local/regional level that might run into cash flow problems because of bank credit issues meaning that they not necessarily can pay salaries to their staff or operate essential services. We also recommend that other areas of support from statutory funding authorities are considered that would ensure the continuity of services and safeguard quality.

- **Rethinking our Values**

Eurodiaconia encourages all in Europe to rethink our values and motivations. We must ensure that such a crisis does not happen again so we must make changes now to how we live and to our attitudes to money and consumption. Growth must always be sustainable and serve a greater goal of social progress. Furthermore, we must recognise the need to live in solidarity with each other and ensure equality within our societies and communities. In this context the strategy to replace the EU's Lisbon Strategy must have greater social cohesion and social inclusion at the centre of its policies and as the overall goal. At national level and EU level all policy areas must take account of their potential social impact.

- **Continue to closely monitor the impact**

Finally, since many of the consequences from the financial crisis have not yet been seen we encourage all actors such as the European Union, national governments and NGOs to continuously monitor the impact of the financial crisis on citizens with both quantitative and qualitative indicators. We call on Member States to make use of the Social Open Method of Coordination to monitor trends and share best practice in tackling the social consequences of the crisis.



Annex 1 Questionnaire

The Global financial and Economic crisis has and will continue to have a major impact on our whole society. More and more people will be affected by it both directly and indirectly and we have not yet seen the full scale of the crisis either economically or socially. Civil society and politicians are united in calling on governments throughout the world to find ways to ease the direct impact the crisis may have on its citizens. On a European level various debates and discussions have taken place and plans put in action. As a key partner through the PROGRESS programme within DG Employment and Social Affairs we are keen to share with the European Commission our members views on the current crisis and the impact it will have on your work.

The Eurodiaconia Secretariat is sending this questionnaire to all of its member organisations asking you about the current and expected future impact of the financial crisis on your organizations and communities. We therefore kindly ask you to fill in the following questionnaire. The analysis and key messages that can be drawn from the responses will be communicated to the European Commission but we will not give details of specific countries or organizations so please be assured of the confidential nature of your responses.

The questionnaire covers four different areas:

- your organization and your neighbourhood
- impact on your organization and its finances
- impact on demand for services
- structural funds.

If you have any documents describing concrete actions related to the recovery from the financial crises – please send a copy of that document to us in whatever language it is available in.

Please reply to this questionnaire electronically. When filling in a textbox just mark it and put X in it. When you are asked to write your comment please do so in the large box which has space for more than 800 characters, if you need more space please make the box bigger.

You may reply this questionnaire in English, German, French, Swedish and Danish but please do so electronically. If you have any questions do not hesitate to contact Michael Johnsson at michael.johnsson@eurodiaconia.org or +32 2 234 38 64.

Help us in making your voice heard!

The Eurodiaconia secretariat

I. Impact on your neighbourhood and your organization

1a. What impact has the financial crises **had so far in your country/region/municipality?**

- No impact
- A little impact
- A large impact

If any impact (large or little), please indicate in what way

1b. What impact do you expect the financial crises **will have in your country/region/municipality in the next 1-3 years?**

- No impact
- A Little impact
- A large impact

If any impact (large or little), please indicate in what way

2a What impact has the financial crisis **had so far for your organization and your ability to provide care and services** to people in need? (e.g. reduced staffing, less services available)

- No impact
- A Little impact
- A large impact

If any impact (large or little), please indicate in what way

2b What impact do you expect the financial crisis **will have on your organization and your ability to provide care and services** to people in need in the **next 1-3 years?** (e.g. reduced staffing, less services).

- No impact
- A Little impact
- A large impact

If any impact (large or little), please indicate in what way

II. Impact on your **organization finances**

3a In the **past 6 months** have the funds you receive from **local sources** been reduced?

No

Not sure

Yes

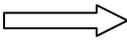
If yes, please indicate by approximately how much (%) and also from what kind of sources (e.g. local authorities, governments, private donations, churches etc.)

3b In the **next 1-3 years**, do you expect that the funds you receive from **local sources** will be reduced?

No

Not sure

Yes

If yes, please indicate by **approximately how much** 

and also from **what kind of sources** (e.g. local authorities, governments, private donations, churches etc.)

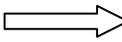
4a

In the **past 6 months** have the funds you receive from **international sources** been reduced?

No

Not sure

Yes

If yes, please indicate by **approximately how much** 

and also from **what kind of sources** (e.g. foundations, churches, EU funds etc.)

4b

In the **next 1-3 years** do you expect that the funds you receive from **international sources** will be reduced?

No

Not sure

Yes

If yes, please indicate by **approximately how much** \Rightarrow

and also from **what kind of sources** (e.g. foundations, churches, EU funds etc.)

5a

In the past 6 months have your costs risen?

No

Not sure

Yes \Rightarrow if yes, please indicate by approximately how much

If yes, why have your costs risen (e.g. increased demand for services, increased cost for raw materials etc.)

5b

In the next 1-3 years do you expect that your costs will have risen?

No

Not sure

Yes



if yes, please indicate by approximately how much

%

If yes, why have your costs risen (e.g. increased demand for services, increased cost for raw materials etc.)

6

If you have lost funding or expect to lose in the future how do you plan to make up lost revenue?

III. Impact on **demand for services**

7 In your opinion and experience, which of these groups of people have been or are most likely to suffer from the financial crisis (order 1-3)?

- | | |
|---|-----------------------------------|
| <input type="checkbox"/> Children | <input type="checkbox"/> Elderly |
| <input type="checkbox"/> Women | <input type="checkbox"/> Men |
| <input type="checkbox"/> Migrants | <input type="checkbox"/> Disabled |
| <input type="checkbox"/> Others, please explain | |

8 As a result of the financial crisis, which of the following services do you think there will be an increased need for?

- | | |
|---|--|
| <input type="checkbox"/> Food Programme | <input type="checkbox"/> Emergency financial support |
| <input type="checkbox"/> Homeless services | <input type="checkbox"/> Debt counselling |
| <input type="checkbox"/> Others, please specify | |

9 Which of these services are you currently offering (multiple answers possible)

- | | |
|---|--|
| <input type="checkbox"/> Food Programmes | <input type="checkbox"/> Emergency financial support |
| <input type="checkbox"/> Homeless shelters | <input type="checkbox"/> Debt counselling |
| <input type="checkbox"/> Others, please specify | |

10 In the next 1-3 years which of these services do you expect to be offering (multiple answers possible)?

- | | |
|---|--|
| <input type="checkbox"/> Food Programmes | <input type="checkbox"/> Emergency financial support |
| <input type="checkbox"/> Homeless shelters | <input type="checkbox"/> Debt counselling |
| <input type="checkbox"/> Others, please specify | |

11 In the next 1-3 years are you planning to expand your services?

- No
- Not sure
- Yes

If yes, please indicate what kind of services you will start offering

IV. **Structural Funds** (regional fund and European Social Fund (ESF)) are the financial means from the European Community to, under normal circumstances, help member states to invest in infrastructure and in people.

12a Have you applied for running any Structural Fund projects?

No

Not sure

Yes

If yes, please indicate from which fund (regional fund or the European Social Fund)

12b If you have applied for running an ESF project was your application approved?

Yes

Not sure

No

If no, please explain why

12c Will your government **make any changes** to the ESF programme due to the financial crises?

- No
- Not sure
- Yes

If yes, please explain what impact this will have for your activities

V. Miscellaneous

13 What would be your three biggest concerns with regards to social services provision as a result of the financial crisis?

1. 2. 3.

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What should Eurodiaconia do as a response to the financial crisis?

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What else regarding the financial crisis, which is not already covered by the questionnaire, would you like to mention?

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Eurodiaconia receives support from the European Community Programme for Employment and Social Solidarity (2007-2013).

This programme was established to financially support the implementation of the objectives of the European Union in the employment and social affairs area, as set out in the Social Agenda, and thereby contribute to the achievement of the Lisbon Strategy goals in these fields.

The seven-year Programme targets all stakeholders who can help shape the development of appropriate and effective employment and social legislation and policies, across the EU-27, EFTA and EU candidate and pre-candidate countries.

To that effect, PROGRESS purports at:

- providing analysis and policy advice on employment, social solidarity and gender equality policy areas;
- monitoring and reporting on the implementation of EU legislation and policies in employment, social solidarity and gender equality policy areas
- promoting policy transfer, learning and support among Member States on EU objectives and priorities
- relaying the views of the stakeholders and society at large.

For more information see:

http://ec.europa.eu/employment_social/progress/index_en.html

The information contained in this publication does not necessarily reflect the position or opinion of the European Commission.