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The Helpdesk is a two-year project that started in May 2022 and is funded by the European Commission (ESF+).

It launches the building blocks for a Social Services Helpdesk. The proposed Helpdesk will have two main priorities:

- To support social services in accessing and using EU funds (ESF+ and ERDF in particular);
- To help managing authorities use EU funds (ESF+ and ERDF in particular) to finance quality interventions in the field of social services.

why a Helpdesk? **Q**

In present times, there is a growing need for care and support and the demand for quality social services is constantly increasing

Despite the **key role of social services**, they are often chronically underfunded, in particular for when it comes to **innovation** and new effective types of support services.

Access to adequate EU funding such as ESF+, ERDF, React-EU and other relevant EU funds, is critical to overcome these obstacles.

That is where the Helpdesk Project comes in.

Project outcomes

Bridging the knowledge gap

- A survey aimed at managing authorities and Social Services;
- Evidence gathering events in 10 EU countries;
- Helpdesk needs Report.

Knowledge sharing

- Project website, a MOOC and training material to help social services access, use and report ESF+ & ERDF (and other funds);
- A booklet of promising practices;
- The online Helpdesk which will enable users to ask questions regarding accessing funds.

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Facilitation

- Toolkit on Facilitating ESF+ & ERDF for social services, including templates and tools, to reduce the technical and administrative burden of EU funds
- 7 Cross-Sectoral and 15 thematic simplification and facilitation Workshops

Policy guidance

• Facilitate the exchange and cooperation between Managing Authorities, social services, and the European Commission via workshops and guidance.





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