



EAPN: Fighting for a Social Europe Free of Poverty

What Integrated Services Mean for the Fight Against Poverty

The 4th Convention of the European Platform
against Poverty and Social Exclusion

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EUROPEAN ANTI-POVERTY NETWORK
RÉSEAU EUROPÉEN DES ASSOCIATIONS
DE LUTTE CONTRE LA PAUVRETÉ ET L'EXCLUSION SOCIALE



Outline

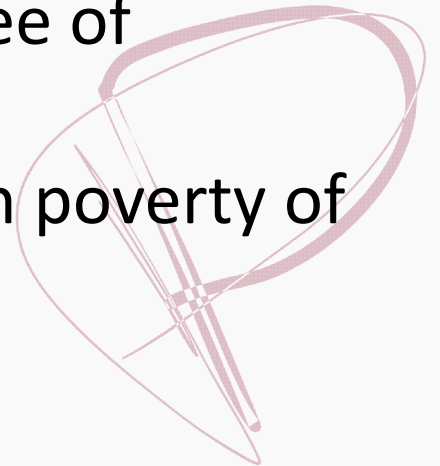
- **What is EAPN?**
- **What integration means from the 'users' perspective**
- **Key challenges**
- **Priorities for quality integrated services**





What is EAPN?

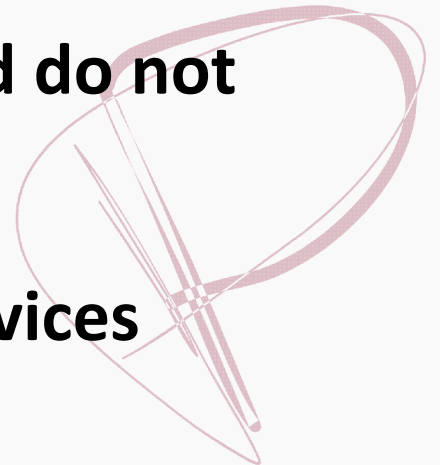
- Independent European Network of NGOs and groups involved in the fight against poverty
- Started in 1990
- 29 National Networks + 18 European Organisations => over 3000 national NGOs represented.
- Fighting for a social Europe, free of poverty
- Working with and for people in poverty of all ages





What integration means for users

- **Being able to easily access services when they needed**
- **Services that treat individuals with dignity – real personalisation**
- **Ensuring that services (and benefits) support the provision of an adequate minimum income**
- **Services that respect rights and do not impose conditions**
- **Being able to participate in the development of integrated services**





Key Challenges for Integration

- **How can services be effectively delivered & integrated in a context of austerity?**
- **How do ensure that adequate minimum incomes form the bedrock of integrated services?**
- **How can personalisation and integration be used to empower individuals and communities?**
- **How to ensure that user needs and administrative efficiency are work in tandem**





Priorities for Quality Integrated Services

- **Active Inclusion provides the basis for integration – but this is far more than increasing conditionality**
- **Improving quality must be at the heart of the integration – the users perspective is critical**
- **Continuous support is central to effective integration**
- **There is a need to think beyond ‘one stop shops’ to consider what genuine personalisation means**





Thank you for your attention

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See: www.eapn.eu & www.povertyalliance.org



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