

C3 4th Workshop
Meeting report
Topic 3.3.2
Providing services for social assistance beneficiaries
&
Topic 3.3.3
Publicity of social assistance laws and regulations (techniques and instruments used for dissemination of information)
&
Standards in social assistance benefits and services - legal framework, stakeholders, implementation, governance and administration – EU knowledge and practices sharing
September 25th, 2018
Ministry of Civil Affairs
Beijing Jade Garden Hotel

Meeting has been moderated by Ms Jiang Wei, Deputy Director of Social Assistance Department, Ministry of Civil Affairs, P.R.China

1. Welcome speeches made by Ms Jiang Wei and Ms Marzena Breza

Ms. Jiang Wei has introduced all the participants of the meeting from Chinese side including the representative of Ministry of Civil Affairs and four pilot sites and expressed her thanks for having that meeting with EU experts.

Ms. Breza then has introduced EU and CN experts and the topics they have been working on and also the main idea of the meeting and also has expressed thanks for hosting the meeting by Ministry of Civil Affairs.

Ms. Breza underlined that the idea of this workshop is to discuss deeply the research which was done between EU-China Project and continue with the work which will be done by pilot sites.

Ms. Breza presented prof. Gang Shuge from the Beijing Academy of Social Science and prof. Tian Rong from Nanjing University. She mentioned that Prof. Gang will present the information policy within social assistance, and prof. Tian will be speaking about social services for vulnerable groups for social assistance beneficiaries. Then Ms. Breza introduced EU experts which is Ms. Camille Lambinon from France, the expert in the field of SA and also experienced with cooperation with NGO's in France and will make some indications to Croatia, then Mr. Christian Moutier, former general director of the Family Allowance Fund in the region of Paris, currently working for several projects on SA. The third expert is Mr. Pavel Janeček from Czech Republic, working for the Ministry of Labour and Social Affairs of the Czech Republic, the head of International Cooperation Unit.

2. Topic 3.3.2 Providing services for social assistance beneficiaries

In this section, CN expert Ms Tian Rong, assistant professor of Nanjing University presented her draft policy recommendation report on topic 3.3.2.

Prof. Tian Rong outlined the 2 parts of the presentation: situation of social assistance services in China and sharing development in terms of preliminary policy suggestions.

Prof. Tian mentioned the policies related to social assistance services, in which the central government has put forward the strategy of building a service-oriented government, and at the same time strengthened the construction of the social service system to meet the growing needs of the people for social services. Therefore, it is necessary to develop "the social service state" and "service-oriented society" that focus on social services. Prof. Tian outlined that according to Measures on Social Assistance, local governments at or above the county level can purchase services from social forces by means of entrustment, contracting and procurement. Prof. Tian mentioned that in 2015, the opinions on developing social work in the field of SA further clarify the importance and it is a requirement in developing SA and by 2020 social work service agencies and social workers will be widely involved in SA. Prof. Tian said that the opinions on implementing SA Service procurement and strengthening capacity of SA agencies at the grassroots level. The policy promotion has included aspects of attracting social forces to participate in SA provision, establishing the cooperation mechanism between the government and society, and improving the SA service level with social work expertise.

In regards of progress and problems of government's basic SA services, Prof. Tian said that due to the influence of conservative values and insufficient financial funds, the proportion of centralized provision remained low and financial input is obviously insufficient. Despite the continuous improvement of temporary and medical aid, the direct SA services are of low level, and the imbalance of financial input between urban and rural areas remains.

In terms of SA services from social organizations at the early stage, Prof. Tian outlined that the services targeted at the poor provided by SA social organizations are gradually developing in China. Moreover, the number and the capacity of social service institutions are still insufficient and the foundation for social work development is still relatively weak, which makes the coverage of SA services and beneficiaries limited and the service work ineffective.

Relating to social assistance programs for low-income families by social forces, Prof. Tian said the neighborhood committees and friends and family play the most important role in helping low-income groups, while the role of organizations for worker, youth, and women and the disabled, charitable organizations, employers as well as social work organizations are not significant.

The model of cooperation between government and social forces, Prof. Tian said it is mainly based on the modes of government procurement, PPP and venture philanthropy. To vigorously promote SA service procurement was listed as an important task of SA for all provinces in 2018.

Prof. Tian mentioned that the effective supervision and evaluation system for SA service or venture philanthropy projects in China is still insufficient. Prof. Tian emphasized that the regulatory bodies have overlapping functions and responsibilities; the division of powers and responsibilities is not clear. In terms of the legality of the purchase process, the evaluation focuses more on the service output rather than service effectiveness, focusing on whether sellers provide the services according to the contract while neglecting the service quality level provided by them.

Prof. Tian started the second part of the presentation by presenting the top-down policy and the continuous financial guidance can help grassroots communities to cultivate professional workers in the field of SA and build an integrated service delivery network based on the community. China can establish standards for SA services at the level of the central government and set up special funds to subsidize local SA services. Governments at all levels should increase their input in SA services, involve the SA procurement into their budgets, establish a long-term and stable mechanism for financial input, and strengthen the government's role in supervision.

Prof. Tian explained that the grassroots communities arrange SA service workers in communities according to a certain number of households and population ratio and recruit professional social workers to undertake administrative management services. In order to address low professional degree of community personnel, communities improve the professional level of its management services through centralized training and further learning. In addition, the communities employ permanent or temporary professional social workers through government procurement of services.

Prof. Tian presented the formulation of standards and norm of SA services, by suggesting that the government should, with discussion with the professional, issue social service standards suitable for China, and urges the grassroots government to formulate service-effect-oriented evaluation standards to facilitate supervision. Prof. Tian also suggested establishing a quality standard framework for basic SA services.

In regard to integration of SA resources and promotion of the coordination mechanism, the government can focus on the significant SA service problems needed to be solved for vulnerable groups, and explore various forms of cross-sector collaboration in grassroots management. Prof. Tian suggests the set-up of integrative family service centers (IFSC).

Prof. Tian suggests the establishment of a national SA service information database, forming SA service information sharing mechanism and providing the basis for the decision-making, data query and dynamic management of SA service procurement. Prof. Tian also suggests building various information managements and docking platforms for special assistance, to ensure the effective and timely intervention of professional social workers.

Prof. Tian continues the presentation by presenting the combination of SA services and employment support services. Presently, importance needs to be attached to figure out how to integrate the SA work of the departments of human resources and social security, so as to provide effective services and employment inclusive support for the service recipients.

Finally, Prof. Tian discusses the balance development of urban and rural SA services. Prof. Tian compared with those in urban areas, social organizations and social work resources are underdeveloped in rural areas. Prof. Tian shows that in rural areas, mutual assistance organizations formed by residents can be guided and promoted, thus to advocate and support mutual assistance services among residents. The employment inclusion of SA recipients in rural areas can be combined with the current rural revitalization in Chinese society.

3. Topic 3.3.3 Publicity of social assistance laws and regulations — techniques and instruments used for dissemination of information

In this section, CN expert Prof. Gang Shuge, professor of Beijing Academy of Social Science, presented his draft policy recommendation report on topic 3.3.3.

Prof. Gang Shuge outlined the presentation into 4 parts: the significance of information dissemination and policy publicity of social assistance; practical experiences and institutional achievements of information dissemination and policy publicity of social assistance in China; major challenges; some policy recommendations.

Prof. Gang emphasized the importance of social assistance policy publicity and information disclosure.

Prof. Gang underlined that the information dissemination and policy publicity of social assistance is a basic administrative work and an important guarantee mechanism for the transmission of social assistance policies, the improvement of social assistance management and the realization of efficient and standardized operation of social assistance.

Prof. Gang said the information disclosure of social assistance is the institutional arrangement and concrete practice of guaranteeing the people's right to know, to participate, to express and to supervise.

Prof. Gang emphasizes that China's governments at all levels, especially the central government, play an important leading and guiding role in the policy publicity and information dissemination of social policies. Information dissemination and policy publicity of social assistance is in transition in the process of legalization. Prof. Gang said multilevel regulation system for information dissemination and policy publicity of social assistance is formed. In the practice, the framework of information dissemination and policy publicity of social assistance has integrated the traditional and modern ways, the offline and online approaches, and governmental and non-governmental channels.

Prof. Gang provides three specific cases in which it is difficult for community workers to well answer the application request of Dibao applicants whose residence is not consistent with his/her Hukou; the community residents do not know about the policy concerning the winter heating fee of the Dibao recipients; insufficient interpretation of social assistance policies on the website of civil affairs departments.

Prof. Gang noticed that the websites lack the transparent, concise, direct, clear answers.

Prof. Gang suggested basic principles and development orientation of social assistance information dissemination and policy publicity. "Six further strengthening", which includes top-level design and promote balanced development; guidance and establish correct orientation; relief management and promote standardized development; professional training and enhance work capacity; the use of technology and promote innovation in means; work efforts and improve policy awareness.

Prof. Gang mentioned in response to the unbalanced development of information dissemination and policy publicity of social assistance among regions, the central government should go on taking the lead in top-level policy design.

Prof. Gang said that the society pays more attention to social affairs. It is urgently needed to actively respond to public concerns and use correct way to lead the public's opinion online, which would help to promote disclosure of government information, and protect citizens' right to information and expression.

Prof. Gang continues by underlining the necessity to further improve the institutions for information disclosure and policy publicity in the field of social assistance. The process involves better work norms and managerial methods.

Prof. Gang also mentioned that it is a necessity to strengthen the construction of personnel for social relief management, constantly improve the publicity, communication and policy interpretation of social relief, adhere to service awareness and rule of law thinking, and constantly improve the professional level of social relief. It is important to strengthen education training in grassroots communities.

Lastly, Prof. Gang brought to attention that according to the fact that China's social assistance system is based on the communities, it should be given full play to the role of communities in poverty governance, especially in the publicity of social relief information and policy publicity. The neighborhood committees of urban and rural communities directly contact urban and rural residents, especially the poor, and have unique advantages in information disclosure and policy publicity.

4. Open discussion

Mr. Li Weidong, the director of MoCA Center shared the story about his friend with cancer and that through that story he learnt a lot about treatment of cancer and targeted treatment and was thinking about target treatment for Dibao families since the most of Dibao beneficiaries are the elderly and sick people or disabled people and they have great difficulties having access to the information. Mr. Li said that over the world there are 20 countries that have established low income database and that database based on such information can disseminate such information door to door and that could be the more effective method that the current one.

Prof. Gang agreed that old people have difficulties in having access to information and they even don't understanding information they receiving and that the rising people's awareness of the information is fundamental goal of the work should be done. Prof. Gang pointed that firstly the traditional channel mainly dissemination to mass public, e.g. ID at local radio station, local TV station, every time when the Dibao standard is raised such information should be broadcasted on the mass media. But because traditional channels cannot usually cover this population, no matter how successful we make our Wechat, visual cards or Weibo but it is not possible for elderly to reach these channels. But from the other hand we have to rely on the social workers or community workers, because they are the front line of the contact with these people and door to door visit elderly allows them to learn about the policies. At the end he said that as well as the online as the offline information dissemination is needed.

Prof. Tian added that during the presentation targeted service targeted benefits was mentioned, e.g. social workers cover whole building in the community to locate those who need help, they identify

the problems, check if they are qualified or not or if can receive other assistance. Also when people go to public facilities at the community level where they receive services and also get knowledge related to them but also to their children or relatives. Social workers do the social assessment; they realize family in needs, provide support or services and also can link families with the services providers. Social worker targeted role is on one hand is to find people in need and also to go door to door to locate the people in needs.

Ms. Wu Tingting (official representing grassroots level government of Civil Affairs Bureau in Dachuan district in Sichuan province). Ms. Wu agreed with the experts that training and the policy dissemination is very important and the competency of social assistance workers is also very important. Ms. Wu underlined that they realize that a lot of people especially rural residence and also people living at the community level need different SA, e.g. community residence have bigger access to information, they also can understand policy better, while in the rural area most recipients are the elderly and vulnerable groups. They are not frequent users of the internet or the new media so the information cannot reach this population so that the social workers community workers and social assistance coordinators should play the role. Ms. Wu shared that for Dibao more than half or almost a half of social assistance are provide at grassroots level, but what was found is that assessment for Dibao is just a paper work but actually it should be basis on family visits and the assessment at the neighborhood whether family is qualified for the Dibao or not. She underlined that social workers also should be invited to do the independent assessment of Dibao recipients. Ms. Wu also added that in Dachuan City medical or healthcare assistance, education assistance, and housing assistance that four components are the major part of the social assistance offered by the district.

At the end Ms. Wu asked experts whether Dibao will be regarded as precondition for determine other types of SA, e.g. if somebody is the recipient of Dibao?

Mr. Moutier said that in France there are benefits which are called solidarity income or basic income which is given to people with no income. He also underlined that last year there are 30% of the people who could apply for this benefit but didn't apply. The one of the reason is that the legal framework is that the regulations are so complicated that those people just do not understand and do not reach their rights. Mr. Moutier pointed that in France the law is very complicated, e.g. there are 20 000 law articles concern social protection and minimum income which community workers have to keep in mind and also they base on data system.

Mr. Moutier advised to Mr. Li that maybe database will be the somehow the solution and the service can simulate the right, who get Dibao, who can get other kind of benefit/services and then that is the way to target the information not waiting for people to come. He also pointed that most of the people don't care about policy and law, don't care about the way it works, what they care is their rights, what they can receive today.

Ms. Lambinon underlined that some people especially old people are not familiar with internet so they don't get the information about their rights so they don't apply. So to make the information more accessible in France a lot of thing was done like, e. g. the NGO's financially supported by the public authorities have developed many programs to make information on the internet more useful, friendlier

and more comprehensive. The NGO's have also developed some programs with social workers to help normal people to find the information online.

Mr. Janecek said that in the Czech Republic there is a social assistance benefits but the law is not as complicated as in France. The workers in the labor office should know all about the social assistance schemes so they should know what to recommend to the person asking for benefits.

Mr. Janecek also commented the presentation of prof. Gang and said that information sharing and dissemination of social assistance is on one hand is to provide the information to the citizens on very brief and practical information, answer their basic questions what they can get in their situation, what they can apply for, etc.

Mr. Janecek pointed that part of information sharing is from the top to the bottom, sharing what is the policy, what is the administration, what (if there is) a change of some benefit to ensure that all the levels know of the changes and the people at the grassroots level may provide exact and actual information.

The information sharing among the institutions that are acting in social assistance among service providers, different public administration authorities are also very important. Mr. Janecek also added that the information dissemination is also bottom to top. It's important to get some response, some feedback from the citizens or from the grassroots levels and to have a mechanism to collect that information and use that feedback for further changes. He also pointed that maybe publishing the data of the recipients will be the issue. Although in the EU providing the data of the recipients is not practices since this is kind of stigmatize them, like put them out of the society.

Mr. Moutier added that now the ministries, banks, the internet providers, the telephone providers are obliged to share/provide the information to social assistance system. This regulation is very efficient and that means that we get the information very easily, very quickly but it also remains the secret that this information couldn't be shared with outside people.

Mr. Bruni emphasized that the information's are very important to the beneficiaries, but he also pointed that old people don't really want to use the internet; they will not go into media. What is he especially underlined is that at the beginning the survey is important, the survey to find out what is the real situation, what people know, what they don't know, why they know it and why they don't know it, so than we can know the real situation and then we can plan different kinds of information dissemination.

Ms. Breza pointed that all the policies in France are really very family oriented and that the presentation is confirming that status quo of the French system. Ms. Breza said that this is a very comprehensive system which is considering different parts of the daily live including labor market, activity including different financial and economic background of the families. She added that actually Poland has used French examples, for example in childcare and supporting parents and that from the perspective of the transition country there are some differences compare to French examples.

5. Topic Standards in social assistance benefits and services – legal framework, stakeholders, implementation, governance and administration mostly focusing on social services, presentation and comments by Ms Camille Lambinon, EU expert from France

Ms Lambinon underlined that social services in France are provided by various public and private institutions. Originally the State is the first provider of social services through its local agencies: *CAF (Caisses d'Allocation Familiale)*. Since 1982, France is in a process of decentralization which has led local authorities, mainly the 100 counties (“*départements*”) existing on the national territory to take over or to develop new social services. Originally it related to social services for old people and for people with a handicap. The social support provided to beneficiaries of guaranteed minimum incomes is now also ensured by the counties. French associations also play a very important role in the delivery of social services and their role has increased during the last 10 years.

Ms Lambinon also pointed that nowadays there is a movement in France, including amongst the Members of the Parliament, to give a more dynamic definition to social services and to go from protecting vulnerable populations to giving them real opportunities. Ms Lambinon also reminded that the birth of social services is during industrial revolution where large clusters of populations were moving from villages to cities and now the same phenomenon with the migrants’ crisis appeared.

The changes of the social services providers was caused by several reasons. First reason is deinstitutionalization of social services and that the State wants to delegate some social services to associations, in exchange of adequate financial and human means. The second one is importance of formalized and exhaustive relationships between public authorities and associations. NGOs are innovative and have the will to develop social experiments. They are close to citizens and able to identify promptly new social challenges. NGOs often have intense links with local communities which will make the implementation of social projects more efficient.

Ms Lambinon said that social services are diverse and address the different needs of vulnerable populations. Qualifying conditions to access to social services shows the diversity of social services. First condition is a life situation or an event (handicap, unemployment, divorce, etc.). Second condition is the access to a monetary benefit. The access to a monetary right can be a condition to receive certain social services. In the case of minimum income, this support can include employment training and income-generating opportunities like providing various communication, financial and legal knowledge on how to start a business.

Common objective of social services is to tackling the causes of vulnerability and bringing about positive and long-lasting changes in people’s life. Definition of social services is a protection of people in a situation of fragility or vulnerability and that the vulnerable situation can be related to poverty, to handicap, to young or old age or to social or linguistic isolation.

Ms Lambinon underlined the importance of a linkage between monetary transfers and training and livelihood skills for adults facing poverty. This principle has spread out in France where in-cash benefits go more and more beyond the safety net approach and have started to incorporate elements aiming to increase beneficiaries’ capacity to be self-sufficient. In the last 20 years, huge efforts in France to develop the access to pre-school facilities for children of modest families. Studies have

shown that mixing children from various social origins is an efficient way to increase social and cultural “abilities” of poor children which later will help them to climb up the social ladder. While France has made the obligation for beneficiaries of guaranteed minimum income to follow employment training or life-long education, Croatia went further as in some regions, minimum income is provided under the condition that beneficiaries perform some utility work which is organized by municipalities. The idea underlying this strategy poverty reduction is to encourage citizenship practices.

Ms Lambinon at the end pointed the importance of ensuring people that they are informed about their rights, including social services. Also combining IT and social services are very important in case of social services.

6. Topic Standards in social assistance benefits and services – legal framework, stakeholders, implementation, governance and administration mostly focusing on cash benefits including minimum income scheme and benefits for most vulnerable groups, presentation and comments by Mr Christian Moutier, EU expert from France

Mr. Moutier during presentation underlined that in France, the fight against poverty, the support to vulnerable groups is closely linked to family support. Starting at the end of WW2, the family policy was aiming at fighting low fertility. As time went on, it became one and more targeted on vulnerable families and finally – considering the “know how” of the service in charge (CAF - Caisse d’allocations familiales - family benefits fund), it included the tools of the fight against poverty and the support to vulnerable groups.

Mr. Moutier said that the social policy in France uses 3 main tools. The first is the tax regulation where income taxes is being taken into account the situation of the payer such as family situation (children and dependent persons), disability, unemployment, old age. The second is that the social security system is splitted into 3 main branches: health fund (which it reimburses or even pays health expenses for the people and also allocates special bonus to the ones with special needs); pension fund (which pays the pensions to the population, even the ones that have not worked or contributed to the financing of the system); family fund (which is beside all benefits allocated to families and this fund is in charge of the targeted social assistance to most vulnerable groups (like people having no income, people earning less than the guaranteed minimum wage in force in France, people with disability)). The third is targeted specific measures which includes: maternity leave (mother); leave for the birth of the child (father); parental leave for parents of young children; the return of the employee to his job is guaranteed; possibilities for working time arrangements for parents of young children; in cash benefits and in-kind (services, support and equipment) allocated to families; free health insurance for children; free kindergarten from 3 years old and up to 6 years old.

Mr. Moutier also pointed that in accordance with the surveys lead in the past 30 years, for the last 20 years the Government tends to develop service and social support to beneficiaries of social benefits, e.g. all Minimum Income Beneficiaries must receive social support to find a job and/or vocational training.

Mr. Moutier has also shared another example that different kinds of childcare systems are proposed to families with young children (collective care, private care, at home or at a maternal assistant's).

Mr. Moutier presented the Family Branch which is in charge of the main part of social assistance, including targeted social assistance, at least regarding in-cash benefits.

Social Policies in charge of the Family Branch is 4% of the GDP (source High Council for Family Policy), the expense of 100 Md €, and is the one of the highest in OECD (average of 2,2%).

Mr. Moutier also underlined that the social policies in charge of the Family Branch are financed by: personal contributions (employees and employers): 42%; taxes affected: 12%; other taxes and affected products: 12% and reimbursement of the State and regional/local authorities: 34%.

Mr. Moutier pointed that the family branch of Social Security has 2 main missions: helping families in their daily lives and develop mutual aid and solidarity with the most vulnerable.

Mr. Moutier also mentioned the housing benefits and underlined that housing subsidies is the one of the essential components of housing policy in France. It cost 17.4 billion Euros which is 0.8% of GDP; there are 6.5 million beneficiaries (nearly 12 million people covered), 50% of tenants, 12% of first time buyers. The calculations of the aid takes into account are: the resources of the family and its composition, the geographic location, the amount of rent or repayment of the loan.

Mr. Moutier also pointed that France is the one of the EU's most active countries for housing aid, there is 225 € per month on average per beneficiary household and only the Great Britain is more "generous" with 300 € (but housing costs>).

7. Topic Standards in social assistance benefits and services – legal framework, stakeholders, implementation, governance and administration mostly focusing on the institutional coordination of complex system of benefits and services within social assistance scheme from a perspective of transition country, presentation and comments by Mr Pavel Janeček, EU expert, Head of International Cooperation Unit of Ministry of Labour and Social Affairs of Czech Republic

Mr. Janecek introduced the situation after 1990 with transition reform and pointed that in Czech Republic major political change was in 1989 when the country was started transition to democratic political system and when the economy have changed from planned to open market economy. In all areas the reforms were taken to make transition in social field. Social assistance has been adopted to fit to the market economy. The transition was successful since the poverty rate has remained low and the social expenditure has been kept under 20% of the GDP. To compare in the whole EU the average poverty rate is 16-17% and social expenditure is around 28% of GDP. One of the reasons was that the unemployment low was managed to about 10%. He also mentioned that the major social reform was in 2006 when two schemes were implemented, it was the social services; assistance in material need, living and subsistence minimum and the last scheme was benefits for person with disabilities which was in 2012.

In term of administration there were two major reforms, one was in 2003, when selected municipalities took over social assistance (intention to make them the main social assistance

authorities), and the rest was a responsibility of the Labour Offices on district level. However, the overall responsible authority was the Government – is set the rules (legislation and methodology) and provided the funds from the state budget. The intention to transfer social assistance from Government to self-government was abandoned by 2004. In 2007 was the first propose to create a single authority responsible for labor market policy and for social benefit, that was rejected, again that idea was proposed in 2011 and was approved in 2011-2012. The Labor Office of the Czech Republic also to covered social benefits from the municipalities.

The reform was taken to simplify the administration and to create synergies between all the benefits schemes and also to have a synergy with unemployment benefits and with labor markets. Mr. Janecek also pointed some problems which the country faces during the 2011-2012 reforms.

In terms of coordination with other stakeholders there were two main situations: benefits based on low income or on long-term unfavorable health status.

Mr. Janecek also mentioned two form of assistance: the assistance in material need and social housing.

At the end he also said about the challenges of social assistance which is focus on prevention, social housing issues and inactivity trap for parents with small children.

9. Summary

Mr. Liu Xitang thanks the participants including EU experts, Chinese experts and also the representatives of pilot sites of the event on behalf of the department of SA. Mr. Liu pointed out the importance of the meeting being meaningful and the discussion on social assistance policies. Mr. Liu said that the colleagues from 4 pilot cities have been explored to the European policies for the first time and have learned different things. Firstly, the EU policies are specific and detailed in relation to the person. Secondly, cash and services provided through the numerous policies for vulnerable groups, which is one of the main discussions and part of the theme of research in this year. Mr. Liu pointed out that in the past cash support was the standard focus, whereas in this year services have been given more attention, which is where the social assistance needs improvement in China. Mr. Liu said there are a lot of comprehensive measures for social assistance just as mentioned from Czech Republic speaker and two French experts.

Mr. Liu said that as SA covers different areas, any poor families in any country require different needs, which need to be supported by the SA system.

Mr. Liu underlined the internationalizations of IT system. Mr. Liu pointed out that many countries are utilizing IT technology in SA. Mr. Liu said that generally in EU countries information technology is widely available in SA, e.g. Romania has IT system developed on the support of the World Bank. Information technology is widely used because the shortage of staff. Mr. Liu summed up that it should be targeted in most countries social assistance needs. Mr. Liu underlined the importance to rely on information technology system, as the general information is provided, however the shortage of staff is occurred when a new policy is introduced, and not enough workers are available to help. Mr. Liu

pointed out that the representative of pilot areas should comply the suggestions given today with the actual implementation of social assistance, e.g. social work not widely used in social assistance like in France or Czech Republic where it is widely utilized. Mr. Liu said there are advanced social assistance in different places in China, which are by information technology and social work utilization. However, a lot of policies are still not comparative to other countries. Mr. Liu pointed out that in EU countries the regulations are based on law, which should be the legalization of legislation of SA, which is what SPRP is aiming for.

Mr. Liu said that legislation of SA is among the major item for legislation in the coming 5 years. It has already started, and the drafting will start from next month. Mr. Liu emphasized that many achievements have been made at the pilot areas that need to be further incorporated into legislation work.

Mr. Liu pointed out the importance of the meeting and discussion and hope to get more valuable suggestions for further development of SA in China.

Ms. Breza informed the participants of the presentation that the outputs of the projects are available in bilingual version on the SPRP official website. Ms. Breza also informed that the first draft of reports is in English but policy recommendation and final report will be shared in Chinese. Ms. Breza pointed out the importance of the events that help the project and component 3 moving forward. Ms. Breza also emphasized the mutual understanding on discussions due to the experiences shared with MoCA. Ms. Breza said no one solution from the EU countries can fix and fit the Chinese conditions, but lot can be learned from it. Ms. Breza pointed out that what can be adapted in case of transitioning countries to keep social protection system and well-being at a high level. Ms. Breza emphasized the problem with shortage of social assistance staff, including social workers. Ms. Breza said that there are students from faculty of social assistance in China but not often working in field, which is a background to use the capacities and skills of young people and find a solution to involve them in the system. Ms. Breza mentioned Ms. Lambinon presentation on social organizations and social forces. Ms. Breza pointed to presentation of prof. Tian about challenges and scope for cooperation between public institutions and social sectors that can be noticed through social organizations and social forced to help the issue of non-take up benefits, which is also an issue in European countries and a challenge in China even if it's not measured; e.g. in Belgium non-take up may reach 80% and e.g. Dibao beneficiaries should be almost twice more. Ms. Breza emphasized that the topics covered within 2018 research activities link to the information policy and very important to the success of social assistance system existing currently in China. Ms. Breza pointed out that the existing one stop shops within local MoCA offices can be a good starting point for making much more efforts in terms of helping people in need which are not till now identified. Ms. Breza said she would not mention the database as it was always stressed by the Chinese side as a key point to successes working for vulnerable groups and proper targeting of social assistance.

At the end Ms. Breza thanks all the participants for attending the workshop and looking forward to the afternoon training session.

Drafted by Iwona Rogacka-Hu, C3 Assistant, October 25th, 2018

Annex:

1. EU-CHINA SPRP Component 3 4th Workshop Agenda
2. EU-CHINA SPRP Component 3 5th Panel Discussion Participants List (EU+CN)

Annex: 1

**EU-CHINA SPRP Component 3
4th Workshop**

Topic 3.3.2

Providing services for social assistance beneficiaries

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Topic 3.3.3

**Publicity of social assistance laws and regulations (techniques and instruments used
for dissemination of information)**

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**Standards in social assistance benefits and services - legal framework, stakeholders,
implementation, governance and administration – EU knowledge and practices sharing**

Agenda

September 25th, 2018

9:00-12:00

Venue: Jade Garden Hotel

(No.1 Nanheyuan Main Street, Dongcheng District)

Host: Ministry of Civil Affairs (MoCA)

Simultaneous interpretation from/to English & Chinese will be provided

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| 09:00—09:20 | Welcome speeches <ol style="list-style-type: none">1. Ms Jiang Wei, Deputy Director, Department of Social Assistance, MoCA2. Ms Marzena Breza, PhD, C3 EU RE |
| Topic 3.3.2. Providing services for social assistance beneficiaries | |

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| 09:20—9:35 | Policy recommendations and suggestions on Providing services for social assistance beneficiaries by Prof. Ms Tian Rong, Assistant Professor, Nanjing University, P.R.China (15 Minutes) |
| Topic 3.3.3 Publicity of social assistance laws and regulations (techniques and instruments used for dissemination of information) | |
| 9:35—9:50 | Policy recommendations and suggestions on Publicity of social assistance laws and regulations by Mr Gang Shuge, Professor, Beijing Academy of Social Science (15 Minutes) |
| 9:50—10:20 | Free discussion* (30 minutes) |
| 10:20—10:35 | Break |
| Standards in social assistance benefits and services - legal framework, stakeholders, implementation, governance and administration | |
| 10:35—10:50 | <u><i>Focus on social services</i></u> EU expertise sharing and Comments: Ms Camille Lambinon - France (15 Minutes) |
| 10:50—11:05 | <u>Focus on cash benefits including minimum income scheme and benefits for most vulnerable groups</u> EU expertise sharing and Comments: Mr. Christian Moutier - France (15 Minutes) |
| 11:05—11:20 | <u>Focus on the institutional coordination of complex system of benefits and services within social assistance scheme from a perspective of transition country</u> EU expertise sharing and Comments: Mr. Pavel Janeček - Czech Republic (15 Minutes) |
| 11:20—11:45 | Free discussion* (30 minutes) |
| 11:45—12:00 | Summary & Follow up 1. Ms Jiang Wei, Deputy Director, Department of Social Assistance, MoCA 2. Ms Marzena Breza, PhD, C3 EU RE |
| 12:00 | <i>End of the meeting</i> |
| 12:00-13:30 | <i>Lunch</i> |

**with the participation of the Chinese external experts and local MoCA staff*



Social Protection Reform Project
中国-欧盟社会保障改革项目

Annex: 2

Participants List (EU+CN)
EU-CHINA SPRP Component 3
4th C3 Workshop
参会名单（欧盟）

中国—欧盟社会保障改革项目第三部分第四次研讨会

September 25th, 2018

9:00-12:00

Venue: Jade Garden Hotel

(No.1 Nanheyuan Main Street, Dongcheng District, Beijing)

2018年9月25日 9:00-12:00

(地点：北京翠明庄宾馆, 东城区, 南河沿大街1号)

| No 序号 | Name of the participants 姓名 | Institution/organization 机构/组织 |
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| 1. | Christian Moutier 克里斯汀·穆提尔 | EU-CHINA SPRP EU expert 中国—欧盟社会保障改革项目第三部分欧方专家 |
| 2. | Camille Lambinon 卡米乐·兰碧农 | EU-CHINA SPRP EU expert 中国—欧盟社会保障改革项目第三部分欧方专家 |
| 3. | Pavel Janecek 帕威尔·雅奈齐格 | EU-CHINA SPRP EU expert 中国—欧盟社会保障改革项目第三部分欧方专家 |
| 4. | Tian Rong 田蓉 | EU-CHINA SPRP CN expert 中国—欧盟社会保障改革项目第三部分中方专家 |
| 5. | Gang Shuge 江树革 | EU-CHINA SPRP CN expert 中国—欧盟社会保障改革项目第三部分中方专家 |
| 6. | Ms Marzena Breza 马哲娜 布雷扎 | EU Resident Expert Component 3, EU-CHINA SPRP 中国—欧盟社会保障改革项目第三部分欧方常驻专家 |
| 7. | Mr Michele Bruni 米歇尔·布鲁尼 | EU Resident Expert Component 2/Team Leader, EU-CHINA SPRP 中国—欧盟社会保障改革项目第二部分欧方常驻专家 / 项目领导人 |
| 8. | Ms Iwona Rogacka-Hu 伊沃娜·罗嘎茨卡-胡 | Assistant to Component 3, EU-CHINA SPRP 中国—欧盟社会保障改革项目第三部分助理 |
| 9. | Ms Valentina Pignotti 毕若华 | Assistant to Component 2 / Team Leader, EU-CHINA SPRP 中国—欧盟社会保障改革项目第二部分 / 项目领导人助理 |
| 10. | Mr Lin Guowang 林国旺 | Interpreter, EU-CHINA SPRP 中国—欧盟社会保障改革项目翻译 |
| 11. | Ms Ma Lan 马岚 | Project Assistant, EU-CHINA SPRP 中国—欧盟社会保障改革项目助理 |
| 12. | Ms Sophie 史川 | Assistant to Component 1, EU-CHINA SPRP 中国—欧盟社会保障改革项目第二部分助理 |

| No 序号 | Name of the participants 姓名 | Institution/organization 机构/组织 |
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| 1. | Mr. Liu Xitang 刘喜堂 | Director-General, Department of Social Assistance, Ministry of Civil Affairs, P.R.China 民政部社会救助司司长 |
| 2. | Ms Jiang Wei 蒋玮 | Deputy Director, Department of Social Assistance, Ministry of Civil Affairs, P.R.China 民政部社会救助司副司长 |
| 3. | Mr Li Weidong 李卫东 | Deputy Director, Center of Monitoring and Verification for Low Income Families, Ministry of Civil Affairs, P.R.China 低收入家庭认定指导中心副主任 |
| 4. | Mr Mao Lipo 毛立坡 | Deputy Division Director of Administration, Department of Social Assistance, Ministry of Civil Affairs, P.R.China 民政部社会救助司综合处副处长 |
| 5. | Ms Zhang Jingjing 张晶婧 | Deputy Division Director of Administration, Department of Social Assistance, Ministry of Civil Affairs, P.R.China 民政部社会救助司综合处副处长 |
| 6. | Mr Liu Yong 刘勇 | Deputy Division Director of the Relief and Support for People Living in Dire Poverty and Temporary Assistance, Department of Social Assistance, Ministry of Civil Affairs, P.R.China 特困供养和临时救助处副处长 |
| 7. | Ms Xue Qiuji 薛秋霁 | Officer, Center of Monitoring and Verification for Low Income Families, Ministry of Civil Affairs, P.R.China 民政部低收入家庭认定指导中心干部 |
| 8. | Ms Yang Lan 杨兰 | Officer, Center of Monitoring and Verification for Low Income Families, Ministry of Civil Affairs, P.R.China 民政部低收入家庭认定指导中心干部 |
| 9. | Ms Xi Yabei 席雅宇 | Officer, Center of Monitoring and Verification for Low Income Families, Ministry of Civil Affairs, P.R.China 民政部低收入家庭认定指导中心干部 |
| 10. | Ms Liu Ke 刘珂 | Officer, Center of Monitoring and Verification for Low Income Families, Ministry of Civil Affairs, P.R.China 民政部低收入家庭认定指导中心干部 |
| 11. | Ms Wu Honglian 吴红莲 | Director of Xin Cheng District Civil Affairs Bureau in Hohhot, Inner Mongolia 内蒙古呼和浩特市新城区民政局局长 |
| 12. | Ms Hu Yan 胡燕 | Director of the Dibao Office of Xin Cheng District Civil Affairs Bureau in Hohhot, Inner Mongolia 内蒙古呼和浩特市新城区民政局低保办主任 |
| 13. | Mr Zhou Duowei 周为多 | Director of the Social Assistance Center in Da 'an, Jilin Province 吉林省大安市社会救助事业中心主任 |
| 14. | Mr Gao Haitao 高海涛 | Officer, Social Assistance Center in Da 'an, Jilin Province 吉林省大安市社会救助事业中心科员 |

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| 15. | Ms Hui Hong 惠 红 | Deputy director of Cival Affairs Bureau of Zhangjiagang City, Jiangsu Province 江苏省张家港市民政局副局长 |
| 16. | Ms Zhu Luzhen 朱路珍 | Deputy chief of the department of social assistance, Cival Affairs Bureau of Zhangjiagang City, Jiangsu Province 江苏省张家港市民政局社会救助科副科长 |
| 17. | Ms Wu Tingting 吴婷婷 | Director, Center for the Benefit of the people in Dachuan District, Dazhou City, Sichuan Province 四川省达州市达川区惠民帮扶中心主任 |
| 18. | Mr Luo jie 罗 杰 | Director of Social Affairs Office of Heshi Town, Dachuan District, Dazhou City, Sichuan Province 四川省达州市达川区河市镇社会事务办主任 |



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