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Eskubide Sozialetako Departamentua



Gobierno de Navarra
Departamento de Derechos Sociales



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Enhancing the Right to Social Inclusion through Service Integration

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For further information please consult: <http://ec.europa.eu/social/easi>



ERSiSi
Servicios para la Inclusión
Inklusiorako zerbitzuak

ENHANCING THE RIGHT TO
SOCIAL INCLUSION
THROUGH **SERVICE**
INTEGRATION

The **ERSISI** project is a social policy experiment. It is aimed at improving public service responses to unemployed people in situation or at risk of social exclusion.



Integrated counselling is provided to **500 people** in two pilot areas of Navarra through a coordinated system of social services and employment services.

ALSASUA

100 people

PAMPLONA

TUDELA

400 people

ERSISI encompasses **three main components**:

DUAL RIGHT to Social Inclusion and to a Guaranteed Income.

LOCAL NETWORKS

INTEGRATED DELIVERY of employment services and social services, applying a person-centred approach.

DUAL RIGHT

Social Inclusion
+ Guaranteed Income

At the outset of the project, a regional law governing **the rights to a guaranteed income** and to **social inclusion** was adopted in November 2016.

The integrated delivery of social services and employment services is carried out by **case-handlers who work in pairs** on every single case.



EMPLOYMENT SERVICES



SOCIAL SERVICES

Each pair combines a social work specialist with another advisor who is expert in employment.

The whole process is supported by **local networks**. These are permanent **working groups made up of public as well as private actors** that have fostered the generation of opportunities for activating the unemployed.



This law widens **the social protection coverage of low income households**, while at the same time **guarantees social inclusion services**.

It establishes the right to receive support from public services for all citizens at risk of social exclusion.

The project shows that it is possible to merge the perspectives of different public services. In that way, together they can achieve greater quality and effectiveness when supporting the process of social inclusion.

