



# Social Ljubljana





#### Greetings,

#### **Zoran Janković,** Mayor



Photo: Miha Fra

I always emphasise that, to me, Ljubljana is the most beautiful city in the world – it is safe, clean, green and friendly. I am exceptionally proud that Ljubljana is a social city in the broadest sense of the word. It openly welcomes diversity, does not exclude difference and promotes the preservation of social equality and basic human dignity. Some of these themes are covered in this brochure. Alongside people's stories, we showcase our measures to promote employment and more work, which today form the basis for a dignified existence, measures to provide much needed housing, which then becomes homes, measures to provide various forms of help to those in social distress and measures to promote simple social inclusion for all, regardless of their social status.

In Ljubljana we do not shut our eyes when confronted by the issues of social exclusion, the threat of poverty and the onset of homelessness. These things confront every major city in the world and, sadly, Ljubljana can be no exception. I believe that we can be exceptional in the way that we face up to these difficulties and challenges. You will be informed of some of this exceptionality in this brochure.

I invite you to persuade yourselves.

## *Tilka Klančar*, Head of the Health and Social Care Department



Foto: Miha Fras

In our concern for a social Ljubljana, we at the City of Ljubljana City Administration Health and Social Care Department focus our attention on the most vulnerable groups in our city. These include people who for various reasons find themselves in serious social distress. Losing your job, eviction, divorce, the death of a relative or long-term illness are just some of circumstances or situations in life that can shake or rock life to its foundations. These can trigger a snowball effect and we can be plunged into a hard struggle for survival.

The City of Ljubliana fights the social distress faced by individuals and families in various ways. By carrying out our statutory duties we enable residents without their own income or resources to receive services such as a family assistant or help at home or to be admitted into institutional care. Under certain conditions, people in social distress can obtain financial support from the City budget, the right to have certain costs covered relating to their children's schooling (the purchase of necessities for school, school meals and travel) and help after child birth. We contribute to alleviating the worst existential distress, enable the distribution of food, clothing and footwear and provide accommodation for the homeless via funding for the social care programmes that the City co finances through regular *Ljubljana – healthy city* public tenders. Within our abilities and competences we also provide many other incentives, such as in the fields of schooling, education and employment (subsidising kindergarten costs, staff scholarships through the Ljubljana Urban Region Regional Development Agency, supporting various public works programmes etc), we provide rented sheltered housing for the elderly, emergency housing units and not-for-profit rented housing via planned urban housing policies and we encourage cultivation of the land and self sufficiency through lease-to-buy garden plots. So that Ljubljana's diverse possibilities are really open to all, numerous cultural events, educational content and sports-recreational programmes are accessible to the socially disadvantaged (free or at reduced prices).

All of this can be found in this brochure, supported by personal stories from various people caught by the safety net of programmes, services and measures in Ljubljana.

You are invited to read on.



# THE SOCIAL STATE IS AT HOME IN LJUBLJANA

#### The importance of the social state for the wellbeing of its inhabitants

Assoc. Prof.
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The social state is a concept that, despite being stated in the constitution, causes heated debate and is constantly changing in scope and content. A social state is based on a system of rights and the collective awareness of the importance of the community, in which it is important to recognise that all people are equals and of equal value, to co-operate with each other to create an environment where exchanges, support and mutual care are ongoing, enabling an impact on policy creation and the common good. The State bears responsibility for wellbeing such that it provides (social) justice and equality, but people also bear responsibility such that they create and maintain communities and preserve mutual connectedness without hatred, prejudice or other forms of humiliation, thus providing solidarity. This allows people to survive and retain dignity.

The support people express for the social state is still high in Slovenia. People have begun to understand that they live in a stratified society. The demand for a social state has become one of the most important demands of modern times all across Europe. The social state is particularly important in the following areas:

• The common good: The common good is that which enables people to have an influence on the conditions of our common lives, even though they cannot pay. Besides water, electricity, communal services, heating, transport and other infrastructure, the common good is also health, education, culture, work, housing (accommodation) and social care. The common good refers to the period from birth to death, must be accessible to all people and focussed on the most vulnerable, since it brings together activities that are today absolute necessities of life. Having electricity, a warm and bright flat, street lighting, public transport, waste disposal, health care, social services, education, books, the public media, internet and healthy food are absolute conditions for any kind of participation in society. Thus, the State has to provide these in a non-profit way. Profit-led pricing means that if people with little money pay the same as rich people

then they cannot afford it. The result of the lack of these goods is that people live in adverse conditions, which has an impact on their personal lives and participation in society. Applying the market to these activities is thus one of the most significant causes of social stratification.

- Public services: The State provides common good via the system of public services that are not subject to capital or market logic. Public services benefit people by enabling them an easier path to the common good, heartening and supporting them so that they recognise and utilise their personal potential and capabilities, and in this do not just think of their own benefit but that to the communities in which they live. Public services assure people the right to a decent life. Services can be good quality when the contractor is relieved of the scramble to make a profit; otherwise they depend only on the money that someone can pay for services. Thus the public sector is necessarily non-profit, unburdened by striving to make a profit. Everybody has the right to survive regardless of the amount of money that you have in the bank.
- **Redistribution:** The State provides for the common good via the redistribution of wealth with the help of the system of public works. There are various methods of redistribution. The best of them are those based on objective criteria for assessing income and wealth.
- Autonomous social policy: Contrary to what some believe, the common good cannot be subordinate to the economy. First it is necessary to know what kind of life to give people, and then we need to ask how to achieve this. The State serves the people as a whole, not the political or business elite. Social policy shows the attitude of the State to its citizens and the level of protection that the State thinks is appropriate for the people. It indicates fundamental beliefs about human distress and the difficulties on which an individual's life and their chances of survival turn. Social policy must enable fair distribution of wealth and not just a group of financial assistance and benefits. It must enable community autonomy and strengthen people's mutual connectedness.

All the reasons above prove that charity cannot replace a social state. It is characteristic of charity that it does not capture all those in need, but just a minority that fit the purposes of a charitable campaign and the criteria for help. Although the organisers of such campaigns or charities strive to distribute aid as transparently as possible, as the people's trust and their willingness to support future campaigns depends on this, the funds raised don't usually enable people to get all that they need. The poorest people, those from other ethnic groups, the elderly or those living in remote, rural areas often fall through the net and lack access to information. As stated by sociologist Veljko Rus in his book The Social State and Social Prosperity (1990), only the State can guarantee social security by defining social rights, namely to all across its entire territory and in equal measure. Civil society operates on the basis of voluntary work, but cannot be a guarantee of people's legal protection. Civil society is thus a kind of regulatory functioning of public institutions, not a substitute for them. People's survival cannot rely on receiving charitable assistance that is absolutely selective. The social state can therefore only be maintained if we insist on a high level of social rights, on accessible, high-quality public services and on the commitment of the State to care for the decency of people's lives.

#### Slovenian Red Cross - Ljubljana Regional Association humanitarian programme

The work of the City of Ljubljana ('the City') in the area of homelessness and preventing and easing the consequences of poverty has a long tradition and rich history, and today is an established and stable part of the overall system of City policy in the social care field.

Various assistance programmes, mostly run by NGOs, are co financed by the City through regular public tenders, but the Slovenian Red Cross – Ljubljana Regional Association (RKS – OZLJ) programmes are an exception in that the City funds them directly on a statutory basis (Act on Slovenian Red Cross, Official Gazette RS, no. 7/93 and 79/10).

An annual plan prepared for the City by RKS – OZLJ includes programmes in the social care field (humanitarian programme), in health protection (road accident prevention) and in the field

of protection from natural and other accidents (providing first aid teams, help in natural and other accidents, psychosocial assistance to those afflicted and preventative awareness-raising workshops on the importance of preparedness in the event of accidents).

The most extensive of them (both in cost and content terms) is the social care or humanitarian programme *Providing for people at risk of poverty*, under which socially vulnerable individuals and families are supplied with the necessities of life in the form of food parcels and the supply of second-hand clothing and footwear. The issue and collection of food parcels, clothing and footwear operates in the RKS – OZLJ humanitarian centre.

The programme also includes provision of counselling and useful information on the forms of assistance available from other organisations as well as activities for homeless people (the RKS – OZLJ humanitarian centre also hosts the distribution of packets of food, hot drinks, clothing, blankets and hygiene products and it's possible to have a shower and have your blood pressure and cholesterol measured), visits to the elderly and sick at home (by volunteers through RKS – OZLJ's forty local associations, who then supply material assistance to the necessary level) and supply school items and Christmas presents to children from socially vulnerable families (every May there is a charity campaign to collect school items, and in December a campaign to raise money to buy Christmas presents).

The socially vulnerable people receiving material support in the RKS – OZLJ humanitarian centre are mainly the unemployed, the working poor, retirees with low pensions, multi-member families, single-parent families, immigrants, those with no official status, Roma people, the homeless and so on. In 2013, the RKS – OZLJ humanitarian centre was visited by an average of 160 people a day, or around 3,000 people monthly, distributed a total of 292 tons of food products, 6,110 food parcels and 52 tons of clothing and footwear. Children from socially vulnerable families received 200 school bags and 200 parcels of school items and Christmas presents were given to 650 children from socially vulnerable families. In total in 2013, material support from RKS – OZLJ was given to around 7,800 people, comprising almost 5,500 adults and 2,300 children.

#### City of Ljubljana duties and measures in the social care field

Social care is carried out in the public service network and beyond it. The public service network includes public institutes and contractors with concessions; outside this network there are contractors with permits to work and the NGOs' range of social care programmes. Public service social care in the city is carried out by municipal and State public institutes and contractors with concessions. The family assistance at home service is run by the municipal public Ljubljana Home Care Institute and the private Pristan Social Care Institute with a City concession. Public institutes founded by the State are homes for the elderly, social work centres and day activity care-employment centres.

Under the Social Security Act, the City of Ljubljana:

- provides a subsidised public service network for the family assistance at home service and (co)pays for the assistance at home service, where the beneficiary or other obligor is partly or fully exempt from payment,
- (co)finances care costs in institutes for adults (homes for the elderly and special social care institutes), where the beneficiary or other obligor is partly or fully exempt from payment, and
- finances or refunds wages, including contributions, paid to family assistants.

#### Family assistance at home

Family assistance at home is social care in the event of old age, disability and in other cases where it can replace institutional care (eg. in the case of chronic, long-term illness). Recipients of these services include people over 65, people with official disability status under the Act Concerning Social Care of Mentally and Physically Handicapped Persons, other people with disabilities who have the right to receive assistance and care, the chronically ill and people with long-term health problems, severely ill children or children with serious bodily impairments or serious and the most severe mental development impairments who are not in organised forms of care.

The Social Security Act specifies that the family assistance at home service must be financed from the municipal budget to at least a 50% subsidy of the service. In Ljubljana, the prescribed minimum share has always been well exceeded. Since 2012 the subsidy of the service has been 80% of the cost.

In addition to subsidies for every hour of the service, we also provide funds to partly or fully cover the service costs in cases where the beneficiary or other obligor is partly or fully exempt from payment for the service through a social work centre decision.

To run the family assistance at home service in Ljubljana, in 2002 the City founded the Ljubljana Home Care Institute, and after a growth in demand for the service that the public institute was unable to cover, in 2009 granted a service provision concession to the private Pristan Social Care Institute. In 2013, the two institutes provided the help at home service to 1,317 users across the city (a monthly average of 777), and a total of 152,069 service hours were delivered (a monthly average of 12,672 hours). In addition to cost subsidies for every service hour, the City (co)paid the service for an average of 44 residents monthly in that year.

#### (Co)payment of care costs in institutes for adults

Institutional care services or *care costs in institutes for adults* (in homes for the elderly and in special social care institutes) are financed by the local authority in cases where the beneficiary or other obligor is partly or fully exempt from payment for the service by a social work centre decision. In 2013 the City (co)paid for care in institutes for adults for a monthly average of 786 citizens.

#### Family assistant

The City *finances the wages* or refunds the wages, including contributions, *to family assistants*. The right to choose a family assistant is intended for adults with profound intellectual impairments and severely movement-impaired people who need assistance in performing all the basic needs in life. The City pays the difference where the assets of the service recipient plus the Supplement for Care and Assistance or the Assistance and Attendance Allowance are insufficient to finance the right

to a family assistant. In 2013, the City financed the right to choose a family assistant for an average of 80 beneficiaries monthly.

City funds for statutory obligations in social care are growing year-on-year. In 2013 they exceeded €8.8 million, almost 70% more than in 2007.

#### Other duties/measures

In addition to the needs of specific vulnerable groups which we meet carrying out our statutory duties, we in the City are also aware of needs to which the public service network in the social care field does not have or cannot give (sufficient) response. So we carefully plan, carry out and co finance numerous other activities, such as municipal financial assistance, stimulating employment (public works) and co financing a rich network of social care programmes. Funding allocated by the City in this area is also growing. In 2013 it was €3.2 million, 10% more than in 2007.

City financial assistance is intended for socially vulnerable residents of Ljubljana who have no income of their own, or whose own income is up to 30% in excess of the minimum income per family member threshold under the law governing social security benefits. With a less severe means test to obtain any of the forms of City financial assistance, the City helps many people who fall through the net of those entitled to State financial assistance.

City financial assistance is intended to:

- assist in overcoming temporary material hardships,
- contribute to covering the costs at the start of the new school year for children in primary and middle school,
- cover the cost of school field trips and holidays/skiing weeks,
- cover the cost of lunches for children in elementary and middle schools where school meals are provided,
- cover lunch costs for those aged 65 and over,
- assist at the time of child birth.

City financial assistance is €190 for overcoming temporary material hardships and covering the costs at the start of the new school year, while assistance at child birth is €380; in other

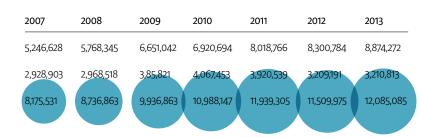
cases financial assistance is granted to the amount of the service cost. The City budget allocated over €1 million to conduct processes and pay financial assistance to residents in social distress in 2013.

**Co financing social care programmes** is run via regular *Ljubljana – healthy city* public tenders. Every tender is an opportunity to develop new and continue support for highquality existing programmes, which are mostly NGO-operated. City co financing covers around 80 diverse social care programmes annually. In addition to funds for implementing programme content, the City also provides many contractors with premises for their operation. Every programme accepted for co financing is an indispensable element in the care for the most vulnerable groups in our city. In choosing programmes to co finance, we adhere to the needs of the people and suggestions from NGOs based on experience and professional and developmental guidelines. Social care programmes included in co-financing are intended for children and young people, the elderly, people with mental health problems, people with eating disorders, people with various forms of disability, people that face the risk of poverty and its consequences, women and children who are victims of violence, people with problems due to the use of legal or illegal drugs, the same-gender oriented (LGBT) community, Roma, immigrants and the terminally ill. The City allocated over €2 million to co-financing social care programmes in 2013.

Figure: City funding for social care for 2007 to 2013 (in €)

City funds allocated to social care (for statutory and supplementary tasks combined) are a significant share of the total City budget and are still increasing despite the overall contraction of public spending. In total in 2013, we allocated €12 million to social care, 5% up on 2012 and almost 50% more than in 2007.

Statutory duties
Other tasks/measures
Total



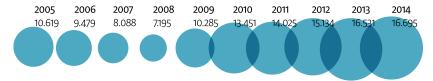


#### I CAN WORK IN LJUBLJANA

Ljubljana Employment Office of the Employment Service of Slovenia's Ljubljana Regional Office

Jurij Snoj MA, Ljubljana EO director at ESS The State impacts the labour market through its regulations, policies and services. The Employment Service of Slovenia (ESS) and some private concession holders implement these for the State. ESS has 12 regional employment offices. The largest is the Ljubljana Regional Office with nine employment offices, where Ljubljana Employment Office covers the territory of the City of Ljubljana and nine neighbouring authorities.

Figure: Registered unemployed people 2000 - 2014, city of Ljubljana, position on 31. 12. (for 2014 on 31. 5.): At the end of 2013, 16,531 residents of Ljubljana were registered unemployed at ESS. Of those registered at Ljubljana Employment Office, most (76.6%) were from the City of Ljubljana, with the remainder from other municipalities.



With support from Ljubljana Employment Office, 9,791 unemployed people found work in 2013, of whom 6,522 were from Ljubljana. 7,314 people were involved in active employment policy programmes and a monthly average of 5,495 people received unemployment benefit.

At the end of May 2014 there were 21,796 jobless people registered at Ljubljana Employment Office, over 6% more than in May 2013. In the first five months of the year, employers registered 9,506 job vacancies, mainly for a range of unskilled labour, bricklayers, sales reps, drivers, sales staff, cleaners in offices, hotels and other establishments, for high-school teachers etc.

ESS' work with unemployed people begins with entry into the register, in which we separate people into the directly employable unemployed and those in need of additional activities (training etc). The next steps in the process are an information seminar, employment advice, job-brokerage and, if required, inclusion in specialist treatment and active employment policy measures.

vacancies, where young people are informed about the optio for additional training to meet the requirements of specific jobs.

As we are aware of the importance of good relations and partnership with employers, in 2014 we intend to carry out

The goal of the process and support ESS offers is to find jobs for unemployed people as quickly as possible. Every unemployed person draws up an employment plan with his/her personal adviser, in which they jointly define the employment targets and activities to achieve those objectives. Via numerous active employment policy measures we help jobless people to overcome specific obstacles on the road to finding work and at the same time provide employers with suitably educated and trained staff. In addition, by offering subsidies we encourage employers to take on unemployed people from disadvantaged groups and help the unemployed by paying monthly unemployment benefit until they find a job.

#### Priority tasks of Ljubljana Employment Office

In 2014 Ljubljana Employment Office is mainly focusing on implementing the Youth Guarantee programme, developing new approaches and working with employers to assure training for the jobless for promising careers in demand from employers. We plan that support from Ljubljana Employment Office will help 9,679 jobless people to find work in 2014, and anticipate that 7,501 people will be in active employment policy measures.

Youth Guarantee is a new approach to tackling youth unemployment, which is currently one of the most pressing problems in the employment field right across Europe. By implementing the 2014 – 2015 plan, the State guarantees that within four months of joining the ESS unemployment register, everyone aged 15-29 will be offered work (including apprenticeships), on-the-job training, inclusion in formal education or shorter forms of training. At Ljubljana Employment Office, every young jobseeker is accepted into the 'Career Centre', where we jointly determine their specific needs, offer information and career advice, carry out short modular workshops (training for job interviews, search via social networks, self-promotion etc) and refer them to vacancies. In partnership with employers, we organise showcases of current vacancies, where young people are informed about the options for additional training to meet the requirements of specific jobs.

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300 visits to employers. Together with them, we will carry out employment challenges, career choices, job fairs and plan the implementation of other joint projects. We already provide employers' offices with candidate shortlists for vacancies (we conduct interviews and carry out psychological testing), and offer employers legal assistance in the employment legislation field (drawing up employment contracts, registration for compulsory insurance, preliminary preventative medical exams etc).

The active employment policies bring together various measures designed to increase employability and employment and to raise the competitiveness and flexibility of employers. Public works are probably the active employment policy measures best known to the general public, but we also carry out others such as subsidising employers to hire jobless people, on-the-job training etc. As we ever more frequently observe that the knowledge and experience of the unemployed does not meet employers' needs, at Ljubljana Employment Office in 2014 we intend to place even more emphasis on additional training for jobless people to equip them with the skills needed for a more competitive approach to the labour market. Great emphasis will also be put on creating new jobs in the form of public works which are designed for the various vulnerable target groups who have the most trouble competing in the labour market.

#### Public works in the City of Ljubljana

Public works are designed to activate long-term jobless people and their social inclusion, maintain or develop working competences and stimulate the development of new jobs. Inclusion in a public works programme lasts for a maximum of one year, but can be longer for certain target groups (jobless people with disabilities, Roma, men aged over 58, jobless women aged over 55 and jobless people included in a public works programme with the intention of providing personal assistance).

Legislation imposes no direct obligations on local authorities regarding public works, but assigns them an important role in this context. To implement any public works programme, the public procurer must demonstrate how it would serve the public interest. This is often a local authority, but can also be a relevant

ministry or (depending on programme content) the appropriate professional organisation founded by the State. The procurer can also provide funds to cover the difference in participants' wages and contributions, to cover holiday pay and the material costs for the implementation of the public works programme (eg. premises). Other public works programme costs are covered by ESS, wherein the proportional funding level by ESS in each case is determined by the unemployment rate in the region concerned.

The City of Ljubljana is a procurer of public works programmes in many different fields such as farming, education, sport, nature conservation, infrastructure, culture, social care etc. In 2013, support from the City enabled 98 jobless people to find work in public works programmes. City funding was granted to 54 posts in 43 programmes in social care and five posts in two communal activity programmes, while the City published statements on the implementation of public works programmes for a total of 28 public works programmes in various fields.

Most funding for employment in public works programmes comes from City funds for social care. Employment in public works programmes in this area contributes significantly to the quality, content enrichment and the accessibility of programmes/ services designed for various vulnerable groups (people with disabilities, the elderly, people in social distress, drug users, etc). Within these programmes, public works participants carry our diverse work and tasks, from direct assistance, support and monitoring users to administrative support activities for the public works programme contractor (the organisation running the programme). The latter must also provide the participant with a mentor for monitoring and guidance at work.

In the first public call to select public works programmes of 2014, the City published statements on implementing programmes in the public interest for 35 social care programmes and through these enabled 67 people to find jobs, and we provided funding to cover a part of their wages for a further 59 participants in 44 public works programmes. Of those, two jobs were created in socalled social entrepreneurship programmes, which is new in ESS public calls. These public works programmes are being rolled out with a view to encouraging the creation of social enterprises and the development of new activities in existing social businesses and thereby new jobs.

#### Measures to raise youth employability

Ljubljana Urban Region Regional Development Agency (RDA) is introducing significant measures focused on increasing the employment options and employability of the population. Special attention here is paid to jobless young people with no working experience, as they spend longest searching for work and their proportion among the jobless as a whole is rising strongly. Two key RDA measures to tackle youth unemployment are the Ljubljana Urban Region Regional Scholarship Scheme and the Enterprising in the business world project.

**Ljubljana Urban Region Regional Scholarship Scheme** is focussed on integrating the economic and educational spheres. Its mission is to assist employers in the region to find quality personnel and provide assistance to students to facilitate their transition into the labour market.

The scholarship scheme provides co-financing for scholarships in a partnership between employers, the RDA (the scholarship provider) and the State. Apart from 50% scholarship co-financing (the rest is provided by the RDA from EU and State funding), employers within the scheme assure jobs to their scholarship holders, while the scholars (high-schoolers, pre-graduate and post-graduate students) must complete the education for which they have the scholarship, after which they are given a job by the employer.

Scholarships are awarded for specific jobs - taking into account the region's development needs and for promising careers in the region. The amount of the scholarship is set with regard to the minimum wage, wherein the scholars are entitled to supplements for academic success and to cover transport costs and costs for living away from home.

In the 2013/2014 school/academic year, the RDA awarded 54 scholarships to 26 high-schoolers and 28 students, for which scholarships 23 employers with head offices in the city provided co financing. Since 2007, the regional scholarship scheme has included 130 scholars and 70 diverse employers of whom 28 were from Ljubljana.

Another RDA measure which offers opportunities to young people (specifically jobless young people with secondary or

higher education) to develop their knowledge and business potential and enter the business world more easily is the **Enterprising in the business world** project, which the RDA has run since 2013 (ongoing throughout Slovenia and co-ordinated by the Regional Development Centre from Zagorje ob Savi).

The project enables the development of new businesses and new jobs and keeps young people and their ideas in the region. Its basic idea is that participants selected by public tender are provided with the technical assistance and additional training needed to develop their business ideas into a going concern. The project trains young people who have already completed their formal education for a business career. The work is done in groups of ten participants, who for the operational duration are employed by the participating development agency (in our case this is LUR RDA). Then, at the RDA, under the guidance of mentors (recognised and experienced professionals) each participant develops their business idea in an innovative way. prepares a business plan to set up a firm and train for a business career, or enhance their employability with the knowledge acquired. Business ideas range from growing sprouts and blackberries, rearing snails and aquaponics (growing vegetables and fish in a non-soil medium) to handmade drumsticks, 3D printing, hemp building and services such as caring for the elderly at home, multimedia advertising campaigns and film education for children and young people.

The project has seen outstanding results. In 2013 the programme included 20 young people, with the number rising to 30 in 2014. The benchmarks of success stand unchanged: at least 35% of participants must start a business and be employed in it or find another job a year after the training concludes. Of the first group, whose training programme ended in July 2013, 60% of participants succeeded by this measure.

Ljubljana Technology Park contributes towards employment and thus greater social inclusion as a supportive and stimulating environment for the development of high technology companies. In partnership with the Start:up Slovenia initiative, this provides firms and individuals full business support via many diverse programmes, both in the design and maturation of entrepreneurial ideas and in penetrating into global markets.



# I HAVE A ROOF OVER MY HEAD IN LJUBLJANA

#### The right to housing

Full Prof Dr **Bojan Dekleva**, Ljubljana
University Faculty of
Education

The right to housing is one of the fundamental human rights. The International Covenant on Economic, Cultural and Social Rights (UN General Assembly, entry into force 3 January 1976, in Slovenia 1 July 1992) specifies that the States Parties "recognise the right of everyone to an adequate standard of living for himself and his family, including adequate food, clothing and housing, and to the continuous improvement of living conditions" (Article 11). Article 78 of the Slovenian Constitution states that the State shall create opportunities for citizens to obtain proper housing; minimal technical and spatial conditions of adequate housing are specified by Article 10 of the Housing Act.

Sufficiently safe and lasting housing is a prerequisite for everything else in life. In strictly formal terms, it is a condition that a person has their own address where post (including official items) you are waiting for can be delivered and you can receive. Practically, housing is a fundamental condition for looking after yourself and your safety and for many forms of social participation, employment and work, social and cultural life and not least the family. If a person doesn't have housing, many other rights and possibilities for a decent life become virtually inaccessible.

Sadly, for many people in Slovenia, the right to adequate housing is not guaranteed or not easily achieved. This is evidenced by reports by experts on rising homelessness and eviction data (ie, officially demanded and more or less forced removals of residents from dwellings), which is one of the points of entry into homelessness. Unfortunately, we have far too little funding for affordable housing (once known as social housing, but now not-for-profit housing and residential units) that would be suitable for people who find themselves in distress and end up without accommodation and for those that cannot live independently when it's time for this or when they are forced into inappropriate housing (eg. staying in a family experiencing violence). Greater progress in this area is also limited by the fact that Slovenia does not have a functioning national housing policy that shows the slightest care for homelessness.

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#### Kings of the Street Society accommodation support

The Kings of the Street Society from Ljubljana is actively engaged in providing support to the homeless. This encompasses providing opportunities to work and earn money lawfully, for the creative expression of opinion and public awareness-raising (via the Kings of the Street newspaper), for inclusion in sporting, cultural, social and other activities, but ever more for housing possibilities.

Activities to enhance housing possibilities are known as accommodation support, encompassing all types of aid that give the homeless safe and well maintained housing opportunities. In implementing housing support in the Society we follow the 'housing first' principle, which has become established as a key component of national strategies to deal with the problem of homelessness in some European countries and at EU level. This principle states that it is necessary first of all to enable the homeless to be housed, and then you can begin to sort out all other issues and problems, unlike the opposite approach, which says that the homeless get housing only after they have solved their problems in life's other areas. Indeed, without the base, namely safe and relatively permanent accommodation, an individual cannot sort out other areas of their lives, as it has no foundation.

We started housing support with City of Ljubljana help in 2008. We created a programme and successfully applied for funding in a City public tender. The housing into which we first welcomed the homeless was privately rented. Now we rent longer-term housing from the City of Ljubljana Public Housing Fund for accommodation for up to 18 months (preliminary housing), plus private rentals. The programme comprises various forms of support to those we house, from help to arrange documentation, help to move, help to furnish, help in financial planning to many forms of social and economic inclusion.

Since 2012, we have been working with the City of Ljubljana's Public Housing Fund, from which our activity towards enabling lasting and safe housing for those excluded from it has gained further momentum. It has facilitated our access to housing,

and we have acquired a professionally qualified, relevant and engaging interlocutor and partner. In 2014, in partnership with the City's Public Housing Fund we are developing a more-pronounced **anti-eviction activity**, aimed at helping people to avoid – for financial, medical or other reasons – losing accommodation they already have. This type of work involves intervening in crisis situations and preventative work in houses where there are multiple tenants who are likely to be endangered in the sense of losing their accommodation.

#### City of Ljubljana Public Housing Fund measures to reduce housing problems

The City of Ljubljana Public Housing Fund (PHF) is the central local institution for implementing the national housing programme at local level, and carries out diverse measures and initiatives designed to reduce or lessen the housing problem across the city.

Adult residents of Ljubljana have the option to apply for **not**for-profit accommodation in a public tender if they are not a property owner or co-owner to a share of 40% of the property's value and do not have other assets worth more than 40% of the value of a suitable property. They can apply alone or as a household. As the number of properties in each tender is limited, applicants must meet other conditions to receive notfor-profit accommodation. Depending on their income, they are put on list A or B in the tender. Income level places housing recipients among those who are not (list A) and those who are (list B) obliged to pay their own contribution and security deposit. Placement on the list also depends on the size of the housing to be allocated. Further information on PHF tenders to allocate not-for-profit housing can be found at the websites www.jssmol.si and www.ljubljana.si, as well as in person from the PHF in the period a tender is open.

Since 2004, there have been seven public tenders to allocate not-for-profit housing, via which an average of 310 properties per tender have been rented. On 31 December 2013 there were a total of 3,975 not-for-profit properties in the City fund and PHF.

Those who are unsuccessful in their public tender applications for not-for-profit housing and are private-sector tenants are

passed to their competent social work centre to find out about the possibility to receive a subsidy of their rent payments. To obtain a subsidy (paid by the local authority and State) the private tenant may not exceed the income threshold to obtain not-for-profit rental housing and must show their public tender application for non-profit housing in the local authority where they have permanent residence (unless the municipal tender was more than a year ago).

The City PHF enables the **rental of housing** to individuals or families who for any reason are at risk of homelessness. They are granted in the order the applications are submitted. As there are always more of these than the number of properties available, the waiting period is quite long, especially for single people and couples. Currently 232 properties have been awarded. Due to the need for urgent action to resolve the most pressing material and social conditions and to enable families to stay together, these properties are granted outside public tenders. The applicants fill in a form that they can find on the PHF website.

Citizens aged over 65 who are able to live independently can apply in tenders **for rented sheltered housing**. These are properties adapted to the needs of the elderly. A speciality of sheltered housing is that tenants who need it can obtain organised forms of help at home to retain their residential independence and so do not need institutional care in a home for the elderly. Sheltered housing in Ljubljana is built in a public-private partnership, under which a certain number of properties are sold (the private investor owns these), and a certain number are owned by the PHF and are then rented out. The PHF currently has 72 sheltered units for rent; construction of another 10 is just about to begin.

Organisations that run services and programmes for those who cannot live independently or who need specific forms or support and protection to do so (people with disabilities or mental health issues, victims of human trafficking, the homeless etc) can also apply for non-profit rental housing. The conditions, criteria and procedure to determine who receives the allocation of housing or residential buildings for special purposes and the framework number of these units/buildings

is determined in the City's annual residential programmes in partnership with the competent City departments. 33 dwellings and five residential buildings from the PHF are currently rented out by 15 organisations offering help.

Low-income tenants of not-for-profit housing, sheltered flats and residential units can be offered help in non-profit rent payments by the PHF from the City budget by granting subsidies, which can be up to 80% of the total rent. Eligibility for subsidies to non-profit rents is determined by the competent social work centre on the basis of an application by the tenant. As the users of the dwellings/buildings in the assistance programmes of the organisations with whom they signed the rental contract are not eligible for subsidies to nonprofit rent under the Exercise of Rights to Public Funds Act, under a special Ljubljana City Council decision, the PHF can approve emergency assistance of up to 80% of the non-profit rent, the same as those eligible for rent subsidies. In exceptional cases, emergency assistance can be approved for a maximum of a year for a tenant of a property who, due to their social and financial position, is unable to fully meet their housing costs even when receiving rent subsidies.

Among the measures the City uses to ease the housing problem are also **buy-to-rent**, (under this scheme the PHF buys a dwelling in the city from a resident aged over 65 for whom the property is a burden; under the buy-to-rent contract the citizen has the whole-life right to live in the property and pays monthly rent), the option to award PHF **residential loans** (for rebuilding and maintenance work on apartment buildings) and **the shared ownership model** (under which an applicant who meets the PHF tender conditions proposes the common purchase of a property on the market; the purchase makes them co-owners, with the person holding at least a 60% share and the PHF a maximum of 40%; the person has sole use of the property, and pays the PHF a proportionate non-profit rent and in 15 years has bought and becomes the sole owner of the property).



#### 25 years of the shelter in Ljubljana

Boris Kosec, social worker, manager of the homeless shelter in Ljubljana at the Ljubljana Centre Social Work Centre There are ever more people in extreme poverty. This fact is hard to ignore. There will always be people who can't cope well with changed social conditions. Anybody can make mistakes in critical moments. Should we write them off or try to help them?

We have been facing this artificial dilemma since 1998 in Ljubljana and have proven that we care. The first food distribution point for people on the streets was set up on Poljanska cesta, which expanded into accommodation facilities in a few months. Slovenia's first homeless shelter thus grew up in Ljubljana and has received City support ever since. This unique programme became the foundation on which were later to learn lessons and build all similar programmes around the country. The 2004 National Award for outstanding quality in social care was a specific recognition and acknowledgment of our work.

Today, the shelter can house 28 people (men and women separately) and another 18 can sleep in a special unit. There is a washroom where you can perform basic personal hygiene. We also collect clothing and shoes, which we mainly give out around lunchtime when people come in for a hot meal. Now there are about 100 to 120 of them a day. As well as all kinds of practical help, shelter staff also offer users expert help with personal troubles and a range of problems. Our doors are always open to all those who need help and also those who would like to help.

Is caring for the homeless worthwhile? The fundamental moral and ethical fact is that every human is inherently priceless and for that alone it must be worthwhile. This is followed by the cold economic truth. Life on the streets has only two prospects: one is prison, as a consequence of the various forms of criminalisation of poverty; the other is hospitalisation, which is a result of an unhealthy life. Living in prison is ten times more expensive than staying in a shelter; staying in hospital is incomparably more so still. So it is worthwhile for material reasons. Thirdly, it pays off in terms of care for health and hygiene, one of the key aspects of work in the shelter, whose importance we are too little aware of. The illnesses that we

encountered at the start of our work with the homeless and which were mainly a result of neglect have not been seen for some years. We have to realise that proper prevention and timely detection protects the entire population. Allow me to mention only tuberculosis, which is not history by any means.

Ljubljana has frequently proved itself in its care for vulnerable population groups. A positive approach is strongly present despite these difficult times. People are becoming more aware that life is something unpredictable, as in the loveliest moments we can still be pushed to the edge of despair. It is priceless to know that you are not alone, that others can see you and they care. I think the people of Ljubljana know how to think, understand and help. As long as this is so, we won't have to worry about our capital city. As a king of the streets once said to me "People are OK. Individuals are strange".



## I CAN BE INCLUDED IN LJUBLJANA

In addition to statutory duties in the social care field, cofinancing programmes to ease the consequences of poverty and the position of the socially vulnerable and besides providing non-profit rented housing and emergency accommodation to solve housing issues for the socially vulnerable, the City provides people with low or no regular income (those receiving social security, the jobless), with access to a rich diversity of public services and educational, cultural and sports-recreational content and programmes.

So in Ljubljana everyone has the option and opportunity to be included.

#### **Pre-schooling and education**

By providing quality pre-school and primary school services, we in the City are striving for the equal status of children in kindergartens and primary schools. Adults whose own income is too low to pay market prices are enabled inclusion in various forms of 'lifelong learning'.

*To increase the options for citizens in social distress,* the lower social or income status of their parents is one of the criteria in enrolling a child in a public kindergarten in Ljubljana. The parents of children for whom the City has a duty under current regulations to cover part of the programme cost and have a child in a public kindergarten in Ljubljana are enabled a further price reduction through city discounts. Thus, via a social work centre decision, the programme cost for children in the first age group (1 to 3 years) is cut by 20% (if the parents are in the 2nd to 4th income category) or by 14% (if the parents are in the 5th to 9th income category); the programme cost for children in the second age group (3 to 6 years) is cut by 10% (if the parents are in the 2nd to 4th income category) or by 7% (if the parents are in the 5th to 9th income category). We also enable parents to exercise reservations due to holiday absences for up to two months in a calendar year. In the case that a family has taken a mortgage to solve their basic housing problem and a social work centre decision puts them in the 2nd to 6th income category inclusive, kindergarten payments are reduced by a further

income category (as determined by the competent social work centre). For every child in a Ljubljana public kindergarten, in the last year before starting school, the City also provides €75 for travel, skiing trips and other activities run by the kindergarten.

To increase the options for citizens in social distress, older schoolchildren from socially disadvantaged families have the right to subsidies on or free school snacks from State funds; primary schoolchildren also have free lunches. An applicant wishing to obtain this subsidy for primary school lunch submits an application to the competent social work centre to exercise a right to State funds. In the event that they are not entitled to this subsidy because they exceed the threshold, they can apply to the City for financial help. We also provide several holiday care programmes for **Ljubljana primary schoolchildren** in years 1 to 5 via co financing. There are 12 such programmes available in 2014. All include food (lunch and two snacks). Costs per child per day cannot exceed €5 and most programmes are free for the parents.

*To increase the options for citizens in social distress* Ljubljana has a regular **annual adult education programme** run by the Cene Štupar public institute - Ljubljana Education Centre, founded by the City of Ljubljana. The annual adult education programme's rich and interesting content is intended for socially vulnerable citizens, the retired and the parents of school-age children. In 2014 the programme includes Training for Life Success - reading and writing together, Slovene for adults, foreign language classes (for the retired and social security recipients) and various study circles designed for informal learning, creativity and socialising (such as photography, architecture, ethnology, archaeology, media studies etc). In 2013, the City adult education programme comprised 2,109 hours of various content with 626 diverse participants. As the City finances the programme, City adult education programme content is free for participants (the participation of retired people that do not get supplementary allowance is foreseen only for foreign language lessons).

The City is increasing the options for including retired people through **free IT classes for elderly residents of Ljubljana**, which have been running regularly in district authority premises since 2007. The training is in groups of up to 12, comprising beginners', intermediate and advanced IT courses. From the start of the project to the end of 2013 IT classes (all three levels) had been attended by 9,599 older people.

#### Culture

Ljubljana is a city of culture that in the public interest supports all forms of artistic creativity and cultural participation with the intention of improving people's quality of life regardless of gender, religion, financial status, education, social status or any other personal circumstance.

*To increase the options for citizens in social distress* numerous cultural performances and events organised by City cultural public institutes or run under other operators' co financed cultural programmes are available free or at discounted rates (for the jobless, retired people etc). In addition, cultural operators in Ljubljana prepare diverse and widely available programmes for different population groups. Public institutes and cultural programme and project operators provide reduced ticket prices while the City also enables broad access to the quality cultural offer with the June in Ljubljana festival, featuring free theatre, dance and musical performances for children and adults in the city centre for 14 days. In the field of cultural artistic education, in 2009 we began to run the Beaver Festival, which gives children, their teachers and companions free visits to quality theatre, film and musical events and visits to numerous events in libraries, museums and galleries. In 2014 we have given out 16,500 free tickets for this festival. 'Beavers' is prepared by 53 creative cultural institutes and groups in Ljubljana. In 2014, events ran in 34 venues in the city, at which children were able to visit 175 events. The goal of the Beaver Festival is to increase familiarity with quality artistic productions in different cultural areas, foster creativity and help children develop their imagination.

### **Sport and recreation**

Ljubljana is also a city of sport which significantly enriches and strengthens the quality of our everyday lives. Through its positive effects and role models, sport motivates, educates, puts joy into our lives, teaches how to handle victory and overcome defeat, strengthens the sense of self-esteem and a positive self-image, respect for opponents and rules and enhances discipline.

To increase the options for citizens in social distress the City's annual sports programme includes sporting-recreation or exercise programmes for the socially disadvantaged. They are run by individual sports clubs and societies that apply for City funding via regular public tenders. Co financed programmes for the socially vulnerable include various forms of recreation or exercise for children and adults. Children can do tennis, swimming, handball and horse-riding, adults have horseriding, swimming, basketball, volleyball, handball, skiing and aerobics. Participants are included in sporting-recreation or exercise programmes for the socially disadvantaged free of charge for a full year on production of the appropriate evidence (of unemployment, receipt of social security etc). In 2014 the City is co financing 19 diverse sports programmes for socially disadvantaged children and young people and 16 various sportsrecreation programmes or expert-led exercise for socially disadvantaged adults, thus 35 programmes in total that foresee the participation of up to 700 people.

A comprehensive programme of teaching primary schoolchildren to swim is a City sports programme available free-of-charge since 1990. The introduction of the ninth year of primary school saw swimming become a compulsory activity for all pupils (with an assured share of the costs covered from State funds), while we at the City have significantly expanded the prescribed programme scope (swimming is compulsory for year 2 and 3 pupils, but is carried out in Ljubljana for pupils in years 1, 3, 6 and 7) and we provide substantial financial resources to enable all to attend free of charge. The regular multi-level learning-to-swim programme has over 6,500 primary school participants annually and includes adapting to water (year 1 pupils), learning to swim (year 3), swimming exams (year 6) and teaching non-swimmers to swim (year 7).

### Self-sufficiency in urban gardens

Among the extensive green areas that spread across the city there are areas that are in rent-to-buy schemes for residents that do not have their own land to cultivate. Thereby **we**  maintain and promote gardening whose main purpose is to grow vegetables for your own needs, or self-sufficiency, which also has a strong social potential as a way of socialising, spending your free time and recreation. The City first took a systematic approach to gardening activities in 2008, when the municipal spatial plan specified 46 hectares of land in 23 locations for gardening – arranged so that they are equally distributed across the city and mainly on the fringes of denselypopulated areas (in Zalog, Polje, Hrušica, Štepanja vas, Črnuče, Bežigrad, Vižmarje, Šentvid, Dravlje and Podutik, Brdo, Livada and between Mali graben and the southern orbital motorway), can be in some residential areas or as an integral part of major new park and sports-recreational areas, and temporarily on individual sites where a major development project is foreseen in the production of the detailed spatial plan all the way up to its construction (Barje, along Mali Graben, in Mesarica, Črnuče, Bizovik and in the area of the Bishop's Institutes in Šentvid).

To increase the options for citizens in social distress, your social status is one of the criteria in buying public land to cultivate, meaning in practice that long-term social security recipients get extra points in public tenders for land sales.

#### **Public transport**

Public transport in Ljubljana is a bus network that is ever-more modern and offers reliable and comfortable transport around the city. Over 200 city buses transport passengers on routes with a total length of about 350km and over 600 bus stops. Almost 90% of all buses are low floor meaning easier access to all that have limited mobility or are wheelchair users, over 80% are fitted with audio and video stop announcements, enabling sight- and hearing-impaired people to travel independently. Video screens with updated bus arrival information have been installed at many bus stops, mainly in the city centre. All stops have timetables for that stop, and this is also accessible on the internet and via an app for all mobile devices. Bus journeys in Ljubljana have cashless payments using the uniform Urbana city card.

*To increase the options for citizens in social distress* unemployed people (upon production of a certificate from the ESS) have the

option to buy a monthly general bus pass with a discount for the unemployed. This pass is assigned to a named person and is non-transferable. The user enjoys unlimited travel on all city bus routes, and passes can be bought at the bus company's sales outlet (Slovenska cesta 56, Ljubljana) and at Ljubljana bus station.



## I CAN GET HELP IN LJUBLJANA

#### Clinic with counselling for people without health insurance

The clinic with counselling for people without health insurance opened in January 2002 on Ljubljana Community Health Centre premises. The City provided the funding for its operation. On the basis of a contract with the Health Centre, City funds are intended to cover the salaries of the clinic's nurses and for operating costs and agreed material costs (costs of urgent medicines and medical tests that are impossible to obtain from donations). Based on public tender co financing contracts, the City also contributes to the costs of associated social care provided as part of the counselling service (social worker tasks and material costs related to providing conditions for hygiene care in the clinic). Donations, some in the form of money, most in the form of work by medical staff and materials (medicines, equipment) are an additional resource for the operation of the complex system of care in the clinic and counselling centre.

The purpose of the clinic and counselling centre is to help people who for various reasons lack proper basic health insurance (they do not meet the conditions for citizenship or have no permanent residence), and thus do not have access to public healthcare. Clinic visitors thus include the homeless with non-regulated status (no documents, no permanent residence, no means of subsistence) and foreigners with no documents, no permit to reside in Slovenia, no means of subsistence. With the emergence of poverty, which in this crisis period is eating ever deeper and afflicting new groups of people, clinic visits by the families of failed tradesmen and small entrepreneurs are increasing as they are accumulating health insurance arrears and they and family members insured through them (only their children are exempt in this regard under the new Health Care and Health Insurance Act 2011) are excluded from access to healthcare until repayment of their arrears.

Ljubljana Health Centre is the clinic's health service provider. Licensed doctors, working voluntarily and unpaid in the clinic, co-ordinate with nurses employed at the clinic. In addition to doctors, clinic volunteers comprise nurses, pharmacists, pharmacy students and others. Altogether in 2013 they

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performed almost 2,000 hours of voluntary work, with 1,600 of these by doctors.

The clinic's counselling centre operates on a co financing contract signed by the City, Slovenian Philanthropy and the Štepanja vas Bishop's Caritas charity. Social work tasks in the counselling centre mainly relate to arranging individuals' status in association with other bodies (social work centres, the Health Insurance Institute of Slovenia, the Pension and Disability Institute of Slovenia etc). In the hygiene care unit it is possible to have a shower before seeing the doctor and to change your clothes.

748 people visited the clinic in 2013, of whom 676 (630 adults and 46 children) were registered or regular users and 72 transient users who visited once or a few times, as long as they had no relevant documents. The general clinic saw 3,400 visits, the specialist clinic 1,100, the counselling centre 3,400 with 1,350 visits for showers and personal care.

#### About City of Ljubljana organisations and services for help in social distress

The source of the following information is the booklet Help in social distress – organisations and services operating in Ljubljana (City of Ljubljana Health and Social Care Department, updated May 2014, available at www.ljubljana.si/si/mol/publikacije/?category=69923). The information below is for informative purposes only and is subject to change. Full information is available from the competent institutions.

Did you know that you can arrange the following rights to public funds at social work centres if you comply with the property and income thresholds and other specific conditions?

#### **Financial benefits:**

- parental allowance (if you are not entitled to parental benefit),
- help at child birth,
- child benefit,
- financial social assistance and extraordinary financial social assistance (since 1 January 2014, funeral expenses and the death grant are forms of extraordinary financial social assistance),
- supplementary allowance,
- State scholarships,

#### and subsidies and reduced payments:

- subsidised kindergarten,
- subsidised snacks for schoolchildren,
- subsidised lunch for schoolchildren,
- subsidised private and non-profit rent,
- payment of compulsory health insurance contributions,
- coverage of the difference up to the full value of health services,
- exemption from payment for social care services and contributions towards payment for the right to a family assistant.

Further information on the various forms of assistance offered by the State can be obtained from ...

Ministry of Labour, Family, Social Affairs and Equal Opportunities

Kotnikova 28, 1000 Ljubljana T: 00386 (0)1 369 77 00 E: gp.mddsz@gov.si www.mddsz.gov.si *Office hours:* Monday and Friday 9.00–12.00 Wednesday 9.00–12.00 and 14.00–16.00 *Office hours by telephone:* Monday–Thursday 9.00–15.30 Friday 9.00–14.30

... and at social work centres. The Ljubljana social work centres are:

#### Social Work Centre Ljubljana Bežigrad

Einspielerjeva 6, 1000 Ljubljana T: 00386 (01) 300 18 00, 00386 (0)1 300 18 01, F: 00386 (0)1 300 18 30 E: gpcsd.ljbez@gov.si

#### Social Work Centre Ljubljana Center

Dalmatinova 2, 1000 Ljubljana T: 00386 (0)1 475 08 00, 00386 (0)1 475 08 16, F: 00386 (0)1 231 61 90 E: gpcsd.ljcen@gov.si

### Social Work Centre Ljubljana Moste-Polje

Zaloška 69, 1000 Ljubljana T: 00386 (0)1 587 34 00, F: 00386 (0)1 587 34 44 E: gpcsd.ljmos@gov.si

#### Social Work Centre Ljubljana Šiška

Celovška 150, 1000 Ljubljana T: 00386 (0)1 583 98 00, F: 00386 (0)1 519 40 80 E: gpcsd.ljsis@gov.si

#### Social Work Centre Ljubljana Vič-Rudnik

Tržaška cesta 40, 1000 Ljubljana T: 00386 (0)1 200 21 40, F: 00386 (0)1 251 76 29 E: gpcsd.ljvic@gov.si

*Opening times* (valid for all social work centres): Monday 8.00–12.00 and 13.00–15.00 Wednesday 8.00–12.00 and 13.00–17.00 Friday 8.00–12.00

#### If you find yourself in social distress...

#### ... check at a social work centre if you can get City of Ljubljana financial support.

You are entitled to City financial assistance if you have no income of your own, or your own income is up to 30% in excess of the minimum income per family member threshold under the law governing social security benefits and you have permanent residence in Ljubljana. Financial assistance is granted for the following:

- to partly cover the costs at the start of the new school year for children in primary and middle school (€190),
- cover the cost of school field trips and holidays/skiing weeks (dependent on service costs),
- lunches for children in elementary and middle schools where school meals are provided (dependent on service costs),
- assist in overcoming temporary material hardships (€190),
- cover lunch costs for those aged 65 and over (dependent on service costs),
- assist at the time of child birth (€380).

... and if for any of various other reasons you cannot arrange basic health insurance and encounter health problems, you can consult:

### Clinic with counselling for people without health insurance

Mislejeva 3, 1000 Ljubljana T: 00386 (0)1 437 20 10, 00386 (0)1 437 91 82 www.pro-bono.ordinacija.net

Open:

Monday 8.00–16.00 Tuesday, Wednesday 8.00–14.00 Thursday 13.00–19.00 Friday 8.00–12.00

If you need health care or just advice, go to the clinic where you will be welcomed by a nurse. According to need, you will be seen by a general or specialist doctor. The clinic also has a counselling centre for women, expectant mothers and children. Social care is also available. A social worker is always present, and you can take care of urgent hygiene (a shower before seeing the doctor and a change of clothes).

I CAN GET HELP IN LJUBLJANA

... and if you need help in paying your rent, check whether you qualify for rent subsidies or extraordinary assistance with rent payments.

Social work centres are competent at first instance to decide eligibility for rent subsidies. Complaints about social work centre decisions are adjudged by the Ministry of Labour, Family, Social Affairs and Equal Opportunities. The City of Ljubljana Public Housing Fund pays rent subsidies in Ljubljana.

In addition, the City's PHF decides eligibility for and pays extraordinary help towards rent payments for non-profit rented accommodation tenants who are unable to live independently and live under the auspices of an organisation renting accommodation.

Information on rent subsidy payments and extraordinary rent payment assistance is offered by:

#### City of Ljubljana Public Housing Fund

Zarnikova ulica 3, 1104 Ljubljana T: 00386 (0)1 306 14 36, F: 00386 (0)1 306 14 10 E: jss.mol@ljubljana.si www.jssmol.si

#### ... and if you need help at home, comprising:

- help with basic daily tasks,
- household help,
- help in maintaining social contacts.

Social care at home is intended for those that have guaranteed housing and other conditions for life in their own residential environment but due to age, disability or chronic illness cannot look after themselves.

The City subsidises service costs to an amount of 80%. Beneficiaries who cannot pay for the service can apply for payment exemption at the competent social work centre.

# Ljubljana Home Care Institute

Ambrožev trg 7, Ljubljana T: 00386 (0)1 239 65 02 E: info@zod-lj.si www.zod.si

#### **Pristan Institute**

Mokrška ulica 16c, 1000 Ljubljana T: 00386 (0)1 547 95 79, F: 00386 (0)1 547 95 79 E: info@pristan.si

... and if you or your child should get alimony or maintenance, which the obligor does not pay or you lose your job because your employer goes bankrupt or is excluded from the business register you might be entitled to:

- the right to maintenance replacement,
- the right to unpaid wages for the last three months,
- the right to unpaid wage compensation for unused annual leave,
- the right to severance pay, please contact

# Public Guarantee, Alimony and Disability Fund of the Republic of Slovenia

Dunajska cesta 21, 1116 Ljubljana T: 00386 (0)1 472 09 90, freephone: 080 14 14 – alimony fund, 080 11 21 – guarantee fund F: 00386 (0)1 472 09 91 E: jpsklad@jps-rs.si www.jps-rs.si

... and if you are unemployed, check with the Employment Service of Slovenia to see if you are eligible for unemployment benefit:

You are eligible for unemployment benefit if:

- prior to becoming unemployed, you had unemployment insurance for at least nine months in the last 24 months,
- you are aged under 30 prior to becoming unemployed and you had unemployment insurance for at least six months in the last 24 months,
- contributions for unemployment insurance were paid (an exemption exists for people who were included in insurance on the basis of their employment terms, but the employer as obligor for the contributions did not pay),

- you are unemployed and your employment was terminated through no fault or will of your own and you meet other statutory conditions, and
- you register at ESS and submit a request to exercise your right to unemployment benefit within 30 days of the cessation of your compulsory insurance.

#### **Employment Service of Slovenia**

Ljubljana Regional Office Parmova 32, 1000 Ljubljana T: 00386 (0)1 242 41 00, F: 00386 (0)1 242 41 20 E:gpzrsz@ess.gov.si www.ess.gov.si

Freephone: T: 080 20 55 - Contact centre for help to use eServices, the ESS website and for basic information for jobless people, jobseekers and employers and anonymous reporting of benefits violations on Monday, Tuesday and Thursday from 8am to 3pm, on Wednesday from 8am to 5pm and on Friday 8am to 1pm.

... and if you need legal advice but can't afford to pay, check to see if you are eligible for free legal advice.

Free legal advice is the exercise of the right to justice and is given in line with your social position. Free legal aid is granted to people who in terms of their financial situation and that of their families are unable to meet the costs of legal proceedings and the costs of providing legal aid without detriment to their social status and that of their families. Under the Free Legal Aid Act, free legal aid operates at circuit court, labour courts and at the administrative and social court. An application for free legal aid can be submitted at the court competent in terms of your permanent residence and is written on a form available at:

### Circuit Court in Ljubljana

Tavčarjeva 9, 1000 Ljubljana T: 00386 (0)1 366 44 44, F: 00386 (0)1 366 45 18, E: urad.ozlj@sodisce.si *Opening times:* Monday-Friday 8.00-16.00 Wednesday 8.00-16.30

#### Administrative Court of the Republic of Slovenia

Fajfarjeva 33, 1000 Ljubljana T: 00386 (0)1 470 01 00, F: 00386 (0)1 470 01 50 E: urad.uprlj@sodisce.si *Opening times for documents:* Monday, Tuesday and Thursday 8.00–16.00 Wednesday 8.00–16.30 Friday 8.00–15.00

#### Labour and Social Court in Ljubljana

Resljeva c. 14, 1000 Ljubljana T:00386 (0)1 300 35 20, F: 00386 (0)1 432 82 31 E: urad.dslj@sodisce.si *Opening times for those without appointments:* Monday, Wednesday and Friday 9.00–12.00 Wednesday 14.00–16.30

# ... if you are a tenant and need free legal advice related to your tenancy:

Free legal aid for tenants (this is intended for tenants in City PHF properties and all other tenants in privately rented properties – students, private tenants, tenants in residential units, etc) in Ljubljana is offered by a contractual partner – the Slovenian Tenants' Association. Tenants can receive advice in person, by phone or e-mail. Tenants can also obtain advice in writing in the form of non-binding legal opinion and recommendations.

#### Slovenian Tenants' Association

Tavčarjeva ulica 3, 1000 Ljubljana T: 00386 (0)1 431 23 24, 00386 (0)40 829 428 E: info@zdruzenje-najemnikov.si www.zdruzenje-najemnikov.si *Opening times:* Tuesday: 17.00 - 20.00

... and if you are pregnant or already have a child and find yourself in residential or other social distress, you can turn to the mothers' refuges:

The mothers' refuge is intended for mothers with children aged up to 14 years and expectant mothers, who find themselves in temporary or prolonged hardship and have no other accommodation options with their children and are ready to actively address their plight.

Ljubljana Mothers' Refuge - Ljubljana Šiška Social Work Centre Celovška cesta 195, 1000 Ljubljana T: 00386 (0)1 283 37 45, 00386 (0)51 422 024 (out-of-hours duty number) E: materinskidom@gov.si

# **Škofljica and Ljubljana Mothers' Refuge** - Pelikan Karitas

Institute

Litijska 24, 1000 Ljubljana

- Ljubljana unit, Litijska 24, 1000 Ljubljana
- Škofljica unit, Gumnišče 5, 1291 Škofljica

T: 00386 (0)1 366 77 21, 00386 (0)31 333 477,

F: 00386 (0)1 366 36 60

E: materinski.dom@karitas.si

... and if you end up with no roof over your head, the following information on shelters, reception centres and day centres in Ljubljana may be helpful:

#### **Homeless Shelter**

Poljanska 45b, 1000 Ljubljana

T: 00386 (0)1 430 10 80

E: zavetisce.lj@siol.net

Open

Shelter, for which you need a social work centre decision:

Monday-Sunday 24 hours a day

Night shelter, open overnight:

Monday-Sunday 20.00-8.00

Distribution of hot meals:

Monday-Sunday 11.30-13.00

*Opening times:* 

Monday-Friday 9.00-13.00 and 16.00-19.00

Saturday, Sunday and holidays 10.00-13.00 and 18.00-19.00

#### Shelter for homeless illegal drug users -

Šent – Slovenian Association for Mental Health

Vošnjakova 7B, 1000 Ljubljana

T: 00386 (0)59 337 802, 00386 (0)30 645 304

E: jurij.anzin@dc.sent.si

www.sent.si

Open:

Monday-Friday 21.00–9.00 (summer), 18.00–9.00 (winter) Saturdays, Sundays, holidays 18.00–9.00 Tuesday and Wednesday 9.00–13.00 – advocacy and support in dealing with social care institutions

# Society of Volunteers of the Vincentius Alliance of Goodwill shelter and day centre

Plečnikov podhod 1, 1000 Ljubljana (in the underpass between Congress Square and Emonska klet)

T: 00386 (0)1 425 30 93, shelter: 00386 (0)40 187 794,

day centre: 00386 (0)40 187 794

E: info@drustvo-vzd.si

www.brezdomec.si

Open:

Shelter

Monday-Sunday 19.00-8.00

Day Centre

Monday, Wednesday, Friday 8.00-10.00 and 16:00-19:00

Tuesday, Thursday 8.00-11.00 and 16:00-19:00

Monday, Thursday, Friday 19.00–20.00 evening programme

Holidays in line with volunteers' capabilities.

# ... and if you need help in the form of food, hygiene or other parcels, you can turn to:

#### Slovenian Red Cross Ljubljana Regional Association Humanitarian Centre

Tržaška cesta 132, 1000 Ljubljana

T: 00386 (0)1 425 34 19, 00386 (0)41 706 657,

freephone: 080 88 84

F: 00386 (0)1 425 34 20

E: info@rdecikrizljubljana.si

www.ljubljana.ozrk.si

Open:

Material care

Monday, Tuesday 12.00-16.00

Wednesday 10.00-18.00

Care of the homeless

Monday, Tuesday, Thursday, Friday 10.00-12.00

Hygiene care options are available (showering and clothing

I CAN GET HELP IN LJUBLJANA

exchanges), a dry meal on Fridays, and on the first Friday of the month, free-of-charge measurements of blood pressure, blood sugar and cholesterol.

Receipt of donations

Monday, Tuesday 8.00-17.00

Wednesday 8.00-18.00

Thursday 8.00-16.00

Friday 8.00-12.00

They accept donations of clothing, footwear, children's toys, dishes, kitchen utensils and small household appliances. The www.omara.si website is available for donations of larger white goods and furniture with free small ads.

#### Ljubljana Bishop's Caritas

Poljanska cesta 2, 1000 Ljubljana T: 00386 (0)1 439 21 30, 00386 (0)51 693 322, F: 00386 (0)1 433 32 51 E: info@lj.karitas.si www.lj.karitas.si *Open:* 

#### Ljubljana – Štepanja vas Bishop's Caritas

Mekinčeva 1, 1000 Ljubljana T: 00386 (0)1 544 12 60, 00386 (0)31 845 660 *Open* for hygiene care and a hot meal: Tuesday 17.00–19.00

Monday-Thursday 9.00-12.00 and 14.00-16.00

The NGO programmes listed are supported by the City through co financing via annual public tenders, and similar programmes are also carried out by certain other organisations.

#### Social Ljubljana

Compiled and edited: Tilka Klančar

Tanja Hodnik Alenka Žagar MA

Introduction by: Zoran Janković

Tilka Klančar

This publication

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»Slovenia is a state governed by the rule of law and a social state.«
(Article 2, Constitution of the Republic of Slovenia)