

**Mendel University in Brno**  
**Faculty of Regional Development and International Studies**

**Survey for community planning of social services in the  
administrative district of the municipality with extended  
competence Olomouc**

Bachelor thesis

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**Declaration**

I do solemnly declare that I have written the bachelor thesis „Survey for community planning of social services in the administrative district of the municipality with extended competence Olomouc” individually and mentioned all used literature and other sources in the list of references.

In Brno .....

Michal Pytlíček .....

## **Abstrakt**

Tato bakalářská práce se v literární rešerši odborné literatury a zákona zabývá teoretickými přístupy souvisejícími s poskytováním sociálních služeb a metodě komunitního plánování v dané oblasti. Ve vlastní práci je identifikována a hodnocena současná situace a vývoj v oblasti sociálních služeb v rámci území správního obvodu obecního úřadu obce s rozšířenou působností Olomouc, které je tvořeno 44 obcemi s rozšířenou působností. Pomocí metody dotazníkového šetření a statistického vyhodnocení dosažených výsledků, byla vymezena doporučení pro nadcházející komunitního plánování sociálních služeb v období 2016 - 2019. Bakalářská práce bude sloužit statutárnímu městu Olomouc, odboru sociálního zabezpečení, jako jeden z podkladů pro tvorbu 4. komunitního plánu sociálních služeb na území správního obvodu obecního úřadu obce s rozšířenou působností Olomouc. Význam procesu komunitního plánování sociálních služeb je jedním z klíčových pro poskytnutí finančních prostředků poskytovatelům sociálních služeb v jednotlivých obcích.

## **Klíčová slova**

Sociální služby, sociální péče, sociální prevence, sociální poradenství, komunitní plánování, komunita, komunitní plán, zadavatel, poskytovatel, uživatel, správní obce s rozšířenou působností (ORP), statutární město Olomouc, cílová skupina

## **Abstract**

This bachelor thesis focuses on the theoretical approaches connected with the social service provision and the community planning method in the selected region, through literary and legal research. The theoretical portion of the thesis identifies and evaluates the social service situation and evolution in the scope of the Administrative District of the statutory city of Olomouc, which consists of 44 Municipalities with Extended Competence. By using the survey research method and the statistical evaluation of the results, the recommendations for the oncoming social service community planning for the 2016 – 2019 period were provided. The resultant bachelor thesis will serve the department of social security of the statutory city of Olomouc as one of the key basis for the creation of the fourth social service community plan of the Administrative District of the statutory city of Olomouc. The importance of the social service community planning process is considered vital for the provision of funding for the social service providers in the individual municipalities.

**Keywords**

Social services, social care, social counseling, social prevention. community planning, community, community plan, the contracting authority, the provider, the receiver, the administrative district, the Municipality with Extended Competence (MEC), the statutory city of Olomouc, target group

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# 1 THE INTRODUCTION

The aim of the social services is providing a help to those who lost or are losing their place in our society, in the community they live in; and on the other hand, protect the society from risks that these persons carry. The social services relate to every single one of us and there is always a room for improvements.

The community planning is one of the ways of improving the social service development in the given community; and it is one of the most important topics in the social service planning problematic. The representatives for the organizations providing the social services, the receivers, the municipal officials and the active citizens, all of them contribute to the planning process.

The service planning on the municipal level, i.e. the lowest level possible, has a significant impact for the creation of high-quality social service system answering to the needs of the receivers in accordance to the local specifications. The regional community plans are frequently based on the municipal community plans; therefore the social service needs are projected on the regional level. This continuity is only logical, because who understands the standard of the provided social services, its quality, necessity and its shortcomings better than the citizen living in the region, or the self-government, towards which they direct their problems?

The topic of the bachelor thesis “Survey for community planning of social services in the administrative district of the municipality with extended competence Olomouc” stems from my cooperation with the department of social affair of the Olomouc City Municipal Hall, from the creation of the survey research about the necessity of social services in the administrative district of the MEC Olomouc. The results from the questionnaire survey will be one of the cornerstones for the creation of the fourth social service community plan on the Administrative District of the Municipality with Extended Competence Olomouc for the 2016 – 2019 period.

The first chapter defines the social services in the Czech Republic. Social services may be developed, among others, by community planning; and the connection between these issues is the topic of my thesis. In the first chapters of the theoretical part, I mention the basic structuring of the social services, i. e. types and the forms of social services, the actions in the given area and the establishments providing the social services. Furthermore, I mention the quality of the social service system, its history (mainly in the Czech Republic), and the predicted and suggested development of the



future social services. One chapter deals with the possible funding methods and the social service planning methods, including the community planning method, which has a dedicated chapter in the thesis.

The second chapter focuses on the main topic of the thesis, the social service community planning. In that particular chapter I shall clarify who the major community planning subjects are, the so-called trinity; secondly, I present the history of the social service community planning in the Czech Republic and the interconnected evolution of the legislation. There are principles described in the subchapter 2.3 that must be upheld. The phases of the community planning process are described in the next section of the chapter. The phases are not clear-cut and different authors recommend different approaches. Nevertheless, the authors agree on the general principles and it is safe to assume they head towards the same common goal - that goal to understand the needs of the community, the creation of high-quality community plan, including the strategies for the expected social service development, and the implementation of the plan itself. The last section of this chapter is dedicated to the creation of the community plan the funding possibilities of the process of the social service community planning.

After the explanation of the general theory of the social service and the community planning problematic in the given region, I shall on the practical part of the thesis. In collaboration with the department of social affairs of the Olomouc City Municipal Hall, I co-created the survey research of the reconnoitering the needs for the social services within the AD of the statutory city of Olomouc. This is a follow-up to the similar survey conducted by the Olomouc City in 2013. The results from my survey will serve for composing the fourth social service community plan, within the Administrative District of the Municipality with Extended Competence Olomouc (hereafter AD MEC Olomouc). The statutory city of Olomouc uses the social service community planning method since 2005 and has formed three community plans insofar. The current Third social service community plan of the Olomouc city is valid for the 2013 – 2015 period, and for this reason the compilation of the new plan for the 2016 – 2019 period is in progress. The employees of Olomouc City Municipal Hall want to cooperate with the municipalities within the AD of the MEC Olomouc. The importance of the process of the social service community planning is rising in this era, because it is the Regional Office Bureau, not the Department of Labor (DOL), who decides about the funding from the subsidy for the social service providers.

The practical part identifies and evaluates the current state of the social services in the municipalities by using the answers from the questionnaire survey, focused on the 44 municipalities within the AD of the MEC Olomouc. Furthermore, the standpoint of the municipalities on the needs for the social service representation is identified and evaluated, as well as the contribution of the municipalities on the social service support and the interest of the municipalities in the cooperation on the social service planning with the Olomouc City. The final section of the practical part of the thesis provides the answers for the specific survey research questions, thus answering the two main research questions. The discussion and the formulation of the practical recommendations for the social service community planning within the AD of the MEC follow. In the appendix, I provide the description of the basic types of the social services cited from the Social Service Act of 2006 (No. 108).

## **2 AIM OF THESIS**

The collaboration with the department of the social affairs of the Olomouc City Municipal Hall gave birth to the aim of the thesis. I worked in the role of a creator of the questionnaire, a coordinator of the workgroup during the pilot studies and the evaluator of the survey research.

The aim of the cooperation with the department was the identification and assessment of the current state of the social services in the 44 MECs within the AD of the MEC Olomouc; and the assessment of the interest of the municipalities in the cooperation on the social service community planning for the 2016 – 2019 period. The aim of the thesis is fulfilled by answering the two main research questions and the specific research questions.

The final section of the practical part includes the results of the survey research evaluated as well as recommendations about further development of social services in AD MEC Olomouc.

## **3 THEORETICAL PART**

### **3.1 Social Services**

Social services are understood as publicly or privately provided services offered to those who happened to be in a difficult life situation. The goal is the betterment of their lives and of the process of socialization. On the other side, they also serve as a safety measure against the potential threats such people pose (Zatloukal, 2008).

Social services are governed by a number of sectors of the government and there is a wide spectrum of legal acts connected with these issues (Matoušek et. al., 2011). The very basic document about social services is the Social Service Act of 2006 (No. 108) Only those with the right authorization, given by either the Department of Labor or by the Regional Office Bureau, are allowed to provide these services.

#### **3.1.1 The development of Social Service**

The trends of historical evolution of social services stem from two relatively unchanging principles. Firstly, there is the trend of helping the poor and the downtrodden; secondly, there is the trend of the involvement of those who “have the power to maintain social balance” (Matoušek, 2007).

The inception of institutional care is already observed already in early medieval era, thanks to the adoption of Christianity. “We can consider the church to be, technically, the first social institution caring for the poor and downtrodden” (Matoušek, 2007). The formation of the first centralized countries in Europe marks the inception of centralized social care concepts. The turn of the 19th century can be characterized as a “period of garner of the poor in specialized institutional establishments” (Matoušek 2007). In Bohemia, the abandoned church properties were used for such a purpose.

Civic handicapped support was legally conceived during the first half of the 19th century and the services based on the local level, provided by the town councils. The outcome was the Local Law Constitution which was a collection of rights and obligations of the resident and the town council. The Parish Act of 1862 (No. 18) defines the duties of the town as: “Concern self with the downtrodden”. The regulations and precepts from these acts focuses on eradicating or suppressing the consequences of

poverty, vagrancy and beggary, however, they do omit the wider spectrum and the complexities of the social services (Krejčířová & Treznerová, 2012).

After the formation of the Czechoslovakia in 1918, the institutionalized care of the poor was provided in rare cases, as the last resort. The primary provider was the family, the next step were the social security systems, eventually the help came from various interest groups, foundations or private legal entities. *“The responsibility of the subjects of interests was formulated as a sequential pattern with the priority taken by the family”* (Matoušek, 2007, p. 23).

The change in the conception of social security came right after 1948, marking the termination of the Local Law Constitution. The responsibility was, according to the Act of 1948 (No. 174), imparted to the state and the Social Security Act of 1956 (No. 55) codified the unification of the social security system, thus imparting the whole social security system to the state and its legal bodies. The Social Security Act of 1964 (No. 101) marked another change in the system. The term “citizen needing special help” was coined. Social care was provided to severely physically handicapped, to those with special occupational needs and to the elderly. The Social Security Act of 1975 (No. 121) introduces the service provision for the group of “socially maladjusted citizens”. The Social Security Act of 1988 (No. 100) defines the social care. “The Social care is provided by the state to those, whose earnings or/and pensions are not enough to secure their basic living needs; and to those who are considered handicapped or elderly, or those who are not able to overcome difficult life situation without the help of the society.”

Due to the political and economic situation in the Czech Republic in 1989, the process of the transformation of the social services began (Čámský, Sembdner & Krutilová, 2011). The concept of changes in legislation began in 1994, but it took more than 10 years to form the Social Service Act of 2006 (No. 108). After 1989, the social service system was drastically changed. Social services were enlarged in order to encompass everything from securing the basic living needs to specialized services. The non-profitable sector began to play a major part in the social security system, which still lasts. Therefore, the professionals in the field of social provision took the opportunity to found non-state legal entities and started to provide social services almost instantaneously (Čámský, Sembdner & Krutilová, 2011). The systém of the Social service quality standards was as important as the innovative factor in specifying the social services.

### **3.1.2 Structuring of the Social Services**

Social services are structured by various criteria. This structuring is governed by the Social Service Act of 2006(No. 108), specifically in the third section of the Act; that is according to the type and the form of the services provided, according to the institutions, actions and compensations connected with the provision of the social services.

Basic types and forms of the Social Services are determined by the Social Service Act of 2006 (No. 108) which defines three basic types of the Social Services in § 32. These Social Services include Social counseling, Social care and Social prevention.

The Social Service Act of 2006 (No. 108) namely § 33, defines three basic forms of the Social Services, which are Housing services, Ambulatory services and Direct services.

The next section of the Act, § 34, defines the social service institutions as institutions which provide social services with the respect to the abovementioned types and forms defined by the Social Service Act of 2006. These social service institutions are social service center, social Care Home with permanent residency, social Care Home without permanent residency, home for the physically handicapped, home for the elderly, home for the mentally handicapped, watched Housing, asylums, home for the pregnant, emergency situation establishment, drop-in center, youth drop-in center, flophouse, therapeutic community, social counseling office, social engagement help office, social rehabilitation center, center for handicapped children, center for people with housing disputes and consequential care establishment.

Paragraph 35 describes the basic actions connected with the social services. The scope of these actions connected with the types of the social services is defined in the legal proceeding bill. These basic actions connected with the social services are help with the basic personal care, help with personal hygiene or with the enabling thereof, provision or help with providing food, housing provision or doss house sleep-over provision, help with household stability, provision of various educational and leisure activities, basic social counseling, help with social environment engagement, social therapy, help with enacting personal rights, justified interests and help with personal matters, crisis Hotline, personal care, self-sufficiency and social environment engagement training and the last basic actions connected with the social services is help with creating and maintaining work ethics and skills.

Aside from abovementioned services which are mandatory for the providers, there are other possibilities of services that can be provided.

### **3.1.3 Quality of the Social Service system**

The Social Service Act of 2006 (No. 108) is an effective tool that helps enable and maintain certain quality of the system of the social service, thus ensuring the public of equal conditions and treatment as well as notion of what each service entails.

#### **Registration conditions**

Only those with the provider's authorization are allowed to provide social services. The authorization is given to those who pass the registration process. The exceptions are family members and persons who volunteered for the position. The Regional Office Bureau grants the authorization based on the applicant's residency or the residency of the legal entity. If the authority to provide social services is mediated by the Department of Labor, then it is the Department that grants this authorization (hereinafter the Granting body)(MPSV, 2006, [www.mpsv.cz](http://www.mpsv.cz)).

The exact criteria for the registration are stated in the Social Service Act of 2006, § 79. These are:

- submitting written application of registration
- expertise of the all applicants providing the social services
- clean criminal record
- upholding hygiene standards and conditions in the social service establishments
- ownership of the premises on which the social services are provided
- securing satisfactory personal, material and technical conditions for the provision of social services
- the fact that the property of the applicant is not in the process of foreclosure or insolvency; or that the insolvency is not halted due to the debtor's insufficient property value (MPSV, 2006, [www.mpsv.cz](http://www.mpsv.cz)).

If the Granting body decides in favor of the applicants, the notice includes this information:

- social service provider denotation
- ID number of the provider
- name and location of the establishment or the place providing social services
- type of social services provided
- social service receivers
- the range of services provided
- the inception date

The Regional Office Bureau keeps a registry of social service providers and the Department of Labor manages the electronic version of this registry (MPSV, 2006, [www.mpsv.cz](http://www.mpsv.cz)).

### **The termination of the registration**

The Social Service Act of 2006 (No. 108) describes several reasons for the termination of the registration. If the provider does not meet the quality needed for the social service provision, even after numerous warnings from inspections; severely violates the terms of social service provisions or ceases to provide the social services altogether, the Granting body terminates the provider's registration. The provider can also put forward a motion to terminate the registration. If the provider does not begin to provide social services within six months of the registration acceptance notice, the decision therefore becomes invalid. The same applies in case of termination the provider (legal entity) or the passing of the provider.

### **Social Service Quality Standards**

The article 99 of the Social Service Act of 2006 states that the quality of the social services provided must be in accordance with the social service quality standards, a certain amount of criteria defining the quality of service the provider is obliged to provide (Čámský, Sembdner & Krutilová, 2011, p. 73).

These standards were created in order to ensure high level of quality of the service provided, as well as unify them across all organizations, thus giving guidelines to both



the provider and the receiver, meaning that, thanks to this system, the quality of these services will be unified throughout the country, thanks to this system. The standards are notably strict, therefore not every organization is able to satisfy them at first, and a lot of organizations are accepted only after the initial input of the inspectors and the subsequent inspection. Hence, all the organizations that satisfy these standards are guaranteed to provide quality and professional services.

Since January 2008, there are 15 quality standards stated in Department of Labor Bill No. 505 from 2006, divided into three groups: procedural, personal and operational. To better understand these standards, there are certain criteria aiding the process of evaluating and grasping the standards, which are simple to grade and able to provide definite answer (MPSV, 2002, [www.mpsv.cz](http://www.mpsv.cz)).

Procedural standards are the most important ones, stating the norms, goals and dangers of the services provided. Notable portion of the text focuses on the protection of the receiver's rights and creation of safety measures, such as the process of filing a complaint, the rules against conflict of interest etc. According to the procedural quality standards, each provider must form internal rules in a written form and unconditionally abide by them.

#### Standard No. 1: The goal and conditions of providing social services

Here, the provider states self-imposed aims, rules and goals which must be in accordance with the law and the provider must abide by them. This standard is essential; for the provider defines the services provided and must form rules and procedures in a written form.

#### Standard No. 2: Protection of rights

The provider is obliged to form written rules for the cases of violation of the rights of the receivers during the service provision as well as for the cases of conflict of interest between the social service receivers. This standard also includes a written procedure of accepting donations.

#### Standard No. 3: Negotiation with the service receivers

This standard describes the negotiation with the potential receiver of the service, what the goal of the candidate is and what action is best suited for the receiver's claim. The provider must act according to the rules and inform the candidate in an easy-to

understand manner what the service entails. The provider's internal rules define the process of declining the candidate for the reasons stated in the respective articles; the provider must abide by these rules.

#### Standard No. 4: Social service provision contract

In this section, the provider shall form a written procedure that is contractual to those included in such contract. By the conclusion of the contract, the candidate becomes the receiver of the service.

#### Standard No. 5: Individual program and the social service procedure

Social service workers form an individual program with the receiver, with the respect to the receiver's goals and capabilities. They evaluate the program afterwards. Every receiver has a so-called "reference worker", whom the receiver can discuss changes and desires with.

#### Standard No. 6: The provided social service documentation

Standard No. 6 defines the proper manner of handling the issues of the social service documentation, such as drafting and the form of the documentation about the receivers with the inclusion of rules about archiving and possible consultations.

#### Standard No. 7: Complaints about quality and manner of the services provided

This standard describes the procedure of filing a complaint about quality and manner of services provided. Furthermore, it presents information about complaint records as well as information about the possibility of revocation in case of dissatisfaction of the receiver.

#### Standard No. 8: Continuity of the provided social services with other services

The providers does not substitute, but only convey the services of other natural persons or legal entities according to its needs; and reinforces relationships and contacts with the receiver's environment.

Personal standards focus on securing the personnel for the service provision. The assessed qualities are professional approach, skills and abilities, such as leading and supporting the workers of specific social establishment.

#### Standard No. 9: Personal and organizational support factors of social services

Personal and organizational support factors of social services are based on binding written structural guidelines with clearly defined number of working positions, personnel profiling, qualification requirements and personal prerequisites of the employees.

#### Standard No. 10: Employee's professional growth

The standard includes procedures involving employee's professional growth i. e. regular evaluation procedures, further education and qualification programs, building and fulfilling personal goals, information exchange system about provided service between the employees, financial and moral evaluation of the employees and lastly, support of qualified third-party counselor available to all the employees.

The third standards are operational standards, dealing with the operational issues of social services, thus setting the conditions for social service provision. The main focus is on the time and place of the service provision; on the awareness of the service receivers and its accessibility; emergency and crisis situation handling and its quality development.

#### Standard No. 11: The accessibility of provided services in terms of time and location

Depending on the type of receivers and their needs, as well as services provided, the provider tutors them, when and where is the service provided.

#### Standard No. 12: Receiver's service provision awareness

This standard an easy-to-understand way of informing the public about the service provided.

#### Standard No. 13: Environment and conditions

This standard deals with the issues of quality and conditions of the service provision environment. Material, technical and hygienic conditions must correspond with the type of services provided as well as its capacities.

#### Standard No. 14: Emergency and crisis situation handling

This standard defines the emergency and crisis situation that can occur during the provision and offers solutions to those situations, in written form naturally. This also includes the obligation of the provider to inform both employees and receivers about these solutions, should these situations occur.

#### Standard č. 15: Provided services quality development

This is an evaluation and controlling system of goals, aims and creeds of the given social service, which leads to the development and the increase in quality of the social services (MPSV, 2002, [www.mpsv.cz](http://www.mpsv.cz)).

### **3.1.4 Social service legal norms**

The legal norms of the social services, belonging with the whole social care system into the Department of Labor competence, were rather problematic before 2007, due to being obsolete.

Both social workers and service receivers were, for 17 years, since before 1989, forced to act according to the obsolete and dissatisfactory social care system (Matoušek, 2007).

Since January 1st, 2007, the Social Service Act of 2006 (No. 180) came into force, reforming the social service system in the Czech Republic, together with Notice No. 505 of 2006, in force since November 15th, 2006, which governs some portions of the social service law enactments.

The Act states the conditions for providing help and support to natural persons in unfavorable social situation through social service and pecuniary provision, conditions for authorizing social service provision, execution of public administration in the social service sphere, inspection of the service provided and prerequisites for social service provision (MPSV, 2006, [www.mpsv.cz](http://www.mpsv.cz)).

Furthermore, the Act defines the prerequisites for the social worker occupation, the nature of the service provided, either the provision of social services or in accordance with the specially issued legal norms about material help need, help with social-legal children patronage, with educational system, with health care provision, with penitentiary systém and with immigrant and asylum establishments (MPSV, 2006, [www.mpsv.cz](http://www.mpsv.cz)).

The second article of the Social Service Act of 2006 clearly defines principles of social service provision. The Act conception aims to secure the basic human rights of those who happens to be in a difficult life situation, often without their fault; those who due to the handicap are not able to deal with the situation independently. Every person is offered free social counseling about the possible solutions to their situation and its prevention. The form and scope of the help and support must not violate the human dignity of the receivers. The needs of the receivers are determined individually; the help is given in an active form and must aspire to incite self-development, motive the receiver to engage in those activities that do not lead into possible rebound or worsening of the difficult life situation, and lastly, must strengthen the receiver's socialization.

The aim of the act is to create suitable conditions for satisfying basic human needs by providing help and support with the basic personal care, with life self-sufficiency and help in difficult life situation, which can result in social exclusion (MPSV, 2006, [www.mpsv.cz](http://www.mpsv.cz)).

### **3.1.5 Social service funding**

Social services are provided to the individuals, who are unable to secure their own basic needs for other than financial reasons (that would be the case of material needs help). There are various ways of social service funding (Tomeš, 2010). There are many criteria and factors for the social service provision, for example the criteria for determining the level of dependency or the criteria for giving grants from the state and founders.

#### **Citizen funding**

The receiver's payment is one of the service funding possibilities. The spending for the services can be, at least partially, funded from the family members (Tomeš, 2010).

#### **State funding**

To secure the basic needs, interests and rights of the individuals who are not self-sufficient, the state reimburses those who are not financially capable of covering the expenses, not even with the help of the family members. The state acts accordingly, but only if the service is deemed necessary and only the amount necessary to provide the

services needed. The appropriate state bodies evaluate necessity and the amount of money donated (Tomeš, 2010).

The tool used to determine the social service funding is the so-called social care subsidy, provided accordingly to these four levels (Oldřich Matoušek et al., Sociální služby).

The 1st level, called as mild dependency, includes those who are invalid for a long period of time and require observation or direct help with basic personal care, executed in 12 consecutive iterations; or, in case of the receivers above the age of 18, in 5 consecutive iterations.

The 2nd level, called advanced dependency, includes those who are invalid for a long period of time and require observation or direct help with basic personal care, executed in 18 consecutive iterations; or, in case of the receivers above the age of 18, in 10 consecutive iterations.

The 3rd level, called severe dependency, includes those who are invalid for a long period of time and require observation or direct help with basic personal care, executed in 24 consecutive iterations; in case of the receivers being above the age of 18, in 15 consecutive iterations.

The 4th level = complete dependency includes those who are invalid for a long period of time and require observation or direct help with basic personal care, executed in 30 consecutive iterations; in case of the receivers being above the age of 18, in 20 consecutive iterations (Matoušek et al., 2011).

The provision applicant must submit a written form requested from the Department of Labor. The applicant must undergo social examination determining the dependency level and medical examination, provided by institutions either selected by local Social Security Office, or by the applicant him/herself. The applicant shall then present the examination results and satisfy all the other prerequisites defined by the Department of Labor online portal. The assessment of the level of the dependency is carried out by the Local Office with Extended Competence based on the applicant's medical reports (Matoušek et al., 2011). The subsidy is paid by the Local Office with the Extended Competence.

The state offers second possibility of funding exclusively for the provider, which is the donation from the state budget, given to the providers present in the Provider

registry. These donations are given by the Department of Labor through the region budget's extended competence. The quality of the donation is based on the type of organization and its founder, and on the region or the municipality, proving the presence of the inequality of the basic principles of the subsidy system (Matoušek et al., 2011).

### **Municipal funding**

Municipalities, just like the state, are obliged to secure a certain standard of social service provision, with the respect to the local policy. The standard is partially funded by the state. There are established norms for this purpose, defining the social service amenities of the regional units such material or financial amenities. Additional expenses outside the boundaries of the norms are considered as extras and are covered by the municipal funding from private business income, sponsor's grants, taxes, fees and fines income. The state funding of the municipalities differs according to the elected government (Tomeš, 2010).

### **Non-state subject funding**

Non-state subjects, i. e. voluntary organizations, are funded from their own resources generated from the member's donations, grants, public contributions, sponsor gifts or the client's payments. The sponsoring is usually a subject to tax abatements; therefore, one portion of the gift is technically unpaid state tax. The state or the municipality co-funds service provision costs, if a certain prerequisites are met. One of the biggest advantages of the non-state subjects providing the social services is the enthusiasm, dedication of the employees and human solidarity. The non-state subjects providing the social services and the state conclude an agreement, which serves as a binding document for the non-state subjects to maintain the quality standards and agreed maintenance expenses (Tomeš, 2010).

### **Social service providing citizen funding**

A common citizen is allowed to help others for solidarity reasons and free-of charge. Even a social service providing citizen can receive state or municipality donation to cover the maintenance expenses, but only if the natural person is providing the services free-of-charge, for that would be a case of entrepreneurship, which excludes the help of the state funding. There are, however, cases of mixed social service provision (Tomeš, 2010).

### **3.1.6 Social service planning**

Social service planning is understood as a planning for a short period of time; as opposed to the long term planning, usually encompassing several decades, called prognostic planning. After the public administration reforms of 2002, the social service establishing functions were passed over from the County Offices, partly to the Regional Office Bureau and partly to the municipalities. Both subjects deal with the question of how many social service establishments are necessary and how many of those can the subjects afford to establish. This also raises the question of what scale the establishment should be conceived on, with the size of the municipality and its populace taken into the account. On the other hand, the establishments should be accessible to those without their own vehicle.

The inequality of the social service providers throughout the Czech Republic is, again, present and apparent, only by glancing at the statistics of the social service records (Matoušek et al., 2011).

These differences stem from the urbanization of given region, the structure of the regional populace (age, qualification, profession, social structure), from the size of the municipality and the inhabitation structure, and last but not least, from the willingness of the family to take care of the invalidated members (Průša a Víšek, 2012).

Most of the existing social services are located in the municipalities that aside from their own competence have so-called “transferred competence”; and, according to the predictions, this situation will stay the same in the future. Transferred competence refers to the transfer of part of the state’s executive authorities onto the municipalities. These could be of two types (Table 1):

- Municipalities with commissioned municipal office
- Municipalities with extended competence

(Matoušek et al.,2011).



Table 1. Regions in the Czech Republic

Region	Counties No.	Municipalities No.	Two types:	
			Municipalities with commissioned municipal office	Municipalities with extended competence
The Capital City of Prague		1		
Středočeský region	12	1145	26	56
Jihočeský region	7	623	17	38
Plzeňský region	7	501	15	35
Karlovarský region	3	132	7	15
Ústecký region	7	354	16	30
Liberecký region	4	215	10	21
Královéhradecký region	5	448	15	35
Pardubický region	4	451	15	26
Vysočina region	5	704	15	26
Jihomoravský region	7	673	21	35
Olomoucký region	5	399	13	21
Zlínský region	4	307	13	25
Moravskoslezský region	6	300	22	30

Source: CSO, 2014

### **Social-demographic analysis**

Social-demographic analysis is one of the methods of planning the social services that helps to determine and in a certain degree to predict the need for the social services; it is based on the so-called normatives. A normative is defined as a rule or an assignation.

The basic normative is the data comparing the size of the target group with the size of the entire populace. All of the normatives were formulated in the second half of 1980's. Table 2 demonstrates estimates of the presence of handicaps (both social and medical) per 10,000 citizens.

The next normative is the recommended social service amenity in the territorial units per 10,000 citizens (Table 3).

The third normative is the social distribution drafting according to the administrative division of the state

Table 2. Approximate number of the handicapped per 10,000 citizens

Potential service receivers	Numbers per 10,000 citizens
Citizens with visual impairment	57 (16 severely)
Citizens with hearing impairment	95 (14,5 deaf)
Citizens with speech impairment	57
Mentally handicapped citizens	285
Citizens with locomotive impairment	286 (33 persons in wheelchair)
Mentally sick citizens	95
Children with chronic diseases	524
CAN children	20 new cases per year, ordinarily 340
Homeless	10
Mothers with children seeking shelter	4,5
Ex-convicts seeking shelter	19
Drug addicts seeking shelter	12 - 24 (higher estimates in bigger cities)

Zdroj: Matoušek et al.,2011

Table 3. Estimates of the recommended social security amenity per 10,000 citizens

Type of service	Estimates from 2000	Estimates from 2010
Day-care centers	90	100
Home for the elderly	33	35
Asylums for mothers with children	4,5	6
Asylums for the homeless	5	7

Zdroj: Matoušek, et al., 2011

In order to reach the optimal diversification of the social services according to the social-demographic analysis method, we should take into the account social analysis of the municipality or the region, consisting of separate indices, and compare those indices

with the indices taken from analysis of the country or the whole Europe; aside from relying on the normatives (Matoušek et al., 2011).

Examples of indices based on the analysis from the Středočeský region:

- Citizens age structure and the prognosis of the development according to the age category
- Employment
- Workforce
- Employees age structure
- Salaries
- Foreigners on the job market
- The registered unemployment rate and the number of unemployed
- Job positions available
- Jobseeker's structure
- Micro-regions threatened by the expansion of employment
- Family income
- Social revenue
- Others (Průša et al., 2004).

In conclusion, the social-demographic analysis provides fast and relatively well evidenced estimate of the social services needed. On the other hand, its major disadvantages lie in presenting sometimes unreliable evidence; in the narrow sourcing, not taking in account all the available source; and in inability to predict the future development due to changing external factors, such as internal legislation influencing the structure of the social services. The analysis also does not incorporate the inputs from neither providers, nor receivers (Matoušek et al.,2011).

### **Social service community planning (SSCP)**

The aim of identifying the needs in the process of community planning of social services mainly an effort to determine whether "the existing social services meet the needs of people in the community (Hardina, 2009). The community is the sense of belonging to its members, interested in members of one another and the whole group, and a common belief that the needs of the community will be met through their

community (Mattesich, Monsey, Roy, Saint Paul & Community Building, 1997). Nowadays, tens of cities throughout the country are involved in the community planning. The Social Service Act puts the obligations on the Regional Office Bureaus to process the plans about the social service development and recommends the processing of these plans to the municipalities as well.

Community planning maps the local social service needs and draws the comparison with the local sources, such as the local providers and public funds, used or planning to be used in the near future; citizens and organizations that directly or indirectly helps with the development of social services.

The contracting authority, the providers and the receivers of the social service are involved in the community planning; the information is also available to the general public, giving the opportunity to influence the planning as well; thus being differentiated from the social-demographic analysis (Matoušek et al., 2011).

Naturally, the community planning, just as all the other social service planning methods, is not flawless. This includes the inability of all the potential social service receivers to have an impact on the planning and the ignorance of the persons involved in the community planning about certain groups of interest, for there is no expert level of knowhow required.

### **Organization development strategic plan**

The so-called strategic planning is considered to be one of the main tasks of the management of organization, the SWOT analysis being the cornerstone of the planning.

The planning of the social service providing organization's own development is relatively uncommon in the Czech Republic.

Organizations formed by the public administration must abide various laws and notices; therefore, there is not much room for development.

Non-state organization's development is bound by the priorities of EU programs, the Departments and other important donors, whom the organizations are, for the most part, dependant on.

Because of the abovementioned reasons, the strategic planning of the social services, originating from the provider's side, is relatively rare in the Czech Republic ( Matoušek et al.,2011).

## **The Evaluation of the target group needs and the formulation of the programs hypothesis**

This method of social service planning is used ever since the inclusion of the Czech Republic into the EU, thanks to the possible access of the providers to the European Structural Funds. One of the necessary components while submitting the appeal is to present the program and the necessity of it, the EU having the need for the social services defined as the absence of something important to the function of the social services.

The supposed tool for proving the program necessity is the public survey.

The need of the target group can be defined by independent expert with the help of an assortment of indices, such as the Citizens age structure, the progeny data or the medical statistics of the specific region's populace. These reports must be completed with the evaluation commentary, based on the survey results and provides the authorization to intervene. The expert's opinion unfortunately does not guarantee the objectivity of the needs

The need can also be attested by the receivers of the social services who lack certain programs, or are in some way dissatisfied with the course of the services provided, or the approach to them.

The number of the potential receivers waiting for the service inclusion can also influence the expansion of already functional services.

Based on the analysis of the target group's needs, the so-called program hypothesis should be formed, including the major estimated factors influencing the problems and the predicted inauspicious consequences from those problems (Matoušek et al.,2011).

### **The risk evaluation**

The social services can pose the following kinds of risks:

- The risk of the continuation of the receiver's difficult situation and its influence on the other receivers
- The risk of continuation or deterioration of the reciever's health
- The risk of the receiver's self-harm
- The risk of the continual adverse influence on other people

Each of the risks is graded by the level of gravity. Alternative sanctions or the counseling is recommended for the low-risk individuals, the high-risk individuals are placed in detention centers or in penitentiaries.

Thanks to the individual's predictors, it is possible to assess, with a solid degree of certainty, the risk individuals can pose; however, perfect prediction is impossible.

### **Individual based planning**

This type of social services has the longest running tradition, usually connected with the mentally handicapped. Some authors call it the individualized planning or the individual future planning.

The organization with this planning should be highly flexible.

In the first phase, the needs of the client should be thoroughly examined before drafting the initial plan.

The individual based planning is based on the involvement of the group of selected members of the receiver's relatives and friends, whose goal is to fulfill the receiver's notion of the future and to create a program supporting this notion.

The plans could range from short-term to long-term and the compilation includes graphical aids, such as various symbols, color marking etc.

This planning is sometimes based on pre-prepared templates, which might result in the imagination of creativity limitations of the planners. On the other hand, this approach can provide a necessary assurance during the implementation and realization of the selected social actions (Matoušek et al., 2011).

### **3.1.7 The expected progression of social services**

The state's social policy is sure to have an impact on the evolution of the social services. The most probable trends of the social policy are connected with the changes in the social movement, in the demographic situation and the evolution of the general populace, i.e. the longevity of human life, and the process of securing the basic needs of new families. Other factors are the economic and social factors, as well as socio-political determinants, constantly changing the scale of significance and the results stemming from them are connected on an international level (Průša in Tomeš et al., 2009; Kozlová, 2005).

According to Kozlová (2005), it is important to take a notice of the behavior and attitudes of the general populace while dealing with social problems, which still exhibits too much “dependence” on the state; and respect the fact that social policy is limited by the state funding and its execution must not hinder the economic progression of the state (Krebs, 2009; Mülhpachr, 2004). Krebs (2005) states that the excessive solidarity could be the reason for the worsening of the social problems, eradicating self-sufficiency and social responsibilities. That is why the public should be led to take responsibility for their own lives and to incite their actions to make the difficult situation better.

Průša (2003) points out the trends of the more developed European countries, such as the confrontation of the rules of the market with the social sphere development, multi-source funding, higher integration of social and economic rationality (searching the optimum solution of securing the basic social needs), de-institutionalism and rising importance of counseling and activities tied with “people in the social crisis” care coordination.

Matoušek (2007) describes trends such as the subsiding role of the state as a sole social service provider, or the reduction of dispensing the public funds by the means of receiver complicity.

Notable trend is de-institutionalism, which is a process of stopping the traditional constitutional care where it is not needed and substituting it with less demanding, but for the receiver more suitable social service; such as ambulant services, i.e. services provided in-house.

In the Czech Republic, the reduction of the role of the state in these affairs is apparent, for a huge part of the social service provision fell into the hand of non-profit organizations, thus heavily influencing the future of social services. The state should not, according to Krebs (2009) provide activities that are provided by those organizations more swiftly, with a lot more ease, quality etc.

We must take caution against a trend called “the new management trend“, which brings market principles into the scope of the social services, which could lead into devaluing the cooperation with the receivers (Matoušek, 2007).

All these trends should add more complexity and continuity of the services provided, therefore making the difficult life situation easier to overcome thanks to this social service system.

## 3.2 Community planning

Community planning is a practice that is engaged in by numerous disciplines such as community work, urban planning, macro social work, urban geography (Sadan, 2004, [www.mpow.org](http://www.mpow.org)). „*The term of social community planning refers to investigating and responding the social needs and aspirations for all inhabitants who worked or live in government area. Social planning is a proces of collaborative planning at the local level of social and community issues which cover wide spectrum of activities which have an impact on community well-being*“ is defined by The Department of Local Government (2002, p. 14). The Department of Local Government (2002, p.8) describes: „*Social community planning is an important way of ensuring that councils stay focused on addressing the needs and aspirations of their local communities in an efficient, fair and equitable manner*“. The community planning falls into the semi-long-term social service development planning category. This method is described as a specific analysis of the social conditions, social policies and the influences of the services. Certain priorities and goal are ordained, forming programs for the service provisions and utilizing the resources for the their creation and evaluation of them. The Department of Labor describes the social service community planning as: “an accessible process of securing the needs, resources and the best solutions in the sphere of social services” The social services needs to be planned so that it shall satisfy regional needs; and be provided swiftly (Zatloukal,2008). Community planning of social services effectively in order to that the most vulnerable people of the community received assistance of the help, has been always a complex challenge for governments all over the world (Maguire, 2014, [www.esri.com](http://www.esri.com)).

The result is the local social service system responding to the needs in the region and to the regional differences. It also ensures that the service funding is used effectively (MPSV, 2005, [www.mpsv.cz](http://www.mpsv.cz)). Community planning also described by specific methods of social work that can be dedefine as a process towards creating the system of assistance in the interest of those who will benefit from this assistance (Brueggemann, 2003).



### **3.2.1 The development of community planning and its legislation in the Czech Republic**

The method of the community planning in the Czech Republic is taken from the Great Britain, thanks to the administration official's seminars held there in 1996. The need of development of social services arose after the changing of the state constitutional establishments into the privately managed organizations, when there was the necessity of figuring out the correct course of the organizations and clear understanding of the focus, thus creating accessible high-quality social service system.

The City of Ústí nad Labem was the pioneer in the social service community planning in the Czech Republic, using this method ever since 1998. The Department of Labor published a document in 2002 called: "Komunitní plánování – Věc veřejná" and in 2004 "Průvodce procesem komunitního plánování sociálních služeb" According to the Department of Labor, the term community planning was firmly defined in 2003, when the Social service's White paper was created and it was mentioned in the National Action Plan of social integration 2004 – 2006.

January 1st, 2007, the abovementioned Social Service Act of 2006 came in force, mentioning the semi-long-term social service development plans and the legal attributes of community planning. This act obligates the regions to process the semi-long-term social service development plan and recommends it to the municipalities. The development plan is an outcome of the active investigation into the needs of the regions populace, as well as the search for the means to satisfy those needs. It is created by the cooperation of the aforementioned trinity (Zatloukal, 2008).

With the help of the development plans, the regions calculate the necessary subsidies from the state budget, which are the divided between the social service providers. The planning is recommended to the municipalities for their planning serves as the source of objective information for the regional offices that use it for the calculations.

### **3.2.2 Community planning subjects**

The division of the subjects is not considered a rule; it is more of an aid due to the role overlapping. The subjects groups form a trinity.

The cooperation of this trinity, listed below, is the basic principle of every community planning. Aside from these subjects, there are other experts, institution representatives, family members, close friends and citizens, who contribute to the planning as well (Zatloukal, 2008).

### **Contracting Authority**

The contracted authority is a group of officials elected by the Municipality Office of the Regional Office Bureau, which is involved in the local social service development (Zatloukal, 2008). The grants, given for the realization of the community planning, can also serve as the contracting authority. The municipal and regional officials bear the responsibility for securing the social services for the citizens during the community planning and the responsibility for procuring the financial means to realize such plans (Vasková & Žežula, 2002).

### **Provider**

Social Service provider is a legal entity or regular person authorized to provide these services pursuant to Act No. 108/2006 Coll., describing social services which took legal effect on first January 2007 (Solanský, 2013). The provider of the social services is either a natural person, or a non-state non-profit organization, or the organization founded by the municipality, the region or the state. Every provider has the same, equal position in the community planning; their goals and intentions are considered to be equal as well ([www.mpsv.cz](http://www.mpsv.cz)). These organizations, or natural persons, offer a certain type of social service regardless of the contracting authority and their goal is to provide the high quality services and develop their establishment in regard to their development plan (Zatloukal, 2008). The provider must have extensive knowledge and understanding of the social service receivers (Vasková & Žežula, 2002).

### **Receiver**

The third social service community planning subject is the receiver, a person, who is in the need of a social service due to the difficult life situation he or she happens to be in (Zatloukal, 2008). The receivers are irreplaceable in the community planning process, for they choose which service is acceptable and necessary for them (Vasková & Žežula, 2002).

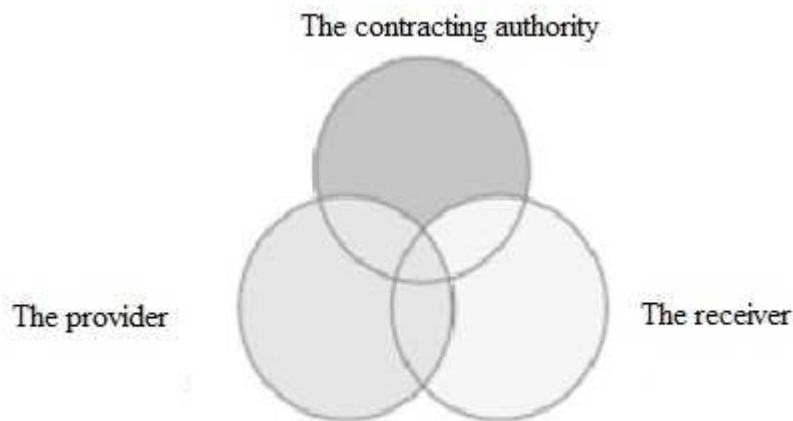


Figure 1 Triad of Social Services

### 3.2.3 Principles of community planning

The community planning has no procedural rules and is therefore executed differently in almost each region. Although it is impossible to globalize the process, we can find certain basic principles and values shared by all the community planning implementers.

For the success and the quality of the proces, i tis vital for the planning participants to accept, uphold and base all their activities on these principles.

Vasková and Žežula (2002) describe seven basic principles: participants partnership, local fellowship involvement, search for new human and financial resources, information processing, the process of the community planning procedure being as important as the resultant document, consideration of already established and helpful cooperation and compromise between aspirations and possibilities.

Zuzana Skříčková (2007) there are nine principles enriches the principles of Žežula and Vasková:

- Trinity principle - This principle describes the cooperation of the contracting authority, the provider and the receivers of the community planning.
- Equality principle - Every member has the right to involve himself/herself in the public and collective matters, the freedom of the speech and nobody must be discriminated or excluded.

- Principle of the real needs - The community planning should reflect the real needs, based on the constant needs surveying.
- Agreement principle - The resultant plan is a type of contract based on the trinity agreement. The agreement is achieved through debates and democratic cooperation; it includes the intentions, manner and the process of the realization of agreed actions, with the unanimously decided matters taking priority over the matters decided by a vote.
- “Everything is done publicly” principle - The planning, the process and the results of the social service community planning is carried out publicly and is provided to the public as well.
- Solution attainability principle - The social service planning is not necessarily focused on a single problem in the social affairs sphere, the scope of it must always correspond with the conditions and aspirations of the general public and the resources in the region.
- Cyclic repetition principle - The topics, issues and phases of the community planning are cyclically repetitive and it is important to constantly evaluate them during the development process, thanks to the ever changing state-of-affairs.
- Participants competence principle - The competence of all the participants must be clearly defined during the social service community planning, resulting in signing contracts thanks to the teambuilding, effective debates, coordination, mediation, coaching, project direction and planning.
- Correlation principle - This principle describes the correlation between the progress of the community planning process and the result and vice versa

Leoš Zatloukal (2008) summarize the principles of the Social service community planning in 5 pivotal points:

- Importance of partnership and cooperation
- Involvement of the local populace
- Needs, priorities and directions of the service development is set by the local populace
- Attainable compromise
- Cyclic repetition

In summary, although the names and the number of the principle differ with each author, the meaning of the principles and basic values of the social service community planning is of the same or complementary nature.

### **3.2.4 Phases of the Community planning**

The exact procedure for the social service community planning is not strictly defined; it requires an individual approach due to the municipal or regional diversity. Ever since the book “Komunitní plánování věc veřejná” was published (2002) for the Department of Labor by Vasková and Žežula, there have been many authors who defined the community planning process.

The process is divided into several phases or methods with the tasks and actions distributed sequentially. As was the case with the abovementioned principles, various authors agree on the nature of the phases, even though the naming and the number is again different.

High-quality social service plan conception is necessary during the planning process, as is the requirement to form optimal schedule obligatory for all the participants. The planning period, as well as the separate phases, is not given. Generally speaking, it can take up to four years, depending on the size of the region, the size of the working groups and the amount of tasks.

Before the community planning itself, it is important to firmly establish the trinity, clarify the region of interest (municipalities or bigger territorial unit), the type of social services provided and the target groups.

The coordinators of the social service community planning are basing their plans on the plethora of theoretic sources and field experiences, either having already carried out a community plan or being in a process of it. Vasková and Žežula (2002) describes six phases of the social service community planning (Table 4):

Table 4. Community planning phases

Community planning phase		
1.	The Beginnings	Formation of the initial workgroup Determining the number of people involved in the community planning The manner of addressing and inviting the participants The plan on gaining municipal political support Intel strategies
2.	The creation of the executive body of the community planning	The involvement of the participants The creation of the organizational and executive structure for the community processing Establishing the proceeding rules of the executive bodies
3.	The understanding of the community problems	Introduction of the goals, needs and interests of the participants Creation and publishing of the mechanisms (a pro aktivní) Performing the needs analysis and evaluating the existing resources Evaluation of the strong and the weak points of the existing social service system Naming the opportunities, the risks and planned trends for the social service development
4.	Social service development draft	Main values creating the cornerstone for the community plan inception, upheld and respected during its subsequent fulfilling Direction of the changed social services Desired goal Obstacles to overcome Possible resources
5.	Social service development strategies	Necessary steps and tasks of the defined goals and priorities System of community planning realization observation Formulation of the final version of the community planning Presenting the community plan document to the public for receiving its input The approval of the community plan by the appointed officials
6.	From planning to realization	Realization of the plan Informing the public about the realization of the plan Continual search and involvement of new sources Tools enabling constant changes of the plan

Zdroj: Vasková a Žežula, 2002

Oriniaková and Rosecký in their collective publication divide the processing of the community plan into two phases.

The first phase is called initial phase and its goal is to create the basic conditions for the community plan processing, part of it being the situation analysis, informational campaign, and the creation of the coalition of partners for the processing.

The second phase is called the preparation of the strategic part of the social service community plan with the receiver's requisites. The community plan is prepared through negotiations within the coalition and the public is constantly being informed and involved in the planning as well. In Great Britain public participation in public affairs and local decision making processes has been a natural part of society (Wates & Thompson, 2008). The preparation of the plan lies in four steps: comparing the current social services with the receiver's requisites, the SWOT analysis of the current social service system, the strategic part and public community plan draft negotiations.

Materová (2004) divides the community planning into three phases with separate steps.

Author also states that the sequence of these steps is not necessarily sequential, they can occur all at once and can overlap. The same goes for the all the three phases. These depend on the situation in the municipality, which indicated the uniqueness of each process

Matoušek (2011) divides the community planning into six phases, referencing the division of the phases from Vasková and Žežula (2002 – 2006).

Zuzana Skříčková (2007) also elaborates on the phases and the progression of a community planning. In this publication, we can see the division according to the milestones in the planning process rather than the separate phases, providing a brand new angle of approach to the matter.

The authors of the document "Metodiky pro plánování sociálních služeb", published in 2007, states, that there is a number of actions and activities happening simultaneously during the process. These then all come together in the resultant "milestone", the outcome of the separate actions and steps, which designates the goals of the process, so that the following planning process is high-quality and effective. The division into the phases provides in their opinion simplistic insight into the process issue. The main milestones of the Social service development process are:

- determination and formulation of the social service's goal and planning
- attaining political support

- creating organizational structure and determining the competences and responsibilities
- describing the local social situation
- defining the priorities
- compiling the social service development plan
- monitoring the implementation of the activities and changes
- evaluation

In 2008, the Center for Community Work in Ústí nad Labem published a book about the methodology of social service planning called: “ Ten steps of the community planning ”. The authors divide the community planning process into three consecutive phases consisting of ten steps (Table 5).

Table 5. Ten steps of the community planning

Ten steps of the community planning		Time framing	3 phases of community planning
1	The environment preparation – how to start with the community planning process	3 months	The preparation
2	Establishing the executive structure of the community planning, the receiver’s involvement	3 months	
3	Regional information system of the social services	long-standing	The compilation
4	The receiver’s problem analysis and mapping	3 months	
5	The community planning draft processing	4 months	
6	The community planning consultation process	2 months	
7	The community plan final version processing	1 month	The implementation
8	Implementation of the plan	36 months	
9	Evaluation of the plan	Once a year	
10	Contractual relations	Continual	

Zdroj: Krbcová Mašinová, Polesný, 2008

Zatloukal (2008) divides the social service community planning into five basic revolving phases and also warns that the aforementioned division is orientation only, in practice, the phases can overlap one another. Still, this basic division has an important value, for it enables the structuring of the whole proces (Table 6).



Table 6. Community planning phases

Community planning phases		
1	Preparation phase	Importance of the preparation of given social service community planning environment
2	Analytic phase	The goal is to gather all the available data for the planning
3	Planning phase	The plan draft is created by selected workgroups. It is presented to the public for discussion afterwards. The points brought up in the discussion are implemented into the final draft, as is stated in predefined rules. The final version of the plan is then presented to the municipal council for approval.
4	Implementation of the community plan	The plan is implemented by the help of the workgroups
5	Evaluation	The evaluation is done in the span of 5 years and is evaluated after the intended period as well

Zdroj: Zatloukal, 2008

### 3.2.5 Community plan

The creation of the community plan falls into different phases of the community planning process, depending on the authors. A high-quality community plan is the result of the cooperation and the partnership of all the participants, and is a direct response to the situations and needs in the given location. It determines both short- and long-term goals and priorities for the social service development; maps all public, private and voluntary subjects and their activities, which leads into achieving the goals; and includes the system of observation, progress evaluation and constant provision of information to the public. The community plan includes the priorities defining what social services are to be supported, and suggests new programs and services for the support of the social integration. The priorities are then processed into “measures”, which represents specific tasks and activities. Every activity has a specifically designated person or group, responsible for its realization.

What the community plan is supposed to include and on what the planning process should be based on postulated by Vasková and Žežula (2002). The contents of the community plan are:

- Description and analysis of possible resources – the list and characterization of state, municipal and non-state social service providers, and of the related services such as health service, educational system, leisure activities, job opportunities;
- Statistical, sociological and demographical data (age, birthrate, mortality, demographic development prognosis, employment rate etc.);
- Description and analysis of existing aspirations and needs of the populace in the scope of social services;
- Vision of the future of social services – establishing priorities and goals of the service development: which services to retain, which to expand or which to terminate; what the costs will be and what fund sources to utilize; how or when the goal's completion will be evaluated;
- Timetable for the work procedures and the principle upheld during the drafting and implementation of the plan;
- Way of including the participants into the community planning process – determining the responsibilities and the workloads of the participants;
- Way of observing, evaluating and, if deemed necessary, changing the community plan

### **3.2.6 Funding**

The social services planning models can vary, it is primarily funded from the state budget, which is mediated by the Department of Labor and the Regional Office Bureau; from the EU grants; from the municipalities, that occasionally decides to fund the services in order to avoid some complications and obligation; nevertheless, the expenditures are significant (Zatloukal, 2008; MPSV, 2005). The most common resource is the EU social fund, i. e. the Operational Programme Human Resources Development (OPHRD), the Joint Regional Operational Programme (JROP) and the Single Programming Document for Objective 3. All these programs are focused on the social integration support and on the service availability improvement for the persons in danger of social exclusion. (MPSV, 2005) The support of the municipalities in the matters of co-funding, eventually in the matter of the social service funding policy, is also very important.

The funding conditions of the social service community planning are constantly shifting. In general, the consultation with the experts could be recommended. The up-to-date information about the possible social service community planning financial resources is always available on the Regional Office Bureau's MIP, on the Department of Labor's one and on the structural funds portal (Zatloukal, 2008).

## 4 MATERIAL AND METHODS

This bachelor thesis is divided on the theoretical and practical part, the latter following and completing the former. In order to complete the aim of the thesis, the use of methodological approaches was important.

In the theoretical section of the thesis the method of literary research is applied consisting of various sources of specialized literature focusing on topics such as social services and community planning. One of the main sources was the official webpage of the Department of Labor, where we can find the full version of the Social Service Act of 2006 (No. 108).

The method of the questionnaire-based investigation was selected for achieving the aim of the thesis. It is important to know that the questionnaires were not presented as being anonymous. The investigation started at the end of February 2015, thanks to the cooperation with the Olomouc City Municipal Hall, the social affairs department; I became the creator of the questionnaire, a coordinator of the workgroup during the pilot studies and the evaluator of the survey research there. I created the questionnaire with the Punch (2008) basic recommendations and methods in mind.

The survey research was preceded by the pilot study, conducted in workgroups of selected employees of the social affairs department of the Olomouc City Municipal Hall. Before the main survey research, there were six pilot studies, thus giving the proper form to the final version of the questionnaire. The questionnaire was constantly being modified since the first pilot study, going from the general open-ended questions, through semi-closed questions, to close-ended questions; and in two cases, because of the incentive of the workgroup, to the open-ended questions.

The research, named “The Investigation of the need for the social services in the scope of the AD of the MEC Olomouc region” focuses on the 44 municipalities belonging in the AD of the MEC Olomouc.

The concreteness and number of the municipalities, which were addressed by questionnaire survey, was determined by the administrative power of the statutory city of Olomouc, for the purpose of identifying the current situation of the social services provided in the given municipalities. The final version of the questionnaire consists of ten close-ended, semi-ended and open-ended questions.

The main survey research was carried out at the end of April 2015. The questionnaire (see appendix) was distributed by Ing. Dagmar Prachniarová, the

coordinator of the community planning from the social affairs department of the statutory city of Olomouc. The distribution was executed by the correspondence with 44 municipalities of the AD MEC Olomouc; the questionnaires were submitted through data boxes, e-mails or postal service delivery to the address of the Social service department of the Olomouc City Municipal Hall.

I was in contact with almost every official of the municipalities, either through electronic or telephonic communication, and was informing them about the questionnaire completion conditions.

According to the Social Service Act of 2006 (No. 108), article 94, a municipality is obligated to secure the provision of the social services, the provision of information about the possibilities and the means of social service provision in their competence, to cooperate with the Regional Office Bureau on the preparation and the realization of the social service development plan and, newly, on the establishment of the social service net in the region. Because of the abovementioned reason, it was probable, that the Municipal Halls would fill the questionnaires and thus fulfill their legally-given duty, and additionally, have the opportunity to acquire the state funding for expenses connected with the provision of the basic types and forms of social services, thanks to the new program of the state donations for this provision.

The research results are one of the bases for creating new community plan for the 2016 – 2019 period, during which the statutory city of Olomouc would like to begin a cooperation with the municipalities in its AD.

The resultant data of questionnaire survey are transferred into a united format, with the use of the MS Excel program; afterwards, they are evaluated with the usage of descriptive statistics. Then, the by consulting the frequency data, it is determined, how many respondents choose to correct answer. The frequency data is divided into relative and absolute. The absolute is the exact number and the relative is expressed in percents. The results are supported by graph aids.

By the use of questionnaire-based investigation, it was possible to give answers to two main survey questions. According to Punch (2008), we differentiate the basic concept of levels of the questionnaire survey, the highest being the most general part and the lowest being the most specific. Particular levels are formed by the research area, the research theme, the two main research questions, the specific research questions and data collection questions.

### **The research area**

Representation of the social services in the 44 MEC on the AD of the statutory city of Olomouc; and the interest of the municipalities in the social service community planning participation for the 2016 – 2019 period.

### **The research theme**

The identification and the assessment of current representation of the social service providers in the 44 MEC on the AD of the statutory city of Olomouc; and the identification of the interest of the municipalities in the social service community planning participation for the 2016 – 2019 period.

### **The main research questions**

1. What is the current representation of the social service providers in the 44 MEC on the AD of the statutory city of Olomouc?
2. What is the attitude of the 44 MEC on the AD of the statutory city of Olomouc in participation the social service community planning for the 2016 – 2019 period?

### **Specific research questions**

1. How many of the social service providers in the 44 MEC operate in the AD of the statutory city of Olomouc?
2. Do the MEC on the AD of the statutory city of Olomouc consider the operations of the social service providers in the municipalities necessary?
3. What is the MEC of the AD of the statutory city of Olomouc contribution to supporting the social service providers in the municipalities?
4. What is the interest of the MEC on the AD of the statutory city of Olomouc in participation in the social service community planning for the 2016 – 2019 period?

## **Data collection questions**

Based on the definition of specific research questions was decided to formulate individual questions composing the questionnaire. The questionnaire consists of ten questions.

In the case of positive answers by the eight of the ten data collection questions, there are additional filter questions available for the respondents.

The respondent is asked to fill four figures in the questionnaire header, which are not evaluated with the rest of the questions, namely the name of the municipality and the respondent, the filling date and the name of the person, for further cooperation in the social affairs sphere for for the needs of the Municipal Hall.

The first two questions focus of the current representation of the social service providers in the MEC on the AD of the statutory city of Olomouc; thus the first specific research questions is answered.

The questions number 3 and 4 focus on the necessity of the social service provision in the MEC on the AD of the statutory city of Olomouc; thus the second specific research questions is answered.

The answers of questions 5 and 6 clarify in what way the MEC on the AD of the statutory city of Olomouc contributes to the support of the social service providers in the municipalities; thus answering the third specific research question.

The seventh question attempts to clarify if the citizens of the MEC on the AD of the statutory city of Olomouc contact the specific MEC asking for help in solving their social problems. This question does not specifically answers any of the specific research questions, but it provides the information about the cooperation of the Municipal Halls and the citizens in the issues of the social services. These answers can complete the picture of the necessity of the social service provision; and suggest the interest in involvement in the community planning for the next period.

The final set of questions eight through ten focuses on determining the interest of the MEC on the AD of the statutory city of Olomouc in the participation on the social service community planning for the 2016 – 2019 period; thus the fourth research question is answered.

## **5 RESULTS**

In this chapter I present the results of the practical section of the thesis. The chapter is divided into three subsections.

The first subsection focuses on the definition of the AD of the MEC Olomouc. The attention is drawn to the judicial and geographical characteristic of the region from the territorial division standpoint.

The second subsection provides the basic description of the department of the social affairs of the Olomouc City Municipal Hall, specifically the social service division. Firstly, I state the institute division and the basic operations of the social service division with which I had collaborated. Secondly, I describe the basic operations of the social service community planning manager for Olomouc who served me as my main contact. The final part of the second subsection consists of the info about the employees of the social service department of the Olomouc City Municipal Hall with whom I cooperated; most of them participated in the pilot studies.

The third subsection includes the result data from the questionnaire survey, being represented by statistic charts and graphs.

### **5.1 Definition of the Administrative District of the Municipalities with Extended Competence Olomouc**

The AD of the MEC Olomouc was established by the Department of Interior Bill No. 388 of 2002, and updated by the Department of Interior Bill No. 388 of 2004. The territories are defined by the enumeration of the municipalities stated in the Bill; they must respect the regional borders, but are not obliged to do so in the case of municipal borders. The guarantor and the administrator of the Nomenclature of the Municipalities with the Extended Competence (NOMMEC) is the Czech Statistical Office (CSO). The AD of the MEC is spread over one or more polygons; it is not necessarily a unified territory (Český statistický úřad, 2013, [www.czso.cz](http://www.czso.cz)).

The AD of the statutory city of Olomouc has 26 territorial bodies and 44 MEC.

The 26 territorial bodies of the AD of the statutory city of Olomouc are: Bělidla, Černovír, Droždín, Hejčín, Hodolany, Holice, Chomoutov, Chválkovice, Klášterní Hradisko, Lazce, Lošov, Nedvězí, Nemilany, Neředín, Nová Ulice, Nové Sady, Nový



Svět, Olomouc, Pavlovičky, Povel, Radíkov, Řepčín, Slavonín, Svatý Kopeček, Topolany, Týneček.

The district of the 44 MEC on the AD of the statutory city of Olomouc consists of: Bělkovice-Lašťany, Blatec, Bohuňovice, Bukovany, Bystročice, Bystrovany, Daskabát, Dolany, Doloplazy, Drahanovice, Dub nad Moravou, Grygov, Hlubočky, Hlušovice, Hněvotín, Horka nad Moravou, Charváty, Kožušany-Tážaly, Krčmaň, Křelov-Břuchotín, Liboš, Loučany, Luběnice, Lutín, Majetín, Morsklesy, Náměšť na Hané, Olomouc, Práslavice, Příkazy, Samotíšky, Skrbeň, Slatinice, Suchonice, Svěsedlice, Štěpánov, Těšetice, Tovéř, Tršice, Ústín, Velká Bystřice, Velký Týnec, Velký Újezd, Věrovany and the military facility Libavá.

From the territorial division standpoint, the AD of the MEC Olomouc belongs into the Olomouc region as a part of the NUTS II Střední Morava togetherness region. The Olomouc region sprawls on 5139 km<sup>2</sup>, i.e. 6.52% of the Czech Republic territory and is the eighth biggest district in the country. The Olomouc region is very diverse in the sense of the landscape. The North part is hilly, including the Jeseníky Mountains with the highest mountain of the Moravia and Silesia, Praděd (m above sea level). The South mainly consists of lowlands, i.e. Hornomoravský Úval and Moravská Brána.

The AD of the MEC Olomouc consists of 45 municipalities, including the statutory city of Olomouc; it is further divided into 107 municipal unit, 181 basic settlement units and 102 cadastral units. The AD of the MEC Olomouc sprawls over 85863 ha (from 12/31/2013) with the population density of 189, i.e. 3 persons on km<sup>2</sup>. The statistics from the 31st December of 2013 states that 162 502 citizens inhabit the region. The AD of the MEC Olomouc is located 280 km from the Capital City of Prague (Český statistický úřad, 2013, [www.czso.cz](http://www.czso.cz)) .



Representation of districts in the Olomouc Region

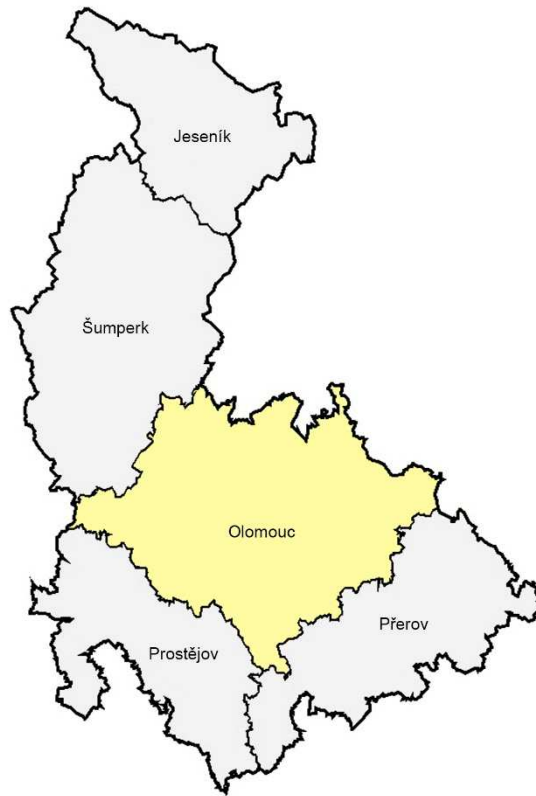


Figure 3. Olomouc region – counties

Representation of the Administrative Territory of the Municipality with Extended Competence Olomouc in the Olomouc Region

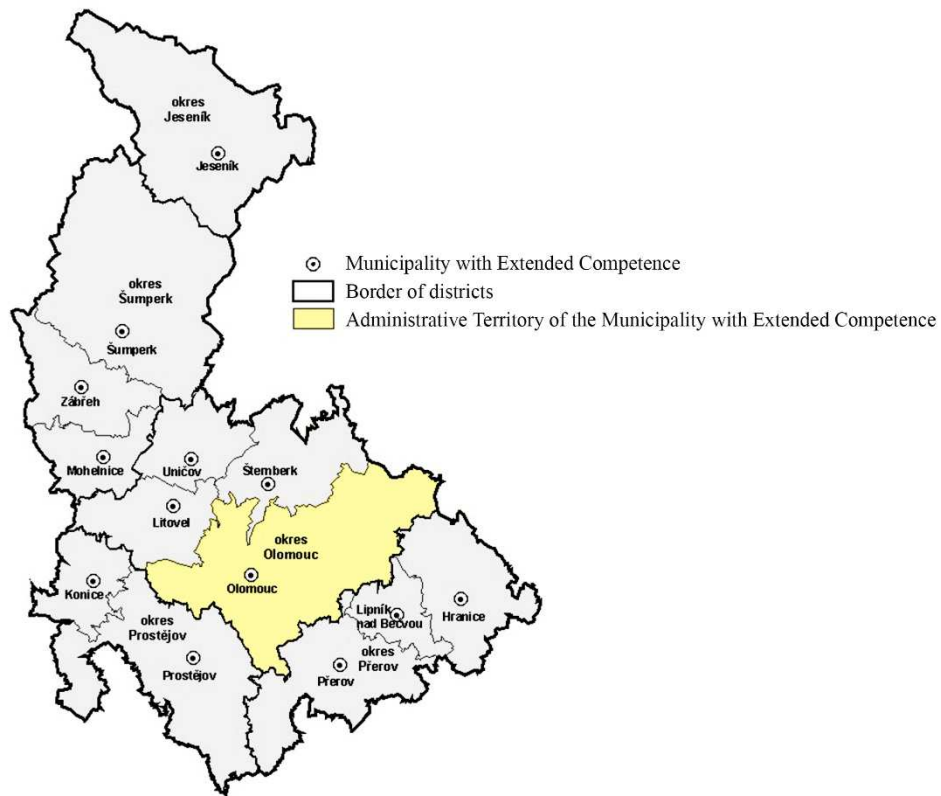


Figure 4. Olomouc region – The ADs of the MEC

Representation of the Administrative Territory of the Municipality with Extended Competence Olomouc



Figure 5. Olomouc region – The AD of the statutory city of Olomouc

## **5.2 The description of the department of social affairs of the Olomouc City Municipal Hall**

Because of my thesis, I cooperated with the department of social affairs of the Olomouc City Municipal Hall, the social service division, where I worked as a creator of the version of the questionnaire for survey research, as a coordinator of a workgroup during the pilot studies and the evaluator of the survey research.

The operations of the social service division covers the social agendas encompassing the problematic of the minors and their parents, the citizens in material need or those in danger of social exclusion, the citizens with long-term unfavorable health condition and the elderly. The department is divided into several sections, two social service establishments, day-nursery and independently working employees.

- a. Section of social work and counseling
- b. Family care section
- c. Social prevention section
- d. Custody section
- e. Social service section
- f. Day-nursery section
- g. Home for women and lone mothers section
- h. Asylum section (Statutory city Olomouc, 2012, [www.olomouc.eu](http://www.olomouc.eu)).

### **The main operations of the department of social affairs of the Olomouc City Municipal Hall are:**

- Provision of the basic social counseling, social screening and social work
- Issuing the decision for the social service provision
- The realization and the enforcement of the social measures
- Conceptual, methodical and analytic operations within the scope of social care
- Collaboration with the subjects contributing to the social services
- Evidence, administration and control operations of the applications, the waiting-list compilation, the preparation of the basis's and important points for the proceedings of the social committee of the Olomouc City Council (OCC) and Olomouc Municipal Council (OMC)

- the consultation of the management of specifically selected housing in cooperation with Správa nemovitostí Olomouc Inc.
- helping with the inclusion of the elderly and the handicapped into the cultural and social life; help securing their presence in the city's community catering.
- securing the accessibility of the information about the possibilities and the manner of the social service provision
- cooperation with other municipalities, regions and social service providers
- cooperation with the Regional Office Bureau, the social service providers within the municipality region and with the social service receivers during the formulation of the social service development plan
- others

**The manager of the social service community planning provides these actions in the Administrative District of the City's social service planning section:**

- The coordination of the operations of the preparation and elaboration of the semi-long-term social service development plans for the next term, including the supervision of the plan's fulfillment and evaluation
  - Updating the Olomouc City social service providers index
  - The preparation of the basis's and important points for the proceedings of the social committee of the OCC and the OMC
  - The cooperation with the organizations involved in the semi-long-term social service planning
  - Satisfying the needs for the social service provision
  - Securing the accessibility of the information about the possibilities and the manner of the social service provision
  - Cooperation with the Regional Office Bureau, the social service providers within the municipality region and with the social service receivers
  - Cooperation with the Regional Office Bureau during the formulation of the semi-long-term social service development plan
  - Others
- (Statutární město Olomouc, 2012, [www.olomouc.eu](http://www.olomouc.eu))

### 5.3 Results obtained from the questionnaire survey

During the research survey named “Identifying the necessity of social services within the AD of the statutory city of Olomouc” I addressed 44 municipalities in total, all belonging into the AD of the Olomouc. The questionnaire consists of ten questions. In the case of positive answers by the eight of the ten data collection questions, there are additional filter questions available for the respondents.

One of the key indices of the quality of any research survey is the questionnaire return rate. Every research has its own specifics, which somehow influence the return rate and therefore on the general success of the research. According to Punch, the return rate must be over 60% for the research survey to be considered valid and high-quality.

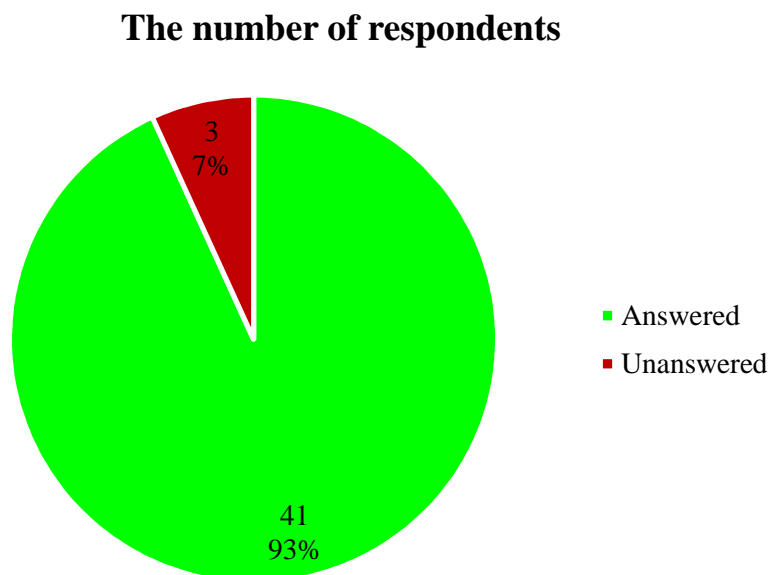


Figure 6. Composition of respondents according completion of the survey

The figure 6 suggests that, from the 44 municipalities of the AD of the MH of the MEC Olomouc, 41 of them actively participated on the questionnaire completion, making the research rate a 93%; thus the research rate condition is met. The head of the question consists of the section for the name of the municipality, the name of the submitter, the date of filling and the contact on a person available for further cooperation. These data are in the questionnaire in order to identify the respondent and to be able to differentiate the answers from all the respondents. The whole questionnaire



thus becomes non-anonymous, as order by the department of social affairs of the Olomouc City Municipal Hall.

**Question 1:**

Is there a registered social service seat or branch office in your municipality according to the Social Service Act of 2006 (No. 108)?

**The number of registered social service providers in municipalities**

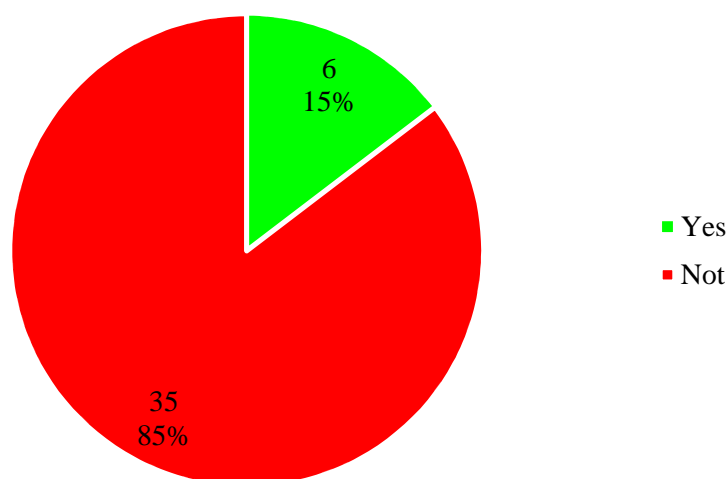


Figure 7. Composition of the villages in whose territory is established the registered provider of social services with the branch or headquarters

The first question of questionnaire is, whether there is a registered social service with a seat or a branch office in the territory of the municipalities in present day. The figure 7 shows, that this question was answer positively in only 6 cases (15%), whereas the other 35 municipalities (85%) responded negatively.

From the social services provided by the municipalities, there is only the social care type of the service represented. The providers of the social counseling and the social prevention service have neither seat nor a branch office in those municipalities.

The social care services are represented by the Homes for the elderly and the charity Day-care center services. Only in Hrubá Voda serves the Home for the elderly as a Home for the handicapped. Velká Bystřice is the only municipality that registers both types of the social care services, which are the Charita Olomouc and the Dům pokojného stáří of st. Anna. The exact description of the services and social care, as well as their representation in the 6 municipalities is in the Table 7.

Table 7. Composition of the villages in whose territory is established the registered provider of social services with the branch or headquarters

N.	Provider of social services	Municipality headquarters
1	Domov důchodců Hrubá Voda	Hrubá Voda
2	Dům seniorů FRANTIŠEK Náměšť na Hané	Náměšť na Hané
3	Dům pokojného stáří sv. Anny Velká Bystřice	Velká Bystřice
4	Charita Olomouc Těšetice	Těšetice
5	Charita Olomouc Tršice	Tršice
6	Charita Olomouc Věrovany	Věrovany
7	Charita Olomouc Velká Bystřice	Velká Bystřice

**Question 2:**

Are there any external social service providers in your municipality who provide field services?

**The number of external providers of social service in municipalities**

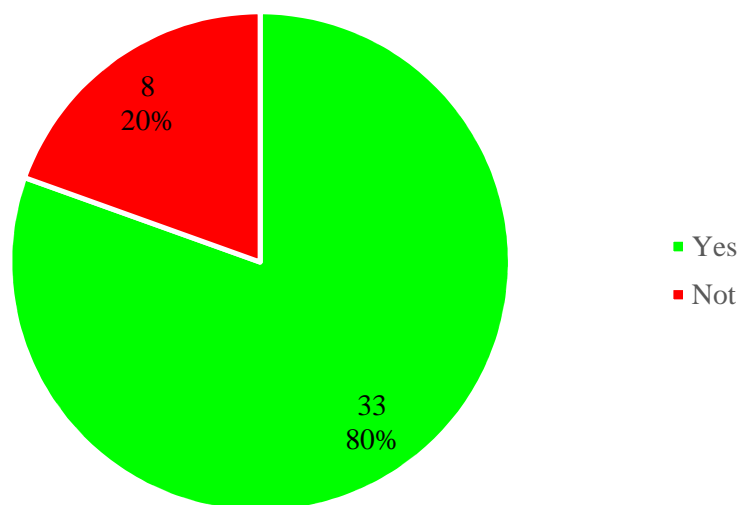


Figure 8. The number of external providers of social service in municipalities

We were interested, whether there are external social service providers in the municipalities, who provide the field services. The results in figure 8 shows, that 33 (80%) municipalities use this approach, and 8 of them (20 %) does not.

According to the Table 8, the most common external social service provider is the Charita Olomouc, which was mentioned in 15 cases out of the 33 municipalities. Charita Šternberk, Charita Věrovany and Pomadol ltd. were the other mentioned external social service providers.

The Charita Věrovany, Tršice, Těšetice and Velká Bystřice are branches of the Charita Olomouc for services provided on the countryside. The numbers of the types of social services and the numbers of the providers, stated in the questionnaire answers are probably not final, because the receiver can establish a contact with the external providers without informing the Municipal Hall.

Table 8. The number of external providers of social service in municipalities

N.	Provider of social services	n. of municipalities where operates
1	Občanské sdružení Amans	1
2	Marcela Vychodilová	1
3	Charita Přerov	1
4	Středisko rané péče SPRP Olomouc	1
5	Ravela Velká Bystřice	1
6	Charita Velká Bystřice	2
7	Charita Tršice	3
8	Charita Těšetice	3
9	Sociální služby pro seniory Olomouc	3
10	Pomadol s.r.o	4
11	Charita Věrovany	4
12	Charita Šternberk	5
13	Charita Olomouc	15

**Question 3:**

Do you consider the social service provision necessary in your municipality?

**The need of social services in the municipality**

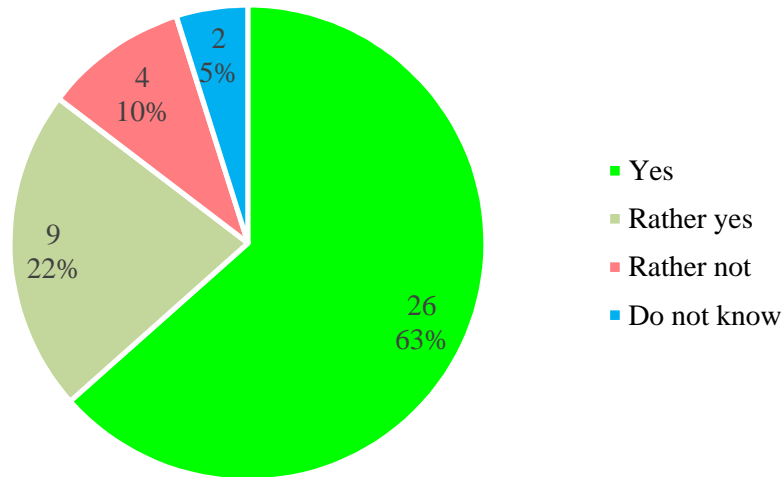


Figure 9. The need of social services in the municipality

The question 3 was about the necessity of the social services in the municipalities and the results in figure 9 shows, that 26 (63 %) municipalities consider the social service provision necessary, 9 (22 %) municipalities consider it mostly necessary and 4 (10 %) municipalities consider the provision rather unnecessary. 2 (5 %) municipalities used the “do not know” answer. The results shows, that none of the 41 municipalities questioned answered by checking the strictly negative answer.

The question number 3 includes an additional filter question with the space for further specification, which was used in 33 cases.

This option showed the agreement of the municipalities on the problem of the target group of the elderly, 31 out of 33 municipalities stated problems involving this particular group. The most frequent ones were the high average age of the citizens, which is rising to this day. The elderly often suffer from loneliness, because of the death of the spouse; the absence of the family; no self-sufficiency and the problems with paying the rent because of the job negligence.

Another core problem is the waiting time of several years for the admission of the elderly into the homes for the elderly or other such establishments. The municipalities agree on the necessity of building these establishments, and on the necessity of the

social service development through the external providers, who help the elderly with the basic hygiene, shopping, doctors' visits, cleaning and other everyday activities, which all help maintaining the human decency of the elderly and respect their individual needs.

Other target groups, considered by the municipalities in the need of social services, are the handicapped, the citizens in the temporary crisis and the ethnic minority.

**Question 4:**

Is there a need for additional social services in your municipality?

**The need of additional social services in the municipality**

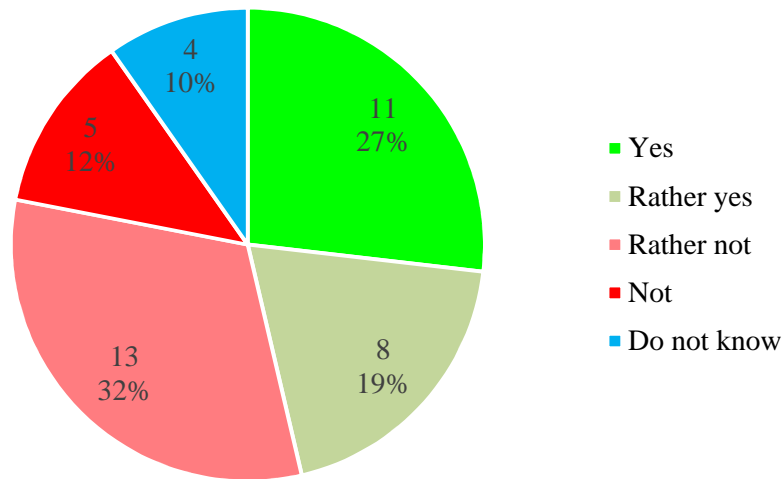


Figure 10. The need of additional social services in the municipality

We also focused on the complexity of the social service provision, i.e. whether the respondent thinks other social services are necessary within the municipality. Figure 10 shows that the most frequent answer was: “rather not”, given by 13 (32 %) respondents, 11 (27 %) respondents consider establishing other social services necessary and 8 (19 %) respondents answered “probably yes”. The last 5 (12 %) respondents do not need any further social services and 4 (10 %) respondents answered “not sure”. For the municipalities, the biggest deficit was in the social care services and the most frequently mentioned group was the elderly (Table 9).

Table 9. The need of additional social services in the municipality

N.	Target group	Social Counseling	Social Care	c. Social Prevention
1	Children, minors and family	-	1	2
2	Citizens with handicap	-	6	2
3	The elderly	3	18	1
4	Citizens prone to addiction	2	-	-
5	Ohnic minorities	-	1	-
6	The Citizen in a temporary crisis	2	2	1

**Question 5:**

Does your municipality participate in the support of the social services?

**The participation of municipalities in the support of social services**

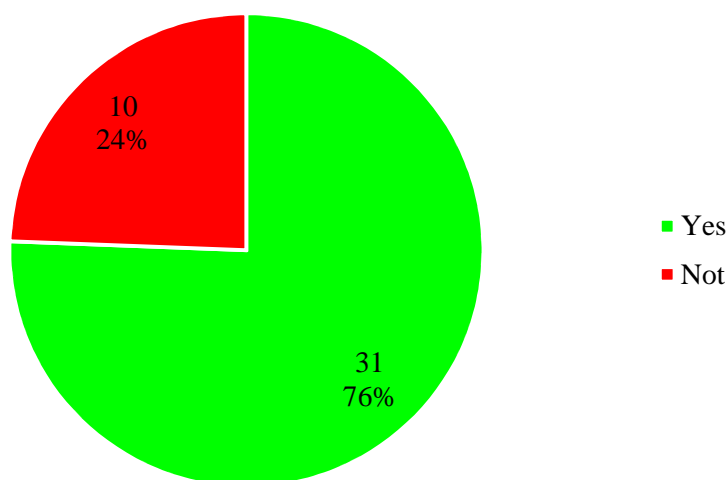


Figure 11. The participation of municipalities in the support of social services

31 (76 %) municipalities participate on the social service support, 10 (24 %) do not whatsoever.

Respondents whose municipality participates on the social service support also provided the exact sum from 2014 that they allocated for the social service support, as well as the predicted sum and nonfinancial support for 2015.

The average sum provided for 2014, calculated from the sums of the 29 municipalities, was 19 338 CZK; 2 municipalities were not accounted for. Specifically, the Křelov municipality, stated, that the sum of 10 000 CZK worth of services was provided for each individual receiver; however, the sum for 2014 was not stated. The other excluded municipality was Velká Bystřice for the reason of allegedly providing unusually high sum: 1 540 000 CZK.

The estimated average subsidy sum for 2015 was increased by 3 805 CZK. Křelov municipality plans on providing the same amount of money for 2015 as it did for 2014, under the same circumstances. Velká Bystřice municipality plans on increasing the subsidy sum for 2015 by 445 000 CZK.

The nonfinancial support was predominantly provided in a form of discounted rents of the non-residential premises and food delivery for citizens.

**Question 6:**

Does your municipality employ social worker/s, who help the citizens with their social problems?

**The number of municipalities, which employed a social worker**

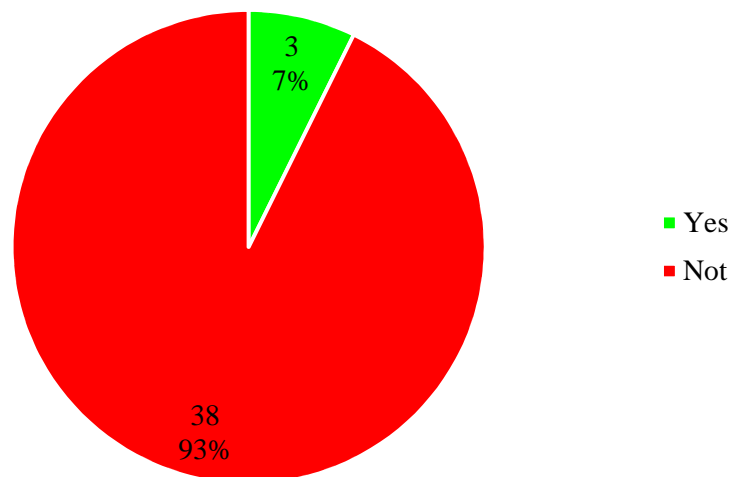


Figure 12. The number of municipalities, which employed a social worker

The question whether the municipality employs social workers, who help the citizens with their social problems was answered positively (“yes”) by 3 (7 %)

respondents, the remaining 38 (93 %) respondents answered negatively, i.e. they do not employ social workers in their municipalities.

**Question 7:**

Does your inhabitants contact your municipal hall with pleas for help with their social problems directly?

**The number of municipalities, which are contacted directly by inhabitants in the field of social services**

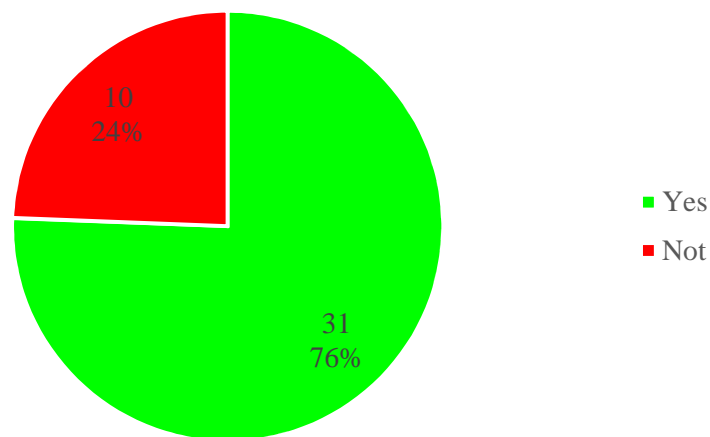


Figure 13. The number of municipalities, which are contacted directly by inhabitants in the field of social services

In the conjunction with presence of various social problems, we were interested, whether the citizens contact their municipalities with pleas for help with their social problems. 31 (76%) respondents states, that the citizens does do that, specifically if it is a need for help with elderly person or handicapped person, in the case of problems with the public cohabitation, housing or debt problems. The remaining 10 (24%) respondents stated, that the citizens does not contact them about their problems. The list of social problems is presented in Table 10.



Table 10. The number of municipalities, which are contacted directly by inhabitants in the field of social services

Rank	Type of social problem	The number provided by the respondents
1	The care for the elderly or the handicapped	26
2	Problems with public cohabitation	22
3	Debt problems	14
4	Housing problems	14
5	The problem with peddlers	12
6	Relationship problem	9
7	Problems with the children care	8
8	Low incomes	6
9	Problem with the maladjusted	6
10	Problems with the addictions	3

**Question 8 :**

Would you appreciate the help with solving the social problems mentioned in the survey question 7?

**The appreciation of help in the field of solving social problems mentioned in the survey question number 7**

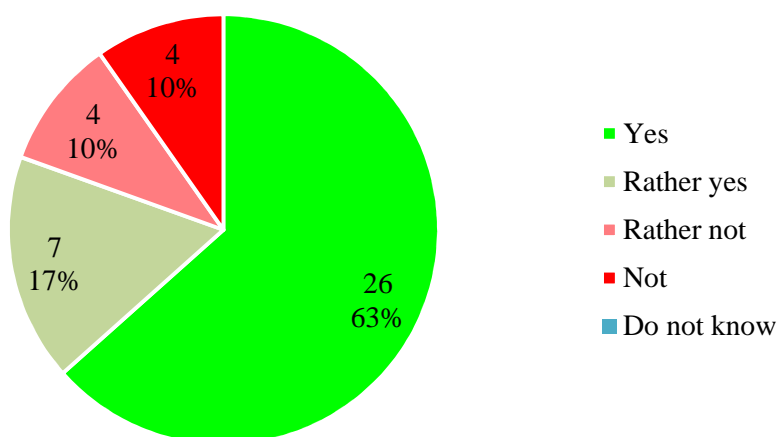


Figure 14. The appreciation of help in the field of solving social problems mentioned in the survey question number 7

The results shows, that the help with solving the social problems would appreciate 26 (63 %) municipalities. 7 (17 %) respondents answered “rather yes”; 4 (10 %) answered “rather not” and 4 (10 %) municipalities would not appreciate the help with the social problems stated in Table 10.

**Question 9 :**

Is your municipality interested in the cooperation with other municipalities in the Administrative District of the Municipal Hall of the Municipality with Extended Powers Olomouc in the social field?

**The interested of municipalities in cooperation with other municipalities in the social field**

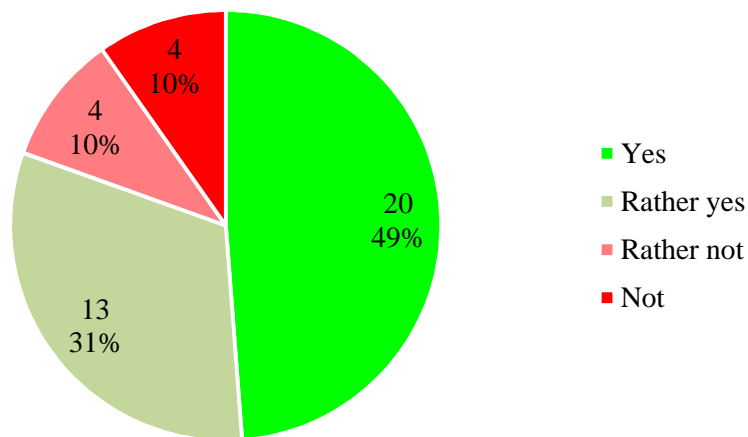


Figure 15. The interested of municipalities in cooperation with other municipalities in the social field

Question 9 was about the interest of the municipalities in the cooperation with other municipalities in the AD of the MEC Olomouc in the social field. 20 (49 %) municipalities answered that they have the interest; the disinterest was stated by 4 (10 %) municipalities. The rest of the respondents chose the answers “rather yes” (31 %) and “rather not” (10%).

The respondents followed up by providing the specific types of cooperation they are willing to agree on with other municipalities of the MEC Olomouc. The most frequently mentioned cooperation was the professional counseling and the development of the social care services for the target group of the elderly. The other most frequently

mentioned type of cooperation was about the handicapped, the children, the minors, the families and the citizens in temporary crisis.

The answers of the respondents pointed out the problems of public cohabitation, specifically the neighbor disputes; and they showed the interest in cooperating with other municipalities with the use of infringement commission.

**Question 10 :**

One of the possible social service coordination methods is the community planning method. Would your municipality participate in the social service community planning process?

**The municipalities' interest in participation in the community planning**

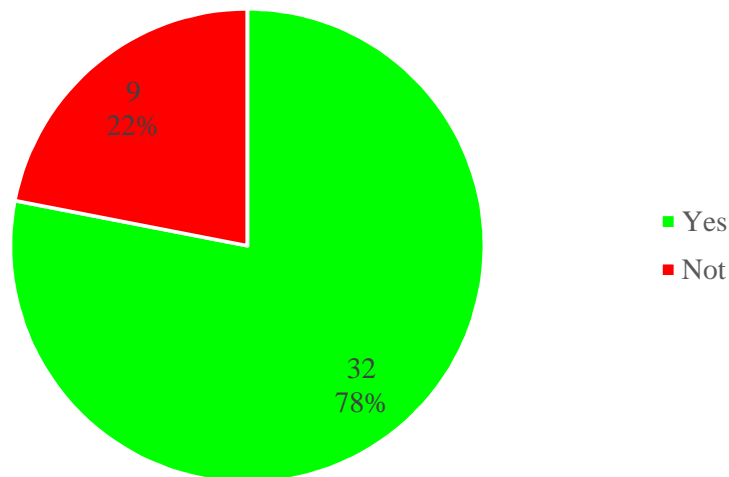


Figure 16. The municipalities' interest in participation in the community planning

The last question focused on the community planning; specifically, whether the municipalities would participate in the social service community planning process. The answers states that 32 (78 %) municipalities would participate on the process and 9 (22 %) municipalities would not. This question was included a sub-question asking about the form of cooperation the municipalities would have interest in. The most sought out form of cooperation was the irregular attendance on the workgroup proceedings and the cooperation in the postal form (Table 11).

Table 11. The municipalities's interest in participation in the community planning

Rank	The form of cooperation	The numbers provided
1	The irregular attendance on the workgroup proceeding	27
2	Postal form	13
3	Regular meeting of the mayors of the MEP	20
4	The regular attendance on the workgroup proceedings	3

All the Tables and Figures in the Subchapter 5.3 Results obtained from the questionnaire survey are source of one's own.

## 6 DISCUSSION

The incentive of the realization of the research survey came from the department of social affairs of the Olomouc City Municipal Hall; and its need for obtaining the data about the social service problematic within the MEC on the AD of the statutory city of Olomouc. This data will serve as one of the cornerstone for the creation of the social service community plan for the 2016 – 2019 period.

44 MEC of the AD Olomouc were included in the research survey. The questionnaire was delivered by appointed employee of the department of social affairs of the Olomouc City Municipal Hall to the heads of the municipalities. According to Punch (2008), the quality and the credibility of the research survey is met by the return rate of the questionnaire being over 60%, which we managed to exceed. The return rate of our research survey was 93%.

The aim of the thesis was to identify and assess the current state of social services in selected municipalities and to ascertain the interest of the municipalities in the contribution on the social service community planning. This aim was completed by the resultant main and specific research questions.

It was quite a surprise to find out, that there are only seven providers with registered seat or branch office within the AD of the MEC Olomouc. This fact is also proved by the comments of various mayors on the length of the waiting-list for the admission in the establishments providing social services, which is the result of the insufficient number of registered establishments within the MEP Olomouc. From the other side, this fact is supported by the CSO, the Czech Statistical Office (2001 – 2013), where the selected indices for the AD of the MEC Olomouc shows the rising number of the citizens over the age of 65. In 2001, the percentage of the citizens over the age of 65 was 13.9 %, but this percentage climbs yearly and in 2013, the percentage was around 17.3%. It is evident, that the higher percentage will result in the lengthening of the waiting period for the admission into the social care establishments. The social service provision is according to the survey substituted by the external social service providers, who provide field services. The number of external social service providers can be even higher, because the possibility of direct cooperation between the providers and the receivers without the inclusion of the Municipal Halls. The external providers serve as an alternative of the social service for the receivers that cannot utilize the registered

social services. Thus, the first specific research question about the number of providers acting within the researched municipalities was answered.

The second specific question focused on the perception of the need for the social service provision within the municipalities of the AD of the statutory city of Olomouc. 46% of the questioned municipalities agreed on the need for the expansion of the social services. This result exceeded the previous research survey, provided by the department of social affairs of the Olomouc City Municipal Hall, from 2013 for about a half. In the previous survey, only 22% of the respondents were pro. Nowadays, the social service provision is considered generally necessary by 85% of the municipalities. The high percentage proves the inkling of the existence of the need for the social service provision from the side of the municipalities.

More than 75% of the respondents stated that they are participating on the social service support. The form of the support from the municipalities is predominantly financial. In comparison with the results of the abovementioned survey from 2013, the financial support is considerably higher and keeps on rising. The 29 municipalities involved in the social service funding marked the rise in the investment from 330 000 CZK invested in 2012 (rounded to tens of thousands CZK) to 560 000 CZK invested in 2014 (rounded to tens of thousands CZK), making the additional amount stunning 230 000 CZK. It is interesting, that four out of the five providers to receive the subsidy are changeless: Charita Olomouc, Social services for the elderly Olomouc, Hospice on Svatý Kopeček and Charita Šternberk. Aside from those 4 providers, the list is in both surveys dominated by the Velká Bystřice municipality, which provided subsidy of 1 635 000 CZK in 2012 and 1 500 000 CZK in 2014. In both cases, the subsidy was directly for the Dům pokojného stáří st. Anna in Velká Bystřice. Velká Bystřice was not included in the final comparison for the reason of influencing the result. The indirect rule, stated by the respondents in the survey, is that the subsidy given to the social service providers by the municipalities is specifically for the providers, whose service citizens use. From the summary of the abovementioned is apparent that the most active external social service provider within the MEP Olomouc is Charita Olomouc, whose presence was confirmed by 15 municipalities, and Charita Šternberk, mentioned by 5 respondents. The respondents mostly agree that they would like to primarily develop the social services in the field of the care for the elderly. Because of the length of the waiting period for the admission of the receivers in the appropriate establishments, the external social service providers are often mentioned as the alternative. The results of

the research survey confirm the presence of the providers within the territory and a certain degree of knowledge about them. The most common form of the nonfinancial support is the discount on the rents of the non-residential premises and food delivery for the citizens. Only 3 respondents states that there are social workers employed directly by the municipality. This misbalance leads into pondering about the reason why it is so, and whether employing social workers by the municipalities is the right step towards the correct solution of the cooperation between the providers in the municipalities; even in the form of government funding, which was stated by a single respondent to receive it on their social workers.

The interest of 32 respondents, i. e. 78% on the participation in the social service community planning is a very positive discovery. The indirect answer for the last specific question, which helps illustrating this interest, is the fact that 80% (30) of the respondents stated that they would appreciate the help with dealing with the citizens social problems. The same amount of respondents, 33 (80%), stated the interest in the cooperation on solving the social problems with other municipalities within the MEP Olomouc.

Thanks to the complexity and the mutual supplementation of the social service providers, it is possible to say, that the majority of the citizens are provided with the option to utilize the social services. The current representation of the social services composes mainly of external providers of the field social services, which operate in 80% (33) of the municipalities in question and they offer the social service provision predominantly through the Day-Care centers for the target group of the elderly. 6 (15%) municipalities also stated, that there are a registered seat or a branch office of the social service providers in their municipality. Thus the first main research question is answered.

The MEC in the AD of the statutory city of Olomouc have mostly a positive attitude towards the social service development in the given region and 78% of the respondents expressed their interest in the participation on the social service community planning for the 2016 – 2019 period. The most frequent choice was the irregular attendance on the workgroup proceedings, chosen by 27 respondents. The next choice was the postal form possibility, then the regular attendance and the regular meeting of the mayors of the MEC Olomouc. The choice of regular attendance on the workgroup proceedings was selected by only 3 respondents. This phenomenon can be for the reason of the wide spectrum of the municipal employees' agenda. The municipality is

represented by absent mayor or for example by only one employee. The abovementioned paragraph thus provides the answer for the second main research question.

By answering both main research questions was achieved the identification and assessment of the current state of the social services in the 44 MECs within the AD of the MEC Olomouc; and the assessment of the interest of the municipalities in the cooperation on the social service community planning for the 2016. So by the answering both main research questions an aim of the thesis is completed.

the identification and assessment of the current state of the social services in the 44 MECs within the AD of the MEC Olomouc; and the assessment of the interest of the municipalities in the cooperation on the social service community planning for the 2016 – 2019 period



## **7 PROPOSAL FOR THE USE OF RESULTS IN PRACTICE**

This chapter focuses on the selected problem on the field of the social services within the MEC Olomouc, stemming from the results of the research survey, which are considered essential, and offers solution to the problem.

The first basic problem is the low number of the providers of the social care services with registered seat or branch office within the MEC Olomouc. The individual representatives from the Municipal Halls often mention the high average age of the citizens, namely the target group of the elderly and its increasing rise, which is supported by the Czech Statistical Office (2001 – 2013). The percentage of the citizens within the MEC Olomouc over 65 years of age climbed from 2001 to 2013 by 3.4%. (from 13.9% to 17.3%) The representatives also point out the length of the waiting list for the admission of the receivers into the social care establishments, usually in a matter of years. The low number of the social service providers with the registered seat or branch office influences other target groups as well.

One of the reasons for the low number of registered social services with seat or branch office within the municipality might be the overly complicated administration process of the registration of the social services with the seat or branch office within the municipality according to the Social Service Act of 2006 (No. 108). This problem could be solved by the provision of professional counseling through the work of the experts, professional manuals, catalogues and other propagation material, online portals dealing with the issue of the social service registration process, analyses, active participation of the social service trinity on the workgroup proceedings, active participation of the mayor or the appointed personnel on the mayor's meetings within the AD of the MEC Olomouc, and through broadening the general knowledge of the populace about these sources.

Another predisposition for the insufficient representation of the social service providers with seat of branch office within the MEC Olomouc is the connected with the insufficient funding for the provision of new social service establishments. After a personal consultation with the community planning manager of the department of social affairs of the Olomouc City Municipal Hall, it was explained to me, that the Department of Labor newly (since 2015) provide subsidies to the regions for financing the routine

expenses of the provision of the basic types and forms of the social services. Thus, it is the Regional Office, not the Department, that decides about the fiscal provision from these subsidies according to the § 101a par. (1) and (2) of the Social Service Act of 2006 (No. 108) in the latter reading of the precepts. The community plans of the municipalities serves as an important basis for the creation of the semi-long-term plans of the social service development in the regions and the social service net; they directly influence the redistribution of the funding provided for the social services by the DOL. The Municipal Halls of the MECs newly express their opinions on the social service necessity in the case of the admission of new social service into the current regional social service net, therefore it is important to include the MECs into the community planning process.

The recommendation is clear: the direct involvement of the MEC Olomouc into the social service community planning, resulting in deepening the general knowledge of the region about social service representation in the MEC Olomouc, as well as the knowledge about the necessity of those services and the social service development planning in the given region.

Another momentous possibility for the funding of the registered social services with seat or branch office within the MEC Olomouc is the active supervision and the examination of the calls from the EU's structural funds, where the calls for the social service investments are being prepared.

The alternative for the acquisition of the means for the development of the social services with registered seat or branch office could be the subsidies from other Departments, from public collections or with the help of foundations.

Additional solution of the missing representation of the registered social care services is to add external providers who provide the services in the field to the complexity of the service system. The external providers of the social services could travel into the municipalities in order to provide the social services and therefore are an essential part of the completion of the registered social services with seat or branch office within the municipality; furthermore, the funding of such providers is cheaper. The intensification of the external providers' operations is one of the possibilities of the social service development within the MEC Olomouc.

A curiosity, stemming from the results of the research survey, is the amount of financial support from the Velká Bystřice municipality, the amount being significantly higher than the average financial support of the other municipalities within the MEP

Olomouc. Thus, Velká Bystřice might serve as an exemplar for the discovery of the funding sources for the social service development in the municipalities of the MEC Olomouc.

In collaboration with the department of social affairs of the Olomouc City Municipal Hall, I addressed 44 MECs within the district of Olomouc and the results of the questionnaire investigation will serve as one of the cornerstones for the creation of the new community plan for the 2016 – 2019 period. My research was evaluated with the use of the descriptive statistics.

For the general development of the social services by providing the social care services, social counseling and social prevention within the MEC Olomouc, I recommend the MEC Olomouc as well as the department of the social affairs of the Olomouc City Municipal Hall to further continue and expand the cooperation in the process of the social service community planning; however the cooperation should not be only in this matter, but in the other social service planning methods as well.

I also recommend a constant deepening of the information about the subject matter and establishing the cooperation between the MEC Olomouc with the Olomouc City Municipal Hall, mainly between the survey respondents, who provided positive answers for the questions about the necessity of the social services, about the interest in dealing with the social service problematic about their active participation on the community planning.

I recommend that the development of the cooperation should be postal, telephonic, personal, in the form of other detailed research surveys and, for example, with the use of the SWOT analysis. I also recommend the highest participation in the workgroup possible and better awareness about the proceedings of the workgroups, the mayors and of the appointed personnel within the MEC Olomouc. Thanks to the enhanced awareness, the members of the social service planning trinity will deepen their knowledge about the social services, thus creating the space for high-quality cooperation throughout the AD of the MEC Olomouc.

## 8 CONCLUSION

The aim of the bachelor thesis was to identify and assess the current state of the social services in the 44 MEC within the AD of the statutory city of Olomouc; as well as to determine whether the municipalities have an interest in cooperating on the social service community plan for the 2016 – 2019 period, or not.

The chosen topic, the questionnaire investigation method and the field of research stems from my collaboration with the department of social affairs of the Olomouc City Municipal Hall. The amount and the selection of the municipalities addressed by during the questionnaire investigation were strictly defined by the power of the statutory city of Olomouc in order to assess the current state of the social services and the needs of the citizens for the social service provision. During my collaboration with the department of social affairs of the Olomouc City Municipal Hall I had the role of the creator of the questionnaire for the research survey, the coordinator of the workgroup during the pilot studies and the evaluator of the research survey, during my collaboration with the department of social affairs of the Olomouc City Municipal Hall.

The statutory city of Olomouc uses the method of the social service community planning in its territory since 2005 and has since formed 3 community plans; newly, the representatives wants to begin a cooperation with the municipalities within the AD of the MEC Olomouc during the fourth social service community plan process.

The thesis is divided on two mutually complementing parts, the theoretical and the practical part. In the theoretical part, the social services of the Czech Republic and the community planning method were defined by using literary research. The conjunction of these two provides the literary foundation for the research in the practical part of the thesis. The practical part of the thesis includes the results of the questionnaire investigation, the discussion and the recommendations.

The basic document of the questionnaire investigation is the questionnaire itself, composed of ten questions with close-ended, semi-ended and open-ended answers. Thanks to the successful questionnaire investigation, all the questions in the questionnaire, 4 specific research questions and two main research questions, were answered, thus completing the aim of my thesis.

The result of the questionnaire investigation showed that thanks to the complexity and the mutual completion of the social service providers, it is safe to assume that the majority of the citizens in the municipality have the access to the social service

provision. The current representation of the social services is secured predominantly by the external providers of the social services in the field, which operates in 80% (33) of the questioned municipalities, and provides social care services there. Only 6 (15%) municipalities stated that there is no registered seat or branch office of the social service providers, according to the Social Service Act of 2006 (No. 108), within their municipal territory. Thus, the first main research question is answered.

The MEC Power in the AD of the statutory city of Olomouc have predominantly a positive attitude towards the social service development in their territories and 78% of the respondents expressed their interest in the participation on the social service community planning for the 2016 – 2019 period. The most frequently mentioned form of the answer was the irregular attendance on the workgroup proceedings, which was chosen by 27 respondents. This is the result of the wide spectrum of the employee's agenda and high amount of workload of the appointed personnel. Most often than not, the municipality is represented on the proceeding by absent mayors and for example by one appointed official. Hereby, the second main research question is answered.

In the conclusion of the thesis I comment on the basic problems which were discovered during the research survey: the low number of providers of the social care services with seat or branch office within the MEC Olomouc, the increasing number of citizens within the MEC Olomouc over the age of 65 and the general agreement on the necessity of the social service development within the MEC Olomouc. These problems were commented on, and I provided recommendations in the field of counseling, the collaboration of the municipalities with the Olomouc City Municipal Hall, the cooperation of the municipalities with one another, the funding possibilities, the alternative solutions, further education and others. This could be done by utilizing the contact between the representatives, the additional questionnaire surveys or, for example, by carrying out the SWOT analysis by the department of the social affairs of the Olomouc City Municipal Hall.

The result of my questionnaire investigation will serve as one of the cornerstones for the creation of the fourth social service community plan within the AD of the Municipal Hall of the MEC Olomouc for the 2016 – 2019 period; which follows a similar investigation of the Olomouc City Municipal Hall done in 2013.

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(Source: of won's own) **Chyba! Záložka není definována.**

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## LIST OF ABBREVIATION

- AD – Administrative District
- MIB – Municipality information board
- CSO – Czech Statistical Office
- CZK- Koruna Česká
- CZSO – Český statistický úřad
- DOL – Department of Labor
- EU – The European Union
- ID – Identification
- ISBN – International Standard Book Number
- JROP – The Joint Operational Programme
- MEC – Municipality with extended competence
- MH – Municipal Hall
- MPSV – Ministerstvo práce a sociálních věcí
- NOMMEC – The Nomenclature of the Municipalities with the Extended Competence
- NUTS. – Nomenklatura územních statistických jednotek
- OCC – Olomouc City Council
- OMC – Olomouc Municipal Council
- OPHRD – Operational Programme Human Resource Development
- SSCP – Social service community planning
- SWOT-Strengths, Weaknesses, Opportunities, Threats

# APPENDICES