

Interactive Session A

5. Social Vouchers: Efficient and Adaptable Tools to Address Poverty

Presented by
Edenred

The logo for Edenred, featuring the word "Edenred" in a bold, sans-serif font. The "E" is white and set within a red circle, while the rest of the text is red.

14.15 - 15.15

Room

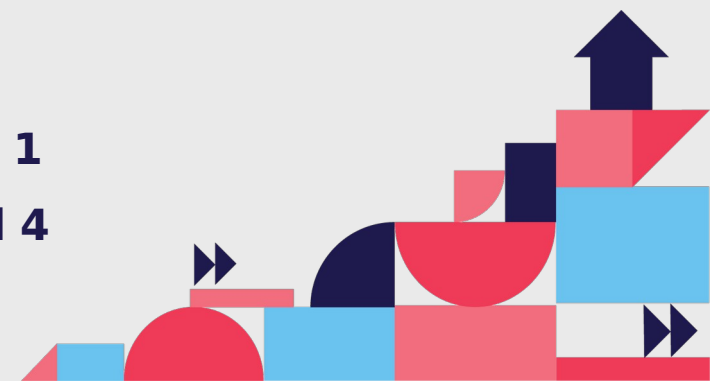
HIGH 2



EN - Channel 1



IT - Channel 4





SOCIAL VOUCHERS: EFFICIENT AND ADAPTABLE TOOLS TO ADDRESS POVERTY

ESSC – Malmö, June 2023



AGENDA

1. Testimonial from Romania, Mrs Creci, Ministry of European Investments and Projects, Romania
2. Testimonial from Italy, Mr Mazzarotto, Lazio Region, Italy
3. Short film on a QR code voucher practice in the UK



Social Vouchers- Lazio Region and efamily: a case study

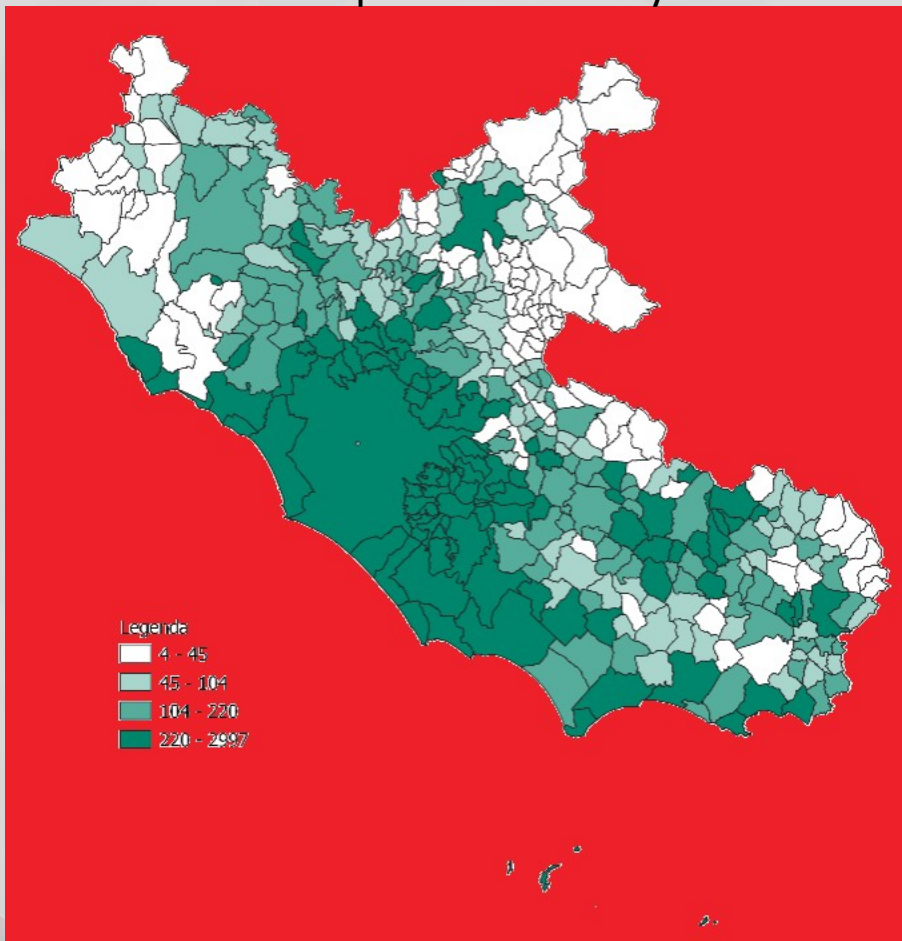
14 June 2023

Lazio Region

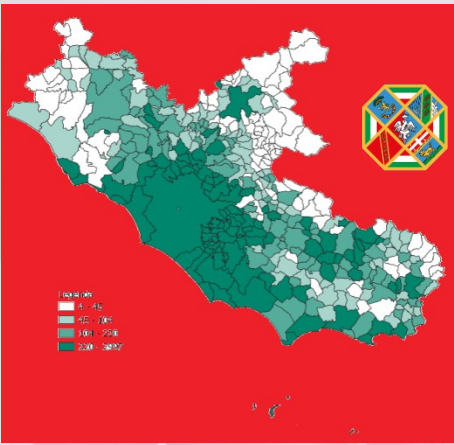


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Population density



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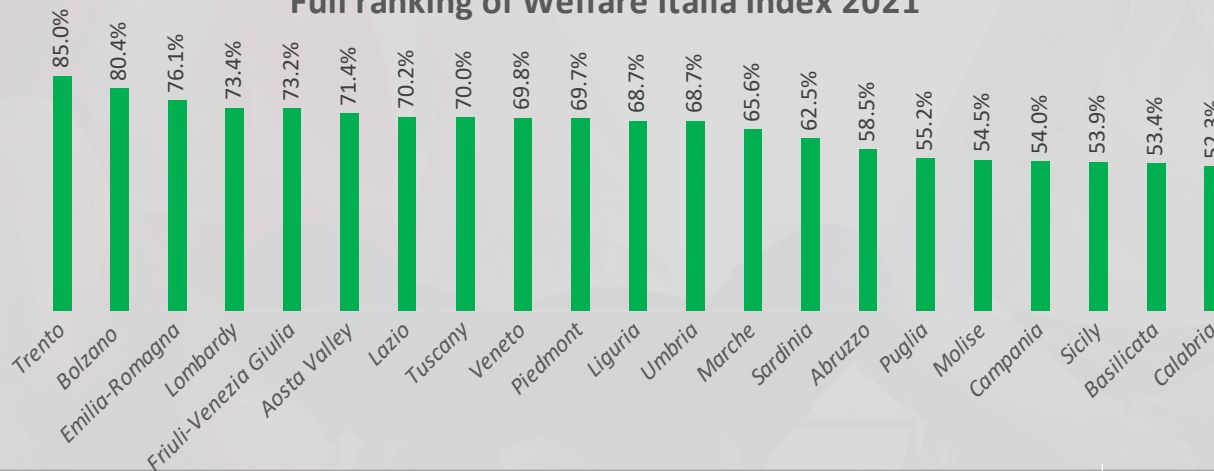
Lazio Region

Contextual data

- **5,879,082 residents** as at 1 January 2019 - 11.1% aged 75 and over
- **2,654,183 families** as at 31 December 2018 - 30.3% made up of a couple with children; 18.0% made up of single people aged 60 and over (on average for the 2017-2018 period)
- The **Metropolitan City of Rome** is home to **73.9% of the population** living in the region, with **48.6%** of the population of Lazio as a whole (2,856,133 residents) residing in the Capital alone (2019)
- **€1,826 spent on healthcare per capita** in 2018
- **120.4 operational beds for the elderly per 10,000 people aged 65 and over** in residential health and social care facilities (2016)
- **43,535 places available in nurseries and early childhood services** to serve more than 120,000 residents aged under 3 in the region - in other words, coverage of 35.3% (2020)

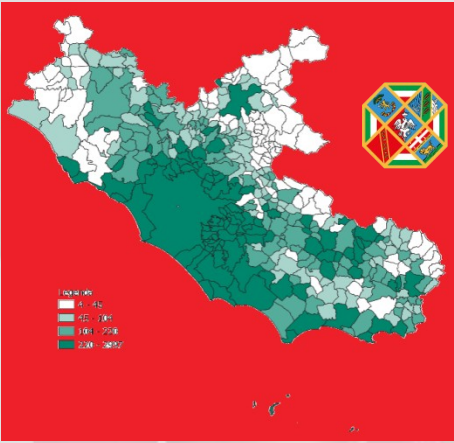
Source: ISTAT (Statistical data for the area - 2020)

Full ranking of Welfare Italia Index 2021



The Welfare Index is used to assess, for any given synthetic indicator, both the aspects associated with expenditure on welfare and the aspects associated with the results produced by this expenditure.

In 2021, Lazio ranked seventh of the Italian regions in terms of the effectiveness and responsiveness of its welfare system, rising by five positions as compared with 2020, when it was in twelfth position in the ranking.



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Lazio Region

Developments in Welfare Systems

The welfare system of the Italian regions has undergone developments in both its vertical relationships - i.e. between different levels of government - and in its relationships between public and private actors. This ongoing process is transforming a system predominantly based upon the public provision of services into a system that sees the public and private sectors alike participating in detecting needs, promotion, planning and management of the service, all in an integrated way.



The **State**: establishes and monitors the Minimum Levels of Benefits (LEP).



Distinction between the financing function, the management function (in the hands of service providers), **and the purchasing function** (in the hands of beneficiaries of the service, either directly or through vouchers or Service Vouchers).



Support for families, especially in terms of safeguarding and promoting care work for children, the elderly and care-dependent people.



Expanding and diversifying the services available through authorisation and accreditation systems.



The **Region**: is solely responsible for planning welfare policy and the reorganisation of welfare.

The Global Grant



In this context, within the framework of the POR FSE 14-20 - Axis 2 **Social Inclusion and Combatting Poverty**, the Lazio Region implemented a financial tool dubbed the **efamily Global Grant**. This serves to make it possible to plan and manage measures aimed at providing '**Service Vouchers**' for the use of services of high social value, particularly **childcare and care services for care-dependent people**, the management of which was entrusted to the Intermediary Organisation R.T.I. Edenred S.r.l. - Mbs S.r.l. .



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R.T.I. Edenred Italia s.r.l – Mbs s.r.l.



Total budget allocated for measures implemented
€83,500,000.00

The main objectives established for the efamily SG were:

- **to increase, consolidate and qualify** early childhood socio-educational **services** and care services for care-dependent people
- **improve access to affordably-priced, sustainable, high-quality services** of high public interest
- **allow** those with parental responsibility for minors and those with specific care responsibilities to care-dependent family members **to maintain or improve their employment situation** or to **have the time to pursue professional training, education, or work placement/return to work programmes**



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The Global Grant



A fully **digitalised process**: the application procedures for both families and providers, as well as voucher management, were made fully digital by means of a **dedicated online platform and information systems created by Edenred**.

Exceptional **user-friendliness for participation and use of vouchers** for citizens and providers alike.



Indirectly combatting poverty by funding services of high social value. The goal of **improving the balance** between work/study time and time devoted to caring for family members also helps to free up additional **time for recipients to improve their overall financial situation**.



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The Global Grant

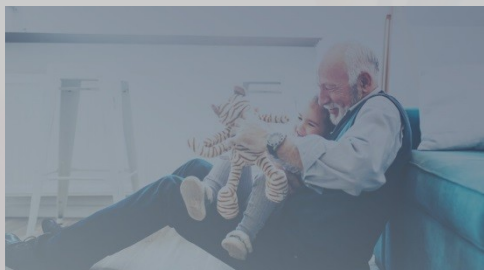


Indirectly combatting poverty by funding services of high social value. The goal of **improving the balance** between work/study time and time devoted to caring for family members also helps to free up additional **time for recipients to improve their overall financial situation**. Simultaneously improving access to and quality of services.



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Measures implemented



Subsidised nursery fees - COVID



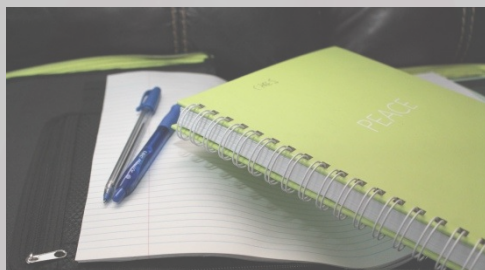
Holiday packages (1st and 2nd editions)



Service Vouchers for care-dependent people



Nursery vouchers (1st and 2nd editions)



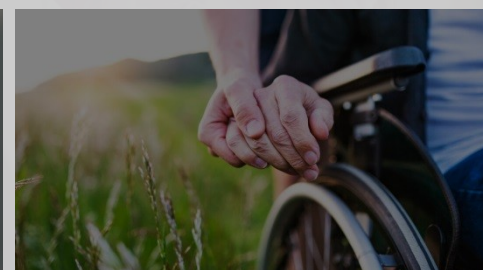
School vouchers - School supplies



Psychological support vouchers



Babysitting vouchers



Service Vouchers for care-dependent people 2nd edition



Nursery vouchers 3rd edition

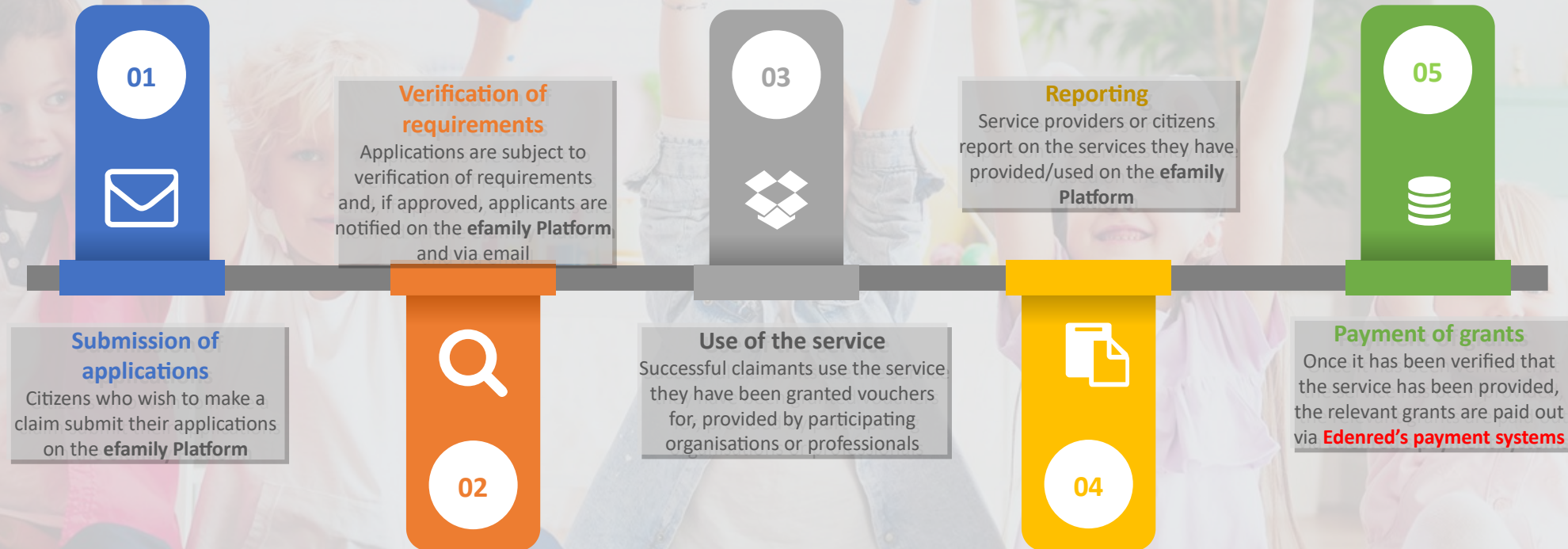


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The Global Grant



Operational outline of measures



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Service Vouchers for care-dependent people

Public announcement of the availability of Service Vouchers intended to pay for assistance and care services for care-dependent people within the Lazio Region

*'First-come, first-served' procedure for the provision of Service Vouchers, to a maximum value of €700 per month, for people resident or domiciled within the Lazio Region who are responsible for the care of care-dependent people, intended to cover expenses relating to **health and social care services** (home care, daycare centre, family assistant), for use as from January 2021.*



Applicants and beneficiaries

Citizens resident or domiciled within the Lazio Region who are responsible for the care of care-dependent people



Service recipients

Care-dependent people who are resident within the Lazio Region and recipients of care services



Duration

12 monthly payments, starting from the month when the vouchers are activated.

The application window was closed on 15 September 2021 as the allocated budget was exceeded



Method of participation

Dedicated online platform for submission of applications and claims for payment

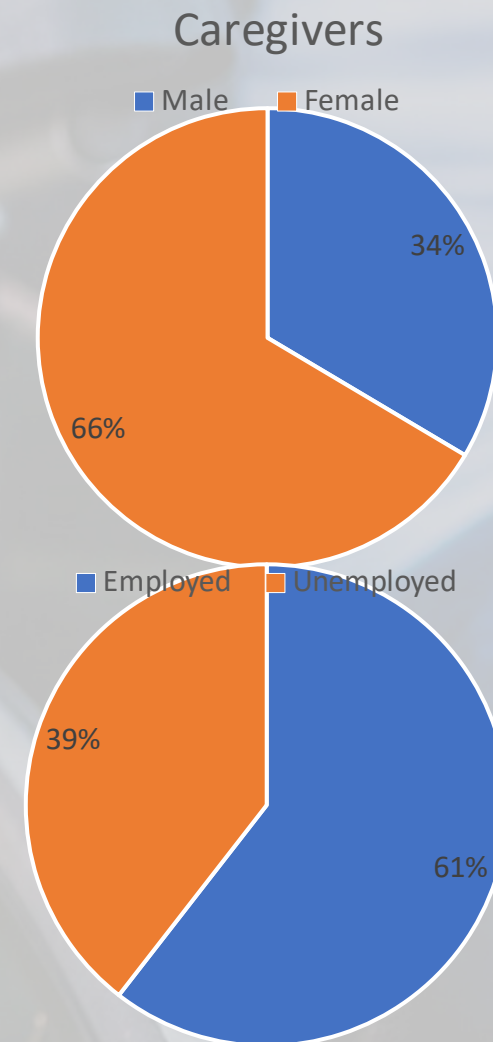


Allocated budget

€11,000,000.00

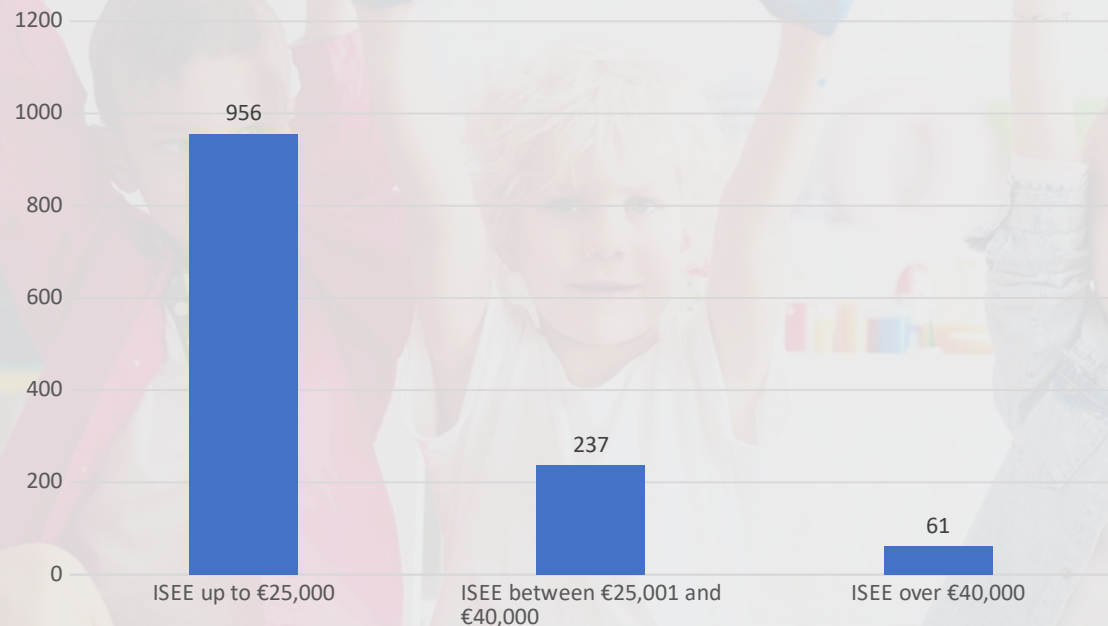
Service Vouchers for care-dependent people

Applications submitted (care-dependent individuals)	1731
Applications approved (care-dependent individuals)	1327
Applicants approved (family caregivers)	1254
Average monthly voucher amount paid out	€626.30
Total grants paid out (approved applications)	€10,991,952.00
Organisations participating	170



Service Vouchers for care-dependent people

Applicants by economic indicators



As visible from the chart, despite the threshold for participation being an ISEE value of less than or equal to €50,000, the most significant income bracket is that of applicants with an ISEE value of up to €25,000: there were 956 applicants within this bracket, as compared with 237 in the €25,001 - €40,000 bracket and, finally, 61 in the over-€40,000 bracket.

Service Vouchers for care-dependent people

Objectives achieved

The scheme implemented here is the only one of its kind at the national level in terms of the additional support provided to the families of care-dependent people; indeed, there have been no other similar schemes specifically aimed at family caregivers.



A total of **1,254 families** benefited from it (of which more than 76% had an ISEE value of under €25,000), providing contributions to help them pay for care services, **supporting them financially** and consequently allowing the caregivers who received it to **free up their time and economic resources** and instead devote them to training or looking for work.



The majority of the applicants (i.e. caregivers) were **female** and, **in more than 36% of cases, unemployed**, casting a particular light on the importance of **improving the balance between work and care time**.



Service providers **gained a new appreciation of the value of the regional accreditation system launched in 2016, whilst** families were introduced to providers **capable of offering specialised assistance to their family members**. What's more, the scheme provided an incentive for the financial stabilisation of family caregivers and **cast light on undeclared work**.

Nursery vouchers

Public announcement to families in the Lazio Region of the availability of Service Vouchers intended to pay nursery fees within the Lazio Region

*Provision of Service Vouchers to families aimed at **reducing the cost of nursery fees** for children (aged 3-36 months) at **accredited nurseries** within the Lazio Region. The value of the Voucher depends on the amount of the nursery fees, reaching a maximum of €337.00 for the 1st edition and €400.00 for the 2nd edition.*



Applicants and beneficiaries

Citizens resident or domiciled within the Lazio Region who have parental responsibility for a minor who attends an accredited nursery



Service recipients

Minors resident or domiciled within the Lazio Region who attend an accredited nursery



Duration

1st edition:
January to July 2021
2nd edition:
September 2021 to July 2022



Method of participation

Dedicated online platform for submission of applications and claims for payment



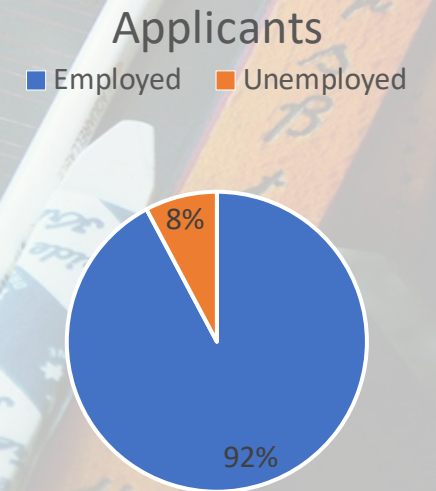
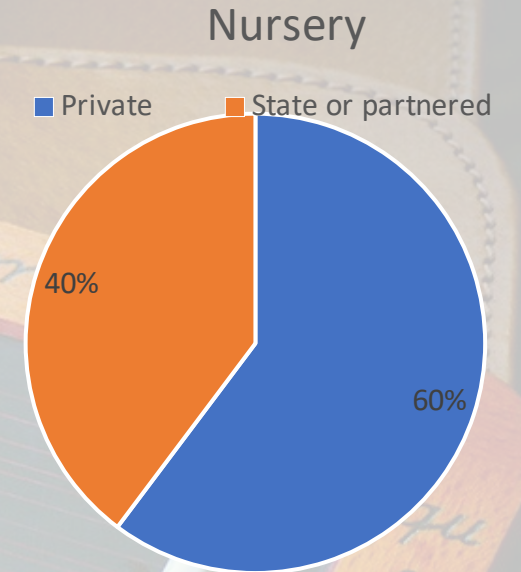
Allocated budget

1st edition:
€2,000,000.00
2nd edition:
€16,000,000.00

Nursery vouchers

1st edition:
(January - July 2021)

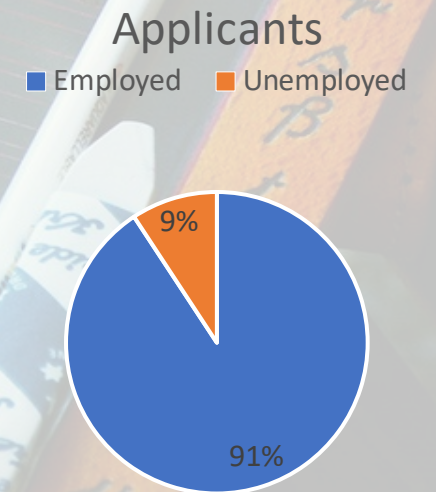
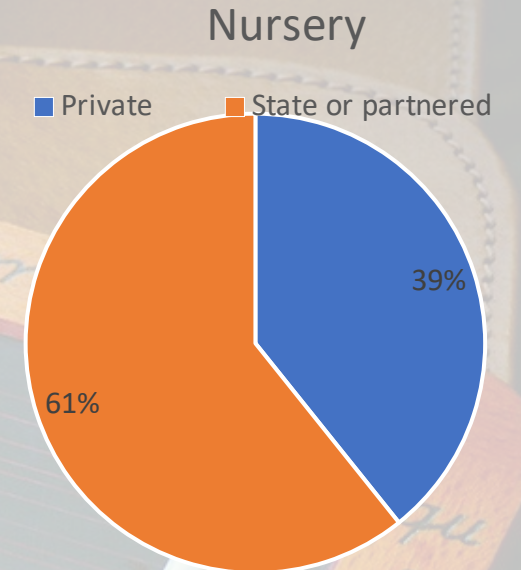
Applications submitted	2,624
Applications approved (minors)	2,306
Applicants (families)	2,227
Average monthly voucher amount	€120.60
Total grants paid out (approved applications)	€1,877,487.31
Nurseries participating	652



Nursery vouchers

2nd edition:
(September 2021 - July 2022)

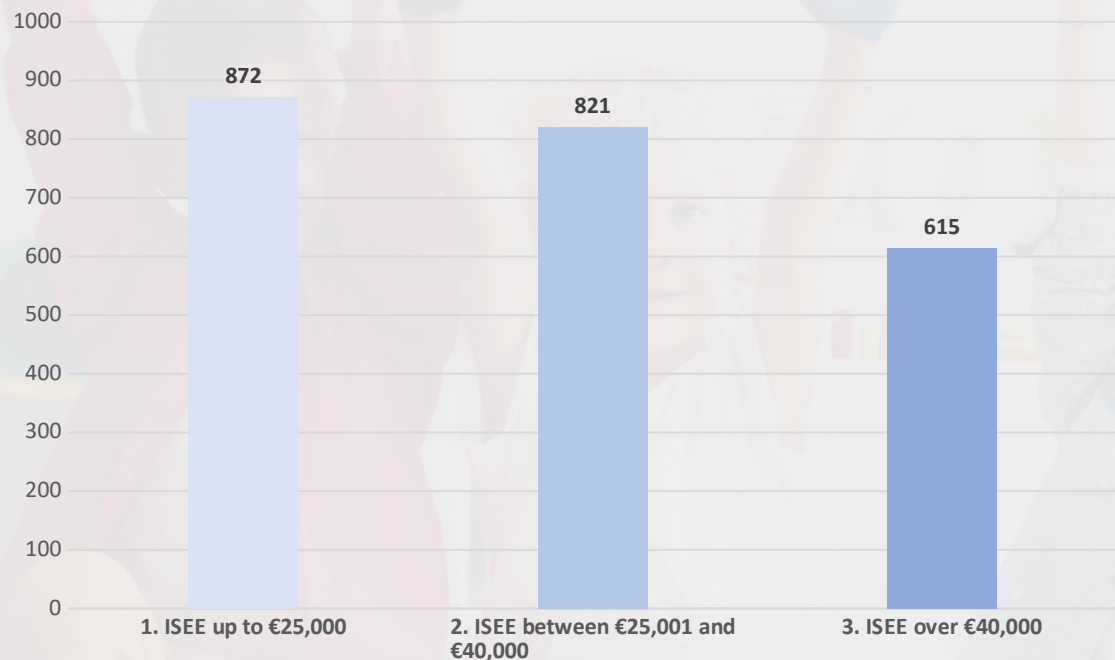
Applications submitted	5,134
Applications approved (minors)	4,029
Applicants (families)	3,901
Average monthly voucher amount	€314.20
Total grants paid out (approved applications)	€13,926,608.78



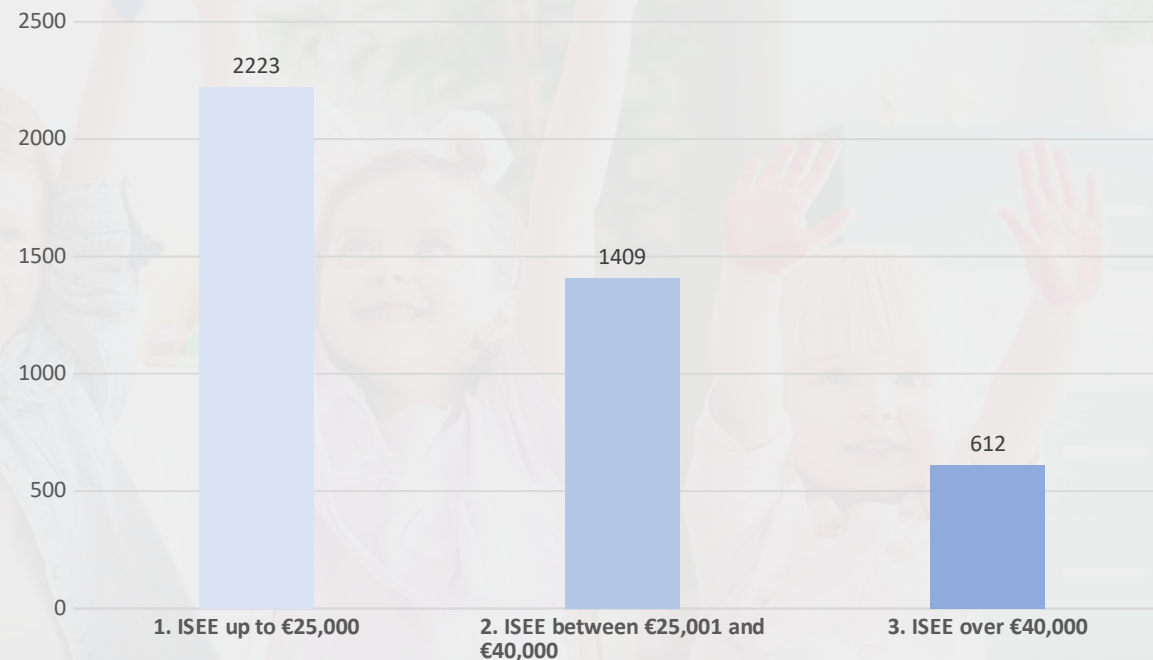
Nursery vouchers

Applicants by economic indicators

1st edition:



2nd edition:



Nursery vouchers

Objectives achieved

The scheme was intended to supplement other forms of funding for public services already provided by the regional government to Lazio's various municipalities, as well as similar actions operating at the national level.



A total of **2,229 families benefited from it in the first year** and **4,244 in the second**, providing support with the payment of nursery fees for 2,308 and 4,388 minors, respectively (approximately **10% of all authorised nursery places** throughout the entire region).



The grants paid out - which totalled **€7,150,791.53** for the periods spanning January 2021 to July 2021 (1st edition) and September 2021 to July 2022 (2nd edition) - reduced the overall cost of nursery fees **by more than 50%**, with reported average monthly fees of €392.91 being offset by monthly vouchers of an average value of €188.24.



One indirect objective of the scheme was to **increase the number of accredited early childhood education services** within the regional system. At the time of the Global Grant being launched, there were 369 accredited nurseries, whilst by 7 December 2022, this figure had more than doubled to 781. Over the period that 'efamily' was in operation, **412 nurseries gained accreditation**.



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