

## ŠUMPERK (CZECH REPUBLIC)

0. BACKGROUND INFORMATION	
PROJECT TITLE	<i>Chceme bydlet a pracovat jako vy – We want to live and work like you</i>
Duration of project	2. 3. 2009 – 29. 2. 2012: 36 months
Member State	Czech Republic Region: NUTS3 – Olomoucký Kraj, NUTS 2 – Střední Morava City of Šumperk
Funding	Total Budget: CZK 33 002 987 circa €1 274 576 <ul style="list-style-type: none"> <li>ERDF Contribution: CZK 28 052 539 (72.25%) circa €1 083 109</li> <li>State budget: CZK 4 207 880 (12.75%) circa €162 466</li> </ul> Cofinancing: The Council of the City of Šumperk decided in June 2010 to support the project with cofinancing of CZK 2 million. In 2011 CZK 1 million was credited to the beneficiary, and the other CZK 1 million will be credited in 2012. Beside the project, the city is supporting the beneficiary through a yearly grant of CZK 100 000 for running social services. Olomouc Region supported the project by covering cofinancing of CZK 1 million within a scheme supporting important projects in the region. The remaining CZK 2 million of co-financing was secured through a long-term bank loan.
Cohesion Policy Objective	Convergence
Main reason for highlighting this case	Promoting inclusive growth means – among other things – reducing social exclusion through removing barriers to labour market participation, especially for people with disabilities. Furthermore, the benefits of the ERDF should reach all parts of society and improve access to work and to essential services, in particular for disadvantaged groups.  The project addresses severely mentally disabled persons. It aims – among other things – to improve the infrastructure for social services and to foster supported and protected employment in order to increase the quality of the living and working conditions of people with severe mental disabilities and their family members-carers.
Key Contact person	Ing. Mgr. Nataša Vykydalová, President of the Society for Support of People with Mental Disabilities in the Czech Republic, o.s., Šumperk, n.vykydalova@seznam.cz, +420 583 21 39 10, Šumavská 1915/13, 787 01 Šumperk, Czech Republic
1. PROJECT DESCRIPTION	
Overall objective / goals	The main objective of the project was to support social inclusion and employment opportunities of two main target groups: mentally disabled persons and their family members-carers. Inclusive growth should be achieved by eliminating the main problems of the target group in the region through the project activities and through innovating and enhancing social services provided in the region.  The operational objective of the project was to rebuild a building within the area of the Pomněnka ('Forget-me-not') elementary and high school (a school for children with severe mental disabilities) to provide the following services in accordance with Law no. 108/2006 on Social Services: <ul style="list-style-type: none"> <li>Building protected housing for clients with severe mental disabilities;</li> <li>Opening a respite care centre for members of families caring for persons with severe mental disabilities (temporary housing);</li> </ul>

	<ul style="list-style-type: none"> <li>• Establishing a centre preparing clients with severe mental disabilities to enter the labour market, using the methods of the protected workshop, social rehabilitation and protected employment;</li> <li>• Opening a day-care centre for clients with severe mental disabilities.</li> </ul> <p>Other aims of the project:</p> <ul style="list-style-type: none"> <li>• Widening the scale and increasing the quality of social services provided: <ul style="list-style-type: none"> <li>- daycare centre</li> <li>- agency for supported employment</li> <li>- protected workshops</li> </ul> </li> <li>• Barrier-free access to all above services;</li> <li>• Reconstructing the building, originally in a bad physical state;</li> <li>• Increasing the quality of life of people with severe mental disabilities;</li> <li>• Creating provisions for follow-up care for children with severe mental disabilities;</li> <li>• Creating provisions for dignity of life of persons with severe mental disabilities.</li> </ul>
Description of activities	<p>The project activities can be described according to the following phases of project development and implementation:</p> <p><b>1. Project development phase</b></p> <p>Development of project documentation including construction documentation, budget and ERDF application form and all its appendixes.</p> <p><b>2. Project implementation phase</b></p> <p>2.1. The public tender for construction works took place in accordance with the grant contract and a contract was signed with SAN-JV Šumperk.</p> <p>2.2. An information board was erected on the site of project implementation.</p> <p>2.3. Phase 1 of the project implementation:</p> <p>In the period 19/10/2010 – 31/05/2011, the following construction works were implemented:</p> <ul style="list-style-type: none"> <li>• The contractor started construction works on 19/10/2010, starting with preparing the construction site and demolition works, including windows, floors, inner walls and outer shell. All the waste was disposed of according to applicable regulations.</li> <li>• After demolition works were finished, parts of new outer walls and all inner walls were fitted on 1st, 2nd and 3rd floors.</li> <li>• The roof was refitted.</li> <li>• New outer stairway, lift and parking were constructed.</li> <li>• New electrical wiring and pipes for air-conditioning and healthcare systems were fitted in the whole building.</li> <li>• New windows and outer doors were fitted.</li> </ul> <p>2.4. Phase 2 of the project implementation:</p> <p>In the period of 1/06/2011 – 16/08/2011, the following construction works were implemented:</p> <p>All inner installations finalised: electrical, healthcare systems, central heating and air-conditioning. Inner walls finalised, inner doors, staircase and isolations were fitted. Roof was completed. Further works continue on ceilings, insulation of the building and outer emergency staircase.</p> <p>2.5. Phase 3 of the project implementation:</p> <p>In the period of 17/08/2011 – 16/11/2011, the following construction works were implemented:</p> <ul style="list-style-type: none"> <li>• Outer facade finalised, inner construction finalised – floors, ceilings, all professions (electrical, healthcare systems, central heating, air-</li> </ul>

	<p>conditioning). Outer construction works finalised, including parking, access roads and walkways.</p> <ul style="list-style-type: none"> <li>• Rain drainage finalised.</li> <li>• Sewage finalised, connected to public sewage system.</li> </ul> <p>A monitoring report was submitted for each of the phases of project implementation, including a payment request.</p> <p>After the construction works are finished in February 2012, new social services will be provided in the building (sustainability period of the project). These activities will not be financed by ERDF.</p> <p>These social services will provide care to persons with severe mental or combined disabilities, which are now provided mostly by their parents or carers from their families. As this care is extremely demanding, these carers are disadvantaged on the labour market. Through the project's implementation, a large part of the care will be transferred to the Society as a provider of social services. This will significantly help the family members to actively participate in the labour market.</p> <p>Social rehabilitation through the method of supported employment will directly stimulate the participation of the mentally disabled persons in labour market. The protected workshop will offer jobs for the target group in protected environment.</p>
Beneficiaries	<p><i>Společnost pro podporu lidí s mentálním postižením o.s.</i> (Society for the support of people with mental disability)</p> <p>The following target groups are supported by the project:</p> <ul style="list-style-type: none"> <li>• Primary target group: persons with severe mental disability or with combined disability</li> <li>• Secondary target group: parents and carers of relatives with severe mental or combined disability</li> </ul> <p>Both target groups are characterised by difficult access to employment, housing, public services and free-time activities.</p>
Main results	<p>The main results of the project will comprise the improvement of the variety and quality of social services for adults with mental and combined disabilities, leading to better employability of both primary and secondary target groups, and a reconstruction of a building in a bad technical state, including removal of barriers limiting access to the building for disabled persons.</p> <p>Once the services start working in the new building, they will provide the following services/products:</p> <ol style="list-style-type: none"> <li>1. Protected housing – a service providing residential housing for persons with severe mental disabilities (usually combined with partial or full physical disability). This service includes 24/7 personal assistance.</li> <li>2. Respite services for persons caring for people with severe mental disabilities – this service offers housing for mentally disabled persons for a limited period of time in order to give the carers some time off. This service includes 24/7 personal assistance and can be used for periods of several hours or days.</li> <li>3. Daycare centre for persons with severe mental and combined disabilities, providing social, educational and therapeutic services. The aim is to develop new and sustain the already acquired skills of clients and develop their personality, taking a long-term view. The service also aims to help families who are taking care of a mentally disabled person. The centre provides integration into society and useful spending of free time to its clients, with the aim of avoiding their isolation.</li> <li>4. Social rehabilitation through the method of supported employment, which is a group of related activities aiming to train mentally handicapped persons to help them become as independent, self-confident and active as possible, given their unfavorable health conditions. The ultimate goal of the activity is to find a permanent job for the client. The type of work will depend on the type of disability</li> </ol>

	<p>of each client and on opportunities provided by local employers.</p> <p>5. Protected workshops, helping the clients to acquire and sustain working habits and to maintain contact with the world around them. The protected workshop does not deal solely with the work of its clients, but it also helps them with free-time activities, which are extremely important in the social dimension of the service, and provides consulting services and legal advice.</p> <ul style="list-style-type: none"> <li>• Services will be provided to 20 people in the daycare centre;</li> <li>• Eight clients will live in protected housing (in eight flats);</li> <li>• The social rehabilitation/supported employment centre will run in co-operation with regional employers (target age group 19-64).</li> </ul> <p>The project directly created 15 jobs and a possibility for long-term employment of up to 9 persons with disabilities within the building itself, ensuring the running of all the services.</p>
Expected impact	<p>The project is expected to have a positive impact in the following areas:</p> <ul style="list-style-type: none"> <li>• a wider variety of social services for people with severe mental disabilities will be provided in the region (introduction of new social services described above);</li> <li>• higher quality of services;</li> <li>• improvement of facilities where services are provided in other areas and for the target group.</li> </ul>
Gender equality and non discrimination	<p>The project aims directly to tackle inequalities caused by disabilities (primary target group) and by taking care of the disabled persons (secondary target group).</p> <p>All the facilities are available to both women and men on a non-discriminatory basis.</p>
<b>2. POLITICAL AND STRATEGIC CONTEXT</b>	
	<p>The project was implemented in the city of Šumperk in Olomouc Region, Czech Republic.</p> <p><b>Local context</b></p> <p>The city of Šumperk provides social services for the whole NUTS IV region of Šumperk with 28 000 inhabitants in the city and 125 000 inhabitants in the region.</p> <p>The city of Šumperk is active in promoting social policy and co-operates with a wide variety of local actors providing social services in the city and across the NUTS IV region.</p> <p>The target group of the project covers the whole NUTS IV region. None of the services provided now in the refurbished building were provided in the region before the implementation of this project.</p> <p>There are three schools in the city working with children with different disabilities (380 children altogether), which shows that Šumperk is an important regional centre for social care.</p> <p>There was no facility providing protected housing, respite care for parents and other services helping the families of people with severe mental disabilities and aiding the personal development of these persons before the implementation of this project in NUTS IV Šumperk.</p> <p>The demand for such a facility from the secondary target group was high in a long-term perspective.</p> <p>Mentally disabled persons had no possibility of personal development a preparation for possible employment.</p> <p>Parents and relatives who were also carers did not have an opportunity to take advantage of a service of protected housing or a daycare centre for persons with severe mental disabilities with highly qualified and trained staff.</p>

	<p>Parents of persons with severe mental disabilities did not have a possibility to ensure life in dignity for their children if they were unable to provide the necessary care themselves.</p> <p>The project filled a gap, which was present in social services in the region. The protected housing, the day-care centre and all the other above-mentioned services were set up and started, helping to remove social and employment barriers of target groups in the region.</p> <p>From the point of view of the City of Šumperk, the project is in accordance with and a direct follow-up of the community plan for social services, which mapped missing social services in the region. The main benefit of the project for the city is the enlargement of capacity of social services provided in the region, the improvement of existing social services and the development of new social services. The project also helps to leverage the support and demand for specific social services (before the project was realised, clients had to commute to other regions).</p> <p>The city also supported the beneficiary by originally renting the building for CZK 1, and subsequently selling the property to the beneficiary for CZK 100 000. Thanks to the project, one of the buildings in the city that was not in a good state underwent the necessary reconstruction which helped to improve the face of the city as such.</p> <p>The city also appreciates the economic surplus – not only for contracted companies, but also for the region, as the project helped to create 15 new jobs.</p> <p><b>Regional context</b></p> <p>On the regional level, the compliance of the project with regional strategies was evaluated during the approval process by the regional council of the regional operational programme. The final opinion was given by the social department of Olomouc region, stating that the project was in compliance with the priorities of the medium-term development plan for social services in the Olomouc region (2009-2010).</p> <p>Today, the project fulfils some of the objectives of the regional plan for equal opportunities for disabled persons, the programme declaration of the Council of Olomouc region and the medium-term development plan for social services in Olomouc region (2011-2014).</p> <p><b>National/EU context</b></p> <p>The project is also supporting the implementation of the national plan for creating equal opportunities for disabled persons 2010-2014 and is part of the overall strategy set for the ERDF in the Czech Republic. It clearly fulfils the aim of improving social infrastructure in remote regions and supporting employment in underdeveloped regions in general and the employment of disadvantaged persons in particular.</p>
The planning context	<p>The social policy of the city and the region is governed through the method of community planning of social services, which provides a regularly updated community plan of social services (2007-2015). The development of the community plan was cofinanced by ERDF through the joint regional operational programmes for the Czech Republic in 2005.</p> <p>The project supports the implementation of the community plan by widening the portfolio of social services provided in the city of Šumperk and in the region. The project directly reflects the outcomes and recommendations of the disabled persons community planning working group.</p> <p>The project also supports the implementation of the strategic development plan of the City of Šumperk as the community plan of social services has become part of this wider strategy. The strategic plan provides a long-term development vision of the city and is not subject to periodical changes.</p> <p>At the same time, the project directly creates new jobs, fulfilling the national and regional employment policies.</p> <p>The project further implements the recommendations of national and regional</p>

	employment strategies by supporting the employment of persons with mental disabilities and of family members-carers, who will be able to enter the labour market mainly thanks to the day care and respite centre.
<b>3. IMPLEMENTATION</b>	
<b>3.1. PROJECT DESIGN AND PLANNING</b>	<p><b>Project start and main idea</b> The development of the project started in March 2009 with the first preparatory meetings of the future project team members.</p> <p><b>Survey and analysis</b> A survey using questionnaires for the secondary target group provided data for an analysis of the importance and necessity of the project for the target groups. The survey was conducted among family members of children and clients of special schools in Šumperk and established the demand for the results of the planned project.</p> <p><b>Development of the project idea and application</b> On the basis of the main outcome of the survey, which was a pressing need for a specialised centre for persons with mental disabilities, the project team took further steps towards the development of the project, which meant detailed meetings and gathering of all accessible documents needed for proposals for the reconstruction of an existing building within the area of the Pomněnka elementary and high school, which was analysed as being the optimal place for opening such a centre. The decision was made to apply for ERDF support and the full project application was developed. On the basis of the needs analysis, the analysis of missing social services for target groups were developed into project aims and activities. This included defining the needs regarding staff, rooms, facilities, and services and solving the issues of everyday running of the centre, including questions of capacity, budgeting and equipment. The outcome of the development phase was the project and construction documentation and the application for ERDF funding including all necessary annexes.</p> <p><b>Main idea</b> The beneficiary, <i>Společnost pro podporu lidí s mentálním postižením o.s.</i> ('Society for the support of people with mental disability') brings together the parents of children with mental disabilities, persons with mental disabilities themselves and experts in the field. The demand for services came from the members, from their everyday contact with mentally disabled people and from experts working in the field. The idea of this specific way of meeting their needs through a centre, as implemented by the project, came from the management of the Pomněnka elementary and high school o.p.s. for students with combined disabilities.</p> <p><b>Needs analysis</b> The specific needs of the project's target groups were analysed and described in the needs analysis and in the ERDF project application.</p> <p><b>Selection by managing authority</b> The project was selected in a regular call for proposals on the basis of the formal and content quality and compliance with the overall strategy and specific aims of the regional operational programme. The regional council of the regional operational programme carried out the selection procedure according to the document <i>Criteria for projects selection no. 15/2009</i>. Evaluation of the content has 2 phases: 1. project is evaluated by an expert committee of 2 persons 2. project is evaluated by 2 assessors After the 2<sup>nd</sup> phase the application is returned to the applicant for amendments required by the experts.</p>

In call no. 15/2009, altogether 23 applications were submitted, of which 10 were approved for amendments by applicants (the call allocation of CZK 120 million was later increased to CZK 182 million).

**Risk assessment**

All the risks of the project were assessed during the preparatory phase. All risks were treated very seriously and for each of them a mitigation strategy was adopted.

**Sustainability**

Sustainability was an important issue throughout the planning and implementation of the project. On the basis of needs, marketing and economical analyses, completed during the preparatory phase, the project was evaluated as financially sustainable. The project's results, outcomes and activities will be sustainable and there will be sufficient demand for them in the period after the ERDF financing is over.

**Role of ERDF support and added value**

The project would not have been realised without ERDF support. The added value of ERDF support is therefore the whole project implementation and its outcomes, which would not exist without ERDF support.

The added value provided by ERDF also consists of education of applicants and beneficiaries. The regional council is teaching project planning and thinking and long-term strategic planning throughout the process of project application development and implementation.

The regional operational programme also provides publicity for the projects and the beneficiaries (e.g. in promotional materials of the regional council, website of the regional operational programme).

**Involvement of other EU funds**

The project is funded by the ERDF and national means. There is no funding from other EU sources.

**3.2. MANAGEMENT, MONITORING AND EVALUATION SYSTEM**

**Project management**

The organisational structure of the project team was as follows:

- Head of project team – heading all other team members
- Deputy head of project team
- Project accountant
- Project manager
- Financial manager
- Project development and project documentation officer
- Construction works officer
- Technical supervision of construction works
- Publicity officer

**Selection of project manager**

The main project manager was the head of project team, Ing. Mgr. Nataša Vykydalová, who is also the director of the beneficiary organisation. This shows the importance the beneficiary accorded to the project.

**Management structure and task attribution**

The tasks of individual project team members were defined as follows:

1. Head of project team – co-operation on development of tenders for contractors, implementation of tenders, decision on selection of service providers, signing of contracts, control of the work provided by contractors, ensuring results and outcomes of the project, financial control, ensuring financial sustainability of the project, ensuring publicity of the project, overall monitoring;

2. Deputy head of project team – co-operation on tender development and implementation, preparation of documents for monitoring reports, oversight of accountant and contractors, communication with managing authority, assisting the head of project team;
3. Project accountant – complete accounting related to project implementation, development of financial parts of monitoring reports, requests for intermediate payments, control of financial management of the project;
4. Project manager – expert consultancy on project management;
5. Financial manager – development of monitoring reports and related activities;
6. Project development and project documentation officer – supervision from the point of view of the author of the project in the implementation phase;
7. Construction works officer – complex provision of all related construction works according to the public tender, bid submitted and contract signed;
8. Technical supervision of construction works – complete technical supervision of all construction works;
9. Publicity officer – information boards, plaque.

#### **Staff for preparatory phase and implementation phase**

The project team included internal and external members during the whole process of project planning and implementation. It contained 6 persons in the preparatory phase and 8 persons in the implementation phase.

#### **Steering group**

In the implementation phase the core project team of 4 people met every week for control days, including construction works officer, technical supervision, project author and head of project team.

Other team members attended irregularly depending on the current situation and needs.

#### **Monitoring**

Monitoring was organised according to the requests and obligations of the regional operational programme through regular monitoring reports and payment requests. The project manager, the financial manager, the accountant and the head of project team were responsible for monitoring.

#### **Evaluation**

Partial evaluation of the project was provided every week on control days (progress of construction works, time schedule, changes related to unexpected technical difficulties).

At the end of the project, a final evaluation report will be provided by the project team.

The department of control and payments of the regional council provides the evaluation from the point of view of the regional operational programme. This department administers the project during its implementation and sustainability period (5 years in this case). Evaluation is performed through monitoring reports and payment requests.

After the end of the project, the beneficiary submits a report on sustainability each year, providing information on indicators defined in the original application and the real developments.

#### **Applied evaluation methods, indicators, quantification**

On the formal side, internal audit and financial control will be performed. On the content side, the outcomes and results of the project will be used to update the community plan of social services of the City of Šumperk for the period of 2015 onwards.

Although the City of Šumperk is not responsible for national inspections of social services (provided by regional government), the Social Committee of the Council of the City of Šumperk is closely monitoring the project development.

	<p><b>Unforeseen problems</b></p> <p>The management structure never changed as it was not necessary, although the system was set up to be flexible enough to enable changes if necessary. Clearly set individual tasks could have been delegated to other or new team members if necessary.</p> <p><b>Combination of different EU funds</b></p> <p>The project was not supported from other European sources.</p>
<p><b>3.4. GOVERNANCE: PARTNERSHIP, PARTICIPATION AND EMPOWERMENT</b></p>	<p>Project management was based on co-operation between internal experts of the beneficiary and external experts from contracted companies.</p>
	<p><b>Composition of the partnership</b></p> <p>There were no formal partners of the project. However many partners co-operated with the beneficiary, including:</p> <ul style="list-style-type: none"> <li>- persons with mental disabilities and their families – clients of services</li> <li>- regional government (Krajský úřad Olomouckého kraje) and City of Šumperk</li> <li>- Pomněnka Elementary and High School</li> <li>- local bank – Komerční banka Šumperk</li> <li>- consulting company Artory – Consulting, s.r.o.</li> <li>- Regioprojekt Morava s.r.o. – technical project development</li> <li>- IREA – technical supervision</li> <li>- SAN-JV – provider of construction works</li> </ul>
	<p>All the partners provided expertise in different fields necessary for successful project development and implementation, including expert advice, creative ideas and inspiration.</p> <p>The most important partner – the City of Šumperk – was not the initiator; its participation was fostered by the beneficiary, which needed financial and political support for the project after its approval by the regional council of the regional operational programme.</p>
	<p><b>Involvement of residents and others</b></p> <p>Many of the members of both primary and secondary target groups are members of the beneficiary organisation. They were therefore directly involved in all the project phases and will play crucial role in project's sustainability.</p> <p>Local companies will support the project during the sustainability period and beyond by sponsoring and providing equipment.</p> <p>Nadace ČEZ (CEZ Foundation) provided a donation of CZK 100 000 to equip the protected housing facility.</p>
	<p><b>Role of the City administration</b></p> <p>Financial co-operation:</p> <p>The City of Šumperk provided cofinancing of circa €77 220 and the Olomouc Region provided cofinancing of circa €38 610.</p> <p><b>Political co-operation:</b></p> <p>Support for the project was approved by the city council in June 2010.</p>
	<p><b>Leadership and steering of the process</b></p> <p>The leadership was provided mainly by the director/president of the beneficiary organisation and by the author of the project. The project team worked well according to their defined competencies (see above).</p>
	<p><b>Political support</b></p> <p>Support was clear throughout the process from both the City of Šumperk and from the regional government.</p>

	<p><b>Innovative elements</b></p> <p>The project provided facilities for new and innovative social services in the region through an innovative process of co-operation between NGOs and public authorities. Although this system is not new to the country or to social services, it is new regionally and within a specific and extremely demanding sector of care and employment of persons with mental and combined disabilities and carers from their families.</p> <p>It was the first time the beneficiary co-operated so closely with the city on a significant city development containing investment and social services. The co-operation was based on the long-term credibility of both the city and the NGO. The city is trying to support projects of local NGOs and local partnerships in general, even when they compete for ERDF/ESF money against projects submitted by the city itself (which was partially the case as the city submitted a different investment project in the same call, but the city's project was not approved).</p>
<p><b>4. INNOVATIVE ELEMENTS AND NOVEL APPROACHES</b></p>	
	<p>Innovative social services within the region related to selected target groups, new approach developed in order to promote employment of members of both target groups (innovative work with disabled persons, respite and daycare enabling employment of family carers).</p> <p>Services designed for all types of mental disabilities, including immobile persons (combined disabilities), and services designed to improve the employment potential of both primary and secondary target groups.</p> <p>The example is currently not being transferred to other cities or regions, but both the beneficiary and the city are ready to help others to pursue similar ideas and to share the experience.</p> <p>The results are used within the City of Šumperk's community planning of social services. The ERDF indicators are used also for monitoring the implementation of the city's strategic plans.</p> <p>The regional council of the regional operational programme organised several workshops, where successful beneficiaries presented their projects as best practices for other potential applicants.</p> <p><b>Initiator of new approaches</b></p> <p>The beneficiary, <i>Společnost pro podporu lidí s mentálním postižením</i> in Šumperk was the first organisation to open a centre providing barrier-free social services for adult clients with mental disabilities who are immobile (with combined disabilities) in the region. This made the services accessible for a wide variety of clients who previously did not have access to social services of this type – day care, respite centre, protected housing. There is no comparable service of this scale with such a wide target group in the region and there was a rather limited number of such projects submitted to the regional operational programme.</p>
<p><b>4.1. KEY IMPLEMENTATION CHALLENGES AND PROBLEM-SOLVING PRACTICES</b></p>	<p><b>Main challenges during project implementation</b></p> <p>No major problems were reported. Difficulties in construction works were solved routinely by the construction project provider, the construction works supervisor, or directly by the construction works provider. Financial issues were controlled by the head of the project team and the director of the beneficiary.</p> <p>Difficulties or problems regarding the target groups were not encountered as the project was developed by an organisation with long-term experience of working with both target groups and also because by January 2012 the building was finished but the work with the target group was only just starting.</p>

<b>4.2. THEMATIC FOCUS</b>	<p>The project aimed to foster employment and social inclusion for a particular disadvantaged group, thus contributing to one of the priorities of the Europe 2020 strategy: inclusive growth. It improved access to work and essential services for both mentally disabled people and their families. The project supported an increasing labour market participation of the target group and enabled better living and working conditions for a group at risk of social exclusion.</p> <p>The project provided facilities for important social services related to the employment of two different target groups (persons with mental disabilities and family members-carers) in a remote region with limited access to alternative services and to social funding. The facilities and the innovative way of social work with the target groups will improve the employability of members of both target groups.</p> <p>The project directly created 15 jobs and a possibility for the long-term employment of up to 9 persons with disabilities.</p>
<b>5. FUNDING</b>	
	<p><b>Allocation of ERDF funding</b></p> <p>Before the end of January 2011, three payment requests were submitted; all of them were accepted and the money was paid to the bank account of the beneficiary:</p> <ul style="list-style-type: none"> <li>- 1<sup>st</sup> payment request: CZK 6 375 000 (€246 139, of which ERDF: €177 835)</li> <li>- 2<sup>nd</sup> payment request: CZK 6 382 957.81 (€246 446, of which ERDF: €178 057)</li> <li>- 3<sup>rd</sup> payment request: CZK 6 513 801.97 (€251 498, of which ERDF: €181 707)</li> </ul> <p>The amount of the 4<sup>th</sup> and last payment request will be available at the end of February 2012.</p> <p>From the point of view of the city, the amount of cofinancing support does not represent a major expenditure compared to results. At the same time, it would be difficult for the city to support more projects in this way as cuts are being made because of the current financial and economic crisis. Financial support for this project was possible thanks to long-term discussion and enough time provided by ERDF rules for the city to take all necessary steps in order to approve cofinancing, which takes months.</p> <p><b>Leverage of private investment generated by public funding</b></p> <p>The effect of public spending on private investments has not been evaluated and is not monitored by the project promoter or the managing authority.</p>
<b>6. PROJECT ASSESSMENT</b>	
<b>6.1. SUSTAINABILITY</b>	<p><b>Continuity after the end of the current programming period</b></p> <p>The facilities built by the project will operate in the future, during the sustainability period and beyond. The beneficiary NGO ensures the sustainability of running the services as the reconstruction of the building is just a beginning.</p> <p>Planned resources for running the services:</p> <p>Financial support by the City of Šumperk (CZK 100 000 yearly), payments from clients – 100 % of their income from state benefit where they are permanent residents in the centre (or less depending on the time spent in the centre), grants from Ministry of Labour and Social Affairs and from Olomouc Region.</p> <p>The beneficiary is considering ‘soft’ follow-up projects, e.g. development of social enterprise or ESF training of staff or any grants which would help fund the running of the services.</p> <p><b>Previous funding</b></p> <p>The project was not funded in a previous funding phase.</p>

	The project did not start as a pilot action or within former EU programmes.
<b>6.2. TRANSFERABILITY</b>	<p>The project is too new to be transferred already, but new social services could use the experience, the system of work, which has been applied in Šumperk. However, conditions for transferability can be outlined:</p> <ul style="list-style-type: none"> <li>- It is important that the city/region supports such an approach and is dedicated to the working and living situation of mentally disabled people;</li> <li>- a strong and experienced NGO is needed for successful implementation of the project ;</li> <li>- informal partnerships should support the approach, and funding schemes must be available.</li> </ul>
<b>6.3 PROJECT RESULTS</b>	<p>Long-term sustainable new social services accessible to a wide group of disadvantaged citizens provide a value in return for a limited outlay of money, which was necessary to reconstruct a building where these services can be provided.</p> <p>The regional operational programme encourages applicants and beneficiaries to create and implement economical and effective projects, which are the two most important evaluation criteria. The economy of the project is evaluated during the eligibility check, while effectiveness is evaluated during phase 1 of the content evaluation based on a compulsory annex – Financial and economic analysis (similar to Cost and Benefit Analysis). Experts evaluate the balance between costs and results and outputs of the project on the basis of predefined equations. Results and outputs can be socio-economic, which permits projects with social rather than economic impacts.</p> <p>The investment covered the necessary construction works, and CZK 3 million was saved by going to public tender compared to the original approved budget. The money saved is being used to cover unexpected construction works that were necessary to finish the project successfully.</p> <p>Social and technological innovation – barrier-free access (elevator) built, which created a centre accessible to all mentally disabled clients with any combination of disabilities – the first such centre in the region.</p> <p>In terms of governance and co-operation, an interesting multi-level structure emerged:</p> <ol style="list-style-type: none"> <li>1. Local level – strong local NGO;</li> <li>2. City level – financial and political support from the city and its surrounding region;</li> <li>3. Regional level – financial support from Olomouc region.</li> </ol>
<b>7. CONCLUSIONS: KEY SUCCESS FACTORS AND LESSONS LEARNED</b>	
	<p>Five success factors:</p> <ol style="list-style-type: none"> <li>1. Necessity of the project, genuine need from target groups in the region;</li> <li>2. Commitment and history of the beneficiary – an NGO bringing together persons with mental disabilities, members of their families and experts, existing since 1992, with a long-term commitment and activity in social services, which provided credibility and helped to acquire political support for project activities;</li> <li>3. Financial support from ERDF and local public authorities and banks – in order to cover prefinancing and cofinancing;</li> <li>4. Effective and successful selection of partners and contractors, who stuck with the contract and with conditions required by the nature of the project (such as 4-month payment terms for invoices);</li> <li>5. High quality of the project team during the whole project cycle.</li> </ol> <p>Changing roles of contractors – consultation company Artory was important during development of the project, City of Šumperk was important during evaluation and in securing financing. The construction company was a key partner during construction works, but its importance is marginal as the building</p>

	<p>starts working.</p> <p>Lessons learnt: The beneficiary will be more precise and realistic when proposing project indicators.</p>
<b>8. MORE INFORMATION</b>	
	<p>Project Manager:</p> <ul style="list-style-type: none"> <li>- Ing. Mgr. Nataša Vykydalová, President of the Society for Support of People with Mental Disabilities in the Czech Republic, o.s., Šumperk, n.vykydalova@seznam.cz, +420 583 21 39 10, Šumavská 1915/13, 787 01 Šumperk, Czech Republic</li> <li>- Website of the project: <a href="http://www.spmp-sumperk.cz/">http://www.spmp-sumperk.cz/</a></li> </ul> <p>The interviewees:</p> <ul style="list-style-type: none"> <li>- Ing. Mgr. Nataša Vykydalová, President of the Society for Support of People with Mental Disabilities in the Czech Republic, o.s., Šumperk, n.vykydalova@seznam.cz, +420 583 21 39 10, Šumavská 1915/13, 787 01 Šumperk, Czech Republic</li> <li>- Tereza Schreiberová, project author, Artory, s.r.o., schreiberova@artory.cz, +420 775 66 23 32</li> <li>- Ing. Petr Suchomel, vice-mayor of the City of Šumperk, Bc. Pavla Skálová – head of department of social services, City of Šumperk</li> <li>- Mgr. Vilém Skyba – Department of Project Management, Regional Council of the Regional Operational Programme Central Moravia</li> <li>- Bc. Kateřina Spáčilová – financial management of social services, Unit of social services, Department of social affairs, Olomouc Regional Government</li> <li>- Mgr. Lucie Ševčíková – Individual project of Olomouc region, Unit of social services, Department of social affairs, Olomouc Regional Government.</li> </ul>
<b>Name of expert who did the case study</b>	Jan Hauser
<b>Date</b>	March 2012

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