

PLAN FOR SOCIAL INCLUSION OF ZARASAI DISTRICT AND DAUGAVPILS CITY 2022–2027

STRATEGIC PLAN

This Social inclusion network development plan has been developed under the project LLI-550 „Social inclusion of vulnerable groups in Zarasai-Daugavpils cross-border region through development of integrated social care network“ (Valued people).

Zarasai district municipality with Daugavpils city municipal authority Social Service and Zarasai District Antazavē social service centre “Kartų namai” implemented this project aimed at developing a new integrated social care network which should increase accessibility and efficiency of social services in cross-border region Zarasai–Daugavpils. During project implementation residential institutions such as children's homes in Daugavpils (Latvia) and Zarasai (Lithuania) are transforming, adapting vacated or renovated premises for older people with special needs - a vulnerable group whose needs were neglected for decades. New equipment and facilities, as well as educational activities, promote the adaptation of people with special needs to the needs of a changing society and promote their integration.

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1. INTRODUCTION

Similar problems, i.e. old age, disability, unemployment, alcoholism, lack of other social skills, prevail in Zarasai District Municipality and Daugavpils City. The afore-mentioned problems have been exacerbated by the pandemic which struck in 2020 and the resulting customer service challenges.

The Republic of Latvia and the Republic of Lithuania seek that some services provided by the social care sector were provided by the community and that institutional services were brought closer to the family environment.

In pursuance of finding better ways of organisation and provision of social services, a sufficient amount of attention must be paid to planning of social services and identification of priorities. It is important to assess not only the needs of the recipients of social services but also the existing potential for satisfaction of such needs by providing the most necessary appropriate social services. Interinstitutional cooperation allowing to organise, provide and coordinate integrated assistance to different groups of recipients of social services in an expedient and targeted manner is of particular importance to successful provision of social services. To this end, for the purposes of drawing up of the Plan for Social Inclusion of Zarasai District and Daugavpils City 2022–2027, two surveys during which institutions providing social services in Zarasai District and Daugavpils City were questioned were carried out. The results of the afore-mentioned surveys were used for identification of the directions of developments of social inclusion of Zarasai District and Daugavpils City. Detailed statistics of social institutions was gathered, an analysis of changes was carried out in the course of drawing up of the plan.

A relatively extensive network of institutions providing social services operates in Zarasai District Municipality; nevertheless, the spread of the network is rather uneven and home call services are not sufficiently developed. There is a lack of more active cooperation with community, non-government organisations. A major part of communities is passive and focuses on provision of cultural and sports activities. Meanwhile, the non-governmental sector in Daugavpils City actively takes over provision of social services (in particular, to persons of pensionable age).

Today, growth in the number of elderly people is a major problem where the number of services provided in an institution is reduced; thus, in transition to community-based services, major attention should be paid to provision of services related to service at home. It should be noted that even if services are provided closer to the person's home, the need for serving a partially dependent elderly person in the institution in which full necessary service package would be provided remains.

In order to increase involvement of the community in provision of social services to elderly persons, major attention should be paid to families, in particular, the families facing income inequality, unemployment or simply lack of social skills. An increase in the need for the services of the psychological service and the growing need for services to other families suggest the same.

In development of the system of social services, it is particularly important to reduce social exclusion, ensure social majority of residents and satisfaction of the needs of vulnerable groups of the population, increase access to the provided services for residents of rural areas. On the other hand, it is important to ensure spread of experience and information among specialists of similar groups, initiate joint projects.

For the purposes of drawing up of the Plan for Social Inclusion of Zarasai District and Daugavpils City 2022–2027, a working group with which preparation of the work was coordinated has been set up, the obtained results have been discussed.

It is expected that the overall strategy for social services will allow to deal with interregional problems, achieve higher interinstitutional cooperation level, initiate joint projects.

2. IDENTIFIED NEED FOR SOCIAL SERVICES IN 2022–2027 IN ZARASAI DISTRICT AND DAUGAVPILS CITY

Establishment, maintenance of social service institutions and cooperation with public organisations are attributed to the functions of independent municipalities and provision of social services and other social support is the attributed function of municipalities where local conditions and circumstances are taken into account.

Organisation of social services in municipalities falls within the responsibility of the Social Support Division (in Latvia, the Social Service) which forms a strategy for provision of social services, draws up and implements the plans and programmes for social services and provides social services to the people residing in its territory in cooperation with non-governmental organisations, religious communities, natural and legal persons.

The social services, scope thereof and providers of social services are defined in the document approved by Order No A1-93 of the Minister of Social Security and Labour of the Republic of Lithuania of 5 April 2006 "On the Approval of the Catalogue of Social Services".

Republic of Lithuania

Following the provisions of the Republic of Lithuania Law on Social Services, municipalities plan the types and scope of social services on an annual basis, allocate funds for financing of social services in their budget.

Following the Republic of Lithuania Law on Social Services (Official Gazette Valstybės žinios, 11 February 2006, No 17-589) and amendments to the law (*current version valid on 1 January 2021*), the following persons are entitled to receive social services: 1) citizens of the Republic of Lithuania; 2) aliens holding a permanent or temporary residence permit in the Republic of Lithuania; 3) other persons in the cases provided for in international treaties of the Republic of Lithuania (Article 5). The above implies that in Lithuania, with a few exceptions, social services are provided only to the residents of the country.

By Order No A1-83 of the Minister of Social Security and Labour of the Republic of Lithuania of 14 February 2014 "On the Approval of the Action Plan on the Transition from Institutional Care to Family and Community Services for Disabled Persons and Children Without Parental Care for 2014–2020", the action was (hereinafter referred to as the "Reorganisation Plan") aimed at identifying consistent and coordinated actions promoting the development of a system of the transition from institutional social care to family and community services for disabled adults with mental and/or psychic disabilities, children and youth with mental and/or psychic disabilities and children without parental care including infants and families as well as support for families and guardians/carers (custodians) in the period 2014–2020 has been approved.

The programmes of the Ministry of Social Security and Labour of the Republic of Lithuania for 2021–2030 focus on reduction of income inequality, development of the environment friendly to the disabled in all areas of life, formation of the inclusive labour market, strengthening of the family policy and development of social mobilisation. The latter draft programme provides for improvement of the wellbeing of the disabled and their families, elderly people and other disadvantaged and socially excluded groups; strengthening of social activity and social liability standards in the sociality and community spirit. In the light of the afore-mentioned aspirations, local directions of development are formed.

Republic of Latvia

In the Republic of Latvia, social services are provided to the citizens of the country. The Law on the Social Service of Daugavpils City Municipality approved by act No 28 of Daugavpils City Service dated 27 May 2021 states that services are provided only to the persons declared in the municipality (Article 4). A person

who declares his place of residence in another territory shall be entitled to receive social services but the person himself or his legal representative shall pay for the received services at his own expense (Article 5).

In Latvia, particular attention is paid to social integration, in particular, creation of active society. Already during the period of 1993–1998, in implementation of the public administration reform, major attention was paid to transfer of the powers of the State to the non-government sector. The ideas of transfer of the functions of the government to NGOs one of which is social work have been raised already at that time.

The Guidelines on Development of Social Services 2014–2020 mainly focus on the following:

- Deinstitutionalisation;
- Development of community, consistent social services tailored to the individual needs of the customer.
- Effective performance of social services.

Currently, the Republic of Latvia draws up the Guidelines on the Policy of Social Security and Labour Market for 2021–2027. A modern and accessible system of social services which would, inter alia, improve people's access to independent life and access to society, education and labour market is planned. It is planned to further create and develop community services so that they were more accessible and satisfied the needs of the target group within the framework of the line of action. It is also planned to focus on the quality of institutional care by bringing the services closer to family environment. Furthermore, measures and investments in development of social services in general by developing and diversifying for the purposes of provision of necessary support to the residents are planned. The current direction of development of social work will be continued by promoting and strengthening public trust in social workers who are the first and main supporters in certain life situations.

2.1. INFRASTRUCTURE OF SOCIAL SERVICES IN ZARASAI DISTRICT AND DAUGAVPILS CITY

2.1.1. Infrastructure of Social Services in Zarasai District Municipality

In 2021, social services to different groups of customers were provided by 19 social service institutions and organisations including the following: 3 stationary institutions and organisations, 6 institutions and organisations attributed to the sector of non-governmental organisations, 1 outpatient social service institution, 2 social families and 7 communities. According to their subordination, 1 institution was subordinate to the Ministry of Social Security and Labour of the Republic of Lithuania, 5 institutions were subordinate to Zarasai District Municipality and 6 institutions belonged to the sector of the non-governmental organisations (hereinafter referred to as the "NGO"). In 2020, the majority of social service institutions belonged to the non-governmental sector.

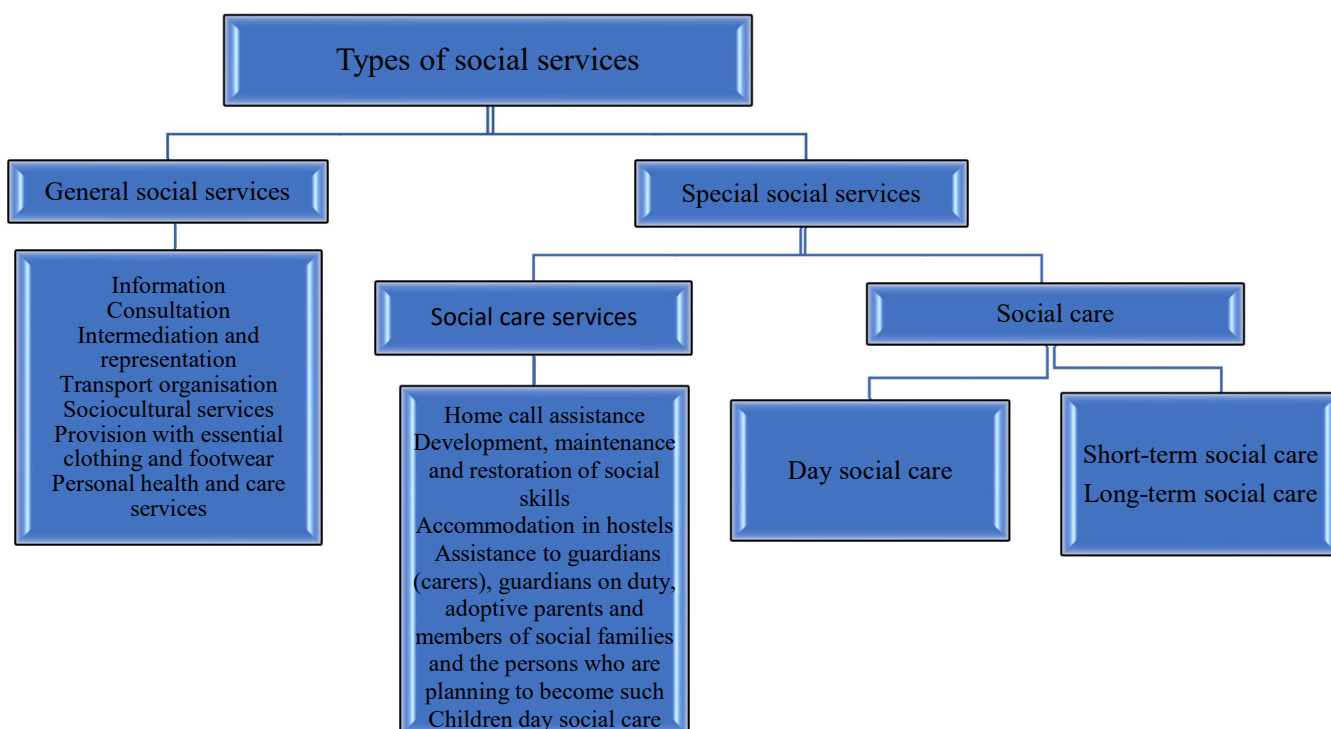


Figure 2.1.1.1 Types of social services provided in Zarasai District

Source: prepared by the author of the paper

Social service institutions and non-governmental organisations, communities provide general and special social services to children at social risk and their families, children with disabilities and their families, children without parental care, adults with disabilities and their families, elderly people and their families, adults at social risk and their families, other persons and families.

The Social Support Division of Zarasai District Municipality has 9 employees: the head, the deputy head and 7 specialists. 9 social work specialists work in the subdistricts of Zarasai District Municipality Administration.

Table 2.1.1.1. Infrastructure of Social Services in Zarasai District Municipality

Seq. No	Type of the social service institution by social groups of people	Name of the social service institution	Subordination	Number of beds	
				in total	from the municipality
1.	Social care home	1.1. Zarasai Social Care Home	State	200	35
		1.2. Community children care home of Zarasai District Antazavė Social Service Centre "Kartų namai" (Home of	Municipality	24	24
		1.3. Salakas Social Care Home	Municipality	30	30
2.	Social families	2.1. Valerija social family	Private	6	6
		2.2. "Eglės namučiai" social family	Private	7	7
3.	Children day centres	Figure 3.1 Public organisation "Save the	Public	25	25
		Figure 3.2 Samaniai community	Community	18	18
		Figure 3.3 Turmantas Russian Community	Community	20	20

Seq. No	Type of the social service institution by social groups of people	Name of the social service institution	Subordination	Number of beds	
				in total	from the municipality
		3.4. Zarasai Region Union of People with Disabilities	Non-governmental	24	24
		3.5. Public institution Žvaigždynai	Public	20	20
		3.6. Sadūnai rural community	Community	15	15
		3.7. Dusetai community	Community	18	18
		3.8. Antazavė social service centre "Kartų namai" (Home of Generations)	Budgetary institution	10	10
		3.9. Salakas community Sakalas	Community	15	15
4.	Other social service institutions	Figure 4.1 Zarasai District Social Service Centre	Municipality	267	267
		4.2. Zarasai District Antazavė social service centre "Kartų namai" (Home of	Municipality	24	24
		4.3. Zarasai Region Disabled People Employment Day Centre	Non-governmental	46	12
		4.4. Day Employment Centre of Zarasai District Society of the Disabled in Dusetos	Non-governmental organisation	30	-
		4.5. Day Employment Centre of the North-East Centre of the Public Institution Lithuanian Union of the Blind and Visually	Non-governmental organisation	28	-
		4.6. Public Institution National Social Integration Institute Social taxi services	Non-governmental organisation	20	-
		4.7. Community family home "Safe Family" (Saugi šeima) (children care services, mediation services, positive parenting training, psychosocial assistance).	Municipality, partner Public Organisation "Save the Children (Gėlių šeima)	65	Project funds

Source: Plan for Social Services of Zarasai District Municipality, 2021

Zarasai Social Care Home are situated in Zarasai City, provides long-term (short-term) social care services to elderly persons for whom a higher level of special needs has been established and persons for whom 0–40 per cent level of working capacity, special need for permanent nursing or permanent care (assistance) or has been established due to intellectual or high or average level of special needs due to mental disorders to all residents of the country. In 2020, the Social Support Division of Zarasai District Municipality Administration received 20 requests for accommodation in a social care home. In the light of the social environment and health status of old disabled people, it could be argued that recently a trend to accommodate an old or disabled person in a social care home is noticeable; meanwhile, several years ago the persons for whom the level of high special needs has been established were taken care of and nursed at home by their relatives or their children would take them to their home for taking care of them. All requests for accommodation in Zarasai Social Care Home received during the last years have been satisfied. As Zarasai District is an aging district, it should be considered that in the future the need for the afore-mentioned services will decrease. In 2019, the institution received QUASS Assurance certificate certifying the quality of the services in accordance with the principles of leadership, personnel, law, ethics, partnership, participation, focus on the person, complexity, focus on the results, constant improvement.

Zarasai Social Care Home provides the following social care services:

1) "Respite break" (short-term social care) services to people with disabilities and elderly people who need permanent care. The afore-mentioned service is aimed at providing short-term rest to family members who take care of persons with disabilities. The respite break service is provided at least 8 hours a day up to 1 month.

2) Day social care service to adults with disabilities and elderly persons is provided from 3 to 8 hours per day, 5 times a week during the working hours and on working days. Day social care is a totality of services by which integrated assistance is provided in the institution during daytime in order to promote independence of a person. A person is brought to the institution by means of transport of the institution and at the end of the working day the person is brought back home.

Zarasai District Municipality has transferred the function of provision of social services to the social service institutions subordinate to it; currently, there are 3 such institutions in Zarasai District: Antazavė Centre, Salakas Social Care Home, Zarasai District Social Service Centre.

The community children care home of Zarasai District Antazavė Social Service Centre "Kartų namai" (Home of Generations) is a municipal budgetary institution in which stationary children care services are provided. The main aims of the institution are to ensure guardianship (care), education and social services to a child under guardianship (care) or placed in temporary accommodation; create proper conditions and environment for children under guardianship to grow, develop, improve and prepare for return to family, guardianship or adoption and independent life; create community services to children without parental care.

As of 1996, work in the Social Service Centre "Kartų namai" (Home of Generations) is organised on the basis of the principle of social family, the social family model is improved. In implementation of the provisions of the Republic of Lithuania Law on Social Services, the Law on Fundamentals of Protection of the Rights of the Child and in fulfilment of the Action Plan on the Transition from Institutional Care to Family and Community Services for Disabled Persons and Children Without Parental Care for 2014–2020, i.e. implementation of the reorganisation, the number of adopted children has decreased.

In 2020, 8 children without parental care from the Care Unit of Antazavė Social Service Centre were accommodated in the Community Children Care Home which was located in the home bought in Užtiltė village, Dusetos subdistrict, at the expense of the sponsors. In the same year, a four-room apartment was bought from the municipal budget and a house at the address Palaukės g. 12, Zarasai City, was bought from the EU funds and 16 children from the Children Care Unit of Antazavė Service Centre will move to them. Thus, reorganisation of the institution care will be ensured. As of 1 July 2021, there are no children without parental care in Antazavė centre. All children live in community children care home.

As of 2021, there is a children day centre in Antazavė centre. The work of the children day centre is efficient, fulfils the children's expectations and satisfies the occupation needs. The children who attend the children day centre receive attention, they are offered opportunities for learning, doing homework, developing their skills. Children feel respected and appreciated; therefore, their mental, physical health, social behaviour, micro climate in the families improve.

Implementation of the reorganisation is aimed at that not only children to whom social care is provided but also other children of the family received services in the children day centre.

At the beginning of 2020, 35.3 jobs were approved in the institution, the number of jobs were maintained till the end of the year.

Salakas Social Care Home is a social service institution the purpose of which is to ensure long-term (short-term) care for dependent or partially independent elderly persons or adults with disabilities who cannot live independently, use other community services and who need permanent care of specialists.

There are 30 persons in Salakas Social Care Home in which short-term and long-term social care services are provided. 30 elderly residents and people with disabilities live in the home every year. The activities of Salakas Social Care Home are licensed.

The largest authorised number of jobs approved in the institution, i.e. 17.5, corresponded to the number of current jobs (17.5).

Zarasai District Social Service Centre (hereinafter referred to as the "Centre") provides social services to the residents of Zarasai community. Currently, it is the main outpatient social service institution in Zarasai District. Home call and day social care service, family support service, temporary accommodation service, hostel, guardianship centre, crisis centre are available in the centre. According to the data available at the end of 2020, 45.75 jobs are created in the centre; the number of jobs almost corresponded to the authorised number of jobs. 32.5 jobs were financed from the municipal budget, 13.25 jobs are financed from the targeted government grants.

During the reporting period, 38 recipients of the services including 14 persons without place of residence, lonely persons of working age but unemployed, disabled persons of pensionable age, persons returning from detention facilities lived in hostels and temporary accommodation centre for mother and child. General, temporary accommodation, social skill development and maintenance services were provided to them, services to 28 families were provided in the centre of temporary accommodation for mother and child, 350 consultations were provided to the guardians.

There is a day social care and home call assistance service in the centre. During the reporting period, home call services were provided to 125 lonely pensioners and disabled persons. The services are provided as required from 4 to 20 hours a week. The centre provides day social care services at the person's home. This is a totality of services by which integrated assistance which requires permanent care of specialists during the daytime is provided to a person. The recipients of the services are persons with disabilities, elderly persons.

Table 2.1.1.2. Some Services Provided in the Subdistricts of Zarasai District Social Service Centre

Subdistrict	Number of the recipients of home call services	Number of the recipients of the day social care services at the person's home	Number of the recipients of social skill development and maintenance services
Turmantas subdistrict	12	1	5
Salakas subdistrict	10	-	-
Degučiai subdistrict	6	1	2
Antalieptė subdistrict	6	-	4
Dusetos subdistrict	24	3	13
Antazavė subdistrict	3	3	4
Imbradas subdistrict	6	2	3
Zarasai city	51	10	42
Zarasai Subdistrict	2	-	10
Suviekas subdistrict	-	-	1

Source: Zarasai District Social Service Centre

The services are provided from 2 to 8 hours a day, up to 5 times a week. In 2020, day social care at the customer's home was provided to 20 residents with permanent nursing in Zarasai city and district.

In 2021, the Centre will further implement the project "Integral Assistance at Home in Zarasai District" aimed at provision of integral assistance services (social care and nursing services) which would ensure integrated assistance to disabled people of working age and elderly people and help family members taking

care of their relatives, reconciliation of family and work obligations. Currently, there are two mobile teams of specialists (nurse, nurse assistants, social worker, masseur, social worker assistants). The workers in teams are provided with vehicles, equipment, sanitary and hygiene supplies necessary for work. In 2020, 20 persons received integral assistance services.

In implementation of the reorganisation, the Centre fulfils the functions of the Care Centre. The Care Centre exercises the rights and duties of the guardian (carer) of the child. According to the concluded mutual cooperation and service provision contract, the centre would transfer a child without parental care, a child at social risk to a guardian on duty. The care centre arranged trainings in accordance with the training and consultation programmes for guardians and adoptive parents (hereinafter referred to as the "TCP"), provided and organised social services and necessary consultancy, psychosocial, legal and other assistance to all adopted children, children of social guardians, children of relatives guardians (children under care of relatives guardians), children under care of guardians on duty and guardians on duty, social guardians, relatives guardians, adoptive parents with persons planning to become such for the purposes of proper education of the child, adoptive child in the family-friendly environment.

In 2020, the centre provided social skill development and maintenance services to 84 families at social risk and social skill development and maintenance services were provided to 180 children in such families.

There are 10 social workers working with families, 3 case managers and 2 guardian (adoptive parent) training and consultation specialists in the centre.

As of 2021, the leaving service is provided to the persons returning (released) from correctional facilities. Leaving service is a totality of interrelated services aimed at helping persons to adapt to the social environment, receive necessary information and access to the social support system, restore and/or strengthen relations with close relatives and/or cohabiting partners, develop their skills to deal with arising social and other problems, recover and/or acquire the skills necessary for work, i.e. fully facilitate social integration of persons.

Furthermore, as of 2021, personal assistance to the disabled of the district for whom a disability level or 55 percent and lower capacity for work level or a level of special needs is established under the procedure prescribed in the Republic of Lithuania Law on the Social Integration of the Disabled and whose place of residence is in Zarasai District Municipality is provided. Personal assistance is provided to 8 disabled persons, there are two social workers.

The institutions belonging to the non-governmental sector (hereinafter referred to as the "NGO") contribute to organisation of general, special social services. In Zarasai District, the NGOs representing the disabled, carrying out social integration of the disabled, organising employment, rest, sport, tourism, cultural activities of the disabled, international cooperation, providing social rehabilitation, transport services, carrying out children social care make 33 per cent of all social service institutions and organisations in Zarasai District. Currently, there are 6 organisations belonging to the NGO sector in the district:

- Zarasai Region Union of People with Disabilities,
- Zarasai District Society of the Disabled,
- North-East Centre of the Public Institution Lithuanian Union of the Blind and Visually Impaired,
- Community family home "Safe Family" (Saugi šeima) (in implementation of the aforementioned project, the partner is the Public Organisation "Save the Children" (Gelbėkit vaikus),
- Public Institution National Social Integration Institute "Social taxi"
- Public institution Žvaigždynai

The Public Institution National Social Integration Institute providing social taxi services, the Public Organisation "Save the Children" (Gelbėkit vaikus) receive funding through the implemented projects.

Zarasai Region Union of People with Disabilities (hereinafter referred to as the "Union") unites more than 500 members. Activities are carried out through projects, partners, sponsors, contributions of the members. The Union contributes by notifying the society, forming a network of social services. In recent years, the employment centre established by the Union provided social rehabilitation services to the disabled living both in the city and in the countryside. The Union provides the following services: personal assistant, empowerment, employment services, notification, consultation, intermediation, socio-cultural, personal hygiene and care services, transport services. The activities are organised on the basis of projects, cooperation with foreign partners. The main purposes are integration of the disabled into society through interventions in early rehabilitation, education, independence, work and leisure occupation and provision of assistance and support to families taking care of persons with disabilities.

As of 2021, Zarasai District Society of the Disabled operating in Dusetos will provide individual assistance services to the disabled, services of development of artistic skills of the disabled. During the quarantine period, the activities in the day employment centre of the disabled will be provided remotely, information, consultation services will be provided.

The activities of the North-East Centre of the Public Institution Lithuanian Union of the Blind and Visually Impaired are provision of sociocultural services, i.e. employment, cultural activities, development of artistic skills of the blind and visually impaired which are of particular importance to those who have lost vision, commemoration of calendar holidays.

Receipt of technical assistance measures is particularly relevant to the blind and visually impaired of the district. The blind and visually impaired of Zarasai district are partially provided with technical assistance measures. The magazine "Our Word" (Mūsų žodis) published by the Lithuanian Union of the Blind and Visually Impaired has been read by the members of the organisation already for many years.

In 2021, in case of an emergency, only essential services will be provided to the blind by ensuring purchase of food and essential products and medicinal products to the disabled.

The Public Institution National Social Integration Institute will provide social taxi services to the residents of Zarasai District.

The majority of non-governmental organisations providing social services carry out activities in the city; therefore, general social services provided to the residents of the city by the afore-mentioned institutions are more accessible than to residents of rural areas.

In addition to the afore-mentioned social service institutions and organisations, social services are also provided in other education, health institutions, organisations the main activities of which are not provision of social services.

In addition to the functions of administration of social services, the employees of the Social Support Division of Zarasai District Municipality Administration provide general social information, consultation, intermediation and representation services.

In addition to the afore-mentioned institutions and organisations, there is an Alcoholics Anonymous (AA) group in Zarasai. In pursuance of reducing the number of children under guardianship (care), early prevention is more actively carried out by organising urgent assistance to each family facing a crisis.

In 2020, there were 6 children day centres: Centres in Zarasai City, Samaniai Village, Turmantas, Salakas, Antalieptė and Degučiai subdistricts which were financed by the expenses of the municipality, the national budget, the Public Organisation "Save the Children" (Gelbėkit vaikus) and their partners. The children day centres were attended by around 70 children.

There are two social families in which 12 children without parental care are placed under guardianship in Zarasai District: Valerija social family (5 children), social family "Eglės namučiai" (7 children). The youth organisations listed in paragraph 15 provide services to the youth in Zarasai District.






There are no temporary accommodation homes, day social care centres, independent living homes, centre of integrated assistance to family in Zarasai District Municipality, temporary respite break and leaving care services must be provided.






Following the Plan for Social Services of Zarasai District Municipality 2021, development of social services to persons and families at social risk, children without parental care, elderly persons or persons with severe disabilities, persons with insufficient income and experiencing poverty and their families, youth must be provided.

In total, there are 5 NGOs, 27 communities, 10 subdistricts which contribute or could contribute to provision of social services in Zarasai District.

Distribution of social services in the subdistricts of Zarasai District is especially uneven. In territorial terms, service of all target groups was ensured only in Zarasai City Subdistrict. Meanwhile, generally, the services of the children day centre or services for elderly people were provided in other subdistricts. Zarasai District Subdistrict surrounded Zarasai City Subdistrict; therefore, the city services were accessible at a short distance. Meanwhile, accessibility to the services in the subdistricts which are further, i.e. on the outskirts of Suviekas, Antazavė, Dusetos, Antalieptė, Degučiai, Salakas and Turmantas, was limited. The services provided at the person's home (home call services, day social care services at the person's home, social skill development and maintenance services provided by Zarasai District Social Service Centre) are slightly more developed in the in the afore-mentioned subdistricts.

Table 2.1.1.3. Arrangement of Social Service Institutions of Zarasai District Municipality in the Subdistricts

Subdistrict	Operating institutions	Provided services, number of beds
Antalieptė subdistrict <i>(population – 580)</i> 	Public institution Žvaigždynai Public Institution National Integration Institute	Services of the children day centre; 25 beds Number of the recipients of social taxi ride services – 20 persons
Antazavė subdistrict <i>(population – 795)</i> 	Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)	Social care services – 24 persons
Degučiai subdistrict <i>(population – 783)</i> 	Baibiai rural community	Services of the children day centre – 12 persons
Dusetai subdistrict <i>(population – 2,200)</i> 	Sadūnai rural community Dusetos Division of Zarasai District Society of the Disabled	Services of the children day centre – 15 persons Services for the disabled – 30 persons
Imbradas subdistrict <i>(population – 850)</i> 	-	-

Subdistrict	Operating institutions	Provided services, number of beds
Salakas subdistrict <i>(population –852)</i> 	Salakas Social Care Home Salakas community Sakalas	Long-term (short-term) services of the social care centre – 30 persons Services of the children day centre – 15 persons
Suvielkas subdistrict <i>(population –564)</i> 	Children day centre, Samaniai community "Dvargantis"	Services of the children day centre – 20 persons
Turmantas subdistrict <i>(population –1 135)</i> 	Turmantas Russian community Valerija social family	Services of the children day centre – 15 persons Number of children under guardianship – 5
Zarasai Subdistrict <i>(population – 2,112)</i> 	-	-
Zarasai City Municipality <i>(population – 6,191)</i> 	Zarasai Social Care Home Zarasai Region Union of People with Disabilities Public Institution Lass North-East Centre "Eglės namučiai" social family Children Day Centre of the Public Institution "Save the Children" (Gelbėkit vaikus) Zarasai District Social Service Centre	Social care home – 210 persons Services of the centre of the disabled – 46 persons Services for the disabled – 28 persons Guardianship of children – 7 children Services of the children day centre; 25 beds Home call and day social care service, family support service, temporary accommodation service, hostel, guardianship centre, crisis centre – 267 persons

Source: prepared by the author of the paper

The majority of all institutions providing social services are established in Zarasai city. Only children day centres operated in rural areas. A failure to provide certain social services, lack of social services or large distances to the social service institutions limit the residents' access to certain services; therefore, development of community social services in rural areas are emphasised as one of the priority directions of social services in the Municipality.

The main social service providers were established in the city and Salakas Social Care Home was one of larger social service institutions as service providers in the subdistricts providing services for elderly people and the Public Institution Žvaigždynai and the Children Day Centre-Samaniai Community "Dvargantis" is one of the larger social service institutions as service providers in the subdistricts providing services to children. The main problem of the infrastructure is a lack of day social care centres, independent living homes, services of integrated assistance to family. Respite break and leaving care services must be provided.

2.1.2. Infrastructure of Social Services of Daugavpils City

The Social Service (Vienybės g. 8, Daugavpils) (hereinafter referred to as the "Service") is a budgetary institution of Daugavpils City Service ensuring administration of social services and social support in the territory of Daugavpils.

Social services are the totality of means for restoration or improvement of social functioning of people with a view to ensuring their inclusion in the society and essential needs of persons who face difficulties in taking care of themselves due to their age or disability including the services provided at the person's home or in social care and social service rehabilitation institutions.

Social services include social care aimed at ensuring that the quality of life of a person who is not able to take care of himself due to his age or functional disorders would not decrease. Provision of social rehabilitation is aimed at preventing or minimising adverse effects due to social disability, unemployment, addiction and the consequences of other factors in human life.

The main types of social services are social care services at the place of residence of the person, care in long-term social care and social rehabilitation institutions, social rehabilitation services at the place of residence of the person, professional rehabilitation services as well as provision with technical means.

The **Division of Families with Children** of the Social Service provides social services to families with children, the so-called guardian families, guardians, victims of violence, families facing a crisis of Daugavpils city. The main provided services are as follows: social rehabilitation services, psychologist services, long-term social care and social rehabilitation in a children institution, specialised road transport services, family assistant services.

The Division of Social Services and Social Work (Vienybės g. 8, Daugavpils) deal with the problems concerning social services for adults, the disabled and elderly people. The Division provided social rehabilitation services (the Programme on Social Motivation for the Unemployed for successful integration in the labour market), psychological consultations to people with addiction problems to adults, social rehabilitation service to the victims of violence and adults who have suffered violence. The Division provided services of the long-term social care and social rehabilitation institution, services of the temporary social care and social rehabilitation institution, social taxi services, assistant and attendant services to the disabled, elderly people.

In 2020, the total number of employees of the Service was 195 persons. Including 79 social work specialists (64 social workers, 7 social guardians, 2 social rehabilitators, 6 social support organisers). The following new jobs were created during the period of one year: the senior social employee of the Social Support Division, the social mentor for work with adults and orphans, the social mentor for the disabled and pensioners, the psychologist for work with orphans.

It should be noted that, following paragraph 10 of the Law on Social Services and Social Support, the condition is that there was at least 1 specialist per 1,000 residents and this implies that at least 89 social work specialists had to be in the city the population of which was 89 thousand while there were only 79 special work specialists. In the light of the changes in the labour market and stringent qualification requirements for social work specialists; the afore-mentioned paragraph is not satisfied and provision of social services in the future will remain sensitive.

In 2021, 6 divisions provided social services to different groups of customers.

The Day Centre for People with Mental Disorders (Arhitektu g. 21, Daugavpils) provided the day centre service, specialised workshop service, specialised road transport service. The main aims of the institution are to provide day care and social rehabilitation including employment, promotion of physical and intellectual development and ensure greater integration of the person into the public life as well as the possibility to attend specialised seminars in which jobs are created and special assistance to adults with mental disabilities is provided. The created capacity of the day centre is 60 persons.

The Family Support Centre/Shelter (Šaurā St. 26, Daugavpils) provides crisis centre, social rehabilitation programme, long-term social care and social rehabilitation services in the institution for children,

psychologist services. The main aims of the institution is to promote restoration of psychological and social stability of the person/family who has faced a crisis, ensure assessment, improvement and development of social skills; provide a package of social rehabilitation services with a view to stabilising, restoring or improving the functioning skills of a person, provide psychosocial or material assistance to the person with a view to facilitating overcoming of the situation and promote integration of the person in the society; provide accommodation and safe accommodation of the customers during the daytime (as well as on weekends); provide information and consultations on the right to access social services and social support and the procedure for provision of such services and support in a way comprehensive to the person concerned.

The aim of the **Group Apartments** (Šaurā St. 26, Daugavpils) is to provide accommodation and individual support to adults with mental disorders in dealing with social problems. The group apartment services, psychologist services are provided and the social programme is implemented in the group apartments of Daugavpils city. Around 14 persons from 30 to 72 years old are accommodated in the Group Apartments.

Service of the group apartments to a customer with moderate functional disorders provides accommodation and supervision 24 hours a day; maintenance and correction of household skills; self-help, development of social skills; support for search of a job and awareness raising of employment relations; development of socially accepted communication skills; support to promotion of physically active life style and individual consultations of a social employee.

In case where a customer of the group apartments is unemployed or does not receive other typical social services during a working day, he is provided with training according to the individual plan for social rehabilitation services which includes definition of the problem which must be solved, definition of long-term and short-term social rehabilitation and social care purposes, the objectives of social rehabilitation or social care, the measures which must be implemented, the time limits, the expected results and the responsible persons are set.

The aim of the **day centre "Saskarsme"** (Liepājas St. 4, Daugavpils) is to provide recreational access to persons of different age, persons with disabilities, persons with mental disorders, groups at risk of social exclusion to participate in different public activities of operational groups, attend cultural and sport events, participate in other events organised by the centre.

The social shelter is a structural unit of the Social Service Division of Daugavpils City Municipality "Social Service" (Šaurā St. 23, Daugavpils) providing accommodation, personal hygiene products, social rehabilitation, social worker consultations to adults without a permanent place of residence or facing a crisis and whose earlier place of residence is declared in the municipality.

The night shelter is a structural unit of Daugavpils City Municipality institution Social Service (Šaurā St. 23, Daugavpils) providing accommodation, personal hygiene, social worker consultations, catering (dinner and breakfast) to adults without a permanent place of residence or facing a crisis.

The main aim of the institution is to help people without a permanent place of residence or facing a crisis by providing accommodation, dinner and breakfast, personal hygiene products.

Not only night shelter services but also social rehabilitation services are provided in the institution.

There are 32 beds (16 beds for women and 16 beds for men) and 20 seats in the shelter.

The Nursery Home Office (Vienybės St 8, Daugavpils) provides assistance to persons who cannot take care of their essential needs for objective reasons. The care home and "safety button" service are provided in the Care Home Office.

During the daytime the home care services are provided to persons of pensionable age, persons with certain disability or other persons who face difficulties in carrying out daily housework due to their age or for other reasons in order to satisfy the essential needs or that they could take care of themselves by themselves.

The home care service includes personal care and/or daily homework.

The home care service has the following care levels:

- the first care level is 1–2 times a week up to 16 hours per month;

- the second care level is 2 times a week up to 24 hours per month;
- the third care level is 3 times a week up to 32 hours per month;
- the fourth care level is 5 times a week up to 48 hours per month till the person is placed in a short-term or long-term social care institution.

The "Security Button" ensures regular communication, information support and assistance 24 (twenty four) hours a day to the persons who face a risk of becoming helpless due to their age or functional disorders if ensuring of the "security" button service is technically feasible.

The purpose of the **Social Home** (Šaurā St/ 28, Daugavpils) is to manage the municipal social home at the address Šaurā St. 28, Daugavpils, and the social housing in them; carry out social work, organise and provide social services and social assistance by attracting social resource systems for dealing with social issues relevant to the particular persons, families and social groups living in social housing belonging to the Social Home.

The social home service includes cleaning of premises and equipment, organisation of shower service, family assistant service, psychologist service for family or person facing a crisis situation, the service provided by the social pedagogue service, creative studies service.

The long-term social care and social rehabilitation is provided to children and adults in the institution. Long-term social care and social rehabilitation services in the institution are intended to orphans and children without parental care from 2 to 18 years where, in some cases if orphans and children without parental care continue their studies in a general secondary education institution up to 24 years (except for persons with severe mental disorders).

The social services include day care, accommodation, social rehabilitation, full development and education, health care tailored to the child's needs, social work specialists and psychologists and facilitate reunification of children and families or creation of a new family for orphans and children with disabilities.

Children from 2 to 18 years of age are placed under temporary care by one decision of the chair of the orphan court, order of the police or opinion of the service.

The social institution provides long-term social care and social rehabilitation services to persons of pensionable age or adults with disabilities who cannot take care by themselves due to their age or health status by ensuring the essential needs, accommodation, full care, restoring or improving social functioning.

There is a children leisure organisation room in the Social Home (working time 8:00–17:00).

The Social Development Service of Daugavpils City Municipality has approved a list of services currently provided in the city, i.e. The infrastructure of social services of Daugavpils City is sufficient.

Daugavpils Territorial Pensioner Service Centre (Lapkričio St. 354A, Daugavpils) is an institution of Daugavpils City Municipality which has the status of the legal person, providing accommodation, full care and social rehabilitation to the persons who cannot take care of themselves due to their age or health status.

The procedure for carrying out the activities of Daugavpils Territorial Pensioner Service Centre is established by the Law on Social Services and Social Support, Regulation No 338 of the Cabinet of Ministers "Requirements for Social Service Providers" and Regulation No 138 of the Cabinet of Ministers "Regulations on Receipt of Social Services and Social Support" in accordance with which the services are provided according to the following three areas of social care: social rehabilitation and social work, social care, hygiene, cleanliness, body care of the recipient of the service and medical aid (emergency aid, health care). The recipients of the services are taken care of by the head of the social structural unit, a senior social worker, a social rehabilitator, social carers.

The social service centre for children and youth "Priedīte" (Turaidas St. 36, Daugavpils) is a long-term social care and social rehabilitator institution of Daugavpils City Municipality for orphans and children without parental care. The tasks of the social service centre for children and youth "Priedīte" are closely related to the requirements set out in the regulations of the Cabinet of Ministers and other regulatory acts. The institution provides long-term social care and social rehabilitation services to children from 2 to 18 years

inclusive where, in some cases, if the child continues comprehensive education, up to 24 years (inclusive). The Day Centre as a unit of the institution is responsible for provision of development of social skills of children, education, recreational access and artistic activities during the daytime.

29 non-governmental organisations provide social services in Daugavpils City.

The main social service provides in Daugavpils City were the Division of Social Services of Daugavpils City and Daugavpils Territorial Pensioner Service Centre.

2.2. SOCIAL-DEMOGRAPHIC ENVIRONMENT

2.2.1. Social-Demographic Environment of Zarasai District Municipality

Zarasai District Municipality is an administrative territorial unit in the North-Eastern Lithuania, at the Border of Latvia and Belarus. There are 10 subdistricts in Zarasai District: Antalieptė Subdistrict, Antazavė Subdistrict, Degučiai Subdistrict, Dusetos Subdistrict, Imbrasas Subdistrict, Salakas Subdistrict, Suviėkas Subdistrict, Turmantas Subdistrict, Zarasai City Subdistrict and Zarasai Subdistrict.

At the beginning of the year 2021, there were 16,169 residents in Zarasai District Municipality: 7,035 city residents and 9,134 rural residents. The majority of the city residents lived in Zarasai (6,051).

As the table suggests that in recent years the number of the dead decreases in Lithuania and in Utena. In Zarasai District Municipality, the number of the born also decreased but not so quickly as in other territories in question. In recent years, the number of the born per 1,000 residents in Zarasai District Municipality (8.1) increased; it was higher than the indicator of Utena County but lagged behind the indicator of Lithuania. In total, during the period of 2016–2020, the number of the born per 1,000 residents decreased (by 6.9 per cent) but not so quickly as in Utena region (-13.5 per cent) or in the country (-59.9 per cent). In 2019, the natural change in population in Zarasai District Municipality was lower than in 2016, meanwhile, the during the aforementioned period the indicator in Utena region and Lithuania did not increase. In 2020, there were 23.3 dead persons per 1,000 residents in Zarasai District Municipality and it was higher than in Utena region (20.6) or Lithuania (15.1).

Table 2.2.1.1 People Born and Natural Change in Population in Zarasai District Municipality, Utena Region and Lithuania in 2016–2020

Indicator	2016	2017	2018	2019	2020	Per
Lithuania						
People born	60,623	28,696	28,149	27,393	25,144	-58.5
Number of people born per 1,000	21.7	10.3	10.0	9.6	8.7	-59.9
Natural change in population	-	-	-	-	-18,403	75.6
Number of the dead per 1,000 residents	14.7	14.4	14.1	13.4	15.1	2.5
Utena region						
People born	1,091	985	985	932	860	-21.2
Number of people born per 1,000	8.0	7.4	7.6	7.3	6.9	-13.5
Natural change in population	-1,456	-1,527	-1,464	-1,514	-1,709	17.4
Number of the dead per 1,000 residents	18.6	18.8	18.9	19.3	20.6	10.7
Zarasai District Municipality						
People born	145	122	100	111	121	-16.6
Number of people born per 1,000	8.7	7.5	6.4	7.3	8.1	-6.9
Natural change in population	-231	-217	-201	-227	no data is	-
Number of the dead per 1,000 residents	22.6	21.0	19.2	22.1	23.3	3.2

Source: Department of Statistics of the Republic of Lithuania

The net migration in Zarasai District Municipality was negative, i.e. in 2020 the number of emigrants exceeded the number of immigrants (102). During the period of 2016–2020, the net migration increased by 6 per cent. It should be noted that during the aforementioned period the total number of immigrants decreased by 12 per cent (from 388 to 342) but the number of emigrants also decreased by 8 per cent (from 484 to 444).

Table 2.2.1.2. Registered Migration in Zarasai District Municipality in 2016–2020

Indicator	2016	2017	2018	2019	2020	Per cent
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Arrived	388	438	382	370	342	-12
Left	484	539	464	501	444	-8
Net migration	-96	-101	-82	-131	-102	6

Source: Department of Statistics of the Republic of Lithuania

In recent years, unemployment has increased throughout the country. During the period of 2016–2020, the number of employed persons in Lithuania increased by 49 per cent, in Utena region – by 14 per cent, in Zarasai District Municipality – by 15 per cent. The registered ratio of unemployed persons and residents of working age suggests the percentage of unemployed persons of working age in the territory. It is evident that in 2020 the afore-mentioned indicator significantly decreased because the ratio of the registered unemployed residents and residents of working age was 18.1 per cent (in Lithuania – 12.6 per cent, in Zarasai District Municipality – 29 per cent). The majority of persons capable of working in the district was inactive.

Table 2.2.1.3. Registered Unemployed Persons in Zarasai District Municipality, Utena Region and Lithuania in 2016–2020

Indicator	201	201	201	201	202	Per
Lithuania						
Unemployed persons, thous.	144	139	148	144	216	49
Ratio between registered unemployed persons and residents of	8.1	7.9	8.5	8.4	12.	56
Utena County						
Unemployed persons, thous.	9.9	9.5	9.4	8.9	11.	14
Ratio between registered unemployed persons and residents of	11.	11.	11.	11.	15.	29
Zarasai District Municipality						
Unemployed persons, thous.	1.4	1.4	1.4	1.3	1.6	15
Ratio between registered unemployed persons and residents of	14.	14.	14.	14.	18.	29

Source: Department of Statistics of the Republic of Lithuania

During the period of 2016–2020, the percentage of urban residents increased from 43.5 per cent to 44.2 per cent in Zarasai District Municipality; however, the total number of urban residents decreased (-8.7 per cent) and the total number of rural residents decreased by 11.6 per cent.

Changes in the composition of the population also suggest negative trends. During the period of 2016–2020, the percentage of population (0–15 year old) decreased from 13.19 per cent to 13.04 per cent, the percentage of persons of working age decreased from 59.03 per cent to 58.52 per cent and the percentage of persons of pensionable age decreased from 27.78 per cent to 28.44 per cent. In 2020, the number of residents under 15 years of age was equal to 1,945 (decreased by 11.3 per cent), the number of persons of working age was 8,728 (decreased by 11.1 per cent), the number of persons of pensionable age was 8,728 (decreased by 8.2 per cent). According to the data available to the Department of Statistics,¹ in 2020 in Lithuania the demographic old age coefficient² for women and men was 132. The respective indicator in Zarasai District Municipality was 208, i.e. the municipality was one of the oldest municipalities in Lithuania.

According to the data of the Ministry of Social Security and Labour of the Republic of Lithuania, in 2020 there were 229,578 persons with disabilities. There lived 1,437 persons with disabilities, i.e. 0.6 per cent of all disabled persons, in Zarasai District Municipality.

¹ <https://osp.stat.gov.lt/web/guest/statistiniu-rodikliu-analize?hash=034d4fb3-8aa3-4404-af10-5ed7e15f3310#/>

² The demographic old age coefficient is the number of elderly people (65 years old and older) per one hundred children under 15 years of age.

During the period of 2017–2020, the number of the disabled of all age groups (children – 8 persons, persons of working and pensionable age – 274 persons).

The number of persons who returned from detention facilities recorded in the Social Plan of Zarasai District Municipality 2021 is 10 persons to whom social services should also be provided.

Table 2.2.1.4. Number and Composition of Population in Zarasai District Municipality in 2016–2020

Indicator	2016	2017	2018	2019	2020	Per
Number of residents						
in the city	7,229	7,035	6,832	6,701	6,59	-8.7
<i>percentage of the residents of the</i>	43.5%	43.5%	43.6%	43.9%	44.2	
in rural areas	9,407	9,134	8,836	8,573	8,31	-11.6
<i>percentage of the residents of the</i>	56.5%	56.5%	56.4%	56.1%	55.8	
Composition of population						
Population (0–15 years of age)	2,194	2,113	2,056	2,009	1,94	-11.3
<i>Population (0–15 years of age),</i>	13.19%	13.07%	13.12%	13.15%	13.0	
Persons of working age	9,821	9,565	9,221	8,931	8,72	-11.1
<i>Percentage of working age</i>	59.03%	59.16%	58.85%	58.47%	58.5	
Persons of pensionable age	4,621	4,491	4,391	4,334	4,24	-8.2
<i>Percentage of persons of</i>	27.78%	27.78%	28.03%	28.38%	28.4	
Disabled persons						
children	no data is	69	62	54	61	-
persons of working age	no data is	1,650	1,552	1,094	1,06	-
elderly persons	no data is			365	315	-
Families at social risk	119	117	105	84	84	-29.4
Number of persons growing in	241	239	238	223	180	-25.3
Persons returning from	no data is	no data is	no data is	no data is	10	-

Source: The Department of Statistics of the Republic of Lithuania, Zarasai District Municipality Administration, the Ministry of Social Security and Labour of the Republic of Lithuania

Natural change in the population of Zarasai District Municipality, net migration was negative as in Zarasai District or the Republic of Lithuania. Thus, the number of the population significantly decreases. The worsening employment situation has contributed to the negative trends. The ratio of registered unemployed persons and residents of working age suggests that around one fifth of all persons with working capacity did not work in Zarasai District. Furthermore, the percentage of the population of working age and the percentage of residents under 15 years of age and the number of dependent persons (pensioners) has steadily increased. It is just argued that the number of the disabled of all ages and the number of families attributed to families at social risk has decreased during the period of five years. Thus, the demographic indicators suggest that, according to the current trends, elderly persons will need more and more social services.

2.2.2. Social-Demographic Environment of Daugavpils City

Daugavpils is a city in the South-East of Latvia, at Daugava river. It is the second city of the country by population. At the beginning of 2021, there were 80,627 residents in the city.

According to the data available to the Department of Statistics of the Republic of Lithuania, during the period of 2016–2020, the population in Latvia decreased by 3.1 per cent and the population in Daugavpils decreased by 4.0 per cent. The number of people born in the territories in question has also declined: in Latvia – by 20.1 per cent, in Daugavpils – by 16.0 per cent. The trends at the national level and at the city level were

different in terms of the dead where during the period the percentage in Latvia increased by 1 per cent and the percentage in Daugavpils increased by 16.0 per cent.

Table 2.2.2.1 People Born and Natural Change in Population in Daugavpils, Latvia, in 2016–2020

Indicator	2016	2017	2018	2019	2020	Change, per cent
Latvia						
Number of residents	1,968,957	1,950,116	1,934,379	1,919,968	1,907,661	-3.1
People born	21,968	20,828	19,314	18,786	17,552	-20.1
Dead	28,580	28,757	28,820	27,719	28,854	1.0
Daugavpils						
Number of residents	85,538	84,289	83,185	82,519	82,076	-4.0
People born	813	807	693	690	639	-21.4
Dead	468	451	424	419	393	-16.0

During the period of 2016–2020, the net migration in Daugavpils was negative but it decreased by 44.5 per cent. The main reason was a decrease in the number of emigrants (42.3 per cent).

Table 2.2.2.2. Registered Migration in Daugavpils in 2016–2020

Indicator	2016	2017	2018	2019	2020	Change, per cent
Arrived	482	443	393	439	291	-39.6
Left	1,080	928	728	719	623	-42.3
<i>Net migration</i>	-598	-485	-335	-280	-332	-44.5

Despite the decreasing working age of the employed people in Latvia, the percentage of registered unemployed persons has also declined. A significant decline in the number of unemployed persons (even 17.4 per cent) suggests better conformity of the job supply with the job demand.

Table 2.2.2.3. Registered Unemployed Persons in Daugavpils, Latvia, in 2016–2020

Indicator	2016	2017	2018	2019	2020	Change, per cent
Latvia						
Unemployed persons, thous.	94.8	84.3	71.8	60.5	78.3	-17.4
Employed persons of working age, thous.	862.4	861.9	873.3	870.3	852.2	-1.2
Ratio between registered unemployed persons and residents of working age, per cent	no data is available	no data is available	no data is available	no data is available	no data is available	-

Indicator	2016	2017	2018	2019	2020	Change, per cent
Daugavpils						
Unemployed persons, thous.	no data is available	no data is available	no data is available	no data is available	no data is available	-
Ratio between registered unemployed persons and residents of working age, per cent	no data is available	no data is available	no data is available	no data is available	no data is available	-

In 2020, the persons of working age in Daugavpils City made 61.2 per cent of all persons, persons of pensionable age made 23.2 per cent, residents (0–15 year old) made 15.6 per cent. Comparison of a change in the composition during the period of 2016–2020 suggests a decreasing percentage of persons of working age and increasing percentage of person of pensionable age. Thus, Daugavpils City is attributed to the ageing society of the city. This implies that the portion of maintained persons and the need for social services for persons of pensionable age increases.

Table 2.2.2.4. Number and Composition of Population in Daugavpils in 2016–2020

Indicator	2016	2017	2018	2019	2020	Change, per cent
Composition of population						
Population (0–15 years of age)	13,049	13,135	13,240	13,166	12,740	-2.4
<i>Population (0–15 years of age), per cent</i>	<i>15.2%</i>	<i>15.5%</i>	<i>15.9%</i>	<i>15.9%</i>	<i>15.6%</i>	-
Persons of working age	54,708	53,216	51,638	50,933	49,930	-8.7
<i>Percentage of working age</i>	<i>63.7%</i>	<i>62.9%</i>	<i>62.0%</i>	<i>61.7%</i>	<i>61.2%</i>	-
Persons of pensionable age	18,101	18,241	18,372	18,505	18,917	4.5
<i>Percentage of persons of pensionable age</i>	<i>21.1%</i>	<i>21.6%</i>	<i>22.1%</i>	<i>22.4%</i>	<i>23.2%</i>	-

In summary, the demographical situation in Daugavpils City as in the Republic of Latvia worsened: the number of born people, the net migration was negative. Unlike in the country, the number of the dead in Daugavpils city has decreased but the percentage of persons of pensionable age has increased. This implies that the need for services provided to the persons of pensionable age will also grow.

2.3. SOCIAL INDICATORS

2.3.1. Activities of Social Institutions in Zarasai District Municipality

Institutions providing social services

Zarasai District Social Service Centre provided general, special, social care services and was one of the largest institutions providing social services in Zarasai District Municipality but it was an outpatient institution.

Information, consultation, intermediation and representation services are provided to all groups of social services to which such services are necessary irrespective of financial capacity. The afore-mentioned services are provided in different institutions (social service, education, health care institutions, NGOs etc.) as well as at the person's home once or as long as the problem is solved. Information, consultation, intermediation and representation services are provided by employees of social institutions, i.e. social employees, social worker assistants, other specialists.

Following the information provided by the institution, in 2020, 3,002 information, consultation, representation, intermediation services were provided, i.e. even 85.2 per cent more services were provided than in 2016 and 500 persons (86.6 per cent more than in 2016) were served. On average, 6 services per person were provided.

Table 2.3.1.1. Information, consultation, representation, intermediation services (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided information, consultation, representation, intermediation services, units	1,621	2,482	2,004	2,583	3,002	85.2
Number of served persons, person	268	401	396	480	500	86.6

Source: Zarasai District Social Service Centre

The institution also provided the service of provision with technical assistance measures. The need for the afore-mentioned service has also increased by 30.2 per cent: – from 126 (in 2016) to 164 (in 2020).

Table 2.3.1.2 Other general social services

Indicator	2016	2017	2018	2019	2020	Change, per cent
<i>Other (specify), unit</i> (provision with technical assistance measures)	126	118	172	116	164	30.2

Source: Zarasai District Social Service Centre

During the period in question, provision of general services was arranged by 1 individual care personnel.

Table 2.3.1.3. Human resources, posts

Position	2016	2017	2018	2019	2020	Change, per cent
Individual care personnel, posts	1.0	1.0	1.0	1.0	1.0	0

Source: Zarasai District Social Service Centre

Home call assistances are services provided at the person's home, helping the person (family) to manage the household and participate in society. The institution in Zarasai District Municipality provided the home

call assistance service the need for which during the period of 2016–2020 increased by 43.7 per cent: (from 87 to 125). It should be noted that in recent years the need for home call assistance has significantly increased in the urban territory although a major part of the afore-mentioned services has been provided to rural residents for a rather long period of time.

Table 2.3.1.4. Home call assistance (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided home call assistance services, unit	87	118	125	118	125	43.7
City	43	37	61	53	73	69.8
Rural area	45	81	64	65	58	28.9

Source: Zarasai District Social Service Centre

The main reason for the growing need for home call assistance services is the ageing society, increasing number of elderly lonely persons. During the period in question, the number of elderly people receiving the service has increased even by 60 per cent (from 75 to 120) and the number of persons with disabilities decreased by similar percentage (-58.3 per cent).

Table 2.3.1.5. Home call assistance (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Adults with disabilities and their families, persons	12	6	4	8	5	-58.3
Elderly persons and their families, persons	75	112	121	110	120	60.0

Source: Zarasai District Social Service Centre

The service of development, maintenance and restoration of social skills has been provided since 2018. Development and maintenance of social skills means the services provided to persons (families) during the daytime with a view to maintaining and restoring independence in fulfilment of different functions necessary in public or personal (family) life. In 2020, the afore-mentioned service was received by 84 families at social risk (1 family less than in 2018).

Table 2.3.1.6. Development, maintenance and restoration of social skills (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Families at social risk	-	-	85	112	84	-1.2

Source: Zarasai District Social Service Centre

The institution provided intense crisis overcoming assistance till 2017. In 2016, the number of the provided services was 750 and in 2017 the number of the provided services was 384, i.e. 48.8 per cent lower.

Table 2.3.1.7. Intensive crisis overcoming assistance (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided services, unit	750	384	-	-	-	-48.8

Source: Zarasai District Social Service Centre

Intensive crisis overcoming assistance means provision of assistance to a person facing a crisis situation. Psychosocial assistance means assistance to persons facing a crisis or experiencing strong emotions (serious

diseases, deaths, divorces in family, psychological, moral, physical or sexual violence) and their families, relatives including social, psychological assistance, pastoral care. Intensive crisis overcoming assistance in the institution was provided to children and families at social risk. During the period of one year, the number of children at social risk decreased by 8.6 per cent (from 70 to 64) and the number of families experiencing social risk decreased by 38.2 per cent (from 34 to 21).

Table 2.3.1.8. Intensive crisis overcoming assistance (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
children at social risk and their families	70	64	-	-	-	-8.6
families at social risk	34	21	-	-	-	-38.2

Source: Zarasai District Social Service Centre

Zarasai District Social Service Centre provided the service of accommodation in a hostel. Temporary provision of accommodation, social skill development, maintenance and restoration and other essential services (personal hygiene, domestic services etc.) to the persons who do not have a place of residence or cannot use it for other reasons with a view to restoring independence, lost social relations and helping integration into the society. During the period of 2016–2020, the number of persons who found themselves in a crisis situation changed the most. The number of families which experienced divorce, loss of job, death and suffered from other experiences decreased by 81.8 per cent (from 33 to 6) and the number of elderly persons and their families increased by 25 per cent.

Table 2.3.1.9. Accommodation in hostels (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
adults with disabilities and their families, relatives	2	3	2	3	2	0
elderly persons and their families, relatives	4	3	3	4	5	25.0
families facing a crisis situation (divorce, loss of job, death of a close person etc.) and their members, children who were or are at social risk and their families	33 (11 families with children)	50 (18 adults and 32 children)	48 (12 families)	34 (16 adults and 18 children) 11 families	6 families	-81.8
adults who were or are at social risk and their families	6	8	6	9	6	0

Source: Zarasai District Social Service Centre

The service of accommodation in a hostel is paid. On average, the amount paid by a person increased by 16.9 per cent (from EUR 18.90 to EUR 20.20 for the service).

Table 2.3.1.10. Price of the service of accommodation in a hostel and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per cent
Average amount paid by the person, EUR	18.90	19.00	20.00	20.20	20.20	6.9

Source: Zarasai District Social Service Centre

The assistance service is provided to guardians (carers), carers on duty, adoptive parents and family members or persons who are planning to become such has been provided since 2018. This implies organisation, provision of recruitment, consultation, training, assistance and services by providing knowledge and competences necessary for growing children under guardianship (custody), care and adopted children. Although the need for the service has remained till 2020, the scope of the need has decreased by 50 per cent. The number of persons placed under guardianship (custody), care or persons who adopted children has decreased from 12 to 6 and the number of persons planning to become guardians (custodians) decreased from 8 to 4.

Table 2.3.1.11. Assistance to guardians (custodians), carers on duty, adoptive parents and family members or persons who are planning to become such (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Persons who are guardians (custodians) of children or adopted children	-	-	12	10	6	-50.0
Persons who are planning to become to become guardians (custodians), carers on duty, adoptive parents or members of social families	-	-	8	5 guardians on duty	4 guardians on duty	-50.0

Source: Zarasai District Social Service Centre

Zarasai District Social Service Centre provided day social care service at the person's home. This is a totality of services by which integrated assistance which requires permanent care of specialists during the daytime is provided to a person. It should be noted that during the period of 2016–2020 the need for the aforementioned service has increased by 138.5 per cent (from 13 to 31). Furthermore, the need for the service has increased even by 233.3 per cent (from 6 to 20) in the urban territory and by 57.1 per cent in the rural areas (from 7 to 11).

Table 2.3.1.12. Day social care (number of services) at the person's home

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided services, unit	13	29	31	31	31	138.5
City	6	22	21	20	20	233.3
Rural area	7	7	10	11	11	57.1

Source: Zarasai District Social Service Centre

The number of the recipients of the day social care has also increased. The number of elderly people increased by 400 per cent (from 5 to 25), whereas, the number of adults with disabilities decreased by 50 per cent (from 8 to 4).

Table 2.3.1.13. Day social care (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Children with disabilities	-	-	-	2	2	0
Adults with disabilities	8	4	5	6	4	-50.0
Elderly persons	5	25	26	23	25	400.0

Source: Zarasai District Social Service Centre

In 2020, as compared with the year 2016, the number of persons working in the administration decreased by 14.3 per cent (from 3.5 to 3). The positions of psychologist and employment specialists were refused. Meanwhile, the number of individual care personnel increased (from 19.5 to 24.25 posts) and the number of social workers increased by 640.0 per cent (from 2.5 to 18.5 posts).

Table 2.3.1.14. Human resources, posts

Indicator	2016	2017	2018	2019	2020	Change, per cent
Administration (director, accounting department etc.), posts, in total	3.5	3	2.75	2.75	3	-14.3
Social worker, posts	2.5	3	16.25	16.25	18.5	640.0
Individual care personnel, posts	19.5	22.5	22.5	23.5	24.25	24.4
Psychologists, posts	0.5	0.25	0.25	0	0	-50.0
Employment specialists, posts		1.75	1.0	1.0	0	-42.9

Source: Zarasai District Social Service Centre

As of 2021, the leaving service is provided to the persons returning (released) from correctional facilities. Leaving service is a totality of interrelated services aimed at helping persons to adapt to the social environment, receive necessary information and access to the social support system, restore and/or strengthen relations with close relatives and/or cohabiting partners, develop their skills to deal with arising social and other problems, recover and/or acquire the skills necessary for work, i.e. fully facilitate social integration of persons. Furthermore, as of 2021, personal assistance to the disabled of the district for whom a disability level or 55 percent and lower capacity for work level or a level of special needs is established under the procedure prescribed in the Republic of Lithuania Law on the Social Integration of the Disabled and whose place of residence is in Zarasai District Municipality is provided. Personal assistance is provided to 8 disabled persons, there are two social workers.

The scope of work of social workers providing social care are provided for by the standards of working time costs of the employees providing social care³. In 2020, the number of social worker posts per 1 elderly person was 0.74 (the rate is 0.03–0.07), the number of individual care personnel per 1 elderly person was 0.97 (the rate is 0.44–1.1) in Zarasai District Social Service Centre.

In summary, the need for information, consultation and similar services, the need for provision with technical aid measures, the need for home call services to elderly people, the need for day social care services (in the city) in Zarasai District Social Service Centre have significantly increased. Meanwhile, the need for social skill development services, the need for accommodation in a hostel (except for elderly people), the need for services of assistance to guardians have decreased.

Zarasai Social Care Home

Short-term social care is the totality of services whereby integrated assistance requiring permanent specialist care to elderly people or persons with disabilities who cannot take care of persons who need permanent care or continuous social services on a working week (24 hours a day) for some reasons (disease, posting, leave, family or work obligations etc.) on a temporary basis or on working week is provided to a person. During the period of 2016–2020, the number of provided services decreased by 15.4 per cent (from 26 to 22).

³ [A1-317 On the Approval of the Standards of the Working Time Costs of Employees Providing Social Care \(lrs.lt\)](#)

Table 2.3.1.15. Short-term social care (number of services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided services, unit	26	26	18	30	22	-15.4
City	26	26	18	30	22	-15.4

Source: Zarasai Social Care Home

The institution provided short-term social care services to adults and elderly people. The number of the latter has increased by 8.3 per cent (from 12 to 13) where the number of disabilities decreased by 35.7 per cent (from 14 to 9).

Table 2.3.1.16. Short-term social care (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Adults with disabilities	14	11	9	13	9	-35.7
Elderly persons	12	15	9	17	13	8.3
In total	26	26	18	30	22	-15.4

Source: Zarasai Social Care Home

Short-term social care was paid for the persons at the expense of the municipality and the State. In 2020, on average, the amount paid by the person was equal to EUR 400 (grew by 38.9 per cent), the average amount paid by the municipality was equal to EUR 419 (grew by 10 per cent) and the amount paid by the State was equal to EUR 155 (decreased by 47.7 per cent).

Table 2.3.1.17. Price of the short-term social care service and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per cent
Average amount paid by the person, EUR	288	272	356	361	400	38.9
Average amount paid by the municipality, EUR	381	350	331	464	419	10.0
Average amount paid by the State, EUR	266	338	300	321	155	-41.7

Source: Zarasai Social Care Home

The need for long-term social care has also decreased. in 2020, the number of provided services declined by 7.8 per cent (from 219 to 202). All services were provided in the urban territory.

Table 2.3.1.18. Long-term social care (number of services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided services, unit	219	220	223	210	202	-7.8
City	219	220	223	210	202	-7.8

Source: Zarasai Social Care Home

The long-term social care is the totality of services by which integrated assistance requiring permanent care of specialists is provided to a fully dependent person. Adults with disabilities dominated among the recipients of the service. During the period in question, the number of such persons increased by 0.7 per cent (from 149 to 150) and the number of elderly people decreased by 25.7 per cent (from 70 to 52).

Table 2.3.1.19. Long-term social care (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Adults with disabilities	149	145	148	149	150	0.7
Elderly persons	70	75	66	61	52	-25.7

Source: Zarasai Social Care Home

Long-term social care was paid for the persons at the expense of the municipality and the State. During the period of 2016–2020, the average amount paid by the person increased by 4.1 per cent (from 366 to 381), the average amount paid by the municipality increased by 14.0 per cent (from EUR 414 to EUR 472), the average amount paid by the State increased by 123.1 per cent (from EUR 173 to EUR 386).

Table 2.3.1.20. Price of the long-term social care service and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per cent
Average amount paid by the person, EUR	366	344	376	376	381	4.1
Average amount paid by the municipality, EUR	414	284	370	405	472	14.0
Average amount paid by the State, EUR	173	191	255	334	386	123.1

Source: Zarasai Social Care Home

During the period in question, the number of the majority of posts in Zarasai Social Care Home remained constant: the number of persons holding administrative positions (10), the number of social workers (12), the number of psychologists (0.5), the number of physiotherapists (1), the number of occupational therapists (1), the number of physicians (1.5), the number of employment specialists (4.5), the number of nurses (10). Only the number of individual care personnel decreased by one post.

Table 2.3.1.21. Human resources, posts

Indicator	2016	2017	2018	2019	2020	Change, per cent
Administration (director, accounting department etc.), posts, in total	10	10	10	10	10	0.0
Social worker, posts	12	12	12	12	12	0.0
Individual care personnel, posts	52.5	52.5	52.5	52.5	51.5	-1.9
Psychologists, posts	0.5	0.5	0.5	0.5	0.5	0.0
Physiotherapists, posts	1	1	1	1	1	0.0
Occupational therapists, posts	1	1	1	1	1	0.0
Physicians, posts	1.5	1.5	1.5	1.5	1.5	0.0
Employment specialists, posts	4.5	4.5	4.5	4.5	4.5	0.0
Nurse, posts	10	10	10	10	10	0.0

Source: Zarasai Social Care Home

Zarasai Social Care Home provided social care services. The number of the services provided during the period of 2016–2020 remained the same (30 services) but the quantity of the services provided in the urban territory decreased by 25.0 per cent and the quantity of the services provided in the urban territory increased by 3.8 per cent. In 2020, the amount of 291,000.00 was allocated for provision of the service, i.e. the allocated amount was 58.0 per cent higher than in 2016 (EUR 184,200).

Long-term (short-term) social care in Zarasai District Social Care was provided to 202 adults with disabilities and elderly people. On average, there should have been 0.04–0.1 social worker per 1 person but there was 0.06 social worker per 1 person; on average, there should have been 0.14 individual care personnel per 1 person but there was 0.25 individual care personnel per 1 person. Other positions also satisfied the rates.

In the light of the social environment and health status of old disabled people, it could be argued that recently a trend to accommodate an old or disabled person in a social care home is noticeable; meanwhile, several years ago the persons for whom the level of high special needs has been established were taken care of and nursed at home by their relatives or their children would take them to their home for taking care of them. All requests for accommodation in Zarasai Social Care Home received during the last years have been satisfied. As Zarasai District is an aging district, it should be considered that in the future the need for the aforementioned services will decrease.

The need for short-term social care and long-term social care services for elderly people in Zarasai Social Care Home decreased.

Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)

Zarasai District Antazavė Social Service Centre "Kartų namai" (Home of Generations) provided general services, special social services, social care services.

In implementation of the project "Development of the Conditions of the System for Sustainable Transition from Institutional Care to Family and Community Services in Lithuania" and the Action Plan for the Transition from Institution Care to Family and Community Services for Children Without Parental Care, the number of children under guardianship of the Children Care Division of Antazavė Centre has decreased.

During the period of 2016–2020, the need for information, consultation, representation, intermediation services decreased by 51.0 per cent (from 49 to 24).

Table 2.3.1.22. Information, consultation, representation, intermediation services (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided information, consultation, representation, intermediation services, units	49	43	33	28	24	-51.0
Rural area	49	43	33	28	24	-51.0

Source: Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)

The provided catering services also declined (by 51.0 per cent). All recipients of catering services were children without parental care from rural areas.

Table 2.3.1.23. Organisation of catering services (provided services; recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided catering services in rural areas, unit	49	43	33	28	24	-51.0
Rural area	49	43	33	28	24	-51.0
Other persons and families, person (children without parental care)	49	43	33	28	24	-51.0

Source: Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)

In 2018, the services were paid at the expense of the municipality and the State and as of 2019 only at the expense of the municipal budget. Thus, the average amount paid by the municipality increased from EUR 803 to EUR 1,467 (by 82.7 per cent).

Table 2.3.1.24. Price of organisation of catering services and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per cent
Average amount paid by the municipality, EUR	803	900	1,085	1,318	1,467	82.7
Average amount paid by the State, EUR	144	30	92	-	-	-

Source: Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)

The institution provided the service of provision with essential clothing and footwear. Provision with goods means provision of essential clothing, footwear and other supplies. All children under care used the afore-mentioned service and the percentage of the funds allocated for provision of the service increased by 98.4 per cent (from EUR 61 to EUR 121).

Table 2.3.1.25. Provision with essential clothing and footwear (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided services of provision with essential clothing and footwear, unit	49	43	33	28	24	-51.0
Rural area	49	43	33	28	24	-51.0
Allocated funds (fact), EUR	61	117	152	129	121	98.4

Source: Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)

100 per cent of the service of provision with essential clothing and footwear was paid at the expense of the municipality.

Table 2.3.1.26. Price of provision with essential clothing and footwear and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per cent
Average amount paid by the municipality, EUR	61	117	152	129	121	98.4

Source: Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)

Transport organisation services were provided to socially disadvantaged children and children without parental care. The services were provided to all children. The allocated financing of the transport organisation service increased by 140.6 per cent (from 106 to 255).

Table 2.3.1.27. Transport organisation (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided transport organisation services, unit	49	43	22	28	24	-51.0
Rural area	49	43	22	28	24	-51.0
Allocated funds (fact), EUR	106	184	237	318	255	140.6

Source: Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)

In 2020, the number of vehicles used in the institution was 3, it increased by 1 vehicle

Table 2.3.1.28. Transport organisation (vehicles)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Vehicles, unit	2	2	2	2	3	50.0

Source: Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)

Till the year 2018, the transport organisation services were paid at the expense of the municipality and the State and as of 2019 the transport organisation services were paid only at the expense of the municipal budget. As the fuel prices increase, the price of transport organisation services also increased and the amount paid by the municipality during the period of 2016–2020 increased even by 9.6 times.

Table 2.3.1.29. Price of transport organisation services and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, times
Average amount paid by the municipality, EUR	24	114	146	318	255	9.6
Average amount paid by the State, EUR	82	70	91	-	-	-

Source: Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)

Socio-cultural services were provided to all persons under care and the allocated financing in question increased by 26.2 per cent (from 130 to 164). Socio-cultural services are recreation organisation services provided with a view to avoiding social problems (for preventive purposes), reducing social exclusion, activating the community and in the provision of which persons (families) can communicate, participate in group social work activities, engage in the activities in which they are interested and children can do their homework etc.

Table 2.3.1.30. Organisation of socio-cultural services (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided socio-cultural services, unit	49	43	22	28	24	-51.0
Rural area	49	43	22	28	24	-51.0
Allocated funds (fact), EUR	130	14	27	6	164	26.2

Source: Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)

The details of the sources of financing of socio-cultural services suggest that the State contributed to financing of the services only in 2016. During the period in question, the price of the services increased by 5.3 times.

Table 2.3.1.31. Price of organisation of socio-cultural services and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, times
Average amount paid by the municipality, EUR	26	11	27	6	164	5.3
Average amount paid by the State, EUR	104	3	-	-	-	-

Source: Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)

Personal hygiene and care services were provided to all learners of the social care institution and the allocated financing increased by 113.2 per cent (from EUR 53 to EUR 113 per person). Organisation of personal hygiene and care services implies assistance to persons (families) who cannot (are not able) to take care of their hygiene due to insufficient income or poverty. The afore-mentioned assistance includes issue of bath (shower) vouchers, organisation of washing services.

Table 2.3.1.32. Organisation of personal hygiene and care services (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent

Provided personal hygiene and care services, unit	49	43	22	28	24	-51.0
Rural area	49	43	22	28	24	-51.0
Allocated funds (fact), EUR	53	64	59	71	113	113.2

Source: Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)

Until 2017, personal hygiene and care services were paid at the expense of the municipality and the State budget and as of 2018 personal hygiene and care services were paid only at the expense of the municipality. Thus, the average amount paid by the municipality per person increased by 9.2 times (from EUR 11 to EUR 113).

Table 2.3.1.33. Price of organisation of personal hygiene and care services and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, times
Average amount paid by the municipality, EUR	11	51	59	71	113	9.2
Average amount paid by the State, EUR	42	13	-	-	-	-

Source: Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)

The human resources of Zarasai District Antazavė Social Service Centre "Kartų namai" (Home of Generations) decreased by 32.0 per cent (from 51.9 to 35.3 posts). The steepest decline was in the number of posts of individual care personnel (from 22.2 posts to 11 posts). Furthermore, the number of posts of administration, psychologists by one third, the number of employees with social work, social pedagogy, psychology education and other employees decreased by 20 per cent.

Table 2.3.1.34. Human resources, posts

Position	2016	2017	2018	2019	2020	Change, per cent
Administration (director, accounting department etc.), posts	6.76	6.75	5.5	5	4.5	-33.4
Social worker, posts	1	1	1	1	1	0
Psychologists, posts	0.75	0.75	0.75	0.5	0.5	-33.3
Individual care personnel, posts	22.2	19.5	13.8	13.8	11	-50.5
Drivers, posts	1	1	1	1	1	0
Other specialists, posts	9.2	8	8	8	8	-13.0
Employees with social work, social pedagogy, psychology education, posts	11	11	10.75	10.75	9.3	-15.5
In total:	51.91	48	40.8	40.05	35.3	-32.0

Source: Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)

Development, maintenance and/or restoration of social skills was provided to all children and the recipients of the services were children without parental care (from 16 years of age) and adults (under 24 years of age). The latter group made the minority of all recipients of the services. During the period from 2016 to 2020, the number of them declined by 20 per cent (from 5 to 4) and the number of the recipients of the services of 16 years of age and older decreased by 30 per cent (from 20 to 14 persons).

Table 2.3.1.35. Development, maintenance and restoration of social skills (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
children without parental care (from 16 years of age)	20	18	13	14	14	-30.0
adults (under 24 years of age) to whom social care (custody) was provided or who lived in families at social risk	5	6	3	4	4	-20.0

Source: Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)

The number of psychosocial assistance decreased from 41 to 22 (by 46.3 per cent).

Table 2.3.1.36. Psycho-social assistance (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided services, unit	41	38	29	26	22	-46.3
Rural area	41	38	29	26	22	-46.3

Source: Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)

In 2020, the recipients of psycho-social assistance were children without parental case (14), adults (4).

Table 2.3.1.37. Psychosocial assistance (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
children without parental care (from 16 years of age)	20	18	13	14	14	-30.0
adults (under 24 years of age) to whom social care (custody) was provided or who lived in families at social risk, other persons and their families	5	6	3	4	4	-20.0

Source: Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)

In 2020, in addition to the afore-mentioned posts, special services were also provided by one healthcare specialist and 8 other specialists. During the period in question, their number decreased by 50 per cent and 13 per cent, respectively.

Table 2.3.1.38. Human resources, posts

Position	2016	2017	2018	2019	2020	Change, per cent
Administration (director, accounting department etc.), posts	6.76	6.75	5.5	5	4.5	-33.4
Social worker, posts	1	1	1	1	1	0.0
Individual care personnel, posts	22.2	19.5	13.8	13.8	11	-50.5
Psychologists, posts	0.75	0.75	0.75	0.5	0.5	-33.3
Healthcare specialists (indicated), posts	2	1.0	1.0	1.0	1.0	-50.0
Other specialists (specified), posts	9.2	8	8	8	8	-13.0
In total:	41.9	37.0	30.1	29.3	26.0	-38.0

Source: Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)

In 2020, 5 short-term social care service for the financing of which the amount of EUR 21,019, i.e. 69.1 per cent more than in 2016, was allocated, were provided. The recipients of the services were children without parental care.

Table 2.3.1.39. Short-term social care (number of services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided services, unit	5	3	5	4	5	0
Rural area	5	3	5	4	5	0
Allocated funds (fact), EUR	12,430	12,016	13,681	16,185	21,019	69.1

Source: Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)

The price of the short-term social care services included the funds of the municipal budget and the State budget. The allocated amount of the latter funds per person increased by 3.1 times (from EUR 4,263 to EUR 17,479).

Table 2.3.1.40. Price of the short-term social care service and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per cent
Average amount paid by the municipality, EUR	5,282	4,500	4,730	3,036	2,700	-48.9
Average amount paid by the State, EUR	4,263	5,649	7,470	10,318	17,479	3.1*

**times*

Source: Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)

The institution also provided long-term social care services the number of which during the period of 2016–2020 decreased by 56.8 per cent (from 44 to 19) and the allocated funds increased by 69.1 per cent (from EUR 12,430 to EUR 21,019).

Table 2.3.1.41. Long-term social care (number of services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided services, unit	44	40	28	24	19	-56.8
Rural area	44	40	28	24	19	-56.8
Allocated funds (fact), EUR	12,430	12,016	13,681	16,185	21,019	69.1

Source: Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)

The service was financed at the expense of the municipal budget and the State budget and, on average, the municipality paid the amount of EUR 2,700 and the State paid the amount of EUR 17,479 for the services of one person. During the period of 2016–2020, the latter expenses increased by 310.0 per cent and the expenses of the municipality decreased by 48.9 per cent.

Table 2.3.1.42. Price of the long-term social care service and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per cent
Average amount paid by the municipality, EUR	5,282	4,500	4,730	3,036	2,700	-48.9
Average amount paid by the State, EUR	4,263	5,649	7,470	10,318	17,479	310.0

Source: Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)

In 2020, the social care human resources of the institution were supplemented by non-formal education teachers, dieticians. The number of the afore-mentioned posts decreased more than by 50 per cent.

Table 2.3.1.43. Human resources, posts

Position	2016	2017	2018	2019	2020	Change, per cent
Administration (director, accounting department etc.), posts, in total	6.76	6.75	5.5	5	4.5	-33.4
Social worker, posts	1	1	1	1	1	0.0
Individual care personnel, posts	22.2	19.5	13.8	13.8	11	-50.5
Psychologists, posts	0.75	0.75	0.75	0.5	0.5	-33.3
Special pedagogue, posts	1	1	1	0.5	-	-50.0
Non-formal education pedagogue, posts	0.7	0.5	0.3	-	0.3	-57.1
Dieticians, posts	1	0.5	0.5	0.5	0.5	-50.0
Employment specialists, posts	1.5	1.5	1.5	1.3	1.5	0.0
Nurse, posts	1	0.5	0.5	0.5	0.5	-50.0

Source: Zarasai District Antazavė social service centre "Kartų namai" (Home of Generations)

In 2020, 8 children without parental care from the care division of Antazavė Social Service Centre were placed in the Community Children Care Home which was located in the home bought in Užtiltė village, Dusetos subdistrict, at the expense of the sponsors. In 2020, a four-room apartment was bought from the municipal budget and a house at the address Palaukės g. 12, Zarasai City, was bought from the EU funds and 16 children from the Children Care Unit of Antazavė Service Centre will move to them. Thus, reorganisation of the institution care will be ensured. As of 1 July 2021, there are no children without parental care in Antazavė centre.

The scope of all provided services at Zarasai District Antazavė Social Service Centre "Kartų namai" (Home of Generations), i.e. information, consultation, intermediation services, services of provision with essential clothes, transport organisation, socio-cultural services, personal hygiene and care services, social skill development, maintenance services, psychosocial assistance, long-term social care services, has decreased. Only the scope of short-term social case services has not decreased.

Salakas Social Care Home

The created capacity in Salakas Social Care Home was 30 persons. During the period of 2016–2020, a growth in the need for the services in rural areas was noticeable but the need for the services in urban areas increased. Meanwhile, the amount of allocated financing grew more than by 50 per cent.

Table 2.3.1.44. Long-term social care (number of services)

Position	2016	2017	2018	2019	2020	Change, per cent
Provided services, unit	30	30	30	30	30	0.0
City	4	5	2	6	3	-25.0
Rural area	26	25	28	24	27	3.8
Allocated funds (fact), EUR	184,200	208,500	214,000	239,600	291,000	58.0

Source: Salakas Social Care Home

In recent years, a growth of the number of adults with disabilities is noticeable in Salakas Social Care Home although throughout the period in question the number of served elderly people was higher than the number of adults with disabilities.

Table 2.3.1.45. Long-term social care (recipients of services)

Position	2016	2017	2018	2019	2020	Change, per cent
adults with disabilities	2	3	2	4	4	100.0
elderly persons	28	27	28	26	26	-7.1

Source: Salakas Social Care Home

During the period in question, the price of long-term social care services increased. The amount paid by the person increased by 59.4 per cent, the amount paid by the municipality increased by 53.6 per cent and the amount paid by the State increased by 73.1 per cent. Despite the most rapid growth in the amount paid by the State, the average amount paid by the municipality and the person was significantly higher (44.5 per cent and 45.2 per cent of the price of the services, respectively).

Table 2.3.1.46. Price of the long-term social care service and its sources of financing, EUR

Position	2016	2017	2018	2019	2020	Change, per cent
Average amount paid by the person, EUR	81,232.2	95,284.5	101,222	111,414	129,495	59.4
Average amount paid by the municipality, EUR	85,653	90,489	90,094	105,184.4	131,532	53.6
Average amount paid by the State, EUR	17,314.8	22,726.5	22,684	23,001.6	29,973	73.1
In total:	184,200	208,500	214,000	239,600	291,000	58.0

Source: Salakas Social Care Home

During the period in question, the resources of Salakas Social Care Home has remained relatively stable. The majority (5) of the created posts was the individual care personnel, social worker posts (2.25 posts) and there were two posts of administrative personnel.

In 2019, the employment specialist post (0.5 post) and nurse assistant post (0.5 post) were created.

Table 2.3.1.47. Human resources, posts

Position	2016	2017	2018	2019	2020	Change, per cent
Administration (director, accounting department etc.), posts, in total	2	2	2	2	2	0.0
Social worker, posts	2.25	2.25	2.25	2.25	2.25	0.0
Individual care personnel, posts	5	5	5	5	5	0.0
Masseurs, posts	0.25	0.25	0.25	0.25	0.25	0.0
Employment specialists, posts	-	-	-	0.5	0.5	0.0
Nurse, posts	1	1	1	1	1	0.0
Nurse assistant, posts	1	1	1	1.5	1.5	50.0

Source: Salakas Social Care Home

The number of persons served in Salakas Social Care Home has not changed but the recipients of the service from urban areas decreased and the recipients of the service from rural areas increased. The majority of the recipients of the service was elderly people. A change in human resources was insignificant: in 2019, an employment specialist post and a nurse post were created.

Children day centres

In 2020, there were 84 families at social risks with 180 children in Zarasai District. The children day centres were attended by around 70 children.

Social care services to children growing in families at social risk were provided in the Children Day Centres.

Public Organisation "Save the Children" (Gelbėkit vaikus)

Public Organisation "Save the Children" (Gelbėkit vaikus) (hereinafter referred to as the PO "Save the Children") provided general and special services. The institution provided information, consultation, representation, intermediation services to 17 children residing in the city. During the period of 2017–2020, the number of the recipients of the services increased by 2 persons (from 15 to 17).

Table 2.3.1.48. Information, consultation, representation, intermediation services (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided information, consultation, representation, intermediation services, units	-	15	15	15	17	13.3
City	-	15	15	15	17	13.3

Source: Public organisation "Save the Children" (Gelbėkit vaikus)

The institution provided catering services financed at the expense of the State. During the aforementioned period, the amount paid by the State increased by 8 per cent (from 3,285 to 3,537).

Table 2.3.1.49. Price of organisation of catering services and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per cent
Average amount paid by the State, EUR	-	3,285	3,285	3,285	3,537	8.0

Source: Public organisation "Save the Children" (Gelbėkit vaikus)

Public organisation "Save the Children" (Gelbėkit vaikus) provides around 100 services to urban residents.

Table 2.3.1.50. Organisation of socio-cultural services (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided socio-cultural services, unit	-	100	100	100	100	0
City	-	100	100	100	100	0

Source: Public organisation "Save the Children" (Gelbėkit vaikus)

Socio-cultural services were provided to all 17 children at social risk and their families (12).

Table 2.3.1.51. Organisation of socio-cultural services (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Children at social risk and their families, persons	-	16	16	16	17	6.2
Families at social risk, unit	-	10	10	10	12	20.0

Source: Public organisation "Save the Children" (Gelbėkit vaikus)

In 2020, there was 1 post in administration and 4 employees in the institution (i.e. 2 social worker posts and 2 posts of employees with social work, social pedagogy, psychology education were created).

Table 2.3.1.52. Human resources, posts

Position	2016	2017	2018	2019	2020	Change, per cent
Administration (director, accounting department etc.), posts	-	1	1	1	1	0.0
Social worker, posts	-	2	2	1	2	0.0
Employees with social work, social pedagogy, psychology education, posts	-	1	1	1	2	100.0

Source: Public organisation "Save the Children" (Gelbėkit vaikus)

As for special social services, the social skill development, maintenance and/or restoration services (at least 100 services per day), children day social care services (at least 200 services per day) were provided.

Table 2.3.1.53. Special social services (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Development, maintenance and restoration of social skills, unit	-	100	100	100	100	0.0
Children day social care, unit	-	200	200	200	200	0.0

Source: Public organisation "Save the Children" (Gelbėkit vaikus)

The special social services were paid at the expense of the State and during the period of 2017–2020 the services decreased by 16.4 per cent (from 16,000 to 13,368).

Table 2.3.1.54. Price of the children day social care service and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per cent
Average amount paid by the State, EUR	-	16,000	16,000	16,000	13,368	-16.4

Source: Public organisation "Save the Children" (Gelbėkit vaikus)

The scope of activities of the Public Organisation "Save the Children" (Gelbėkit vaikus) has remained almost the same throughout the period in question: in recent years, the number of served persons increased by 1 child.

Samaniai community "Dvargantis"

As of 2016, Samaniai community "Dvargantis" has provided general services. The number of information, consultation, representation, intermediation services provided in the rural areas increased by 86.0 per cent (from 50 to 93).

Table 2.3.1.55. Information, consultation, representation, intermediation services (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided information, consultation, representation, intermediation services, units	-	0	50	70	93	86.0
Rural area	-	0	50	70	93	86.0
Number of served persons, person	-	20	20	20	20	0.0

Source: Samaniai community "Dvargantis"

The services of the children day centre were provided to 20 persons in the institution. Families at social risk made 80 per cent or 16 per cent of all recipients of the service. Furthermore, 4 other persons were served.

Table 2.3.1.56. Organisation of catering services (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Families at social risk, unit	-	16	16	16	16	0
Other persons and families, person	-	4	4	4	4	0

Source: Samaniai community "Dvargantis"

Catering services were provided at the expense of the municipality and the State. During the period of 2017–2020, the average amount paid by the municipality decreased by 87.6 per cent (from EUR 1,500 to EUR 186) and the average amount paid by the State increased by 67.8 per cent (from EUR 000 to EUR 1,678).

Table 2.3.1.57. Price of organisation of catering services and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per cent
Average amount paid by the municipality, EUR	-	0	1,500	776	186	-87.6
Average amount paid by the State, EUR	-	1,000	220	2,224	1,678	67.8

Source: Samaniai community "Dvargantis"

In 2020, socio-cultural services were provided to 4 persons, i.e. 3 persons more than in 2017. As the scope of the socio-cultural services has increased three times, the allocated funds increased by 233.3 per cent (from EUR 300 to EUR 1,000).

Table 2.3.1.58. Organisation of socio-cultural services (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided socio-cultural services, unit	-	1	5	5	4	300.0
Rural area	-	1	5	5	4	300.0
Allocated funds (fact), EUR	-	300	3,000	1,000	1,000	233.3

Source: Samaniai community "Dvargantis"

In 2020, socio-cultural services were organised to 15 children and families at social risk and 6 other persons.

Table 2.3.1.59. Organisation of socio-cultural services (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Children at social risk and their families, persons	-	14	16	15	15	7.1
Other persons and families, person	-	6	6	6	6	0.0

Source: Samaniai community "Dvargantis"

Socio-cultural services were paid at the expense of the municipality and the State. In 2020, the latter funds, as compared with the funds in 2017, increased by 166.7 per cent (from 300 to 800) and the percentage paid by the municipality decreased by 86.7 per cent (from EUR 1,500 to EUR 200).

Table 2.3.1.60. Price of organisation of socio-cultural services and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per cent
Average amount paid by the municipality, EUR	-	0	1,500	200	200	-86.7
Average amount paid by the State, EUR	-	300	1,500	800	800	166.7

Source: Samaniai community "Dvargantis"

The need for information, consultation and similar services, the need for socio-cultural services in Samaniai community "Dvargantis" increased but the need for catering services remained unchanged. During the period in question, the number of the recipients of the services did not change significantly.

Public Institution "Žvaigždynai"

As of 2019, the Public institution "Žvaigždynai" provided general services to youth. During the period of one year, socio-cultural services are provided to 21 persons: 3 children at social risk and their families, 1 family at social risk and 17 other persons and their families.

Table 2.3.1.61. Organisation of socio-cultural services (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Children at social risk and their families, persons	-	-	-	3	3	0.0
Families at social risk, unit	-	-	-	1	1	0.0
Other persons and families, person	-	-	-	17	17	0.0
In total	-	-	-	21	21	0.0

Source: Public Institution "Žvaigždynai"

The socio-cultural services were financed at the expense of the State. The amount of EUR 16,000 is spent for organisation of services on an annual basis.

Table 2.3.1.62. Price of organisation of socio-cultural services and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per
Average amount paid by the State, EUR	-	-	-	16,000	16,000	0.0

Source: Public Institution "Žvaigždynai"

The institution also provided services of mobile work with youth. The institution worked with 15 persons a year and the allocated funds amounted to EUR 16,000.

Table 2.3.1.63. Work with youth (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Mobile work with youth, provided services, persons	-	-	-	15	15	0.0
Allocated funds, EUR	-	-	-	16,000	16,000	0.0

Source: Public Institution "Žvaigždynai"

The administration and social worker of the Public Institution "Žvaigždynai" worked part-time and 1 post was created for other specialists.

Table 2.3.1.64. Human resources, posts

Position	2016	2017	2018	2019	2020	Change, per cent
Administration (director, accounting department etc.), posts	-	-	-	0.5	0.5	0.0
Social worker, posts	-	-	-	0.5	0.5	0.0
Other specialists, posts	-	-	-	1	1	0.0

Source: Public Institution "Žvaigždynai"

The scope of the services provided by the Public Institution "Žvaigždynai" has remained unchanged but it was the only organiser of the services of work with youth providing social services.

Zarasai District Sadūnai Rural Community

As of 2020, Zarasai District Sadūnai Rural Community provided children day social care services to 15 children and the financed part amounted to EUR 15,033.

Table 2.3.1.65. Children day social care (number of services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided services, unit	-	-	-	-	15	-
Rural area	-	-	-	-	15	-
Allocated funds (fact), EUR	-	-	-	-	15,033	-

Source: Zarasai District Sadūnai Rural Community

The human resources of the community included 0.5 post of administration and social worker.

Table 2.3.1.66. Human resources, posts

Position	2016	2017	2018	2019	2020	Change, per cent
Administration (director, accounting department etc.), posts	-	-	-	-	0.5	-
Social worker, posts	-	-	-	-	0.5	-

Source: Zarasai District Sadūnai Rural Community

Furthermore, in 2020, the following children day centres operated in Zarasai District Municipality: Turmantas Russian Community, Baibiai Rural Community, Dusetos Community. The services were provided in Zarasai City, Samaniai Village, Turmantas Subdistrict, Degučiai Subdistrict, Antalieptė Subdistrict, Dusetos Subdistrict which were financed at the expense of the budget of the municipality, the State budget, project funds and the funds of their partners.

The services of the child day centre were provided in Antazavė Subdistrict, Imbradas Subdistrict, Salakas Subdistrict, Zarasai Subdistrict.

Non-governmental organisations

According to the data available to Zarasai District Municipality Administration, there were 5 non-governmental organisations (NGOs) in the district: Zarasai Region Union of People with Disabilities, Zarasai District Society of the Disabled, the North-East Centre of the Public Institution Lithuanian Union of the Blind and Visually Impaired, Public Institution National Social Integration Institute, Public Institution Innovators'

Valley (Inovatorių slėnis). Three of them provided social services to the disabled, one organisation does not provide social services⁴.

There are 1,144 persons with disabilities in Zarasai District which made 7.8 per cent of all residents of Zarasai District.

Zarasai District Society of the Disabled

In 2020, Zarasai District Society of the Disabled united 131 persons. During the period of 2016–2020, the number of members increased by 19.1 per cent.

Table 2.3.1.67. Number of members of the organisation

Indicator	2016	2017	2018	2019	2020	Change, per cent
Number of members	110	120	121	130	131	19.1

Source: Zarasai District Society of the Disabled

As of 2017, Zarasai District Society of the Disabled has provided information, consultation, representation, intermediation services the number of which during the period in question increased by 16.7 per cent (from 12 to 14).

Table 2.3.1.68. Information, consultation, representation, intermediation services (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Number of served persons, person	-	12	12	14	14	16.7

Source: Zarasai District Society of the Disabled

In 2020, the socio-cultural services were provided to 14 persons. Although the number of the recipients of services has not changed since 2017, the funds allocated for organisation of socio-cultural services amounted to EUR 1,887, i.e. 110.8 per cent more than in 2017.

Table 2.3.1.69. Organisation of socio-cultural services

Indicator	2016	2017	2018	2019	2020	Change, per cent
Adults with disabilities and their families, persons	-	14	29	25	14	0.0
Allocated funds (fact), EUR	-	895	2,251	2,170	1,887	110.8

Source: Zarasai District Society of the Disabled

During the period of 2016–2020, the "Project of Social Rehabilitation Services to the Disabled in the Community" during which the allocated funds amounted to EUR 16,353.

Zarasai District Society of the Disabled was characterised by the growing number of members and increase in the need for provision of information, consultation and similar services and the dynamic need for provision of socio-cultural services.

⁴Public Institution National Social Integration Institute has failed to provide information.

North-East Centre of the Public Institution Lithuanian Union of the Blind and Visually Impaired

In 2020, 53 persons belonged to the North-East Centre of the Public Institution Lithuanian Union of the Blind and Visually Impaired. During the period of 2016–2020, the number of members decreased by 11.7 per cent.

Table 2.3.1.70. Number of members

Indicator	2016	2017	2018	2019	2020	Change, per cent
Number of members	60	63	63	57	53	-11.7

Source: North-East Centre of the Public Institution Lithuanian Union of the Blind and Visually Impaired

In 2020, 341 information, consultation, representation, intermediation services, i.e. 35.9 per cent more than in 2016, were provided. The number of served persons increased by 62.5 per cent (from 16 to 26).

Table 2.3.1.71. Information, consultation, representation, intermediation services (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided information, consultation, representation, intermediation services, units	251	285	280	440	341	35.9
Number of served persons, person	16	22	24	26	26	62.5

Source: North-East Centre of the Public Institution Lithuanian Union of the Blind and Visually Impaired

In 2020, the institution provided 36 socio-cultural services, i.e. 58.1 per cent more services than in 2016, were provided. The afore-mentioned services were provided to 7–8 persons.

Table 2.3.1.72. Organisation of socio-cultural services

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided socio-cultural services, unit	86	82	81	60	36	-58.1
Adults with disabilities and their families, persons	7	7	8	8	7	0.0

Source: North-East Centre of the Public Institution Lithuanian Union of the Blind and Visually Impaired

In 2020, 5511 social skill development, maintenance and/or restoration services, i.e. 8.6 per cent less services than in 2016, were provided. Meanwhile, the number of served persons increased by 5.3 per cent (from 19 to 20).

Table 2.3.1.73. Development, maintenance and restoration of social skills

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided services, unit	559	399	465	380	511	-8.6
Adults with disabilities and their families	19	17	20	21	20	5.3

Source: North-East Centre of the Public Institution Lithuanian Union of the Blind and Visually Impaired

The number of members of the North-East Centre of the Public Institution Lithuanian Union of the Blind and Visually Impaired decreased but the number of provided information, consultation and similar services increased. Meanwhile, the number of provided social skill development, maintenance and restoration services decreased where the number of adults with disabilities and their families significantly increased.

Zarasai Region Union of People with Disabilities

In 2020, Zarasai Region Union of People with Disabilities united 381 persons and was the largest organisation of such type in Zarasai District. During the period of 2016–2020, the number of members decreased by 9.5 per cent.

Table 2.3.1.74. Number of members of the organisation

Indicator	2016	2017	2018	2019	2020	Change, per cent
Number of members	421	418	399	402	381	-9.5

Source: Zarasai Region Union of People with Disabilities

In 2020, the organisation provided 598 information, consultation, representation, intermediation services, i.e. 6.6 per cent more than in 2016, were provided. The major part (54.2 per cent) of the services was provided in the rural area. 246 persons were served, i.e. 15.0 per cent more persons than in 2016 were served.

Table 2.3.1.75. Information, consultation, representation, intermediation services (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided information, consultation, representation, intermediation services, units	561	553	586	601	598	6.6
City	213	262	330	321	274	28.6
Rural area	348	291	256	280	324	-6.9
Number of served persons, person	214	258	301	258	246	15.0

Source: Zarasai Region Union of People with Disabilities

In 2020, 254 persons were provided with essential clothing and footwear and it was even 96.9 per cent more than in 2016. The major part of the services was provided in the rural area and in the city and the need for such services increased by 136.9 per cent (from 65 to 154).

Table 2.3.1.76. Provision with essential clothing and footwear (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided services of provision with essential clothing and footwear, unit	129	241	189	226	254	96.9
City	64	123	92	101	100	56.3
Rural area	65	118	97	125	154	136.9

Source: Zarasai Region Union of People with Disabilities

The organisation also provided transport organisation services the number of which increased by 58.6 per cent (from 128 to 203). The demand for the afore-mentioned services was higher than in the rural areas and the growth in the need for them was higher (in 2016, 64 services were provided, in 2020, 108 services were provided).

Table 2.3.1.77. Transport organisation (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided transport organisation services, unit	128	195	187	211	203	58.6
City	64	99	89	104	108	68.8
Rural area	66	96	98	107	95	43.9

Source: Zarasai Region Union of People with Disabilities

Assessment of the recipients of transport services suggests that the number of all target groups increased. The increase occurred mainly in the number of families at social risk (133.3 per cent); however, adults with disabilities and their families the number of which increased by 34, faced the highest increase.

Table 2.3.1.78. Transport organisation (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Children with disabilities and their families,	8	10	12	11	9	12.5
Adults with disabilities and their families, persons	62	48	64	79	96	54.8
Elderly persons and their families, persons	47	54	49	61	65	38.3
Families at social risk, unit	15	27	34	45	35	133.3
Other persons and families, person	5	7	6	9	8	60.0

Source: Zarasai Region Union of People with Disabilities

Table 2.3.1.79. Transport organisation (vehicles)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Vehicles, unit	4	4	3	4	4	0.0
Including vehicles older than 10 years	3	3	3	3	3	0.0

Source: Zarasai Region Union of People with Disabilities

In 2020, 4 vehicles including 3 vehicles which were older than 10 years were used for organisation of transport services.

Table 2.3.1.80. Price of transport organisation services and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per cent
Average amount paid by the person, EUR	-	0.15	0.15	0.15	0.15	0.0
Average amount paid by the municipality, EUR	-	-	-	0.54	0.54	0.0

Source: Zarasai Region Union of People with Disabilities

Transport services were paid at the expense of the person and the municipality. In 2020, on average, the amount per person was equal to EUR 0.15 and the amount per municipality was equal to EUR 0.54.

During the period of 2016–2020, the need for socio-cultural services decreased by 33.3 per cent (from 12 to 8). The major part of them was organised in the urban area than in the rural area.

Table 2.3.1.81. Organisation of socio-cultural services (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided socio-cultural services, unit	12	11	10	9	8	-33.3
City	10	10	8	7	5	-50.0
Rural area	2	1	2	2	3	50.0

Source: Zarasai Region Union of People with Disabilities

In 2020, 83 personal hygiene and care services, i.e. 43.1 per cent more, were provided. The most significant growth in the need for the services occurred in the rural area where the number of the provided services increased by 366.7 per cent (from 9 to 42).

Table 2.3.1.82. Organisation of personal hygiene and care services (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per
Provided personal hygiene and care services, unit	58	72	86	94	83	43.1
City	49	38	43	51	41	-16.3
Rural area	9	34	43	43	42	366.7

Source: Zarasai Region Union of People with Disabilities

In 2020, personal hygiene and care services were provided to 24 children at social risk and their families, 8 children with disabilities and their families, 21 adults with disabilities and their families, 23 elderly people and their families, 6 children at social risk and their families and 18 families at social risk.

Table 2.3.1.83. Organisation of personal hygiene and care services (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Children at social risk and their families, persons	7	14	13	21	24	242.9
Children with disabilities and their families,	3	6	5	4	8	166.7
Adults with disabilities and their families,	15	12	17	17	21	40.0
Elderly persons and their families, persons	8	14	9	18	23	187.5
Children at social risk and their families, persons	-	-	-	2	6	200.0
Families at social risk, unit	8	7	9	11	18	125.0

Source: Zarasai Region Union of People with Disabilities

The employees worked with the disabled for whom special needs were established in the institution in accordance with the fixed-term and open-term employment contracts.

In 2020, 2 persons holding the administration positions, 7 specialists (1 social worker, 2 drivers, 1 specialist working with youth, 3 employees with social work, social pedagogy, psychology education) worked under open-term employment contracts. During the period of 2016–2020, the number of persons working under open-term contracts increased.

Table 2.3.1.84. Human resources (according to open-term employment contracts), posts

Indicator	2016	2017	2018	2019	2020	Change, per cent
Administration (director, accounting department etc.), posts	2	2	2	2	2	0.0
Social worker, posts	1	1	1	1	1	0.0
Psychologists, posts	2	2	-	-	-	0.0
Drivers, posts	1	2	1	2	2	100.0
Specialists with social work, social psychology, psychology, pedagogy education, other specialists working with youth, posts	1	1	1	1	1	0.0

Employees with social work, social pedagogy, psychology education, posts	1	2	2	3	3	200.0
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Source: Zarasai Region Union of People with Disabilities

In 2020, 3 employees (1 social employee and 2 employees with social work, social pedagogy, psychology, pedagogy education) working under fixed-term employment contracts.

Table 2.3.1.85. Human resources (according to fixed-term employment contracts), posts

Indicator	2016	2017	2018	2019	2020	Change, per
Social worker, posts	3	3	3	2	1	-66.7
Psychologists, posts	3	2	-	-	-	33.3
Specialists with social work, social psychology, psychology, pedagogy education, other specialists working with youth, posts	1	1	1	1	-	-100.0
Employees with social work, social pedagogy, psychology education, posts	4	4	2	2	2	50.0

Source: Zarasai Region Union of People with Disabilities

Social care services were organised by 1 administrative employee and 1 social employee.

Table 2.3.1.86. Human resources (open-term employment contracts), posts

Indicator	2016	2017	2018	2019	2020	Change, per
Administration (director, accounting department etc.), posts	1	1	1	1	1	0.0
Social worker, posts	1	1	1	1	1	0.0

Source: Zarasai Region Union of People with Disabilities

Zarasai Region Union of People with Disabilities owned 1 premises, 3 vehicles including 3 vehicles which were older than 10 years.

Table 2.3.1.87. Material resources

Indicator	2016	2017	2018	2019	2020	Change, per
Owned premises of the institution, sq. m	1	1	1	1	1	0.0
Vehicles, unit	4	4	3	3	3	-25.0
Including vehicles older than 10 years, unit	3	3	3	3	3	0.0

Source: Zarasai Region Union of People with Disabilities

Zarasai Region Union of People with Disabilities was one of the largest institutions of similar type by the number of the members in Zarasai District. The need for the provided information, consultation, representation services insignificantly grew (mostly in the urban area). Provision with essential clothing and footwear has increased, the need for transport organisation services grew at least by 50 per cent. The need for organisation of personal hygiene and care services increased to a similar extent where the need for services in rural areas increased even by three times. Meanwhile, the need for socio-cultural services decreased by one third.

Communities

Following the information provided by Zarasai District Municipality Administration, there were 27 communities in Zarasai District. 18 communities did not provide social services, 2 communities provided social services.

In 2020, Baibiai rural community united 31 persons, i.e. 1 person less than in 2016.

Table 2.3.1.88. Number of members of the organisation

Indicator	2016	2017	2018	2019	2020	Change, per cent
Number of members, persons	32	30	25	32	31	-3.1

Source: Baibiai rural community

As of 2019, the community has provided children day social care. 10 children living in the rural area were placed under permanent care.

Table 2.3.1.89. Children day social care (number of services)

Indicator	2016	2017	2018	2019	2020	Change, per
Served persons	-	-	-	10	10	0.0
Rural area	-	-	-	10	10	0.0

Source: Baibiai rural community

Children day social care services were financed at the expense of the municipal budget and the State budget. The average amount paid by the municipality made 9.1 per cent or was equal to EUR 1,600, meanwhile, the average amount paid by the State made 90.9 per cent or was equal to EUR 16,000.

Table 2.3.1.90. Price of the children day social care service and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per
Average amount paid by the municipality,	-	-	-	1,600	1,600	0.0
Average amount paid by the State, EUR	-	-	-	16,000	16,000	0.0

Source: Baibiai rural community

During the period of 2016–2020, the project "Baibiai Children Day Centre" during which in 2019 funding in the amount of EUR 17,600 for provision of the children day social care service was allocated was implemented.

Only one social worker provided social services in Baibiai rural community.

Table 2.3.1.91. Human resources (open-term employment contracts), posts

Indicator	2016	2017	2018	2019	2020	Change, per
Social worker, posts	-	-	-	1	1	0.0

Source: Baibiai rural community

Baibiai rural community was characterised by a small but stable number of members. In implementation of the project, the provided children day social care services remained unchanged.

Sadūnai rural community

In 2020, Sadūnai rural community united 196 persons, i.e. 4.4 per cent or 9 per cent less than in 2016.

Table 2.3.1.92. Number of members of the organisation

Indicator	2016	2017	2018	2019	2020	Change, per cent
Number of members, persons	205	205	203	198	196	-4.4

Source: Sadūnai rural community

Sadūnai rural community has provided children day social care services since 2020. The total created capacity is 15 persons, the amount of EUR 15,033 was allocated.

Table 2.3.1.93. Children day social care (number of services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Served persons	-	-	-	-	15	-
Rural area	-	-	-	-	15	-
Allocated funds (fact), EUR	-	-	-	-	15,033	-

Source: Sadūnai rural community

The children day social care service was paid at the expense of the State.

The manager and the social worker worked in the community on a part time basis.

Table 2.3.1.94. Human resources (open-term employment contracts), posts

Indicator	2016	2017	2018	2019	2020	Change, per cent
Administration (director, accounting department etc.), posts	-	-	-	-	0.5	-
Social worker, posts	-	-	-	-	0.5	-

Source: Sadūnai rural community

Subdistricts

The subdistricts of Zarasai District Municipality Administration provided general social services.

The Public Institution National Social Integration Institute in Antalieptė Subdistrict provided general social services in accordance with the project; the services included purchase of food products, accompanying to different institutions, home call services.

Antalieptė subdistrict provided other general social services which included purchase of food products, accompanying to different institutions, home call services. In 2020, 10 such services including 5 visits to purchase of food products were provided.

Table 2.3.1.95. Other general social services were provided by Antalieptė Subdistrict

Indicator	2016	2017	2018	2019	2020	Change, per cent
Purchase of food products, unit	9	7	10	9	5	-44.4
Accompanying to different institutions, unit	2	1	3	1	0	-100.0
Home call assistance services, unit	10	10	8	9	10	0.0

Source: Antalieptė subdistrict

The majority of the recipients of home call services of Antalieptė Subdistrict was lonely pensioners and other socially disadvantaged persons whose number during the period of 2016–2020 increased by 50 per cent (from 6 to 9). The group of served persons was also supplemented by the persons for whom the special need for permanent care was established.

Table 2.3.1.96. The number of the recipients of home call services of Antalieptė subdistrict by independence of the person

Indicator	2016	2017	2018	2019	2020	Change, per cent
Persons for whom high special needs have been established	2	-	-	1	1	-50.0
Persons for whom 30–55% working capacity has been established	2	-	-	-	-	-100.0
Other (specify), pensioners, socially	6	10	8	8	9	50.0
In total	10	10	8	9	10	0.0
Including:						
Lonely	8	8	6	6	8	0.0
Persons for whom special need for permanent nursing has been established	1	-	-	1		-100.0
Persons for whom special need for permanent care has been established	1	2	2	1	2	100.0

Source: Antalieptė subdistrict

Furthermore, social skill development, maintenance and/or restoration services were provided in Antalieptė subdistrict and around 10 children at social risk and their families were served.

Table 2.3.1.97. Social skill development, maintenance and/or restoration services provided in Antalieptė subdistrict (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Children at social risk and their families	10	11	10	10	10	0.0

Source: Antalieptė subdistrict

In 2016, Antalieptė subdistrict organised the service of accommodation in independent living homes to one person.

Throughout the period in question, one social worker worked in Antalieptė subdistrict on a part time basis.

Independent living home services, services of temporary accommodation, temporary respite break, accommodation in a protected housing, leaving care, day social care centre services were not provided in Zarasai District Municipality.

The need for the afore-mentioned services in Antalieptė subdistrict decreased by more than a half (the number of afore-mentioned services was five times lower than in other subdistricts). Antalieptė subdistrict provided home call services the growing need for which is noticeable among pensioners and other socially disadvantaged persons and social skill development and maintenance services to children at social risk and their families the need for which remained stable.

2.3.2. Activities of Social Enterprises of Daugavpils City

Daugavpils Social Support Division

The guardianship service at the place of residence (hereinafter referred to as the "home care service") was provided by the Home Care Service. On working days the household services are provided to persons of pensionable age, persons with certain disability or other persons who face difficulties in carrying out daily housework due to their age or for other reasons in order to satisfy the essential needs or personal care needs.

The following four levels of householder service have been distinguished: the first household level covers taking care of the person 1-2 times a week (up to 16 hours a month), the second household level includes taking care of the person 2 times a week (up to 24 hours a month), the third level includes taking care of the person 3 times a week (up to 32 hours a month).

The household service is a complex service which includes full service of the person at home and during which the services of call of a physician, purchase of products, household goods, home delivery of cooked food, assistance in personal hygiene, dish washing, cleaning of the premises etc. are provided.

In 2020, 294 household services were provided. During the period of 2016–2020, the number of services decreased by 8 per cent (from 319 to 294), meanwhile, financing increased from EUR 186,736 to EUR 254,431 (36 per cent).

Table 2.3.2.1 . Household service (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided services, unit	319	318	316	360	294	-8
Number of served persons, person	319	318	316	360	294	-8
Allocated funds (fact), EUR	186,736	198,401	244,513	252,195	254,431	36

Source: Daugavpils Social Support Division

Persons of pensionable age and disabled persons who face difficulties in carrying out daily housework or personal care and persons facing a crisis situation due to their age or functional disorders are entitled to receive household service.

In 2020, 277 persons of pensionable age and 16 disabled persons received the household services. As compared with the year 2016, the number of the recipients decreased by 4 per cent and 48 per cent, respectively. The main reason is that, in addition to the afore-mentioned service, customers also receive private day care services, in summer they move to the place of their relatives, receive services in long-term social care and social rehabilitation institutions. Furthermore, the mortality rate had an impact on the change in the indicators.

Table 2.3.2.2 . Household service (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Persons of pensionable age, persons	288	296	300	343	277	-4
Lonely disabled person, person	31	19	13	14	16	-48

Source: Daugavpils Social Support Division

The household service is partially paid at the person's expense. During the period of 2016–2020, the price of the household service increased from EUR 190,354 to EUR 258,229. During the period of 2016–2020, the price paid by the person amounted to 3.14 EUR/hour, as of 2020, the price paid by the person amounted to 4.17 EUR/hour.

In 2020, the average amount paid by the person for the household service was 6 per cent and the average amount paid by the municipality for the household service was 94 per cent. In 2020, on average, the price of one service for one year amounted to EUR 873.33.

Table 2.3.2.3 . Price of household services and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per cent
The average amount paid by the person, the person paid by himself (till 31 December 2019 – EUR 3.14; as of 1 January 2020 – 4.17	6,434	6,006	6,894	10,594	14,686	128
Average amount paid by the municipality, EUR	183,920	191,154	235,029	244,121	243,543	32
In total:	190,354	197,160	241,923	254,715	258,229	36

Source: Daugavpils Social Support Division

Long-term social guardianship and social rehabilitation services provided to orphans and children without parental care from 2 to 18 years of age. Furthermore, the services were provided to orphans without parental care who continue their studies in a general secondary education institution up to 24 years.

Social security includes day care, accommodation, social rehabilitation, full development and education, health care meeting the child's needs.

In 2020, the number of served persons was 37 and it was 57 per cent lower as compared with 2016 (86).

Table 2.3.2.4 . Long-term social care and social rehabilitation institution service for children (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided services, unit	1	1	1	1	1	0
Number of served persons,	86	90	91	65	37	-57

Source: Daugavpils Social Support Division

The majority of all served children was orphans and children without parental care from 2 to 18 years (on average, 95.4 per cent) and orphans and children continuing studies till 24 years made only 3.4 per cent. During the period of 2016–2020, the number of the latter decreased by 67 per cent and in 2020 only one such person remained. The main reason for decrease in the number of which is the implemented project "Implementation of Deinstitutionalisation Measures in Latgala Region" during which the accessibility to social services close to family for persons with disabilities and children placed under care not at home.

Table 2.3.2.5 . Long-term social care and social rehabilitation institution service for children (recipients)

Indicator	2016	2017	2018	2019	2020	Change,
Orphans and children without parental care from 2 to 18 years of age, persons	83	83	86	63	36	-57
Orphans and children without parental care who continue studies in a general education institution till 24 years of age,	3	6	5	2	1	-67

Source: Daugavpils Social Support Division

The Family Assistant Service provide the family assistant service. The family assistant service is intended for provision of support and trainings to a person or family with children in order to acquire social skills, ensure child care and education, household according to the individually drawn up social rehabilitation plan.

The institution has provided the family assistant service since 2018; nevertheless, the need has constantly grown. In 2018, 22 services were provided and 66 persons were served and in 2020 35 services were provided and 105 persons were served, i.e. 59 per cent more services were provided / persons were served.

Table 2.3.2.6 . Family assistant service (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided services, unit	-	-	22	24	35	59
Number of served persons,	-	-	66	72	105	59
Allocated funds (fact), EUR	-	-	21,312	22,800	22,800	7

Source: Daugavpils Social Support Division

The afore-mentioned service may be provided to three target groups. In 2020, the service was provided to 60 young persons for whom the service of nursing not at home has expired and who do not have sufficient skills and competence to start an independent life, i.e. the service was provided to 9 per cent less people than in 2018; the service was provided to a family which has no sufficient skills and competence to educate and take care of children, 35 persons received the service, i.e. the service was received by 59 per cent more people than in 2018; the service was provided to a family in which at least one of the parents have mental disorders, the service was provided to 8 persons, i.e. the service was received by 33 per cent more persons. The main reason for the growing need for the service is implementation of the project initiatives with families at high risk.

It should be noted that the duration of the service depended on the target group. The service to young people could be provided for up to 4 hours per week, a family who did not have sufficient skills and competence to educate and take care of children up to 10 hours a week, to a family in which at least one of the parents suffers from mental diseases up to 15 hours a week.

Table 2.3.2.7 . Organisation of family assistant services (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Young people, persons	-	-	66	72	60	-9
Family, persons	-	-	22	24	35	59
Family in which one of the parents suffers from mental	-	-	6	9	8	33

Source: Daugavpils Social Support Division

The family assistant service is provided to a person free of charge, i.e. it is paid at the municipal budget. In 2020, the average amount spent per person was EUR 22,800, i.e. 7 per cent more than in 2018.

Table 2.3.2.8 . Price of organisation of family assistant services and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per cent
Average amount paid by the municipality, EUR	-	-	21,312	22,800	22,800	7

Source: Daugavpils Social Support Division

The day centre service is provided to persons who need social skill development, education, leisure, art and amateur art activities.

During the period of 2016–2020, the number of served persons increased by 9 per cent (from 757 to 826) and the allocated funds declined by 1 per cent (from EUR 96,262 to EUR 95,461). In recent years, the number of provided services decreased due to the epidemiological conditions introduced during the emergency where the number of visits in the day centre was limited.

Table 2.3.2.9 . Day centre service (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided services, unit	757	801	818	858	826	9
Number of served persons,	757	801	818	858	826	9
Allocated funds (fact), EUR	96,262	92,017	99,910	96,934	95,461	-1

Source: Daugavpils Social Support Division

Persons of pensionable age, families with children, persons with disabilities, persons who have suffered from severe, long-lasting diseases, unemployed persons, families of guardians are entitled to the day centre service. Persons of pensionable age who, on average, made 73.0 per cent of all recipients prevailed in the structure of the recipients of the services; nevertheless, the highest number of persons receiving the service was among unemployed persons. During the period of 2016–2020, the number of unemployed persons increased by 83 per cent (from 40 to 73), the number of persons of pensionable age was 8 per cent (from 605 to 656). Meanwhile, the number of persons with disabilities decreased by 52 per cent (from 152 to 73), the number of persons who have suffered from a serious disease decreased by 85 per cent (from 158 to 24), the number of families with children who have suffered from a serious disease decreased by 100 per cent (from 6 to 0).

Table 2.3.2.10 . Day centre service (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Persons of pensionable age, persons	605	502	632	667	656	8
Families with children,	-	6	7	7	0	-100
Persons with disabilities,	152	95	69	73	73	-52
Persons who have suffered from severe, long-lasting	-	158	41	38	24	-85
Unemployed persons, persons	-	40	69	73	73	83
In total:	757	801	818	858	826	3

Source: Daugavpils Social Support Division

The day centre services were provided free of charge and financed at the expense of the municipality. During the period of 2016–2020, the financing declined by 1 per cent (from EUR 96,262 to EUR 95,453), although the number of the recipients grew by 3 per cent. In 2020, on average, the amount per service was EUR 115.58.

Table 2.3.2.11 . Price of the day centre service and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per cent
Average amount paid by the municipality, EUR	96,262	92,014	99,910	96,934	95,453	-1

Source: Daugavpils Social Support Division

The crisis centre service is a complex of social rehabilitation services to the persons facing crisis situations (including psychological assistance). The service may be coordinated with the temporary accommodation service provided by the Family Support Centre/Shelter.

During the period of 2016–2020, the need for the services decreased by 19 per cent (from 114 to 92).

Table 2.3.2.12 . Crisis centre service (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided services, unit	114	109	91	116	92	-19
Number of served persons,	114	109	91	116	92	-19
Allocated funds (fact), EUR	77,706	80,135	87,520	87,457	97,515	25

Source: Daugavpils Social Support Division

The following persons are entitled to receive the crisis centre service: a person whose rented or owned residential area or house was partially lost or lost due to a natural disaster or another emergency or a fire, families with children left without shelter, victims of violence who cannot stay at their home, homeless children and families with children if there are conditions which are dangerous or disadvantageous to development, health and life of the child.

During the period of 2016–2020, the highest growth was among the recipients of lost property (100 per cent) (from 2 to 4 persons) and homeless children (93 per cent) (from 15 to 29) and the highest decline was among the victims of violence (50 per cent) (from 10 to 5). As a result of the spread of COVID-19 pandemic, the crisis centre service was provided to all customers who needed support and assistance of the crisis centre.

Table 2.3.2.13 . Crisis centre services (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Persons whose rented or owned property was lost or partially lost due to a natural disaster	2	-	1	3	4	100
Families with children left without shelter, persons	18	10	23	28	19	6
Victims of violence and similar persons who cannot	10	12	9	15	5	-50
Homeless children	15	17	11	20	29	93
Other persons who, in the opinion of the social worker, cannot be in their place of residence for objective reasons	19	10	14	32	26	37
Families with children if there are conditions which are dangerous or adverse to development, health of the	5	2	3	5	4	-20
In total:	69	51	61	103	87	26

Source: Daugavpils Social Support Division

The crisis centre service is provided to residents who have declared their place of residence in Daugavpils free of charge. During the period of 2016–2020, the price of the service increased by 25 per cent (from EUR 77,706 to EUR 97,515). The main reason for growth is an increasing wage of psychologists. In 2020, the average amount per service was equal to EUR 1,059.95.

Table 2.3.2.14 . Price of the crisis centre service and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per cent
Average amount paid by the	77,706	80,135	87,520	87,457	97,515	25

Source: Daugavpils Social Support Division

The group apartment service provides accommodation and individual support in dealing with social problems and, if necessary, to social care persons with mental disorders and to persons who have objective difficulties in living an independent life but they do not need to stay in long-term social care and in a social rehabilitation institution.

During the period of 2016–2020, the number of provided services increased by 275 per cent (from 4 to 15 services) and the amount allocated for the service increased by 28 per cent (from EUR 33,659 to EUR 42,920).

Table 2.3.2.15 . Group apartment services (provided services)

Indicator	2016	2017	2018	2019	2020	Change,
Provided services, unit	4	5	13	15	15	275
Number of served persons,	4	5	13	15	15	275
Allocated funds (fact), EUR	33,659	42,904	44,248	39,819	42,920	28

Source: Daugavpils Social Support Division

The persons who suffer from severe mental disorders, who do not need a part of the house or long-term social care and services of a social rehabilitation institutions and persons with other mental disorders who face objective difficulties in living an independent life but they do not need to live in a specialised institution are entitled to receive group apartment service.

During the period in question, there were 3 adults with mental disorders and the number of other persons with mental disorders who face objective difficulties in life increased even by 1,100 per cent (from 1 person to 12 persons). There was a high demand for group apartment service because the customers can constantly live and plan their daily life, plan the progress of their day, plan their budget. Furthermore, the customers are entitled to freely attend the events taking place in the city, communicate with other people, earn for living etc.

Table 2.3.2.16 . Group apartment services (recipients)

Indicator	2016	2017	2018	2019	2020	Change,
Adults with mental disorders who do not need the service of a half of the house or long-term social care, persons	3	3	3	3	3	0
Other persons with mental disorders who face objective difficulties in living an independent life but do not need to be in a specialised	1	2	10	12	12	1,100

Source: Daugavpils Social Support Division

The group apartment service is provided to persons free of charge. The average amount paid by the municipality made 72.1 per cent and the amount paid by the State made 27.9 per cent. The amount paid by the State grew by 31 per cent. The above was affected by the daily rate of the service growing on an annual basis (in 2016 – EUR 6.47, in 2017 – EUR 8.45, in 2018 – EUR 8.68, in 2019 – EUR 11.62, in 2020 – EUR 11.18). In 2020, the average amount per service was equal to EUR 2,861.33.

Table 2.3.2.17 . Price of group apartment service and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per cent
Average amount paid by the	26,326	30,685	32,393	28,499	30,370	15
The share paid by the State,	9,434	12,092	11,854	11,762	12,317	31

Source: Daugavpils Social Support Division

The night shelter service consisting of accommodation, catering, provision with personal hygiene products, social worker consultation are provided to adults without the particular place of residence or persons facing a crisis situation. Generally, the service is provided to one person for up to 3 days but, in reasonable cases where a person makes efforts to deal with his problems, the term of provision of the service may be extended for up to 30 days.

During the period of 2016–2020, the number of provided services decreased by 56 per cent (from 156 to 68 services). This should be considered as a change because customers are more active in improvement of their social skills and competences.

Table 2.3.2.18 . Night shelter service (provided services)

Indicator	2016	2017	2018	2019	2020	Change,
Provided services, unit	156	162	156	89	68	-56
Number of served persons,	156	162	156	89	68	-56
Allocated funds (fact), EUR	70,111	73,855	75,476	77,870	64,947	-7

Source: Daugavpils Social Support Division

The night shelter service is provided to the residents who declared their place of residence in Daugavpils free of charge. The total price of the service is paid at the expense of the municipal budget.

During the period of 2016–2020, the amount allocated for the night shelter service decreased by 7 per cent (from EUR 70,111 to EUR 64,947). In 2020, on average, the amount per service was EUR 955.10.

Table 2.3.2.19 . Price of night shelter services and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change,
Average amount paid by the municipality, EUR	70,111	73,855	75,476	77,870	64,947	-7

Source: Daugavpils Social Support Division

The social shelter service provides accommodation, personal hygiene premises, social rehabilitation, social worker consultation services.

During the period of 2016–2020, the number of provided services decreased by 41 per cent (from 248 to 147 services).

Table 2.3.2.20 . Services of the social shelter service (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided services, unit	248	215	193	156	147	-41

Number of served persons,	248	215	193	156	147	-41
Allocated funds (fact), EUR	372,729	179,143	168,549	171,684	145,239	-61

Source: Daugavpils Social Support Division

The social shelter service is free of charge. The compensation determined by the decision of Daugavpils City Council is paid to a person whose income less taxes does not exceed 50 per cent of the minimum monthly wage for the social shelter service established by the State.

During the period of 2016–2020, the allocated funds decreased by 61 per cent (from EUR 372,729 to EUR 145,239). During the period in question, the share paid by the person decreased (-11 per cent) and the share paid by the municipality (-66 per cent). The average share paid by the municipality made 84.5 per cent of the total price of the service. The share paid by the person amounted to 0.60 EUR/day. In 2020, on average, the amount per service was EUR 988.02.

Table 2.3.2.21 . Price of the services of the social shelter service and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per cent
Average amount paid by the person, EUR	34,621	31,312	29,237	29,559	30,874	-11
Average amount paid by the municipality, EUR	346,696	132,780	121,003	130,994	116,724	-66

Source: Daugavpils Social Support Division

The psychologist service provides psychologist consultations to families, guardian families, persons and children who face a crisis situation and are not able to deal with their psychological problems by themselves.

During the period of 2017–2020, the number of provided services increased by 87 per cent (from 46 to 86 services). The services provided by the psychologist service consist of individual psychologist consultation, family consultation, psychological assistance to children (under 18 years of age), mutual assistance and psychological support and drawing up of a psychologist conclusion.

Table 2.3.2.22 . Services of the psychologist service (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided services, unit	-	46	140	134	86	87
Number of served persons,	-	46	140	134	86	87
Allocated funds (fact), EUR	-	9,266	10,010	10,010	10,755	16

Source: Daugavpils Social Support Division

Persons and families with children who are entitled to receive the services of the psychologist service in the cases set forth in the legal acts, a family or person facing a crisis situation, an orphan or a child without parental care on the basis of a referral of the orphan court or a social worker, disabled persons and their family members, guardian families are entitled to receive free services provided by the psychologist service.

In 2020, as compared with the year 2017, the number of the recipients of all services increased almost double (except for families facing a crisis situation).

Table 2.3.2.23 . Services of the psychologist service (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Persons or families with children in the cases set forth in the regulatory legal acts,	-	33	127	128	76	130

Indicator	2016	2017	2018	2019	2020	Change, per cent
Family or person facing a crisis situation, person	-	12	7	-	6	-50
Orphan or child without parental care, person	-	1	5	4	2	100
Disabled persons and their family members, persons	-	-	1	2	5	400

Source: Daugavpils Social Support Division

During the period in question, the services were paid by the municipality. During the period of 2017–2020, the amount of the funds allocated for the service increased by 16 per cent (from EUR 9,266 to EUR 10,755). In 2020, on average, the amount per service was EUR 125.06.

Table 2.3.2.24 . Price of the services of the psychologist service and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per cent
Average amount paid by the municipality, EUR	-	9,266	10,010	10,010	10,755	16

Source: Daugavpils Social Support Division

The specialised road transport service is provided to persons with functional disorders, reduced mobility, are not able to move by public transport (persons with disability of group 1 and 2, children with disabilities). The road transport service is provided with a view to delivering persons to a medical or rehabilitation institution in Daugavpils or another city of Latvia. The service is also provided to personal assistant.

During the period of 2016–2020, the number of specialised road transport services increased by 21 per cent (from 171 to 207) and the number of served persons increased by 31 per cent (from 108 to 142). On average, one person received 1.5 service.

Table 2.3.2.25 . Specialised road transport service (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided services, unit	171	102	165	189	207	21
Number of served persons,	108	72	105	124	142	31
Allocated funds (fact), EUR	13,150	8,050	13,510	16,050	17,575	34

Source: Daugavpils Social Support Division

During the period of 2016–2020, almost all services (97.8 per cent) were provided to adults with disabilities. Their number also increased. Only the number of elderly people decreased (from 3 to 2). The main reason for growth is the changed requirements which, in case of an accident, oblige the persons to visit medical institutions.

Table 2.3.2.26 . Specialised road transport service (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Children with disabilities, persons	-	-	-	-	7	-
Adults with disabilities, persons	108	72	105	121	133	23
Elderly people, persons	-	-	-	3	2	-33

Source: Daugavpils Social Support Division

During the period of 2016–2020, the funds allocated for specialised road transport services increased by 34 per cent (from EUR 13,150 to EUR 17,575). Specialised road transport service per person is provided not more frequently than six times a year. In 2020, on average, the amount per service was EUR 84.90. The services are paid at the expense of the municipal budget.

Table 2.3.2.27 . Price of specialised road transport services and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per cent
Average amount paid by the municipality, EUR	13,150	8,050	13,510	16,050	17,575	34

Source: Daugavpils Social Support Division

Persons with disabilities, movement disability or moving a wheelchair and people accompanying them are entitled to receive social taxi service for transport by social taxi in the territory of Daugavpils City Municipality.

During the period of 2016–2020, the number of provided services and served persons decreased. The number of served persons decreased by 19 per cent (from 1,526 to 1,236) and the number of served persons decreased by 11 per cent (from 88 to 78). In 2016, on average, one person received 17.34 services and in 2020 one person received 15.85 services. Social taxi service for one person is provided free of charge not more than 20 times a month.

Table 2.3.2.28 . Social taxi service (provided services)

Indicator	2016	2017	2018	2019	2020	Change,
Provided services, unit	1,526	1,516	1,766	1,757	1,236	-19
Number of served persons,	88	80	84	82	78	-11
Allocated funds (fact), EUR	19,200	19,720	20,465	21,210	21,210	10

Source: Daugavpils Social Support Division

Despite the decreasing number of services, the allocated funds increased by 19 per cent (from EUR 1,526 to EUR 1,236). Average price of the service: EUR 17.16. The services were paid at the expense of the municipality.

Table 2.3.2.29 . Price of the social taxi services and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change,
Average amount paid by the municipality, EUR	19,200	19,720	20,465	21,210	21,210	10

Source: Daugavpils Social Support Division

The social housing service is provided to persons renting social housing in accordance with the procedure established in the regulatory legal acts. The social housing service provides the premises and washing equipment service, shower service, family assistant service, psychologist service to a family or person facing a crisis, social pedagogue service, service of creative studies.

During the period of 2016–2020, the number of provided social housing services and served persons decreased by 14 per cent (from 278 to 239). The number of customers decreased by reason that municipal apartment was provided to several families.

Table 2.3.2.30 . Social housing service (provided services)

Indicator	2016	2017	2018	2019	2020	Change,
Provided services, unit	278	297	294	256	239	-14
Number of served persons,	278	297	294	256	239	-14
Allocated funds (fact), EUR	119,084	107,264	108,253	105,852	103,562	-13

Source: Daugavpils Social Support Division

During the period of 2016–2020, the financing allocated for the provided services decreased by 13 per cent (from EUR 119,084 to EUR 103,562). In 2020, the average annual price of the services amounted to EUR 433.31.

Payment for the service is made in accordance with the pricelist approved by a decision of Daugavpils City Council. On average, the part paid by the municipality made 88.8 per cent and the average share paid by the person made 11.2 per cent. During the afore-mentioned period, the share paid by the person decreased more rapidly than the share paid by the municipality.

Table 2.3.2.31 . Price of the social housing services and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change,
Average amount paid by the person, EUR	15,790	10,838	11,939	10,978	11,926	-24
Average amount paid by the municipality, EUR	108,140	93,415	101,284	91,439	94,212	-13

Source: Daugavpils Social Support Division

The service "safety button" enables regular communication, provides informative support and assistance to persons who are at risk of becoming helpless due to their age or functional disorders 24 (twenty four) hours a day.

During the period of 2016–2019, the number of provided services decreased by 40 per cent (from 277 to 166 persons), the number of served persons decreased by 50 per cent (from 32 to 16 persons). As of 2020, the afore-mentioned services have not been provided.

Table 2.3.2.32. "Security Button" service (provided services)

Indicator	2016	2017	2018	2019	2020	Change,
Provided services, unit	277	297	191	166	-	-40
Number of served persons,	32	25	21	16	-	-50
Allocated funds (fact), EUR	4,849	5,015	3,201	3,688	-	-24

Source: Daugavpils Social Support Division

The "Security Button" service is provided to lonely persons of pensionable age and lonely persons with disabilities who face difficulties in carrying out daily housework due to their age or functional disorders in order to satisfy the essential needs or taking care of their personal care; the persons whose level of monthly income does not exceed the minimum monthly wage indicated by the State or where a general practitioner issues a certificate stating that care at home is necessary due to the health status.

In 2019, the "Security Button" service was provided to 1 person with disability and 15 persons of pensionable age whose number decreases every year.

Table 2.3.2.33 . "Security Button" service (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Lonely persons of pensionable age, persons	32	25	20	15	-	-53
Lonely persons with disabilities, persons	1	1	1	1	-	0

Source: Daugavpils Social Support Division

During the period of 2016–2019, the financing declined by 24 per cent (from EUR 4,849 to EUR 3,688). The "Security Button" service is paid at the expense of the municipality. In 2016, the amount allocated to one person per month was EUR 17 and in 2019 the amount allocated to one person per month was EUR 24.

Table 2.3.2.34 . Price of the "Security Button" services and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change,
Average share paid by the municipality, EUR	4,849	5,015	3,201	3,688	-	-24

Source: Daugavpils Social Support Division

The social rehabilitation programme of the Service promotes restoration and improvement of the social functioning skills of the person, restoration of the social situation and integration into society including the education system. The social rehabilitation programmes are universal and individual, they are implemented with or without accommodation by the social service provider in accordance with the individual social rehabilitation plan which covers strengthening of health, social work, social rehabilitation and other measures intended for maintaining functioning of the person by involving him into society and education and by allocating support to a person and his family members.

Table 2.3.2.35 . Service of implementation of the social rehabilitation programme (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided services, unit	-	-	38	127	158	316
Number of served persons,	-	-	38	167	98	158
Allocated funds (fact), EUR	-	-	12,162	25,084	12,208	0

Source: Daugavpils Social Support Division

During the period of 2017–2020, the number of provided services increased by 316 per cent (from 38 to 158 persons) and the number of served persons increased by 158 per cent (from 38 to 98 persons). The number of customers did not significantly increase due to the emergency situation in the country but the number of consultations by telephone significantly increased. In 2020, one person received 1.6 services.

Persons of pensionable age, families with children, persons with mental disorders, guardian families, persons with disabilities, persons who have suffered from serious, long-lasting diseases, homeless persons, unemployed persons, persons released from detention facilities, orphans and children without parental care who attain majority till 24 years of age, minor offenders are entitled to receive the service of the social rehabilitation programme.

The institution provided services only to families with children.

Table 2.3.2.36 . Service of implementation of the social rehabilitation programme (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Families with children,	-	-	38	75	98	158

Source: Daugavpils Social Support Division

The social rehabilitation services are provided to the residents who declared their place of residence in Daugavpils free of charge. During the period in question, the allocated financing almost did not change and amounted to EUR 12,208 and in 2020 the amount of EUR 77.26 was allocated for one service.

Table 2.3.2.37 . Price of the social rehabilitation programme services and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per cent
Average amount paid by the municipality, EUR	-	-	12,162	25,084	12,208	0

Source: Daugavpils Social Support Division

The child care service is provided to children with functional disorders in case where a lawful representative or guardian cannot provide essential child care services due to employment or for other objective reasons. The maximum time of the care services is 80 hours per month.

Table 2.3.2.38 . Child care service (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided services, unit	-	-	1	1	1	0
Number of served persons,	-	-	16	39	34	113

Source: Daugavpils Social Support Division

During the period of 2016–2019, the number of served persons increased by 113 per cent (from 16 to 34 persons). The services are paid at the expense of the municipal budget.

The number of the household services, long-term social care and social rehabilitation, crisis centre services organised by Daugavpils City Social Support Division decreased. The need for the night shelter and "Security Button" services declined by half. The need for social taxi, social housing services decreased nearly by one fifth.

The need for social services for persons and families raising children of pensionable age increased. The need for family assistant services grew more than by 50 per cent, the need for the day centre services increased and persons of pensionable age prevailed among the recipients of the services. The need for group apartment services received by the persons with mental disorders has grown. The need for the services of psychologist services significantly increased and the services were mainly used by persons or families with children. The need for specialised road transport services increased by one fifth and the number of persons of pensionable age among the recipients of the service increased. The need for social rehabilitation services received by families with children increased three times. The number of families to which the child care services were allocated doubled.

Daugavpils retirement home

The social institution is entitled to provide long-term social care and social rehabilitation services to persons of pensionable age or adults with disabilities who cannot take care of themselves due to age and health status. Persons are accepted by a social institution for certain period of time or permanently.

Table 2.3.2.39 . Long-term social care and social rehabilitation institution service for adults (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per
Provided services, unit	270	267	272	269	231	-14
Number of served persons,	270	267	272	269	231	-14
Allocated funds (fact), EUR	1,322,04	1,857,69	1,502,83	1,619,48	1,541,71	17

Source: Daugavpils retirement home

Services in Daugavpils retirement home are provided to lonely persons of pensionable age. During the period of 2016–2020, the number of the persons of the afore-mentioned target group decreased by 7 per cent (from 137 to 128). It should be noted that in recent year 2020 the number of persons which has grown for a long time decreased by 19 persons.

Table 2.3.2.40 . Long-term social care and social rehabilitation institution service for adults (recipients)

Indicator	2016	2017	2018	2019	2020	Change,
Lonely person of pensionable age, persons	137	127	142	147	128	-7

Source: Daugavpils Social Support Division

During the period of 2016–2020, as the number of the recipients of the services decreased, the allocated funds grew by 17 per cent (from EUR 1,322,042 to EUR 1,541,718). The service of long-term social care and social rehabilitation for adults is a paid service financed at the expense of the person, the municipality and the State. On average, the person had to pay 58.0 per cent of the price of the service, the municipality had to pay 40 per cent of the price of the service, the State had to pay 1.4 per cent of the price of the service. In 2020, the average price of the service payable by one person amounted to EUR 6,674.10.

Table 2.3.2.41 . The price of the service of long-term social care and social rehabilitation institution for adults and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per cent
Average amount paid by the person, EUR	793,284	798,708	851,362	911,306	862,429	9
Average amount paid by the municipality, EUR	504,205	465,711	633,325	688,606	664,569	32
Average amount paid by the State, EUR	24,553	21,350	18,148	19,575	14,720	-40

Source: Daugavpils Social Support Division

The social institution provides short-term social care to persons who cannot take care of themselves due to functional disorders and whose treatment in an inpatient treatment facility is not justified by medical indications or who undergo a post-surgery period, recovery period in a long-term social care and social rehabilitation institution.

Services in a long-term social care and social rehabilitation institution is provided for the period of up to six months (with the possibility to extend the services for 12 months).

Table 2.3.2.42. Temporary social care and social rehabilitation institution service for adults (provided services)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Provided services, unit	34	34	12	10	14	-59
Number of served persons,	34	34	12	10	14	-59
Allocated funds (fact), EUR	160,124	140,780	62,010	51,914	50,077	-69

Source: Daugavpils Social Support Division

During the period of 2016–2020, the number of persons who received household services decreased by 59 per cent (from 34 to 14 persons).

Table 2.3.2.43 . Temporary social care and social rehabilitation institution service for adults (recipients)

Indicator	2016	2017	2018	2019	2020	Change, per cent
Persons who cannot take care of themselves due to their health status, persons	137	127	198	226	190	39
Persons facing a crisis, persons	0	1	1	0	0	0

Source: Daugavpils Social Support Division

The persons who cannot take care of themselves due to their health status, needy people, persons who do not have the particular place of residence, persons facing a crisis are entitled to receive the long-term social care and social rehabilitation service.

The service is paid for persons and the allocated financing decreased by 69 per cent (from EUR 160,124 to EUR 50,077). In 2020, the average price of the service payable by one person amounted to EUR 3,576.93.

Table 2.3.2.44 . The price of the service of temporary social care and social rehabilitation institution for adults and its sources of financing, EUR

Indicator	2016	2017	2018	2019	2020	Change, per cent
Average amount paid by the person, EUR	160,124	140,780	62,010	51,914	50,077	-69

Source: Daugavpils Social Support Division

Following the description of social services drawn up by the Service of Daugavpils City Municipality, Daugavpils City Social Service does not provide respite break services, specialised workshop service.

During the period of 2016–2020, the material base of the institutions almost has not changed. The area of the premises allocated for provision of the services was 17,258 sq. m. The number of owned vehicles increased by 17 per cent (from 6 to 17) and the number of vehicles older than 10 years remained unchanged.

Table 2.3.2.45 . Material resources

Material base	2016	2017	2018	2019	2020	Change, per cent
Vienybēs St. 8, Daugavpils, sq. m	544	544	544	544	544	0
Lāčplēša St. 39, Daugavpils, sq. m	-	624.7	624.7	624.7	624.7	0
Krišjāņa Valdemāra St. 13, Daugavpils (Children Sector), sq. m	148	148	148	148	148	0
Krišjāņa Valdemāra St. 13, Daugavpils (Economy Sector), sq. m	-	-	-	-	69.6	-
Liepājas St. 4 (Day Centre "Saskarsme"), sq. m	1,042.1	1,042.1	1,042.1	1,042.1	1,042.1	0
Šaura St. 23, Daugavpils (Social/ Night Shelter), sq. m	4,745.6	4,745.6	4,745.6	4,745.6	4,745.6	0
Šaura St. 26, Daugavpils (Crisis Centre, Group Apartments), sq. m	2,193.4	2,193.4	2,193.4	2,193.4	2,193.4	0
Šaura St. 28, Daugavpils (Social House), sq. m	4,503.6	4,503.6	4,503.6	4,503.6	4,503.6	0
Turaidas 36, Daugavpils, sq.	4,081.3	4,081.3	4,081.3	4,081.3	4,081.3	0
Vehicles, unit	6	6	6	7	7	17
Including vehicles older than 10 years, unit	4	4	5	5	4	0
Vehicles (Turaidas 36, Daugavpils), unit	1	1	1	1	1	0

Source: Daugavpils Social Support Division

During the period of 2016–2020, the number of persons working as administration of the companies providing social services has not changed: there were 38 employees. The number of posts of social workers increased by 15 per cent (from 55 to 63 posts). The number of other employees increased even by 169 per cent (from 13 to 35). Drivers, supervisors, cleaners, building supervisors, officers on duty, organisers of cultural events, social mentors were additionally employed. The number of social support organisers also increased by 20 per cent (from 5 to 6).

Despite the growing number of human resources, the number of all other specialists remained unchanged or decreased. The number of psychotherapists, physiotherapists, social pedagogues has remained unchanged. A decrease in the number of social rehabilitation service providers was most evident, i.e. from 4 to 1 (-75 per cent), the number of social carers decreased from 13 to 5 (-62 per cent), the number of nurses decreased from 2 to 1 (-50 per cent).

During the period of 2016–2020, the total number of posts grew by 11 per cent (from 160 to 177).

Table 2.3.2.46 . Human resources, posts

Position	2016	2017	2018	2019	2020	Change,
Administration (director, accounting department etc.), posts, in total	38	37	38	38	38	0
Social worker, posts	55	53	51	55	63	15
Appointed guardians	24	23	23	26	23	-4
Social carer	13	13	13	14	5	-62
Psychologists, posts	4	4	4	4	3	-25
Psychotherapists, posts	0	0	0	0	0	0
Physiotherapists, posts	1	1	1	1	1	0
Nurse, posts	2	2	2	2	1	-50
Other	13	25	22	19	35	169
Social pedagogue	1	1	1	1	1	0
Social rehabilitation	4	4	4	4	1	-75
Social support organiser	5	6	6	6	6	20
In total:	160	169	165	170	177	11

Source: Daugavpils Social Support Division

The social service providers of Daugavpils City also must constantly improve their professional competence in accordance with the Requirements for Social Service Providers⁵; nevertheless, according to the valid rules, the number of posts of social workers was insufficient. In the light of the above, it should be concluded that the existing human resources only partially satisfied the need for service providers.

The need for social care and social rehabilitation services for adults in Daugavpils retirement home decreased. Social care and social rehabilitation services decreased by more than a half. Daugavpils City has an extensive network of municipal and non-governmental institutions; nevertheless, the respite break services, specialised workshop service was organised in the city. During the period in question, the infrastructure has not extended and human resources working with the recipients of social services grew. Nevertheless, the number of specialists such as social carers, psychologists, nurses and social rehabilitation specialists decreased.

Non-governmental and other organisations

There are 29 non-governmental organisations representing socially sensitive persons in Daugavpils City.

19 organisations of the afore-mentioned organisations provide services to persons of pensionable age and disabled persons, the remaining organisations organise sports activities for the disabled, represent children and other persons at social risk. In the majority of cases, such organisations include associations, societies the main source of financing of which is charity, support and project funds.

Table 2.3.2.47 . Non-governmental and other organisations of Daugavpils City

Seq. No	Name of the organisation	Provided social services
1.	VAS DAUTEKS association of pensioners "Dauteks Pensioners"	Service of persons of pensionable age

⁵ <https://likumi.lv/ta/id/291788-prasibas-socialo-pakalpojumu-sniedzjiem>

Seq. No	Name of the organisation	Provided social services
2.	SOLIS PLUS, Association of Sports of the Disabled	Service of the disabled, persons of pensionable age
3.	Association of Social Work Veterans "Joy of Life"	Persons of pensionable age, persons of pre-retirement age, the disabled
4.	Daugavpils Society of the Blind	Persons of pensionable age, the disabled
5.	Daugavpils Territorial Unit of the Latvian Union of the Blind	Services to the disabled, persons of pensionable age
6.	Daugavpils pensioner club "Sudraba Ābele"	Persons of pensionable age
7.	Association "Latvian Association of the Politically Repressed Persons" (LPRA)	Different social groups
8.	Pensioner association "DauER"	Persons of pensionable age
9.	NGO Council "Vaivorykštē"	Persons of pensionable age, the disabled
10.	Daugavpils City Society of the Disabled	Disabled persons
11.	Psychological correction workshop "Health School"	Different social groups
12.	Association of the Disabled with Reduced Mobility "Long" (Ilgas)	Disabled persons
13.	Daugavpils Commonwealth Centre for Afghanistan Veterans "Pereval"	Persons of pensionable age, the disabled
14.	Latgalaitē	Persons of pensionable age, the disabled
15.	Latvian Deaf Association, Daugavpils Regional Association	Disabled persons
16.	Latvian Multiple Sclerosis Association	Disabled persons
17.	Daugavpils Leningrad Blockade Population Society	Persons of pensionable age
18.	Draugystē-K	Persons of pensionable age, the disabled
19.	Daugavpils Sports Club of the Disabled	Disabled persons
20.	Daugavpils Boxing Club "Lokomotiv Pro"	Youth, persons of pensionable age
21.	Daugavpils Society of Fighters of the Anti-Hitler Coalition	Persons of pensionable age, the disabled
22.	Association "KRONA"	Persons of pensionable age
23.	Association "Daugavpils City Committee of the Latvian Red Cross"	Persons of pensionable age, the disabled
24.	Saulės spinduliai (Sunlight)	Socially supported children
25.	Taškų brolija (Point Brotherhood)	Disabled persons
26.	Trust Fund	Socially supported persons
27.	Dievo kelias (Path of God)	Addicted persons
28.	"Integrum Plus"	Socially supported persons
29.	Daugavpils Commonwealth Centre for Afghanistan Veterans "PEREVAL"	Persons of pensionable age, the disabled

Source: Daugavpils Social Support Division

The majority of non-governmental organisations in Daugavpils City provide services to persons of pensionable age.

2.4. SWOT

Zarasai District

Strengths	Weaknesses
Human resources Increasing diversity of provided services Satisfaction of the service provision standards Drawing up of annual plans for provision of social services High quality, licensed social services	Lack of service providers in rural areas Insufficient number of operating NGOs Insufficient quality of services Insufficient number of services Insufficient diversity of social services Lack of financing Growing price of the services Remoteness from the cities of Lithuania Insufficiently rapid deinstitutionalisation processes
Opportunities	Threats
Interinstitutional cooperation Applicable social service provision standards Proximity of the second largest city of Latvia by size Development of social and community businesses Growing municipal support Implemented projects	Decrease in human resources Ageing society Exacerbation of social problems Growth in expenses Project social services Qualification requirements applicable to social workers

Daugavpils City

Strengths	Weaknesses
Human resources Increasing diversity of provided services Financing of social services transferred to the municipality Satisfaction of the service provision standards Second largest city of Latvia by size	Insufficient number of operating NGOs Insufficient quality of services Insufficient number of services Lack of financing Growing price of the services
Opportunities	Threats
Interinstitutional cooperation Applicable social service provision standards Development of social and community businesses Growing municipal support Implemented projects	Lack of human resources Ageing society Exacerbation of social problems Growth in expenses Project social services Qualification requirements applicable to social workers

Main problems in Zarasai District Municipality:

- Rapidly ageing society.
- Growing part of maintained persons.
- Large share of long-term unemployed persons.
- Decreasing human resources.
- Growing need for information, consultation, intermediation and similar services and related employee competence challenges.
- Growing role of Zarasai District Social Service Centre as a district centre of services for elderly people but not changing human resources of the institution.
- Declining role of Zarasai Social Care Home in provision of short-term and long-term social care services.
- Decreasing scope of the services provided by Zarasai District Antazavė Social Service Centre "Kartų namai" (Home of Generations) to children.
- Decrease in the number of children attending the children day centres.
- Growing need for general social services to the disabled of different age.
- Decreasing role of the subdistricts in provision of social services.
- Uneven distribution of social services in the district.

Main problems in Daugavpils City:

- Rapidly ageing society.
- Growing part of maintained persons.
- Decreasing human resources.
- Growth of the need for related services provided to persons with mental disabilities at social risk.
- The number of services for families raising children has significantly increased (the need for family assistant services, the need for the services of psychologist service, the need for social rehabilitation services, the need for children care services).
- The need for long-term social care and social rehabilitation services for adults in Daugavpils retirement home decreased.

In summary of the problems faced by the municipalities, common social problems, i.e. problems of rapidly ageing society and service of families at social risk, could be noticed. The decreasing number of human resources means that in the future the recipients of social services will be served. The services provided by the communities are still poorly developed, there is a lack of diversity of services.

3. RESULTS OF THE SURVEY OF THE REPRESENTATIVES OF THE COMMUNITIES AND SOCIAL INSTITUTIONS OPERATING IN ZARASAI DISTRICT AND DAUGAVPILS CITY

Problem of the Survey. One of the tasks of the Plan for Development of Social Inclusion of Zarasai District and Daugavpils City 2022–2027 is to carry out a questionnaire survey (survey of the representatives of community and social institutions operating in Zarasai District and Daugavpils City) which is aimed at:

1. Assessment of provision in the institutions of the services in Zarasai District and Daugavpils City;
2. Assessment of development of social services, social inclusion, quality improvement possibilities, interinstitutional cooperation and transfer of social services to non-governmental organisations in Zarasai District and Daugavpils City in accordance with the valid legislation.

Sample of the survey, target group and selection. During the survey it is planned to survey community organisations in Zarasai District and Daugavpils City online.

The survey was carried out in December 2021.

The first questionnaire is intended for survey of the institutions providing social services in Zarasai District. The questionnaire consisted of 12 questions.

The second questionnaire is intended for survey of the institutions providing social services in Daugavpils City. The questionnaire consisted of 5 questions.

The purpose of the survey is assessment of social services, objectives and trends of development.

Data collection methods. A direct survey data collection method is applicable in the survey. It was carried out by random selection method by distributing an electronic questionnaire online.

Survey analysis instrument and structure of analysed attributes. The tool of the survey was prepared taking into account the most important areas of social services and focusing on the factors which have a major impact on satisfaction of the consumers:

- the need for the services,
- the quality of the services,
- directions of development of the services,
- possibilities for cooperation with other institutions.

The questionnaire was drawn up taking into account the possibilities of the respondents to provide information and conditions. The questions were prepared taking into account the fact that a person can refuse to take part in the survey due to the questionnaire of large volume or unclearly worded questions. Demographical data is included in the questionnaires. The drawn up questionnaire allows:

- to ensure the accuracy of possible answers;
- to ensure clear wordings without ambiguities;
- to limit only to information necessary for the survey;
- to ensure that the questions did not disturb the respondent;
- to ensure that one possible version of the answer was possible in assessments of the services.

As for the topics of the questions, the questions included in the questionnaire concern the most important factors defining the purpose of the survey, the chosen optimal number of questions; the questions were clear and short; a double negative was avoided; two options of the answers were avoided in the assessment of the provided services. No responses to the questions disturbing the respondents were requested during the survey, thus, seeking to avoid discomfort and distortion of the questions.

Zarasai District Municipality

26 respondents took part in the survey of the institutions providing social services in Zarasai District Municipality. The majority of the respondents were from Antazavė Subdistrict (6), Zarasai Subdistrict (4), Degučiai Subdistrict (4),



Figure 3.1 . What is your subdistrict?

Source: prepared by the author of the paper

The respondents represented different social service providers. The majority of the respondents (10) belonged to the institutions providing social services.



Figure 3.2 . What institution you represent?

Source: prepared by the author of the paper

One third of the respondents answered to the question about the policy of provision of social services that they assess the implemented policy of social services as good and for the same number of the respondents it was difficult to say.

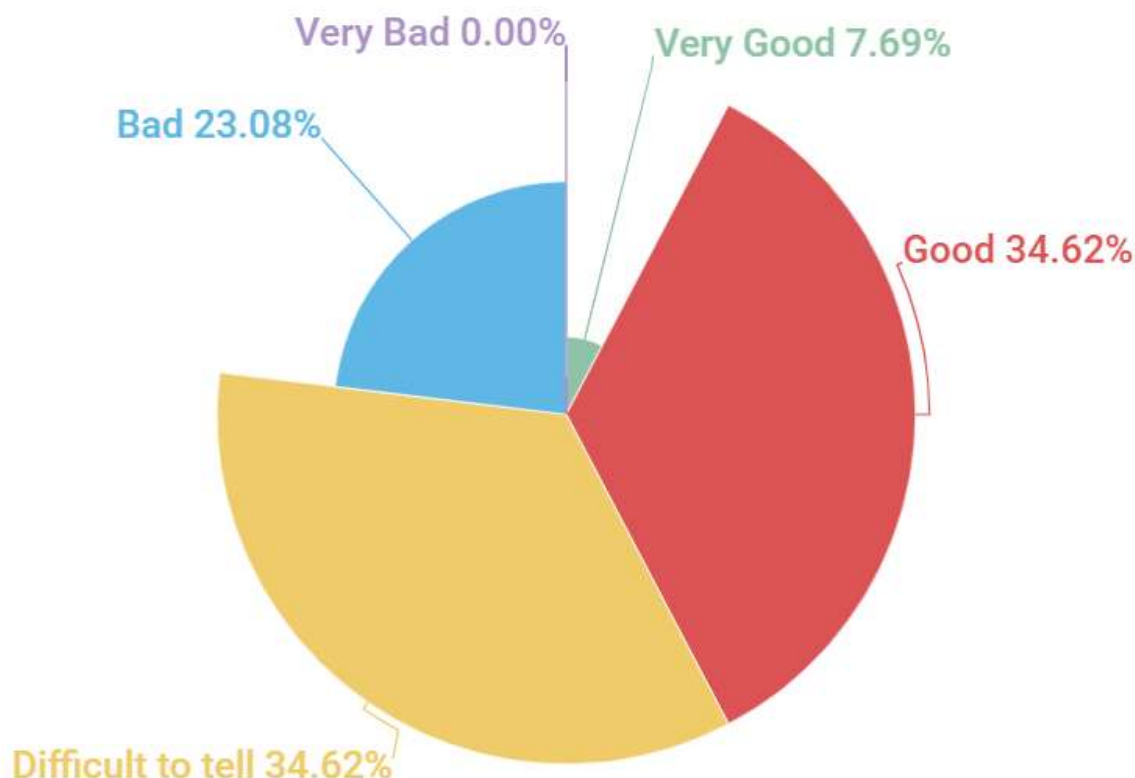


Figure 3.3 . How do you assess the policy on social services implemented in Zarasai District Municipality?

Source: prepared by the author of the paper

The respondents were asked about the main problems in relation to the implemented policy. The majority of the respondents (9) lack diversity of services and a considerable part of the respondents (8) mentioned a lack of employees-specialists/high workload. In this case, only 2 respondents did not see any problems.

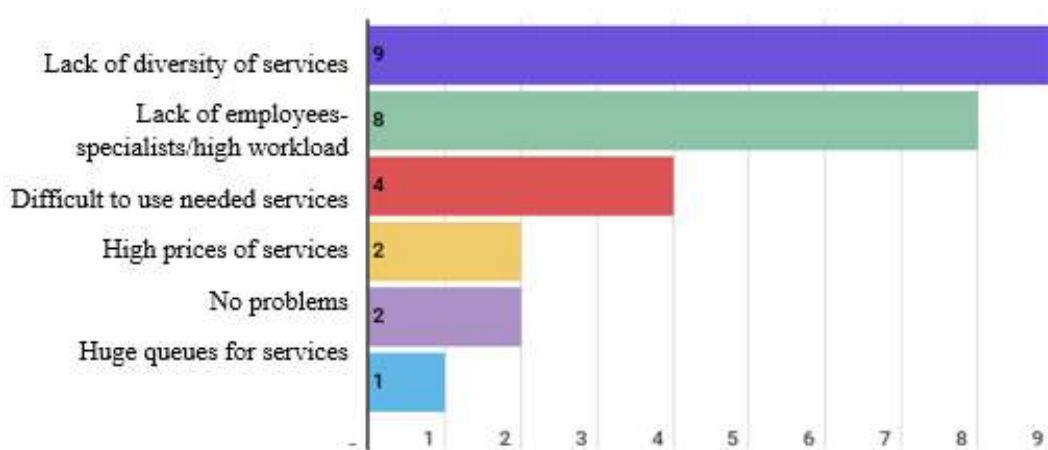


Figure 3.4. What are the problems in the implemented social policy?

Source: prepared by the author of the paper

In the opinion of the social service providers, the need for provision of social services increases. For approximately 20 per cent of the respondents it was difficult to answer the question and only 4 per cent of the respondents (1 person) did not see a growth in the need for social services.

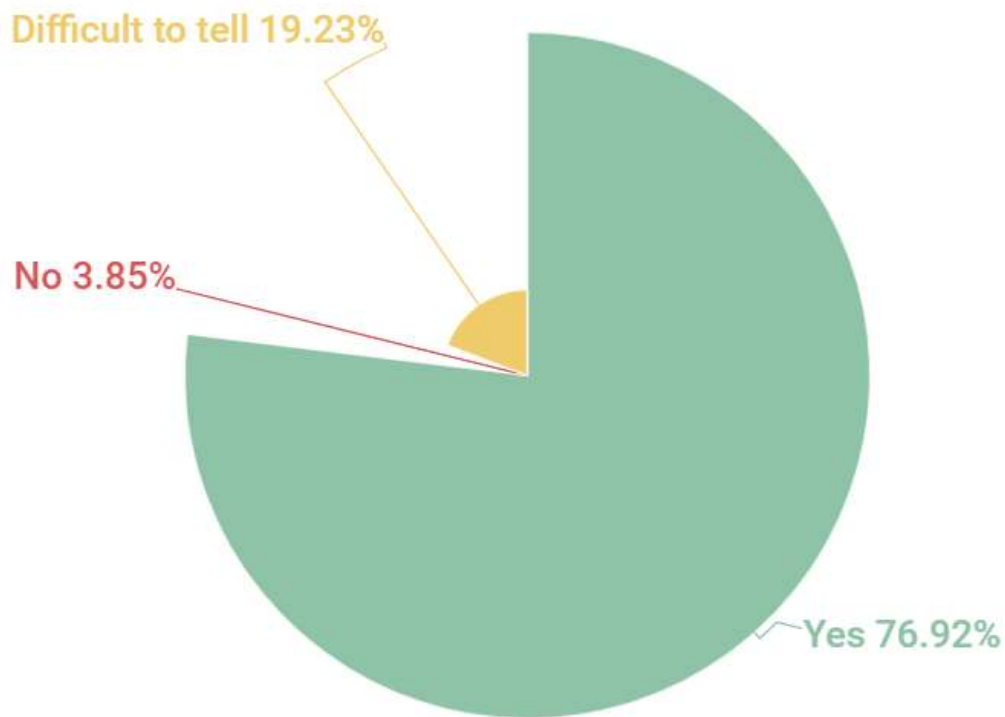


Figure 3.5. Is the need for social services in your place of residence growing?

Source: prepared by the author of the paper

The respondents assessed the provided social services more positively than negatively but there were some neutral statements.

The short-term/long-term social care services for children, short-term/long-term social care services for elderly and disabled persons, socio-cultural services, catering organisation, information/consultation were assessed as very good and good.

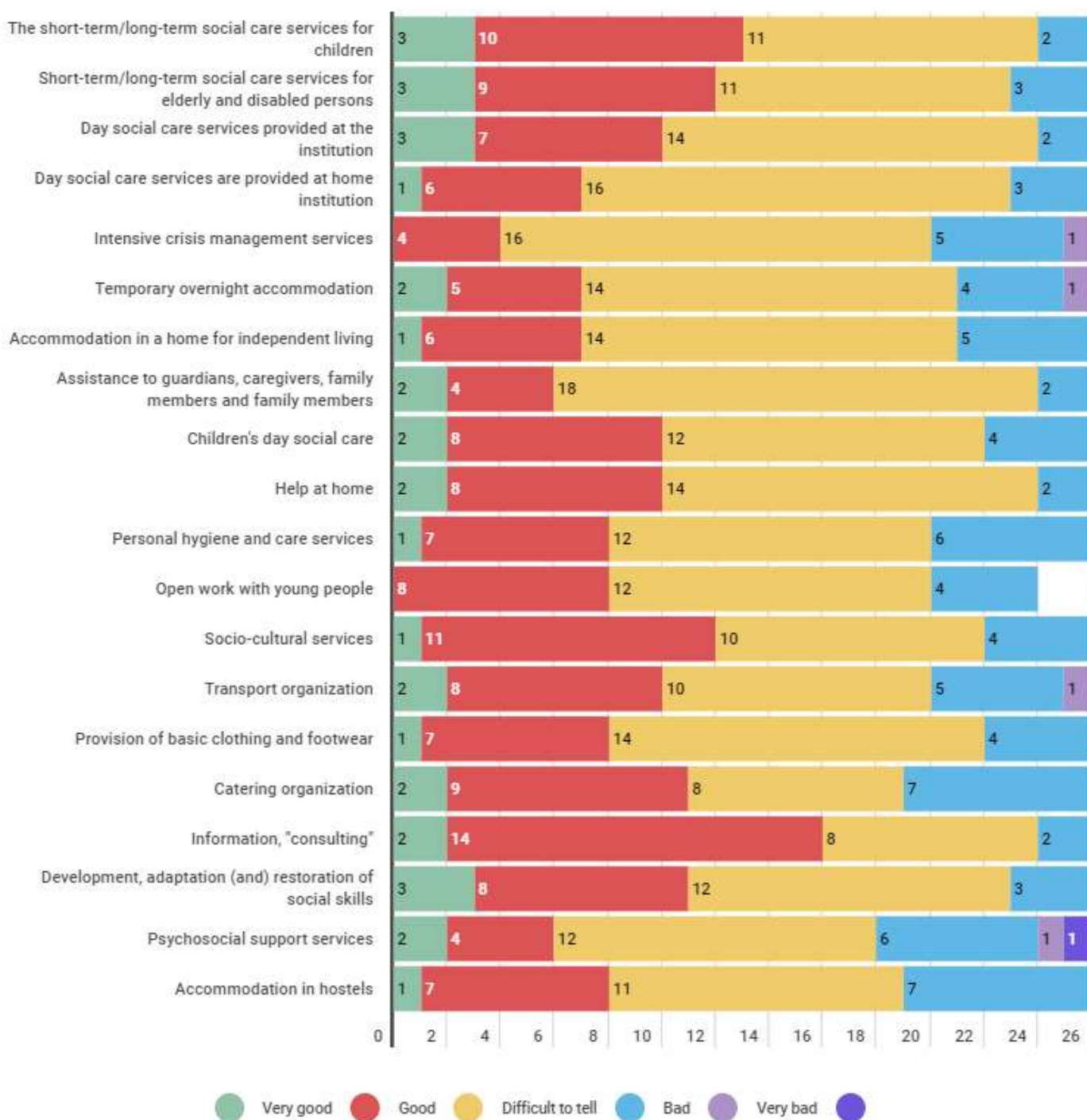


Figure 3.6. How do you assess the quality of provided social services in your residential environment?

Source: prepared by the author of the paper

It was difficult for the respondents to assess the social care services provided in the institution, the day social care services provided at home, intensive crisis overcoming assistance services, temporary accommodation in at the independent living home, assistance to guardians (custodians), carers on duty, adoptive parents and family members, children day social care, home call assistance, personal hygiene and care services, services of open work with youth, services of provision with essential clothing and footwear,

social skill development, restoration and maintenance services, psychosocial assistance services, services of accomodation in a hostel.

Psychosocial assistance services and services of accommodation in a hostel were considered as the services of the lowest quality.

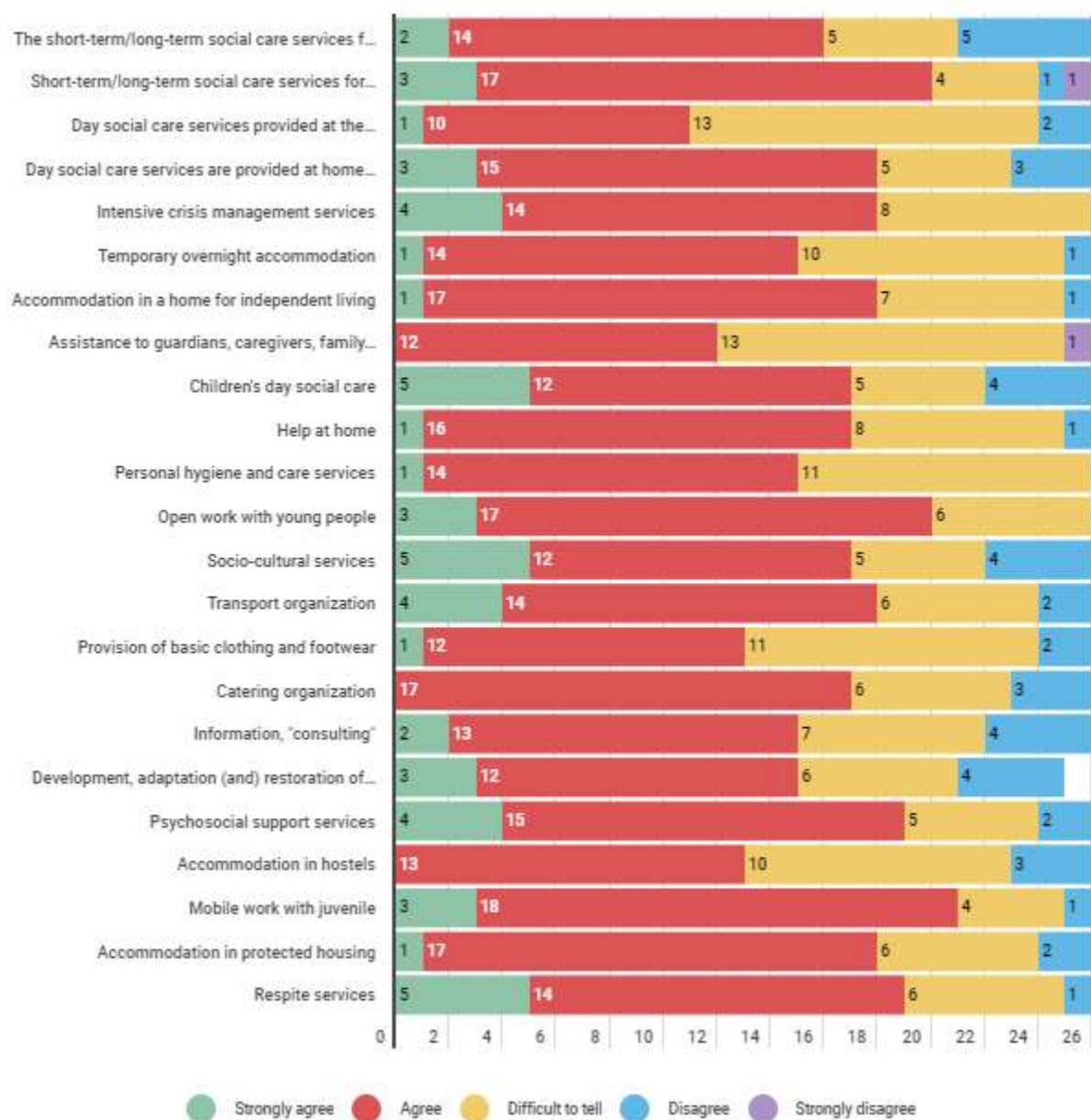


Figure 3.7. What services you lack in your living environment?

Source: prepared by the author of the paper

As for the answers to the question about a lack of services in the living environment, the respondents noted a lack of all services.

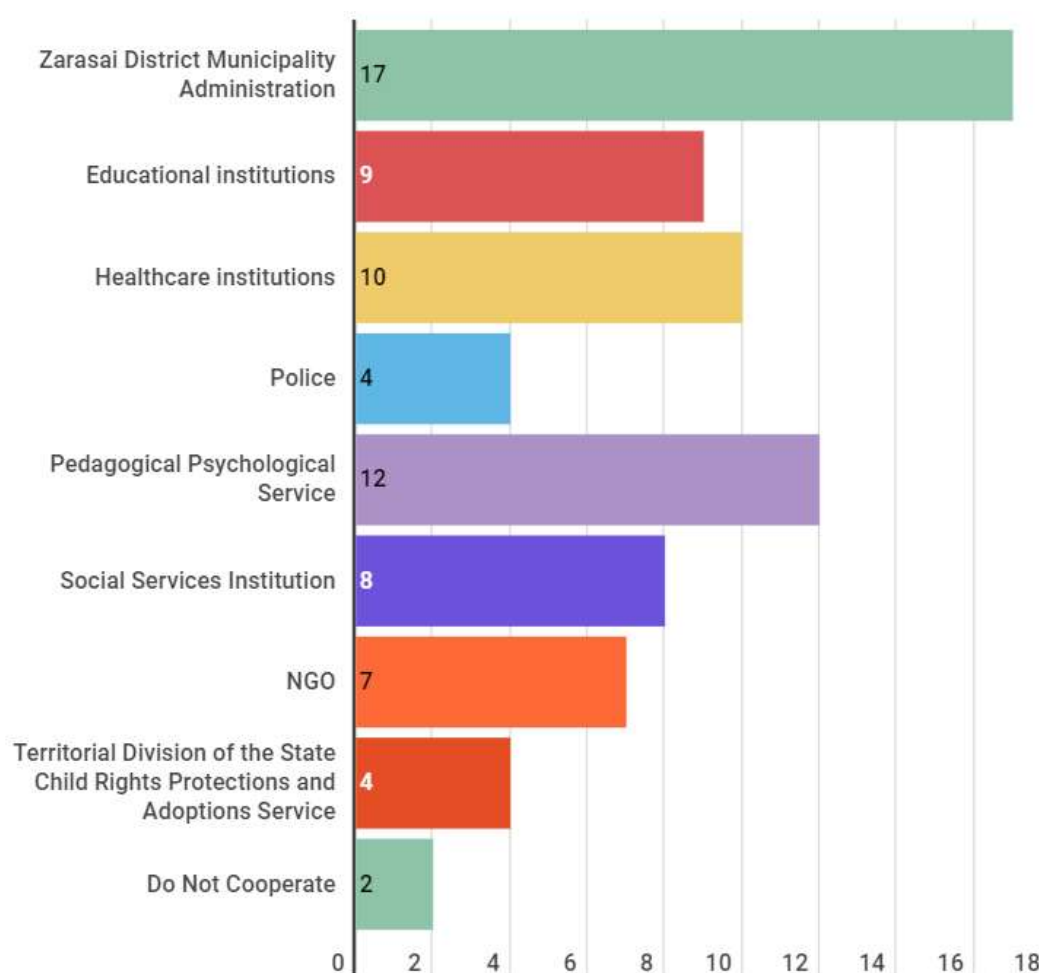


Figure 3.8. Do you cooperate at the inter-institutional level?

Source: prepared by the author of the paper

At the interinstitutional level, the institutions of social services mainly communicated with Zarasai District Municipality Administration, the pedagogical psychological service, medical institutions. Only 2 institutions did not cooperate with other institutions.

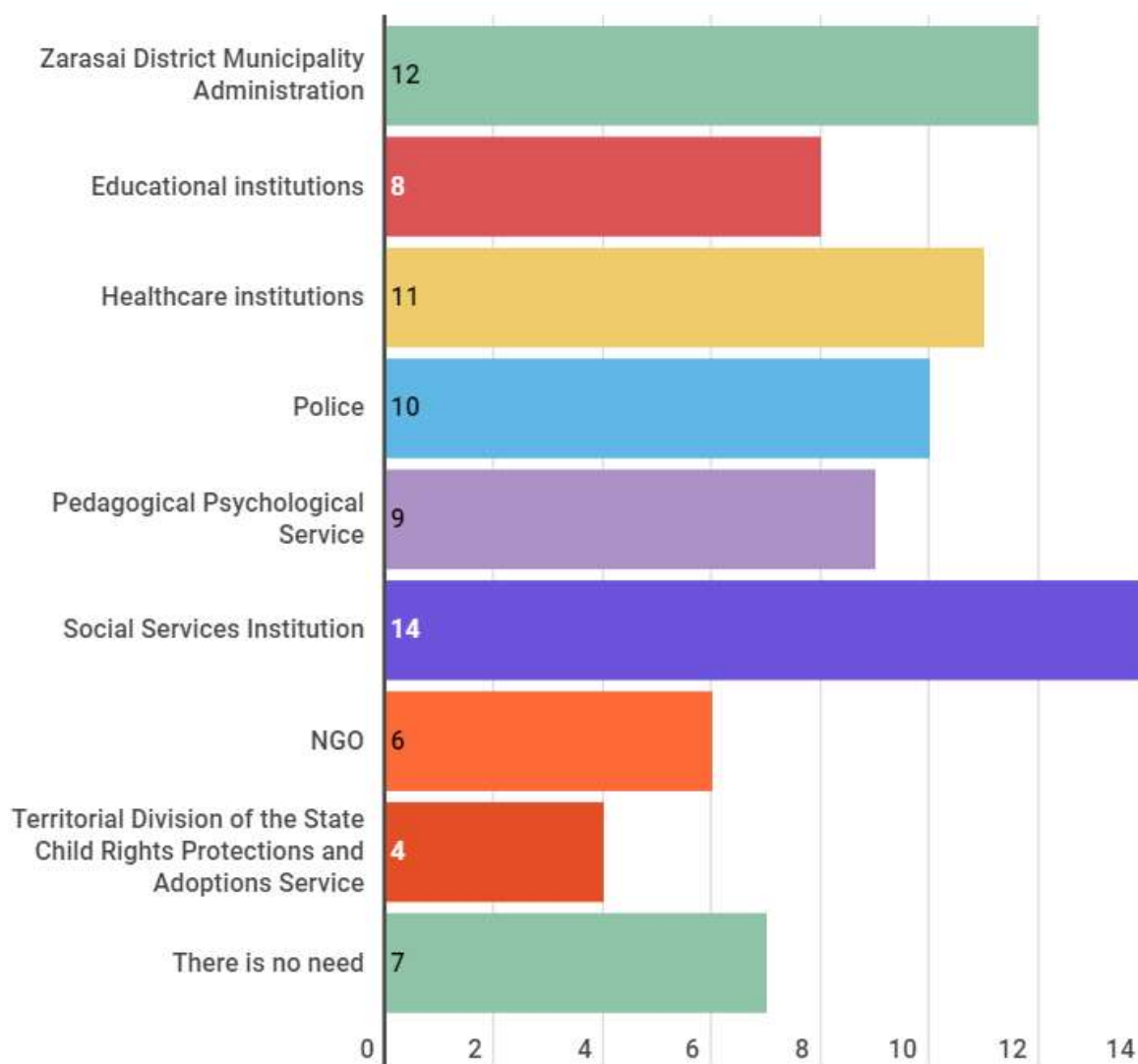


Figure 3.9. Is there a need for cooperation with other institutions at the interinstitutional level? If yes, with what institutions your cooperate?

Source: prepared by the author of the paper

The respondents mostly noted the need for cooperation with the institutions of social services (14), Zarasai District Municipality Administration (12), medical institutions (11), police (10). 7 respondents did not see the need for cooperation with other institutions.

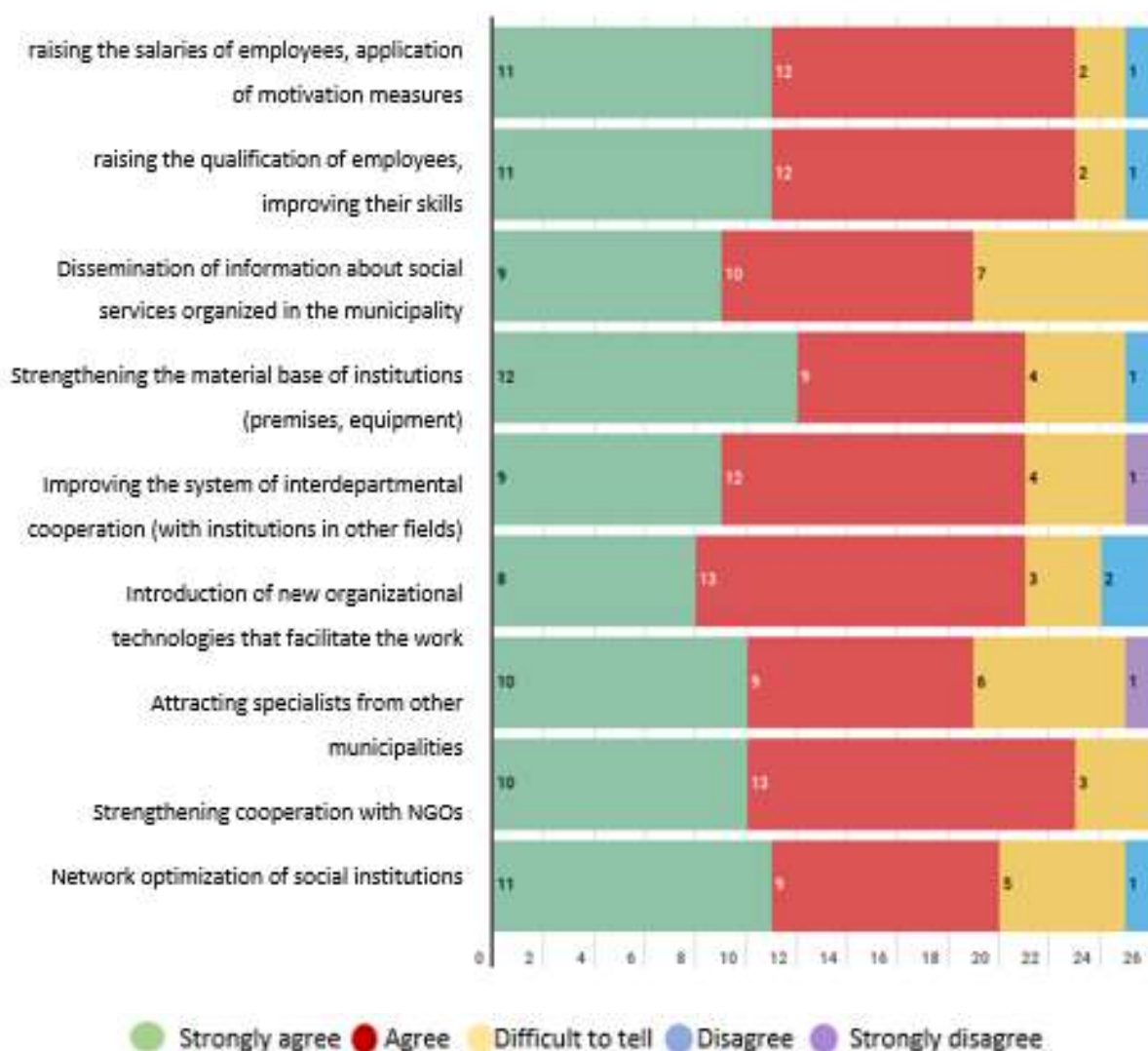


Figure 3.10. How the quality of the activities of the institutions providing social services in Zarasai District Municipality could be improved?

Source: prepared by the author of the paper

As for the answers to the question about improvement of the quality of social services provided in Zarasai District Municipality, the respondents accepted all suggested methods. The respondents most supported an increase in the remuneration of the employees, application of motivation measures, employee qualification improvement, skill development, strengthening of cooperation with NGOs. Introduction of new organisational technologies facilitating work was not approved.

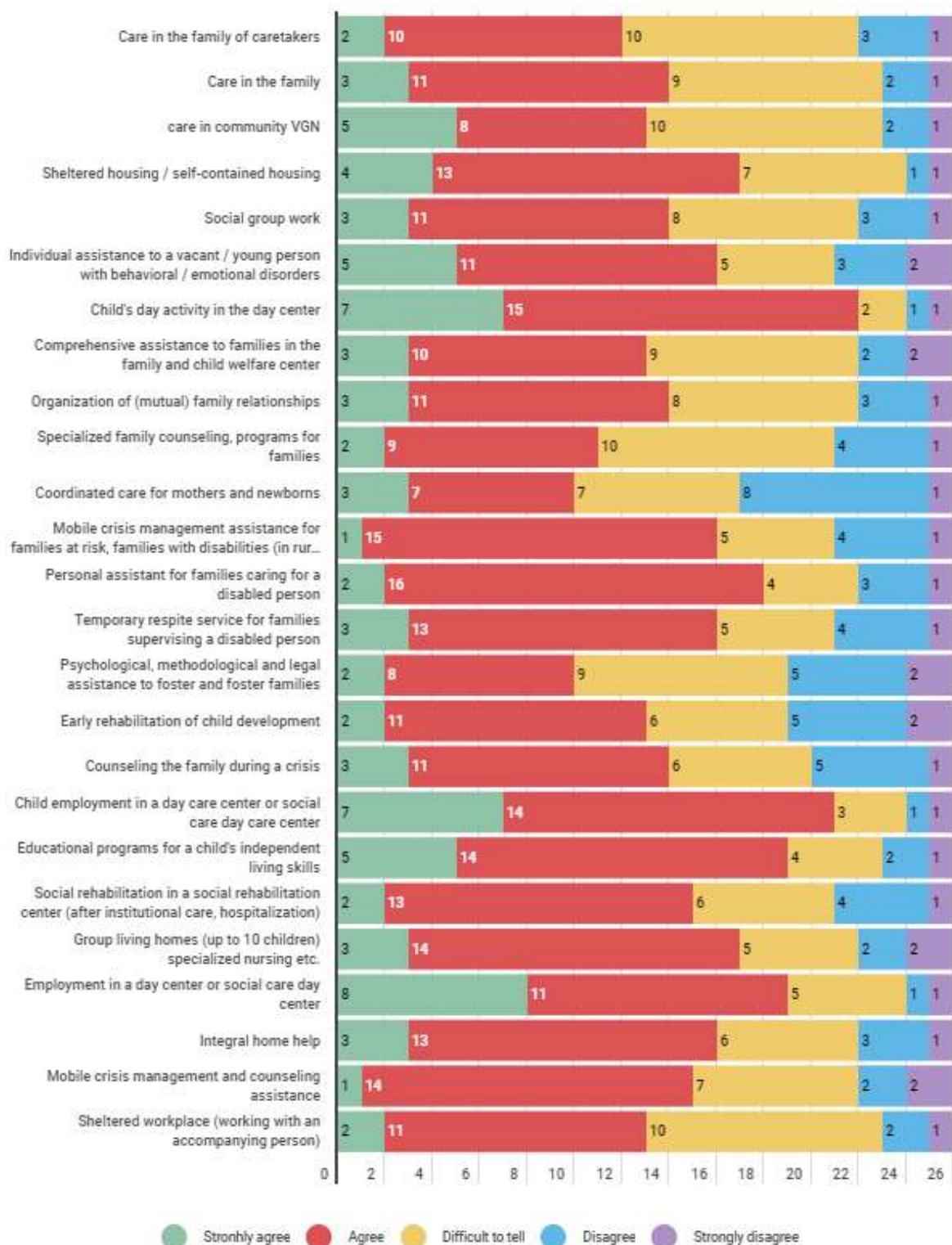


Figure 3.11. What services, in your opinion, could be transferred to the community?

Source: prepared by the author of the paper

The social service providers strongly supported and agreed with transfer of social services to the communities. The children occupation days in the day, community centre and children care centre or social in the day care centre received most positive feedback. It was difficult for the respondents to express their opinion on care in community children care home, specialised family consultation, drawing up of programmes for

families. The most negative opinions were expressed in relation to the transfer of coordinated assistance of newborn care to communities. Psychological, methodical and legal assistance to the families of guardians and adoptive parents, early rehabilitation of child development were not assessed as very positive.

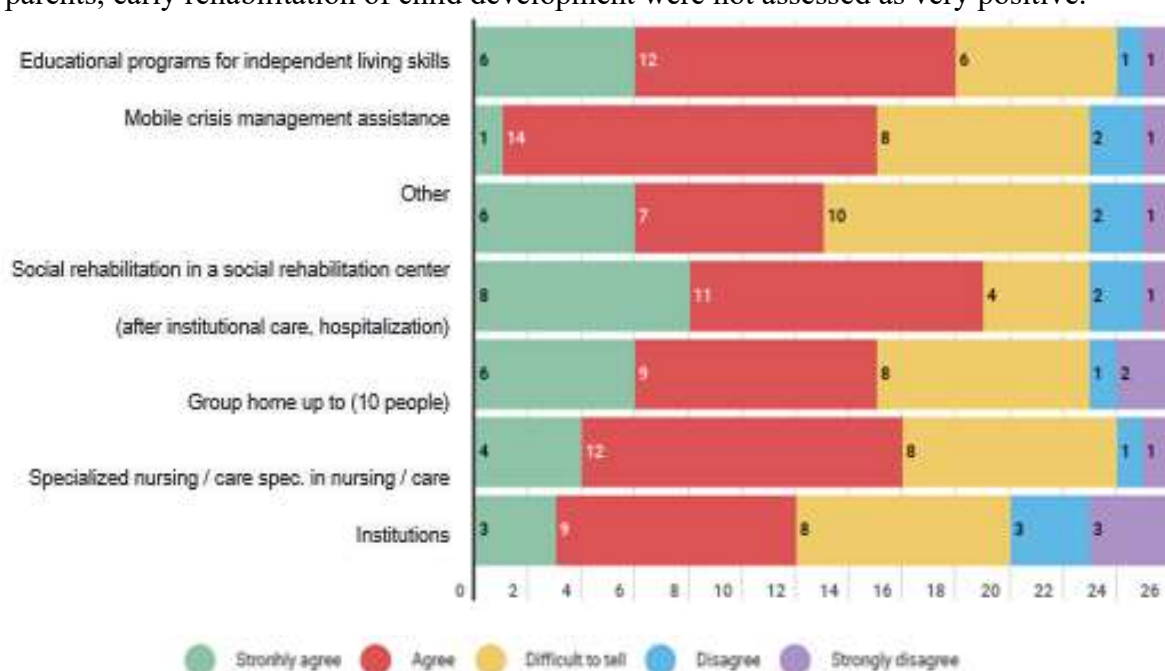


Figure 3.12 What services, in your opinion, could be transferred to the community?

Source: prepared by the author of the paper

The respondents were requested to assess the methods by which Zarasai District Municipality Administration could cooperate with the social service providers of Daugavpils City. The respondents considered that all suggested methods of cooperation as acceptable but periodic meetings, spread of experience received most positive feedback (15 respondents strongly agreed, 8 respondents agreed). Organisation of social services paid at the expense of the person in Daugavpils (catering, personal hygiene etc.) seemed to be least acceptable.

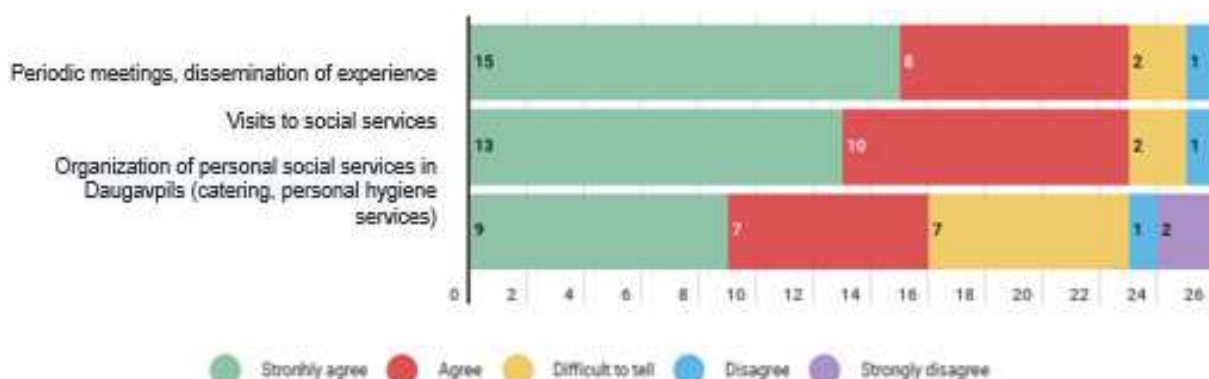


Figure 3.13. What are the possible ways of cooperation with the social service providers of Daugavpils City?

Source: prepared by the author of the paper

In summary, respondents of all subdistricts participated in the survey on social services where the majority of all respondents were institutions providing social services. The policy of social services implemented in Zarasai District Municipality was ambiguously assessed by the respondents: one third of the respondents considered the policy as good and for the same part of the respondents it was difficult to answer. The respondents considered that the main problem of provision of social services was a lack of diversity of the services. More than two thirds of all respondents noticed not only the above but also the overall growth in the need for social services. At the interinstitutional level, the institutions of social services mainly communicated with Zarasai District Municipality Administration, the pedagogical psychological service, medical institutions. As for assessment of the communication initiatives in the future, a similar need was noticed. The respondents recommend to improve the quality of the activities of the institutions providing social services by increasing the remuneration of employees and improving the qualification of employees, providing information on social services organized in the municipality, improving the material base of the institutions, cooperating with the NGOs, optimizing the network of the services of social institutions. The social service providers recommended to the community to transfer all social services which could be transferred. The respondents considered that periodic meetings and spread of experience were the most attractive ways of cooperation with the social service providers of Daugavpils.

Daugavpils City

7 respondents took part in the survey of the institutions providing social services in Daugavpils City.

In many cases, the respondents could not answer the question on assessment of the quality of social services. The services of the day center, the family assistant service, the group apartment service, the social taxi service, the specialized workshop service received the highest number of positive feedback.

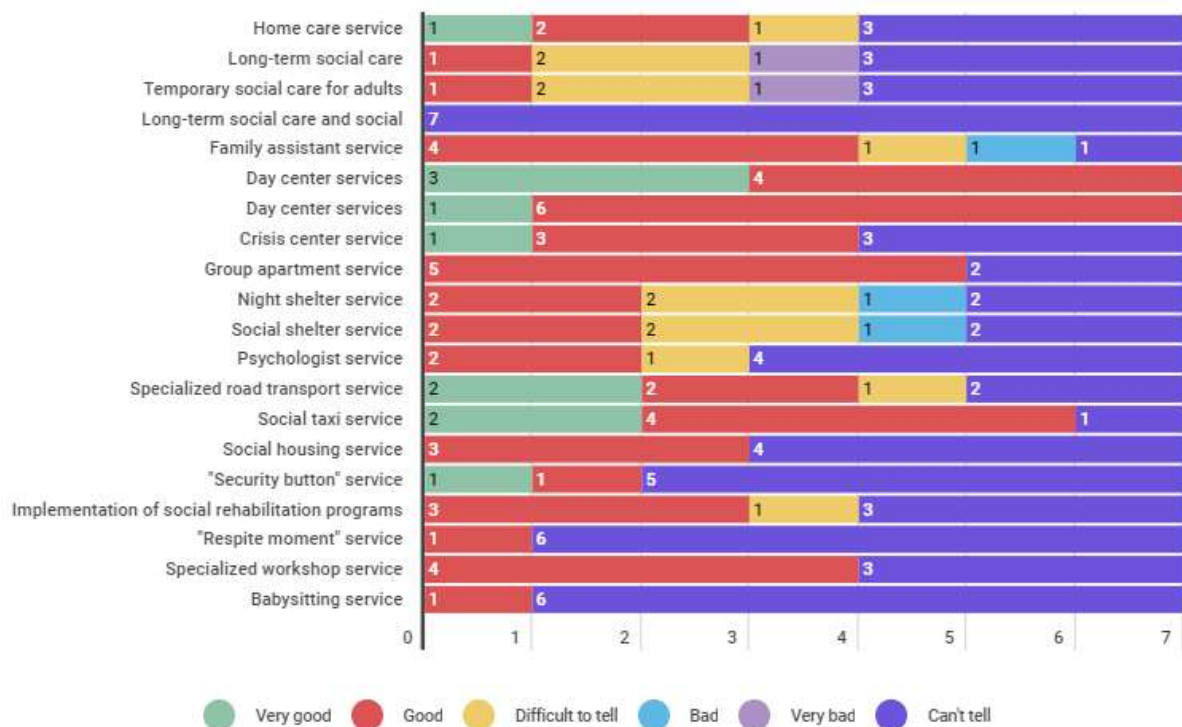


Figure 3.14. How do you assess the quality of the provided social services?

Source: prepared by the author of the paper

In many cases, the community did not have an opinion on the question about the social services which could be transferred to the NGOs. As for the social services which could be delegated to the community, it is recommended to transfer provision of the family assistant service, the day center service, the specialized workshop service. It is not recommended to transfer long-term social care and social rehabilitation services, adult temporary social care services, group apartment service, night shelter, social shelter, psychologist, specialized road transport, social taxi services to the community.

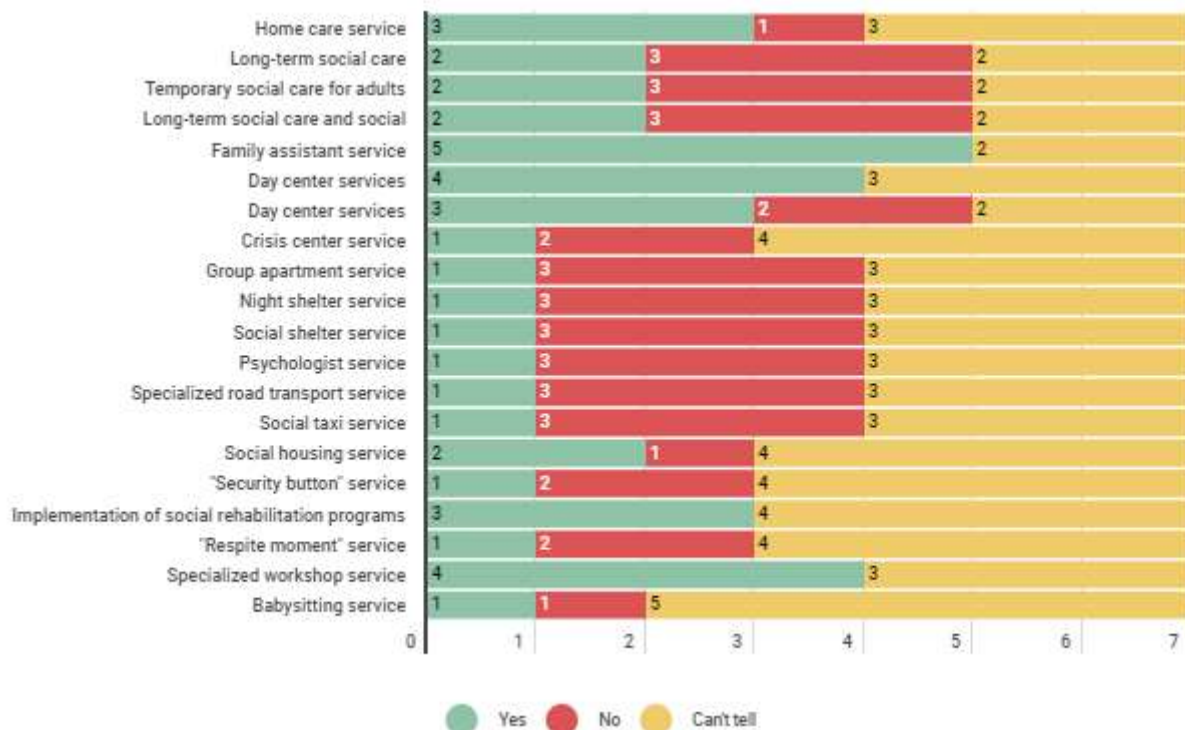


Figure 3.15. What services could be delegated to the NGOs?

Source: prepared by the author of the paper

At the interinstitutional level, communities most communicate with Daugavpils Municipality and other NGOs. Communities less cooperated with schools and police.

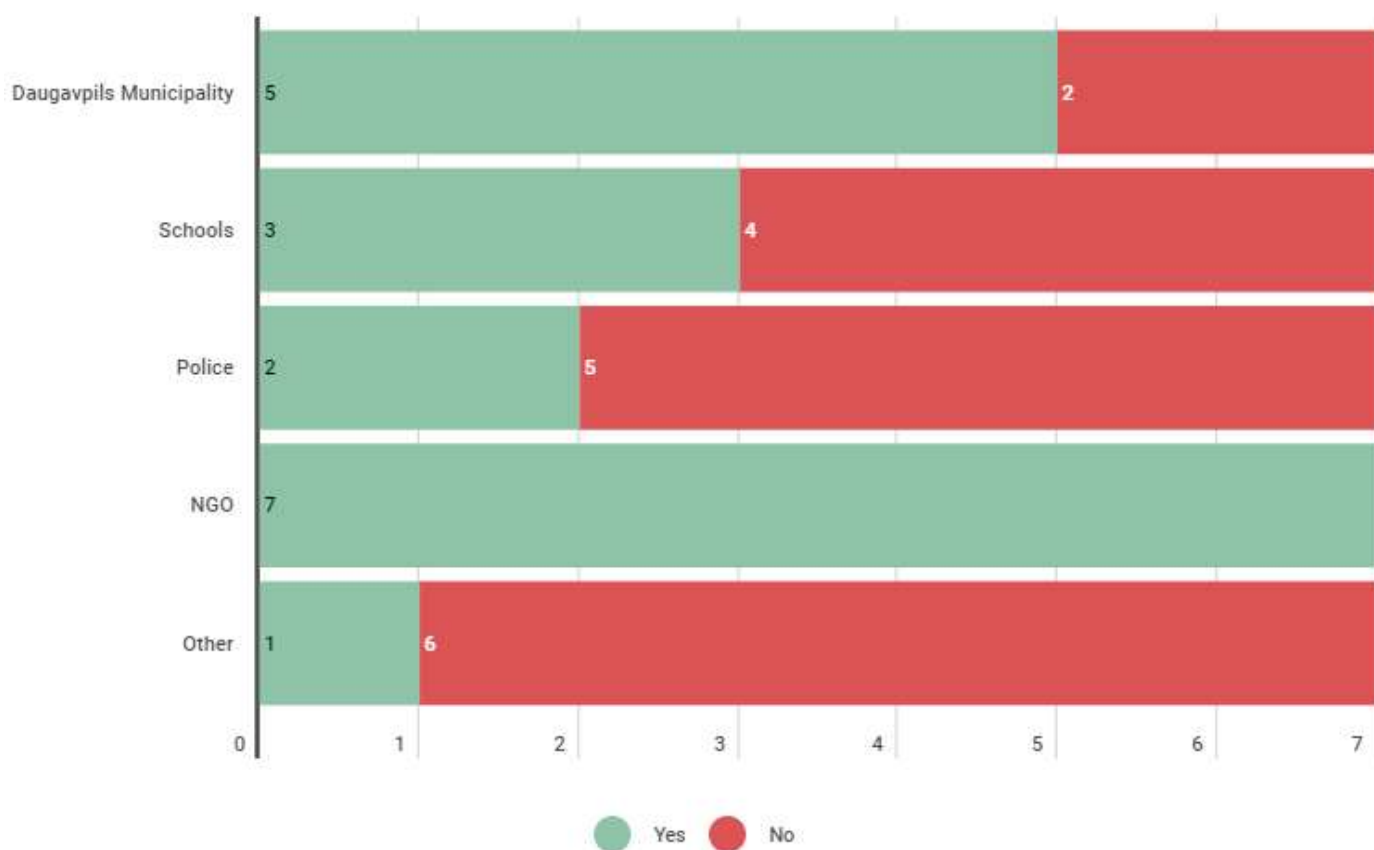


Figure 3.16. Do you cooperate at the inter-institutional level? If yes, with what institutions your cooperate?

Source: prepared by the author of the paper

Cooperation with volunteers who do not create NGOs, other institutions, groups of pensioners in other counties, other pensioners is carried out.

As for the suggested ways of cooperation with the social service institutions of Zarasai district, periodic meetings, spread of experience, visits to social services, organisation of social services paid at personal expense in Zarasai District (catering, personal hygiene services) are recommended.

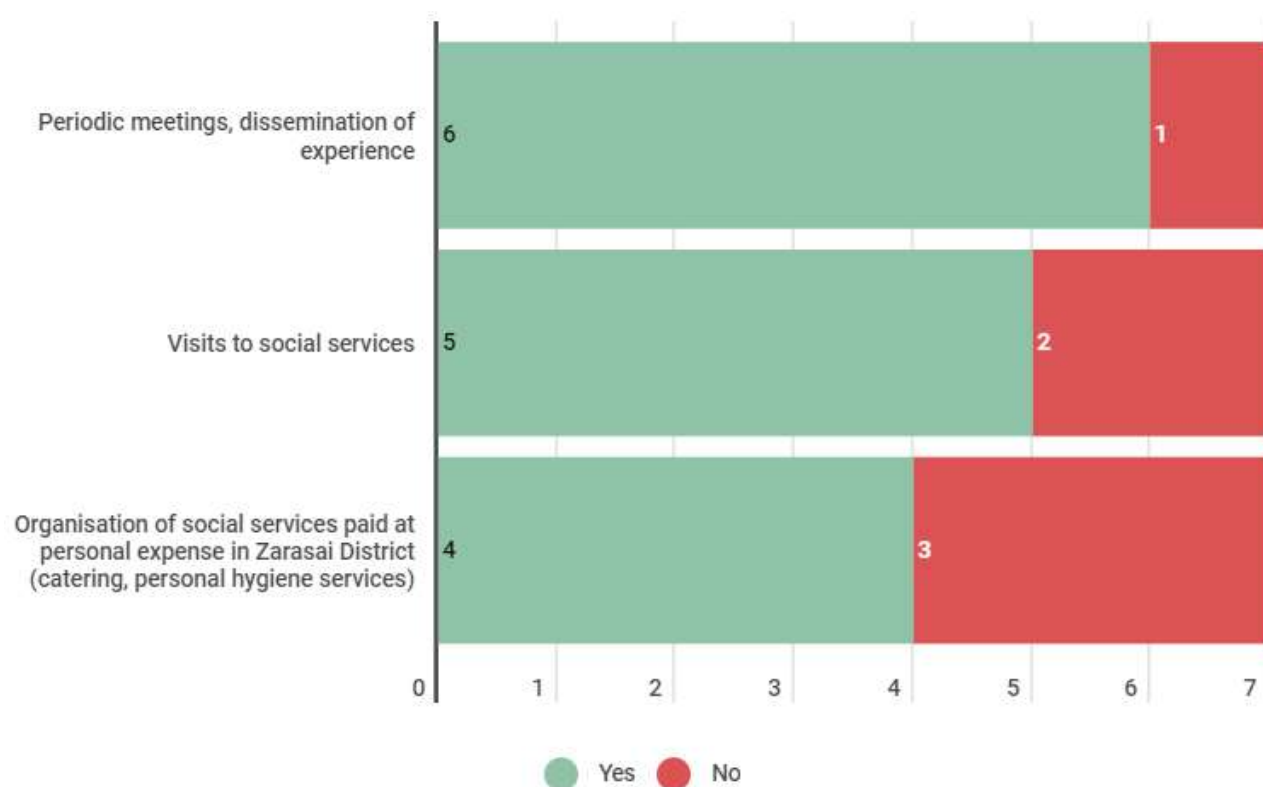


Figure 3.17. Ways of cooperation with the social service providers of Zarasai District?

Source: prepared by the author of the paper

Daugavpils city communities assessed accessibility to social services as good (85.71 per cent).

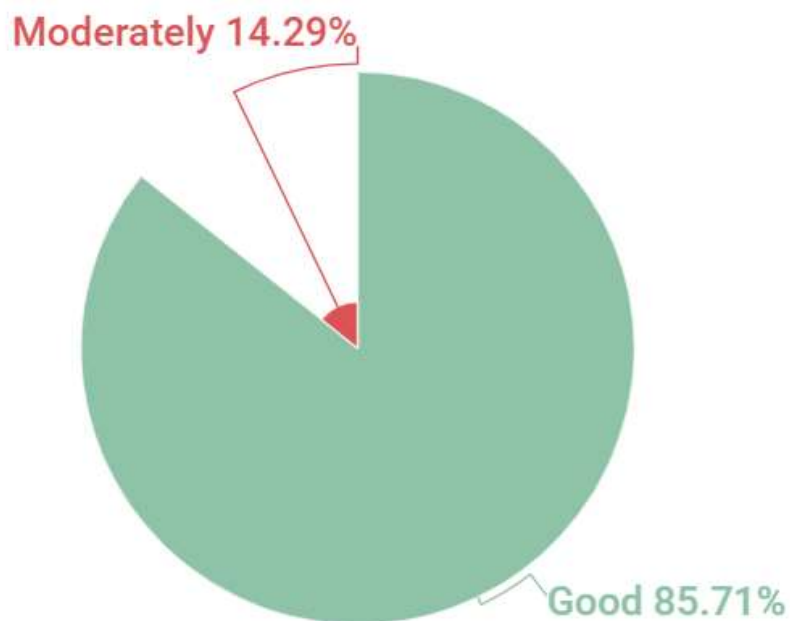


Figure 3.18. How do you assess accessibility to social services in Daugavpils?

Source: prepared by the author of the paper

The non-governmental organisations of Daugavpils City positively assessed the day centre service, family assistant service, group apartment service, social taxi service, specialised workshop service. As for the social services which could be delegated to the community, it is recommended to transfer provision of the family assistant service, the day centre service, the specialised workshop service. The non-governmental organisations actively cooperated with local authorities and other non-governmental organisations. Periodic meetings and spread of experience are among the most recommended possible ways of cooperation with social service providers in Lithuania.

In summary, the social service providers of Daugavpils City assess provision of social services in their territory better than the social service providers of Zarasai District. The non-governmental organisations of Daugavpils City see possibilities for transfer of for provision of the family assistant service, day centre service, specialised workshop service to non-governmental organisations. As for transfer of other services to the non-governmental sector, a lack of information was expressed. The social service providers of Zarasai District who suggested to transfer all services which may be provided in the community to the non-governmental sector were more positive. Different interregional cooperation initiatives are supported both by the respondents of Zarasai District Municipality and the respondents of Daugavpils City but the most recommended way of cooperation is by organising periodic meetings and spreading good practices.

4. PROPOSALS CONCERNING DEVELOPMENT OF SOCIAL SERVICES, SOCIAL INCLUSION, INTERINSTITUTIONAL COOPERATION, IMPROVEMENT OF THE QUALITY AND INFRASTRUCTURE OF THE SERVICES IN ZARASAI AND DAUGAVPILS REGION

The proposals concerning development of social services are put forward taking into account the existing situation, problems, results of the surveys and considering the real need for services, the Standards for Development of Social Services approved by the Minister of Social Security and Labour of the Republic of Lithuania, information on the provided services and lack of services and financial capacity of the municipality provided by the institutions, experts providing social services, different interinstitutional social services and commissions.

Zarasai District Municipality

Following the Plan for Social Services of Zarasai District 2021, the standards of development of social services were satisfied in the district. It is planned to provide or extend the following types of social services in Zarasai District Municipality: a) improvement of the quality of services of development and maintenance of social skills, children day centre services; b) development of home call services; c) day social care services at the person's home; d) development of provision of social services to persons living in poverty; e) provision of community social services; f) development of outpatient social services, in particular, in rural areas.

In order to achieve Objective 1, it is planned:

To develop home call services (home call assistance and day social care). In recent years, the need for home call assistance services has grown and will remain relevant if the scope of stationary special services decreases. Currently, 27 persons received the day social care services at home. It is sought that the number increased to 35 persons till 2027.

To increase the number of persons receiving home call assistance. Currently, 141 persons receive the afore-mentioned services. It is planned to increase the number of the recipients of the services till 160 (2027). The average duration from the date of prescription of the home call services to the date of receipt of the services is 7 working days (2021). It is sought to reduce the duration of waiting to 5 working days (2027). The average duration of waiting in line from the date of prescription of the social care at the person's home to the date of receipt of the service is 7 working days. It is sought to reduce the duration of waiting to 5 working days (2027).

To develop non-institutional services for children. The number of children growing in day centres providing social services is growing. In 2021, the number of children growing in guardian families on duty providing social services was 5. It is planned to increase the number of the recipients of the services up to 15 (2027). In 2021, the number of children growing in families providing social services and social families was 47. The objective to increase the afore-mentioned number to 60 persons is pursued. The number of children without parental care, in a guardian family provided with the municipal support was 33. It is planned to increase the above number to 40 (2027). The need for development of stationary community children care services prevails. The objective is to extend the services of stationary community children care services by modernising the building at the address Palaukės g. 12, Zarasai.

The need for development of children day social care services is still noticeable; therefore, it is necessary to develop them. In 2021, the number of children receiving children day social care services was 147 and in 2027 it is planned to increase the number of the recipients to 170. It is planned to increase the number of co-financed children day centres from 8 (2021) to 10 (2027).

Currently a project aimed at establishing independent living home is implemented in the district. Home environment is created, conditions for leading an independent personal (family) life, household, necessary services are provided in due time, adults with disabilities and elderly people will receive assistance in effective functioning, their independence and ability to deal with any arising difficulties will increase and diversity of

social services will increase in the independent living home. The services will be received by 24 persons (till 2023). The jobs created (maintained) upon implementation of the afore-mentioned project and purposefully used for social needs in implementation of the reorganisation in the district, the premises of the Children Care Home will be vacated. In the future the need for such services will grow; therefore, in order to maintain jobs in the district and use the infrastructure of educational establishments which has become available for activities, it would be appropriate to establish more independent living homes, for example, in Salakas and Antazavė.

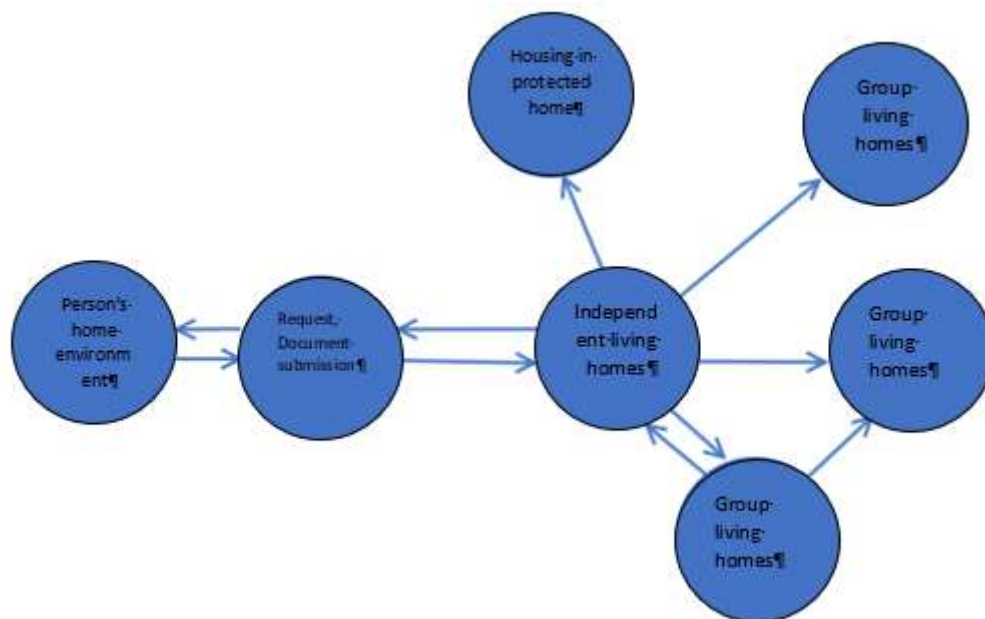


Figure 4.1 . Scheme of provision of the independent living home service

Protected housing is accommodation of a person (family) and provision of assistance in the home environment, organisation of necessary services in the community with a view to compensating, restoring, broadening, maintaining and developing personal (family) social and independent living skills. The recipients of the services are adults with disabilities. The service of accommodation in the protected housing for the particular person taking into account his needs may be different.

Group accommodation houses are intended for adults with disabilities. Up to 10 dependent or partially independent persons live in separate premises (house) in home environment in the community, i.e. in a social care institution providing short-term/long-term social care. Social, health, care, employment, education, culture and other services are organised and provided to the residents of group accommodation homes in the community.

Currently, the group accommodation housing service is not provided. It is planned to establish 2 group accommodation houses till 2027. It is planned to provide the afore-mentioned services to 20 persons.

Temporary respite break social care services are provided to the recipients of the temporary respite break service with a view to enabling person who raise, take care of, are guardians (carers) of and/or nurse the recipients of the temporary respite break living together with them, reconcile personal life and care, guardianship (custody) and/or care of the recipient of temporary respite break enabling them to compensate the interests and needs of the family, take a rest from permanent care, care and/or nursing of the raised recipient of the temporary respite break service, the recipient of the temporary respite break service under care and/or guardianship (custody). The recipients are the disabled was defined (-) in the Republic of Lithuania Law on the Social Integration of the Disabled for whom special need for permanent nursing is established or special

need for permanent care (assistance). The duration of provision of the afore-mentioned social services per year cannot exceed 720 hours.

Accessibility of temporary respite break services is an acute problem in the country and Zarasai District. It is planned to provide temporary respite break services to the recipients of home call services and other persons, as appropriate, where the planned number of the recipients till 2027 is 10 persons.

The leaving service is also not provided to youth. It is necessary to ensure the leaving service to youth by creating capacity for 10 recipients of the services till 2027.

Today, the need for establishment of an addiction centre is noticeable. It is planned to establish an addiction centre by repairing the premises at the address Dvaro g. 19, Antazavė, and ensuring provision of the afore-mentioned services at least to 10 persons till 2027.

Involvement of community organisations in provision of social services in the district is still low. It is planned to promote investments of the NGOs and private investments by increasing provision of social services in the district.

Today, four integrated assistance services are provided to family in implementation of the project "Community Family Home" in Zarasai District. In 2021, the services were received by 480 persons and at the end of the period of the strategy it is planned to increase the number of such services to 600. It is planned to increase the number of the services up to 6 till 2027.

The non-governmental sector lacks human resources able to provide necessary social services. It is planned to promote the motivation of the NGOs and private persons working in the social area by ensuring favourable conditions for work and professional improvement. To this end, it is planned to draw up the qualification improvement (social entrepreneurship, competence acquisition, development of independent activities etc.) and requalification programmes on the basis of which it is planned to improve the qualification of 10 persons till 2027.

There is a lack of information on social services in Zarasai District. By increasing the availability of information it is planned to update the websites of the institutions providing online social services. In 2021, 1 website was updated and it is planned to update two other websites till 2027. It is necessary to distribute information by organising information events. It is planned to organise at least 4 events till 2027.

The number of persons who need special transport service is noticeably growing. It is sought to increase the scope of special transport services from 80 persons (2021) to 100 persons (2027).

Currently, Zarasai District Municipality and Daugavpils City implement a joint project the results of which will have a positive impact on the quality of social services. It is planned to continue cooperation by organising joint events (organising at least 4 events till 2027), trainings (seeking to train 15 persons till 2027) and initiating joint EU funded projects (2 projects are planned till 2027).

The waiting period for adapting social housing for a disabled person (family) in Zarasai District is long. It is planned to satisfy up to 100 per cent of all requests for adaptation of housing to the disabled.

Daugavpils City Municipality

In order to achieve Objective 1, it is planned:

The services provided by the respondents in Daugavpils City are assessed as good. High supply and diversity of social services and adaptation to the epidemiological situation had an impact on this. The main problems could be associated with the rapidly ageing society, growing part of the maintained persons. On the other hand, the higher need for family assistant services, the need for the services of psychological service, the need for child care services suggest that major attention must also be paid to the social group of families. In the opinion of the respondents, as for the social services which could be delegated to the community, it is recommended to transfer provision of the family assistant service, the day centre service, the specialised workshop service. Development of social services should be carried out taking the above into account.

The network of non-governmental organisations working with persons of pensionable age is well developed in Daugavpils city but the number of organisations working with families at social risk is slightly

higher. It is recommended for the municipality to initiative a project promoting establishment or development of non-governmental organisations working with families at risk.

It is recommended to start provision of "respite break" service and specialised workshop service in Daugavpils city.

Furthermore, taking into account the decreasing number of social work specialists, it is recommended to draw up a programme for financial and non-financial promotion of social work specialists.

As in case of both countries, the social services are provided only to citizens (for more details, see Chapter 2), cooperation between Zarasai District and Daugavpils City should be carried out without creating joint services. Planned measures: A dialogue platform for cross-border interaction of social institutions and NGOs, cooperation in the area of education and improvement of specialists, cooperation in preparation of joint projects (for more details, see Chapter 5).

5. PROPOSAL CONCERNING POSSIBLE MODELS OF COOPERATION OF BUDGETARY INSTITUTIONS AND NON-GOVERNMENTAL ORGANISATIONS IN PROVISION OF SOCIAL SERVICES

Ways of cooperation between the institutions operating in Zarasai District Municipality and institutions of Daugavpils City:

Dialogue platform for cross-border interaction of social institutions and NGOs. Cooperation between the Social Support Division of Zarasai District Municipality and the Social Service of Daugavpils City could be expressed by creating a dialogue platform. The dialogue platform could be a continuously operating joint interinstitutional group of two countries the areas of interest of which are examination, development, extension of provision of social services, exchange of good practices at the professional level. The dialogue platform would enable implementation of international projects by coordinating their implementation etc. The afore-mentioned instrument could also be used in exchange of experience by the NGOs service providers of Lithuania and Latvia.

Cooperation in the area of education and improvement of specialists. A decrease in the number of social employees, specialists is an acute problem in Latvia and Lithuania. Earlier introduction of the international EQUASS certificate in the institutions providing social services where one of the principles of certification of the quality of social services is continuous professional improvement could sustain the motivation of people working in the institutions. The municipalities could cooperate in exchange of the good practices of introduction of EQUASS principles and further drawing up of the plan for general actions of supervision of qualification improvement. Use of the experience spread platform, continuous professional improvement would develop an innovative approach towards provision of social services.

Cooperation in preparation of joint projects. The analysis of the current situation has shown that Zarasai District Municipality and Daugavpils City have to cope with a lot of common problems: ageing society, decreasing number of specialists etc. This implies that bilateral projects can be further implemented during the period of 2021–2027 from the financial perspective in accordance with the valid measures and invitations.

6. PRIORITIES, AIMS, OBJECTIVES, MEASURES, INDICATORS, DEADLINE FOR IMPLEMENTATION OF THE DEVELOPMENT PLAN, RESPONSIBLE COORDINATORS AND EXECUTORS

6.1. PRIORITIES, AIMS, OBJECTIVES, MEASURES, INDICATORS OF THE DEVELOPMENT PLAN, RESPONSIBLE COORDINATORS AND EXECUTORS

Priority of the Plan for Social Inclusion of Zarasai District and Daugavpils City 2022–2027:

PRIORITY 1. Increasing social inclusion of Zarasai District and Daugavpils City

Zarasai District Municipality

For the purposes of dealing with social problems, one strategical aim is formulated:

1. To increase social inclusion and promote social responsibility.

1. The success of implementation of the aim is measured by the following indicator:

E-1-1 Satisfaction of the need for social services (ratio between the persons (families) whose need for social services is satisfied to the number of persons (families) for whom the need for social services is assessed) (per cent). In 2021, the value of the afore-mentioned indicator was equal to 93 per cent. It is sought to satisfy 98 per cent of all need for social services till 2027.

For the purposes of achievement of the aim, the following two objectives are formulated:

1.1. To improve the quality and accessibility of social services, increase the coverage of the services.

1.2. To extend housing adaptation to the residents with special needs.

Each objective will achieve the result indicators.

1.1. The values of the indicators sought by the objective:

1. Ratio of the number of the recipients of social services (including the general social services) to the total number of the residents of the municipality (per cent) (R-1-1). In 2021, the share of the recipients of social services made 3.8 per cent. It is sought to increase the number of the recipients by 5 per cent till 2027.
2. Number of types of the provided social services (general social services, social care services, social guardianship services) (per cent) (R-1-2). In 2021, the number of types of the provided social services made 4 per cent. It is sought to increase the above share up to 9 per cent till 2027.

1.2. The value of the indicators sought by the objective:

3. Period during which the request for adaptation of the housing to a disabled person (family) is satisfied (months) (R-2-1). In 2021, the request for adaptation of the housing to a disabled person is satisfied within 24 months. It is sought to satisfy the request within 12 months till 2027.

Daugavpils City Municipality

For the purposes of dealing with social problems, one strategical aim is formulated:

1. To develop social services, increase availability of social services in Daugavpils City.

E-1-1 Development of social services in Daugavpils City (per cent). In 2021, provision of 16 social services or 80 per cent of all services was ensured in Daugavpils City. It is sought to increase provision of social services till 2027 ensuring provision of 20 social services in the city (or increasing provision of the services up to 100 per cent).

For the purposes of achievement of the aim, the following two objectives are formulated:

1.1. To ensure provision of social services and involve the non-governmental sector in participation in provision of the services in Daugavpils City.

1.2. To continue cooperation initiatives between the social service providers in Zarasai District and Daugavpils City.

Each objective will achieve the result indicators.

1.1. The value of the indicators sought by the objective:

1. Number of social services for which the need for development is established in the Plan for Social Services, units (R-1.1-1). In 2021, the need for development of 4 services has been established. It is sought to organise all necessary services in Daugavpils City till 2027.

1.2. The value of the indicators sought by the objective:

2. Long-term bilateral cooperation agreements and other joint initiatives (R-1.2-1). In 2021, the joint project was implemented. It is sought to maintain long-term cooperation initiatives till 2027.

The plan for measures is laid down in Chapter 7.

6.2. MONITORING AND SUPERVISION OF THE STRATEGY FOR SOCIAL INCLUSION

1. Monitoring of the Strategy for Social Inclusion:

1.1. The Description of the Procedure for Monitoring of Implementation of the Plan for Development of Social Exclusion of Zarasai District and Daugavpils City 2022–2027 (hereinafter referred to as the "SS") (hereinafter referred to as the "SS Description") regulates supervision of implementation of the SS enabling to control compliance with the SS, assess the impact of implementation on development and fostering of the social services of the district and, if necessary, initiate amendment of the above document and related documents.

1.2. The SS Description is intended to the employees of Zarasai District Municipality Administration and Daugavpils City and institutions responsible for drawing up and implementation of the Strategy for Social Inclusion.

1.3. The measures provided for in the SS are recommended and considered when drawing up a strategic action plan of Zarasai District Municipality (hereinafter referred to as the "URS") for three years and an annual operational plan for the respective year.

1.4. The SS measures may be integrated into the Plan for Development of Social Inclusion of Zarasai District and Daugavpils 2022–2027 aims at purifying the directions of development of social area of Zarasai District Municipality till 2027.

1.5. For the purposes of the afore-mentioned description, the following definitions apply:

1.5.1. The Plan for Development of Social Exclusion of Zarasai District and Daugavpils City 2022–2027 (SS) means a document establishing the vision, direction and aims of development of the social area in order to rationally use the resources, create social products and provide social services meeting the needs of local residents and guests of the municipality.

1.5.2. The Social Support Division of Zarasai District Municipality Administration (ZSSPS) means a structural administrative unit of ZRS fulfilling the main SS implementation coordination function.

1.5.3. The Social Service of Daugavpils City Municipality (DMSST) means a structural administrative unit of Daugavpils City Municipality (hereinafter referred to as the "DMS") fulfilling the main SS implementation coordination function.

1.5.4. The aim (strategic aim) means a long, medium or short term aspiration set in the planning documents showing the result to be achieved during the planning document implementation period;

1.5.5. The objective means the activities planned during the set period ensuring implementation of the aims set forth in the planning document;

1.5.6. The measure means a way of implementation of the set objective for which human, financial and material resources are used;

1.5.7. Source of information is a primary database from which the actual values of the indicators are obtained;

1.5.8. The indicator is a criterion of measurement (units) providing information on implementation of the aim, the objective or measure;

1.5.9. The indicator code is a sequence of letters and numbers establishing the indicator (exposure, result or output). The following encoding of the indicators is used for monitoring of the SS:

Exposure indicators– E-P.T.-AA

Result indicators – RE-P.T.U.-AA

Output indicators– P-P.T.U.RR.-AA

Value of marking: P – priority sequence number (1 digit), T – priority implementation aim number (1 digit), U – aim implementation objective number (1 digit), R – objective implementation measure number (2 digits), AA – indicator sequence number (2 digits)

2. Supervision of implementation of the SS:

2.1. The structure of the supervision of implementation of the SS consists of: Council of Zarasai District Municipality / Council of Daugavpils City Municipality, ZSSPS / DMSST.

Table 6.2.1. Roles of the institutions/divisions of supervision of the implementation of the SS

No	Institution/division	Main objectives in implementation of the SS
1.	Council of Zarasai District Municipality	<ul style="list-style-type: none"> Takes decision on wording and implementation of the overall strategy for social services in the territory of Zarasai District Municipality
2.	Social Support Division of Zarasai District Municipality Administration / Social Service of Daugavpils City Municipality	<ul style="list-style-type: none"> Ensures implementation of the national and municipal social policy, the laws of the Republic of Lithuania, the resolutions of the Government of the Republic of Lithuania, the orders of the Minister of Social Security and Labour of the Republic of Lithuania / legal acts of the Council of Daugavpils City Municipality and other legal acts of the Republic of Lithuania.

Source: prepared by the author of the paper

6.3. MONITORING, PROVISION AND AMENDMENT OF THE SOCIAL STRATEGY

1. Provisions concerning monitoring of the SS:

1.1.1. Monitoring and implementation of the SS, the timetable laid down in Annex 1.

1.1.2. The SS implementation supervision system consists of the system of three levels of quantitative and qualitative indicators:

1.1.2.1. the exposure or target indicators show assessment of the impact of implementation of the SS on the progress of the social sector of the municipality and the benefit to the society;

1.1.2.2. result or arba objective indicators are intended for assessment of long-term results of implementation of the SS and benefits obtained by the beneficiaries of implementation of the objective;

1.1.2.3. the output or measure indicators are used for assessment of material or intellectual products and/or services which will be created/arise as a result of implementation of the measure provided for in the SS.

1.1.3. The exposure, result and output indicators are assessed on an annual basis in accordance with the form laid down in Annex 3.

1.1.4. Assessment of implementation of the measures (the progress of implementation of achievement of the output indicators) is carried out on an annual basis according to the form.

2. Provisions concerning amendment of the SS:

2.2.1. Amendment of the SS is a procedure during which the priorities, aims, objectives and/or measures of the SS are amended or supplemented.

2.2.2. The objectives and measures of the SS may be changed and revised as appropriate, the aims may be changed and revised as appropriate but not more frequently than every three years. The vision and priorities may be subject to changes only in case of drawing up of new SS or making substantial amendments to the current SS.

2.2.3. The SS amendment procedure is carried out at written request of Daugavpils City in accordance with the approved description of the procedure for organisation of strategic planning of Zarasai District Municipality approved by Decision No T-50 of the Council of Zarasai District Municipality of 17 March 2015 "On the Approval of the Description of the Procedure for Organisation of Strategic Planning of Zarasai District Municipality".

7. DETAILED STATISTICS OF SOCIAL INDICATORS FOR THE PREVIOUS 5 (FIVE) YEARS AND TARGET VALUES TILL 2027

Detailed statistics for the previous 5 years are laid down in Chapter 2.

Zarasai District Municipality

P			Aims, objectives, measures	Assessment criteria (indicators)		Initial value	Target value	Executor(s)/sources of information
1.			<u>Aim</u> To increase social inclusion and promote social responsibility.	E-1-1	Satisfaction of the need for social services (ratio between the persons (families) whose need for social services is satisfied to the number of persons (families) for whom the need for social services is assessed) (per cent)	93 per cent (2021)	Up to 98 per cent (2027)	Social Support Division
1.	1.		<u>Objective.</u> To improve the quality and accessibility of social services, increase the coverage of the services	R-1-1	Ratio of the number of the recipients of social services (including the general social services) to the total number of the residents of the municipality (per cent)	3,8 per cent (2021)	Up to 5 per cent (2027)	Social Support Division
				R-1-2	Number of types of the provided social services (general social services, social care services, social guardianship services) (per cent)	4 per cent (2021)	Up to 9 per cent (2027)	Social Support Division
1.	1.	1.	To develop home call services (home call assistance and day social care)	P-1.1.1-1	Number of persons receiving the day social care services at home (persons per year)	27 persons (2021)	35 (2027)	Social Support Division
				P-1.1.1-2	Number of persons receiving the home call assistance (persons per year)	141 persons (2021)	160 (2027)	Social Support Division

				P-1.1.1-3	Average duration of waiting in a queue from the date of prescription of the home call services to the date of receipt of the services (days)	7 working days (2021)	5 working days (2027)	Social Support Division
				P-1.1.1-4	Average duration of waiting in line from the date of prescription of the social care at the person's home to the date of receipt of the service	7 working days (2021)	5 working days (2027)	Social Support Division
1.	1.	2.	To develop non-institutional services for children	P-1.1.2-1	Number of children receiving social services in guardian families on duty (persons per year)	5 (2021)	15 (2027)	Social Support Division
				P-1.1.2-2	Number of children growing in families providing social services and social families (persons per year)	47 (2021)	60 (2027)	Social Support Division
				P-1.1.2-3	The number of children without parental care, in a guardian family provided with the municipal support (persons per year)	33 (2021)	40 (2027)	Social Support Division
				P-1.1.2-4	To extend the services of stationary community children care services by modernising the building at the address Palaukės g. 12, Zarasai	0 (2021)	1 (2023)	Social Support Division
1.	1.	3.	To develop children day social care services	P-1.1.3-1	Number of children receiving the children day social care services (persons per year)	147 (2021)	170 (2027)	Social Support Division
				P-1.1.3-2	Number of co-funded children day centres (unit)	8 (2021)	10 (2027)	Social Support Division
1.	1.	4.	To establish independent living home	P-1.1.4-1	Establishment of independent living home for youth leaving children care home, elderly people, persons at social risk, the disabled (unit)	0 (2021)	1 (2023)	Social Support Division, Investment and Development Division

				P-1.1.4-2	Number of persons receiving services at independent living home (persons per year)	0 (2021)	30 (2023)	Social Support Division
1.	1.	5.	To establish group accommodation home	P-1.1.5-1	Establishment of group accommodation home for people with mental disabilities (unit)	0 (2021)	2 (2027)	Social Support Division
				P-1.1.5-2	Number of persons receiving services in group accommodation home (persons per year)	0 (2021)	20 (2027)	Social Support Division
1.	1.	6.	To establish an addiction centre and ensure its activities	P-1.1.6-1	Established addiction centre by repairing the premises at the address Dvaro g. 19, Antazavè, number (unit)	0 (2021)	1 (2027)	Social Support Division
				P-1.1.6-2	Number of persons receiving services in an addiction centre (number)	0 (2021)	10 (2027)	Social Support Division
1.	1.	7.	To ensure provision of temporary respite break services	P-1.1.7-1	Number of persons receiving services at the person's home	0 (2021)	10 (2027)	Social Support Division
				P-1.1.7-2	Number of persons receiving services in the institution	0 (2021)	15 (2027)	Social Support Division
1.	1.	8.	To ensure the leaving service for youth	P-1.1.8-1	Number of persons receiving services	0 (2021)	10 (2027)	Social Support Division
1.	1.	9.	To promote investments of the NGOs and private investments by increasing provision of social services	P-1.1.9-1	Number of co-funded projects (unit)	0 (2021)	10 (2027)	Social Support Division
				P-1.1.9-2	Number of the services provided by NGOs and private investors (unit)	0 (2021)	1 (2027)	Social Support Division
1.	1.	10.	To develop integrated assistance services for family	P-1.1.10-1	Number of persons who have received integrated assistance measures for family (persons per year)	480 (2021)	600 (2027)	Social Support Division

				P-1.1.10-2	Number of services (unit)	4 (2021)	6 (2027)	Social Support Division
1.	1.	11.	To promote the motivation of the NGOs and private persons working in the social area by ensuring favourable conditions for work and professional improvement	P-1.1.11-1	Number of persons who have completed the qualification improvement (social entrepreneurship, competence acquisition, independent activity development etc.) and requalification programmes (persons per year)	0 (2021)	10 (2027)	NGOs, LAGs Social Support Division
1.	1.	12.	To distribute information and organise events by raising awareness of the social services provided in the district	P-1.1.12-1	Number of updated websites of the institutions providing social services (unit)	1 (2021)	3 (2027)	NGOs, Social Support Division
				P-1.1.12-2	Number of organised information events (unit)	0 (2021)	4 (2027)	NGOs, Social Support Division
1.	1.	13.	To develop provision of special transport services to the recipients of social services	P-1.1.13-1	Percentage of persons receiving special transport services of all persons who submitted the requests (per cent)	80 (2021)	100 (2027)	Social Support Division
1.	1.	14.	To share good practices among the social service providers in Zarasai District and Daugavpils City	P-1.1.14-1	Number of joint events (unit)	0 (2021)	4 (2027)	Social Support Division
				P-1.1.14-2	Number of persons who attended the training (number of persons)/number of trainings (number)	0 (2021)	15 (2027)	Social Support Division
				P-1.1.14-3	Number of initiated common projects for the EU support (unit)	0 (2021)	2 (2027)	Investment and Development Division

1.	2.		<u>Objective.</u> To extend housing adaptation to the residents with special needs	R-2-1	Period during which the request for adaptation of the housing to a disabled person (family) is satisfied) (months)	24 months (2021)	not longer than 12 (2027)	Social Support Division
1.	2.	1.	To adapt housing for the disabled	P-1.2.1-1	Percentage of the satisfied requests for accommodation of housing to the disabled from all such submitted requests (per cent)	80 (2021)	not less than 100 (2027)	Social Support Division

Source: prepared by the author of the paper

Daugavpils City

1.	1.			<u>Aim</u> To develop social services, increase availability of social services in Daugavpils City	E-1-1	Development of social services in Daugavpils city (per cent)	80 per cent (2021)	100 per cent (2027)	Daugavpils City Social Service
1.	1.	1.		<u>Objective.</u> To ensure provision of social services and involve the non-governmental sector in participation in provision of the services in Daugavpils City	R-1.1-1	Number of social services for which the need for development is established in the Plan for Social Services, units	4 (2021)	0 (2027)	Daugavpils City Social Service
					P1.1.1-1	Provision of family assistance services, day centre services and specialised workshop services in the community, number of services	0 (2020)	3 (2023)	Daugavpils City Social Service
					P1.1.1-2	To support establishment of non-governmental organisations working with families at risk, established organisation	0 (2021)	1 (2023)	Daugavpils City Social Service
					P-1.1.1-3	To organise respite break service, service	0 (2020)	1 (2023)	Daugavpils City Social Service
					P-1.1.1-4	Drawing up of the programme for financial and non-financial promotion of social work specialists	0 (2020)	1 (2027)	Daugavpils City Social Service
1.	2.	1.		<u>Objective.</u> To continue cooperation initiatives between	RE-1.2-1	Long-term bilateral cooperation agreements and other joint initiatives	1 (2021)	1 (2027)	Social Support Division, Daugavpils City Social Service

				the social service providers in Zarasai District and Daugavpils City	P-1.2.1-1	Creation of a dialogue platform for cross-border interaction of social institutions and NGOs.	0 (2021)	1 (2027)	Social Support Division, Daugavpils City Social Service
					P-1.2.1-2	Cooperation in the area of education and improvement of specialists	0 (2021)	1 (2027)	Social Support Division, Daugavpils City Social Service
					P-1.2.1-3	Initiation of joint projects	1 (2021)	2 (2027)	Social Support Division, Daugavpils City Social Service

Source: prepared by the author of the paper

ANNEXES

ANNEX 1 TO

THE DESCRIPTION OF THE PROCEDURE FOR IMPLEMENTATION OF THE PLAN FOR SOCIAL INCLUSION OF ZARASAI DISTRICT AND DAUGAVPILS CITY 2022–2027

SCHEDULE OF IMPLEMENTATION AND MONITORING OF THE SS OF ZARASAI DISTRICT

NO	RESPONSIBLE AUTHORITY	ACTION	DEADLINE	RECEIVING AUTHORITY
1.	Executors responsible for implementation of separate measures	The executors responsible for implementation of separate measures (social service providers, communities, NGOs etc.) provide information on implementation of the measures and achievement of the target measure indicators during the reporting period to the Social Support Division / Social Service of Daugavpils City Municipality.	28 February	Social Support Division of Zarasai District Municipality Administration / Social Service of Daugavpils City Municipality
2.	Social Support Division of Zarasai District Municipality Administration / Social Service of Daugavpils City Municipality	Upon approval of the Council of Zarasai District Municipality / Council of Daugavpils City Municipality, the Social Support Division of Zarasai District Municipality Administration / Social Service of Daugavpils City Municipality provide the annual report for familiarisation	30 April	Council of Zarasai District Municipality / Council of Daugavpils City Municipality

ANNEX 2 TO
THE DESCRIPTION OF THE PROCEDURE FOR IMPLEMENTATION OF THE PLAN
FOR SOCIAL INCLUSION OF ZARASAI DISTRICT AND DAUGAVPILS CITY 2022–2027

FORM OF THE REPORT ON IMPLEMENTATION OF THE MEASURES OF SOCIAL INCLUSION OF ZARASAI DISTRICT AND
DAUGAVPILS CITY 2022–2027

20____
(reporting period)

Measure No	Name of the measure	Period of implementation	Responsible executor	Other executors	Description of the carried out works, comments
1	2	3	4	5	6
AIM:					
OBJECTIVE:					

.....
(position, name, surname)

.....
(date)

.....
(signature)

ANNEX 3 TO
THE DESCRIPTION OF THE PROCEDURE FOR IMPLEMENTATION OF THE PLAN
FOR SOCIAL INCLUSION OF ZARASAI DISTRICT AND DAUGAVPILS CITY 2022–2027

FORM OF THE REPORT ON ACHIEVEMENT OF THE INDICATORS OF SOCIAL INCLUSION OF ZARASAI
DISTRICT AND DAUGAVPILS CITY 2022–2027

20____
(reporting period)

Indicator code	Name of the indicator	Unit of measure	Responsible executor	Initial value of the indicator (2021)	Actual value				Target value
					2022	2023	...	2027	2027
1	2	3	4	5	6	7	8	9	10
...									
...									
...									
...									

.....
(position, name, surname)

.....
(date)

.....
(signature)