



VulnerABLE: Pilot project related to the development of evidence based strategies to improve the health of isolated and vulnerable persons

ANNEXES: CAPACITY-BUILDING REPORT

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Table of Contents

Capacity building workshops material - annexes	4
Calls for interest and registration of interest form	4
Participants' pre-capacity building questionnaire (example)	9
Info pack (example)	12
Case studies fact-sheets.....	21
Exercise sheets	38
Toolkit	42
Evaluation questionnaire	43
Informed consent form and privacy statement.....	46

Capacity building workshops material - annexes

Calls for interest and registration of interest form

Call for Interest: funded participation in VulnerABLE workshops

Are you interested in **improving the well-being of vulnerable people** in your country? If so, you may want to attend one of the four European workshops that are being organised by EuroHealthNet in the context of the EU-funded [VulnerABLE project](#)¹. **Travel, accommodation and subsistence costs of participants will be covered.**

What: These workshops will focus on building capacity in **intersectoral collaboration** and **service design** to improve health and access to healthcare - and other key services - for vulnerable people. They will take place across Europe during the course of June and July 2017. Initial information on the content of the workshops and the host organisations is included in the attached document.

Who: Workshops are intended for decision-makers, programme designers and/or managers and budget holders who would like to learn (more) about improving health equity and well-being in a local, national and/or international capacity. Each workshop will involve participants from different EU Member States, working in the health sector as well as other sectors that play a role in improving health and access to healthcare, such as social, education and justice.

How: If you are interested in attending one of the VulnerABLE workshops, please [complete this form](#). Participants will be selected on the basis of applicability of the content of the workshop to their work, geographical spread, and availability of places (early expression of interest is recommended).

Should you have colleagues (particularly those working in other relevant sectors) that qualify as participants and could also be interested, we encourage you to forward this e-mail to them.

The deadline for expression of interest is **Thursday 18th May**.

We look forward to hearing from you,

Best wishes,

¹ This project is being undertaken on behalf of the European Commission (DG SANTE).

Call for participant organisations: VulnerABLE workshops

Dear member of the Expert Group on Social Determinants and Health Inequalities,

As part of the [VulnerABLE project²](#), EuroHealthNet, in collaboration with ICF, is organising four workshops on well-being, health and access to healthcare for people facing vulnerable situations.

We think that this topic could be of particular relevance to your work and country, and would therefore like to ask you to help us **identify those organisations and governmental bodies within your member state** that would benefit the most from these capacity building activities.

The workshops will focus on building capacity in **intersectoral collaboration** and **service design** to improve health and access to health care for vulnerable people. They will take place across Europe during the course of June and July 2017. Initial information on the content of the workshops and the host organisations is included in the attached document.

Workshops are intended for **decision-makers, programme designers and/or managers and budget holders** who would like to learn (more) about improving health equity and well-being in a local, national and/or international capacity. Each workshop will involve other delegates from different EU Member States (maximum 5 per country), working in the health sector as well as other sectors that play a role in improving access to health care, such as the social, education and justice sectors.

If you think your country could profit from these workshops, please let us know by **Tuesday 16th May** which organisations (e.g. key NGOs, academics, or other stakeholders) and government departments or agencies from the **health and other sectors** you think would be best placed to take part in one of our workshops. Full names of the organisations/department/agencies and possibly contact details would be appreciated. Senior delegates who need to gain more insight on the topics covered by the workshops are particularly welcome.

All information can be sent to Ms Christy Braham at assistant-pr@eurohealthnet.eu.

Participants will be selected on the basis of applicability of the workshop content to their work and availability of places (early expression of interest is recommended).

We look forward to hearing from you.

Best wishes,

² This project is being undertaken on behalf of the European Commission (DG SANTE).

**Attachment to call for interest and call for participant organisations:
VulnerABLE Workshops summaries**

Four workshops will be held in Summer 2017, as part of the VulnerABLE project. **All** workshops will address intersectoral collaboration and service design as their central themes for the benefit of participants. Each workshop will propose examples tailored towards specific vulnerable groups and/or practices in order to illustrate ways in which intersectoral collaboration and service design can improve health and access to health care of people facing vulnerable situations.

Participants from the same country (or EU Member State) will be grouped together and will attend the same workshop. The purpose of this is to encourage collaboration and co-ordinated action in a national or regional context.

Lisbon, Portugal

Dates: Monday 19th – Tuesday 20th June 2017

Host: Centre for Psychological Research and Social Intervention, Lisbon University Institute

This capacity-building workshop will present examples concerning the wellbeing of **vulnerable elderly people** and **people with poor mental health or disabilities**. The aim is to use these examples to guide discussion on accessing care services which are vital for maintaining a good health status for these and other vulnerable groups. Knowledge and practice exchange will be aided through a highly interactive environment.

Prague, Czech Republic

Dates: Thursday 29th – Friday 30th June 2017

Host: National Institute of Public Health (SZU)

A capacity-building workshop designed to shed light on intersectoral collaboration and service design with examples from practices addressing the wellbeing of **disadvantaged children**, including those from single-parent families and low-income backgrounds. The specific issues this population faces will guide discussion on accessing care services which are vital for maintaining a good health status for this and other vulnerable groups. Knowledge and practice exchange will be aided through a highly interactive environment.

Cardiff, United Kingdom

Dates: Thursday 6^h – Friday 7th July 2017

Host: Public Health Wales

This capacity-building workshop offers examples concerning the use of **co-production and group participation** when working with vulnerable groups. The aim is to use this specific topic to guide discussion on accessing care services which are vital for maintaining a good health status. Knowledge and practice exchange may be enhanced with an onsite group visit to an intervention of relevance in the Cardiff area, as part of the workshop programme.

Venice, Italy

Dates: Thursday 13^h – Friday 14th July 2017

Host: Federsanità

A capacity-building workshop presenting further examples of service design for different vulnerable groups (e.g. homeless, single mothers, people living poverty), as well as intersectoral collaboration at regional level as a tool to improve the health of these groups. The aim is to use the various issues faced by vulnerable populations across the European Union to guide discussion on accessing care services which are vital for maintaining a good health status. Knowledge and practice exchange may be enhanced with an onsite group visit to an intervention of relevance in the Venice area, as part of the workshop programme.



European
Commission

VulnerABLE Workshops 2017

Please complete this form to register your interest in attending one of our workshops. Please note that all workshops will be conducted in English.

For any enquiries, please contact Ms Christy Braham at: assistant-pr@eurohealthnet.eu

* Required

Email address *

Your email

Your name: *

Your answer

Organisation: *

Your answer

Job title (e.g. Senior Policy Co-ordinator, Director etc.): *

Your answer

In which country do you work? *

Your answer

Please identify the workshop(s) that you would be interested in attending: *

- Lisbon (19th - 20th June)
- Prague (29th - 30th June)
- Cardiff (6th - 7th July)
- Venice (13th - 14th July)

Why would you like to be involved in a workshop? *

Your answer

Any additional comments:

Participants' pre-capacity building questionnaire (example)



Pre-workshop questionnaire

Dear colleagues,

You will be attending the **Prague** workshop, in support of the EU-funded 'VulnerABLE' pilot project. This project aims to increase the understanding of how best to improve the health of people who are living in vulnerable and isolated situations in the EU. The project targets vulnerable and isolated populations from within specific target groups: children and families from disadvantaged backgrounds; those living in rural/isolated areas; those with physical, mental and learning disabilities or poor mental health; the long-term unemployed; the inactive; the 'in-work poor'; older people; victims of domestic violence and intimate partner violence; people with unstable housing situations (the homeless); and prisoners.

To enable the facilitators and organisers to ensure you gain the most from this experience, we would ask you to please take the time to complete this short questionnaire and return it to **Christy Braham (assistant-pr@eurohealthnet.eu)** by **Wednesday 21st June 2017**.

Name:

Organisation:

Contact email:

Mobile phone number:

Are you happy for your contact details (except your mobile number) to be shared with other participants? YES/NO

Please describe your primary motivation for attending this workshop:

**How much experience do you have in relation to the themes of the workshop?
Please tick (✓)**

	Vulnerable families and children	Other vulnerable groups: please specify: _____	Service design for vulnerable groups	Intersectoral collaboration
> 10 years				
5 – 10 years				

<5 years				
No experience				

Please indicate the 3 key learning points you wish to achieve following this workshop:

- 1 _____
- 2 _____
- 3 _____

How do you plan to use what you have learned from the workshop within your country?

We will be discussing complex areas; are there any specific challenges within your own country/organisation that you wish to highlight?

Please provide any additional information which you feel would give added value to the workshop:

Will you join us for a complimentary social dinner on the evening of Thursday 29th June? YES/NO

Do you have any dietary requirements? If yes, please specify:

Do you have any accessibility requirements? If yes, please specify:

We look forward to welcoming you in Prague.



Data protection

Your personal data collected by this questionnaire will be recorded, stored and further processed for the purpose of contacting you again for further input to the 'VulnerABLE' project (via e-mail only) and exceptionally for sending important information to you throughout the duration of the project.

Your data will be handled in conformity with Regulation (EC) N° 45/2001 on the protection of individuals with regard to the processing of personal data by Community institutions and bodies and on the free movement of such data.

By providing your data related to the 'VulnerABLE' project, you unambiguously give your consent to the above-mentioned processing of your personal data, according to article 5(d) of Regulation (EC) No 45/2001.

In case you want to verify which personal data is stored, have it rectified or deleted, please contact: Sante-Consult-C4@ec.europa.eu.

You will find the full specific privacy statement at the following webpage:

https://ec.europa.eu/health/sites/health/files/social_determinants/docs/2017_vulnerable_sps2_en.pdf

Info pack (example)

VulnerABLE Capacity-Building Workshop *Lisbon, Portugal* *19th – 20th June 2017*

Information Pack

Dear Delegate,

You are attending a capacity-building workshop organised by EuroHealthNet and ICF International on behalf of the European Commission, which will take place in Lisbon. This workshop is a key part of the EU-funded 'VulnerABLE' project and will provide a valuable opportunity for knowledge acquisition, project planning and practice exchange for individuals whose work centers on vulnerable and isolated populations across Europe.

Through examining projects and programmes in local, regional and national contexts, the workshop seeks to aid delegates in developing approaches to provide optimal services to target the needs of vulnerable and isolated people.

We look forward to welcoming you in Lisbon on the 19th June.



This two-year EU-funded pilot project is carried out on behalf of the European Commission by ICF International, in collaboration with EuroHealthNet, the European Public Health Alliance (EPHA), the Social Platform, the UCL Institute of Health Equity and GfK

'VulnerABLE' Capacity-Building Programme

Room C205, Building II, ISCTE, Instituto Univeritário de Lisboa, Avenida das Forças Armadas, 1649-026 Lisbon, Portugal

Monday 19th June

08:45	Registration and coffee
09:15	Welcome from <i>ISCTE</i> and <i>EuroHealthNet</i>
09:30	Aims and Objectives - <i>Jo Robins (JR) & David Pattison (DP)</i>
09:40	Personal introductions from participants
10:25	Review of the pre-workshop questionnaires - <i>DP</i>
10:55	Presentation of the 'VulnerABLE' pilot project - <i>Lucy Arora (ICF)</i>
11:15	Coffee break
11:30	Setting the scene Introduction to health inequalities, challenges facing isolated and vulnerable groups in participating countries, and relevance of this topic to health and other agendas - <i>DP</i>
12:00	40 minutes small group discussion + 20 mins open discussion on issues raised so far and exchange of experience - <i>JR & DP</i>
13:00	Lunch
14:00	Top tips in working together with people: Interactive Group Sessions <i>moderated by JR & DP</i> <i>'Internal collaboration and service design: some key principles of good practice'</i> - <i>JR</i> <u>Group Session 1</u> <i>'SEEyourAGE programme: For a more age inclusive society for all'</i> <i>Sibila Marques (ISCTE)</i> Group discussions on key learning points
15:15	Coffee break

15:35	<u>Group Session 2</u> 'Service design for the vulnerable elderly in Belgium' -Kim van den Berg (ViGeZ) Group discussion on key learning points
16:35	Review of day one - <i>JR & DP; ISCTE & EuroHealthNet</i>
17:00	End of Day One
19.30	Social Dinner – Varanda de Lisboa

Tuesday 20th June

09:00	Welcome back
09:05	<u>Group Session 3</u> ' <i>PROMOVE-TE: Psychosocial Mobile Team</i> ' -Inês Simões (ARIA) Group discussion on key learning points
10:20	Member State discussions, comparisons and identification of key challenges within countries
11:00	Coffee break
11:15	Feedback from each group & open discussion - <i>JR & DP</i>
12:45	Lunch
13:30	<u>Group Session 4</u> Action-planning and next steps
14:30	Feedback from groups - <i>DP</i>
15:00	Summary and farewell – <i>JR & DP, EuroHealthNet & ISCTE</i>
15:20	Close of workshop

Contact Details

For further information not covered in this information pack, and for any further enquiries, please contact **Christy Braham** (Project Assistant, EuroHealthNet) via:

Email: assistant-pr@eurohealthnet.eu; and

Office phone (in Brussels): **+ 32 2235 03 21**

From 18th to 20th June (for the duration of the workshop), Christy can be contacted by phone on **+447916 142354**.

Language

All workshop activities will be conducted in English.

You can learn some useful phrases in Portuguese [here](#).

Internet

Wifi connection will be available at the venue, as well as the hotel accommodation.

If you wish to connect with the organisations responsible for this workshop via social media, please consider following them on Twitter:

[@EU_Health](#)

[@Food_EU](#)

[@EuroHealthNet1](#)

[@ICF](#)

[@ISCTEIUL](#)

Hotel accommodation

As outlined in your hotel booking, you will be staying at **VIP Executive Zurich Hotel**. The hotel can be found at: **Rua Ivone Silva 18, 1050-124 Lisboa, Portugal.**

Places of interest near to the Hotel:

Restaurants

Happy Noodles - Cuisines: Chinese, Oriental, Vietnamese

☉ Avenida 5 de Outubro 279, 1600-035 Lisboa

] 21 793 0289

Open: 12–11PM

Centro Comercial do Campo Pequeno (shopping centre)

20 Restaurants (Portuguese and international cuisine), 8 Cinema rooms, Supermarket Pingo Doce (open until 10PM), 80 stores.

☉ Av. da República, 1050 Lisboa

Open: 10AM–11PM

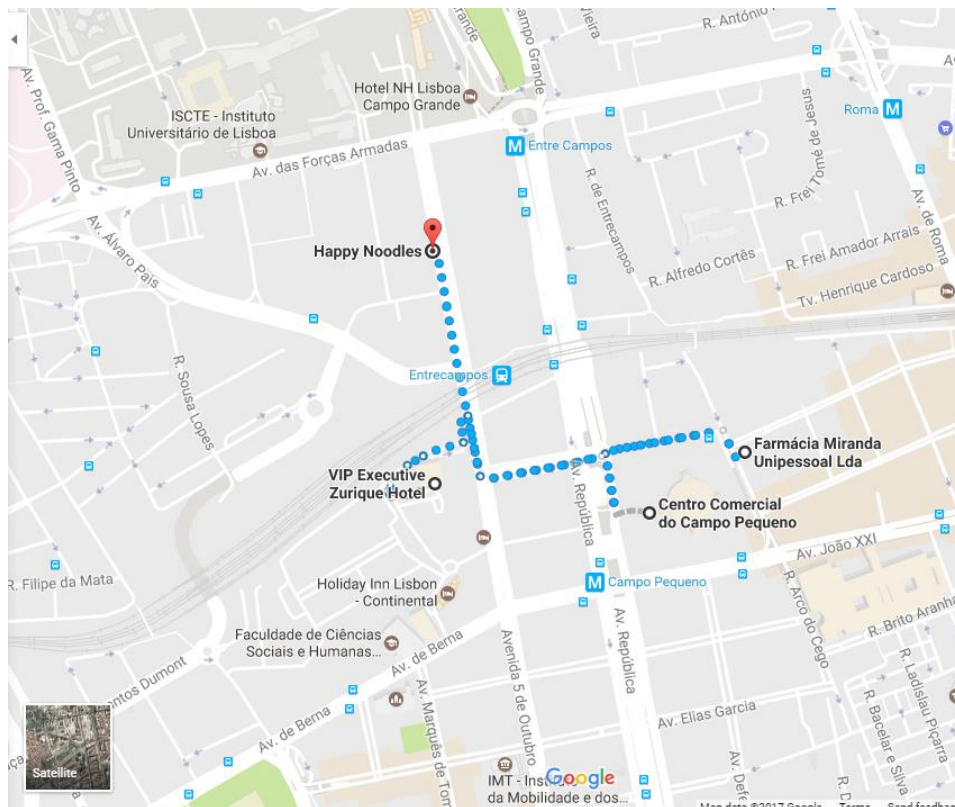
Pharmacy

Farmácia Miranda

☉ Campo Pequeno 36, 1000-080 Lisboa

] 21 797 0776

9:00 – 19:00 (Closed on Sunday)



Useful Directions

How to get from Lisbon Airport to VIP Executive Zurique Hotel:

VIP Executive Zurique Hotel - Rua Ivone Silva, 18

 **Bus 744 Aeroporto > Entrecampos (Direction: Marquês Pombal)**


10 stops

Then walk 8 mins (550m)

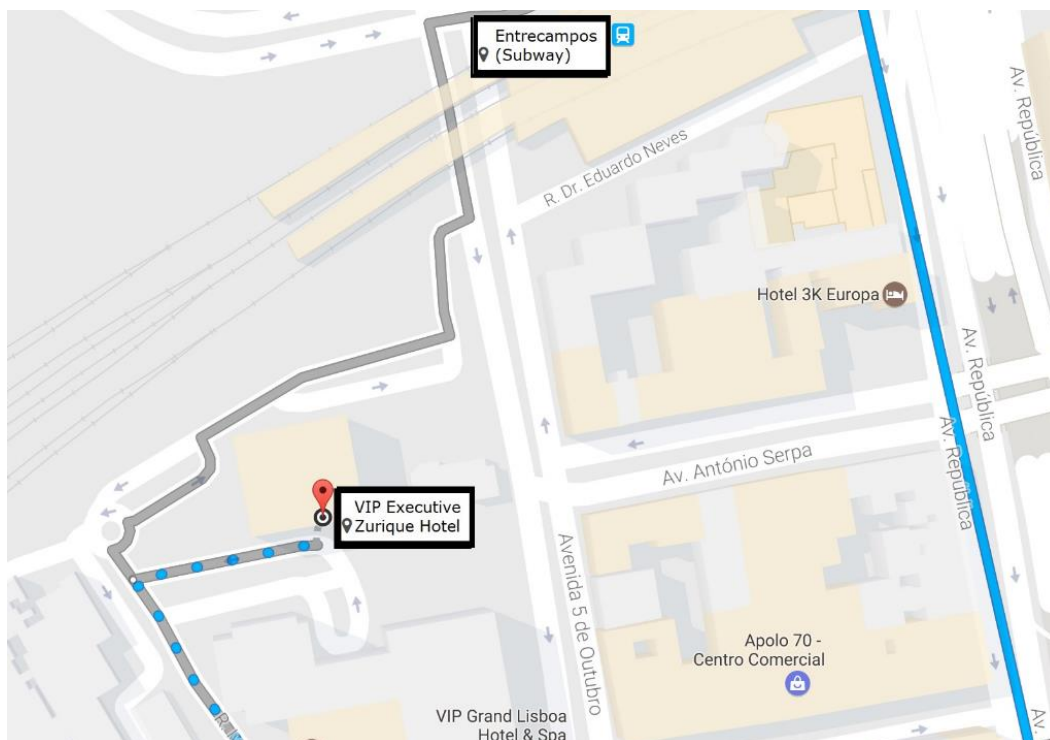
 **Bus 783 Aeroporto > Entrecampos (Direction: Amoreiras)**

9 stops

Then walk 8mins (650m)

 **Aerobus Aeroporto > Entrecampos (Line 1 or 2)**

 **Subway Aeroporto > Saldanha (Red line) AND Saldanha > Campo Pequeno (Yellow line)**



How to get from VIP Executive Zurique Hotel to ISCTE-IUL:

ISCTE-IUL - Avenida das Forças Armadas, 376

Head west on Rua Ivone Silva 70 m

Turn right to continue R. Ivone Silva 14 m

Turn right towards R. Ivone Silva 14 m

Turn right towards R. Ivone Silva 49 m

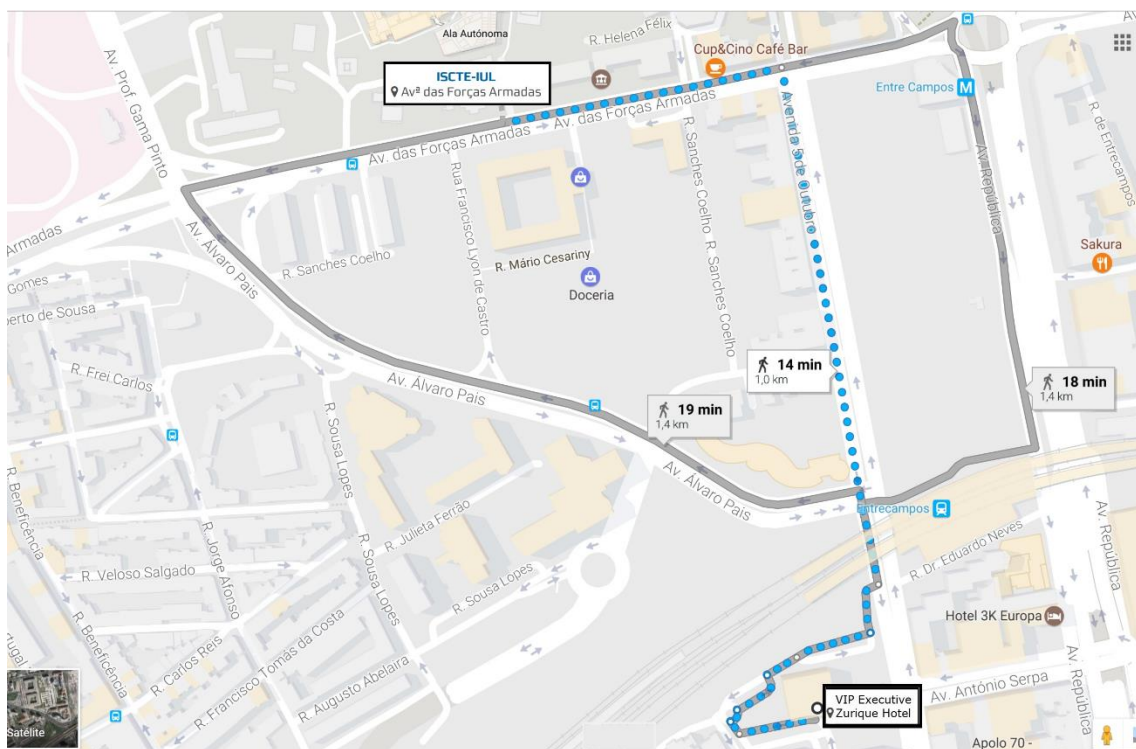
Turn right to continue R. Ivone Silva 31 m

Keep to the left to continue R. Ivone Silva 70 m

Turn left to continue R. Ivone Silva 51 m

Turn left towards Avenida 5 de Outubro 450 m

Turn left towards Av. das Forças Armadas and walk some 150m more,
ISCTE-IUL will be on your right on the top of the avenue




How to get from ISCTE-IUL to the Restaurant (for dinner on Monday 19th June):

Varanda de Lisboa Restaurant (Mundial Hotel) - Praça Martim Moniz 2

 **Bus 736 Entrecampos > Rossio**

736 at Avenida da República to Rossio (10 stops)

Then walk 4mins (290m)

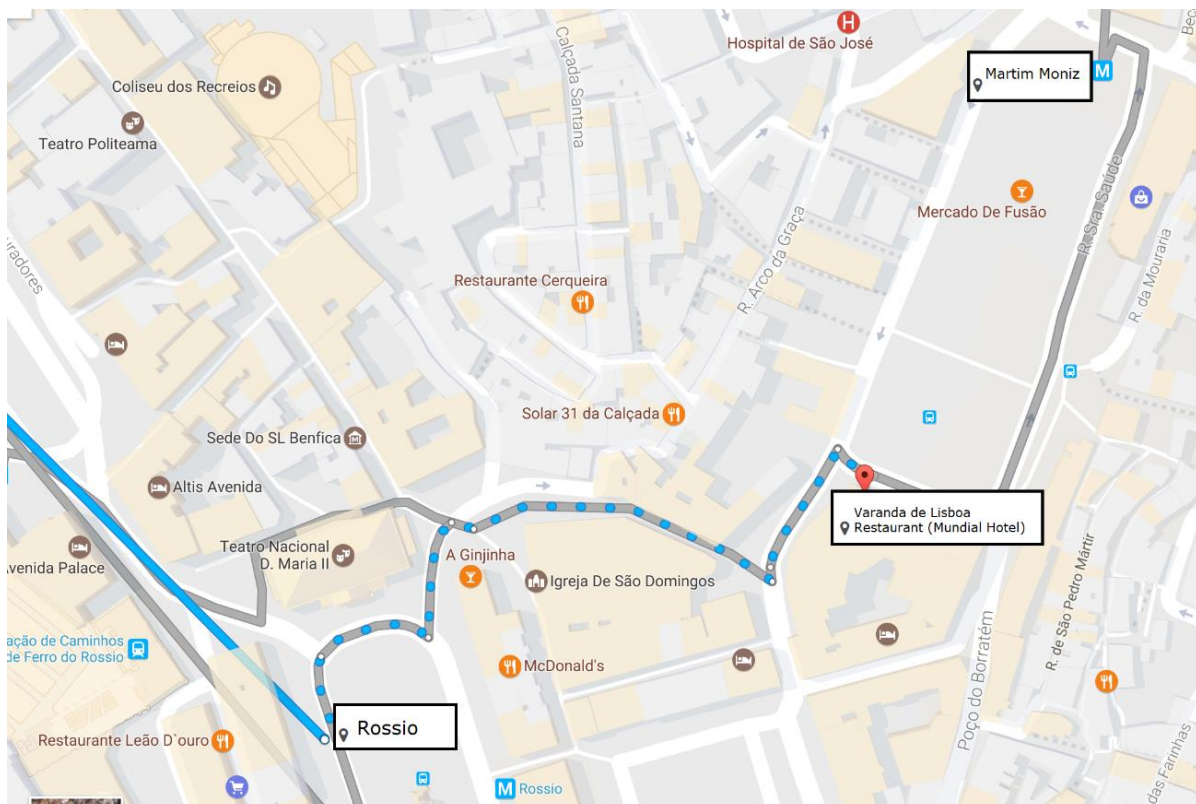
 **Subway Entrecampos > Campo Grande (Yellow line) AND Campo Grande > Martim Moniz (Green line)**

Subway station – **Martim Moniz** – Green line

First, take the yellow line at **Entrecampos** (Av Forças Armadas) to Campo Grande (direction Odivelas - 2 stops).

Then take the green line from **Campo Grande to Martim Moniz** (direction Cais do Sodré - 9 stops).

Then walk about 4min (300m)



Case studies fact-sheets

Healthy Ageing Supported by the Internet and the Community (HASIC)

Healthy Ageing Supported by the Internet and the Community (HASIC)	
Scope	Europe-wide (Finland, Norway, Hungary, Spain Estonia, Germany and the Netherlands)
Leading Organisation	Turtu University of Applied Sciences
Thematic focus	Reduction of health inequalities among older people and improving the cost effectiveness of healthcare provision for this group.
Primary target group	Vulnerable older people
Summary of objectives	<p>The programme aimed to prevent poor health (i.e. through supporting older people to self-manage their health conditions) and improve the lifestyles of older people (65+) through empowering them to lead healthier lifestyles (e.g. increased physical activity, reduce alcohol consumption, healthier diets).</p> <p>It also aimed to increase awareness of the health challenges experienced by older people and improve the capability of healthcare professionals to better support this group. In addition, it aimed to make services for older people more cost effective and increase the quality of service provision through cooperation between regional service providers as well as through recommendations regarding communal elderly services.</p>
Main results	<p>The main outcome of HASIC predicted to be increased empowerment, self-management and adoption of health lifestyles among older people in Europe.</p> <p>The programme has developed and published a HASIC toolkit for promoting healthy ageing, alongside an online platform for the promotion of healthy lifestyles for older people.</p> <p>It has successfully organised mentoring groups using experienced trainers to provide prospective trainers with capacity-building knowledge and tools that encourage and enable them to steer their own peer group sessions. The sessions then target older people and get them to focus on how to adopt a healthier lifestyle as well as provide tools for self-management and the ability to improve health behaviours and avoid social exclusion.</p> <p>Each country-level partner conducted consultation workshops involving older people, policy makers and other relevant stakeholders to discuss service improvements for older people. Promotion of collaboration between regional actors in health promotion activities among older people can enhance the</p>



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Healthy Ageing Supported by the Internet and the Community (HASIC)

	quality, cost-effectiveness and coordination of health services.
Potential for transferability and sustainability	HASIC was implemented simultaneously in seven countries demonstrating the transferability of the initiative across different European contexts. The key objective of reducing the cost of healthcare provision for older people has potential for sustainability as it fits within the broader context experienced by many Member States to find more cost effective ways to manage demand of health and social care services among this group.

Health promotion and prevention of risk – action for seniors (Pro-Health 65+)

Health promotion and prevention of risk – action for seniors (Pro-Health 65+)

Scope	Poland (although involves a core partnership with institutions in Bulgaria, Germany, Greece, Hungary, Italy, the Netherlands and Portugal).
Leading Organisation	Jagiellonian University Medical College, Jagiellonian University
Thematic focus	Reduction of health inequalities among older people
Primary target group	Vulnerable older people
Summary of objectives	<p>The project aims to develop a manual containing research on effective health promotion strategies targeting older people to improve the skills of healthcare professionals in supporting and sustaining good health among older people. More specifically the project aims include:</p> <ul style="list-style-type: none"> ■ Disseminating knowledge and use of evidence-based methods for promoting health among older people and, therefore, working towards reducing barriers to healthcare and increasing health promotion activities; ■ Increasing health literacy among older people and supporting healthy lifestyles; and, ■ Limiting the risk of chronic diseases and accidents to increase the number of healthy life years among older people.
Main results	The project has produced a number of articles presenting some of the research findings and several policy briefs detailing practical information and recommendations ³ regarding the following:

³ For more information about the policy briefs and articles visit: <http://www.pro-health65plus.eu/?Publications>

Health promotion and prevention of risk – action for seniors (Pro-Health 65+)

	<ul style="list-style-type: none"> ■ The utility of health promotion interventions in improving the population of older people;⁴ ■ Examples of activities and programmes for practitioners to prescribe to elderly patients;⁵ ■ Mechanisms for funding health promotion interventions;⁶ ■ The use of economic evaluations in measuring the success of health promotion interventions;⁷ and, ■ Tools for conducting further research in this area.
<p>Potential for transferability and sustainability</p>	<p>The nature of the activities conducted as part of the project, consisting primarily of desk research drawing on evidence from a wide range of sources and context, means that the findings could theoretically be transferred to other settings, undertaken by researchers in other universities or research organisations.</p> <p>In order to sustain these activities, it is important to secure funding (to continue to fund the research and dissemination activities), draw on experts (to continue supporting the project), and have access to institutions (to enable engagement with healthcare practitioners).</p>

I See! About Soul and Body for Women with Intellectual Disabilities

I See! About Soul and Body for Women with Intellectual Disabilities

<p>Scope</p>	<p>Czech Republic (National)</p>
<p>Leading Organisation</p>	<p>The Society to Support People with Intellectual Disabilities in the Czech Republic (SPMP)</p>
<p>Thematic focus</p>	<p>Health promotion and prevention among victims of sexual and violent abuse, including people with physical and learning difficulties, as well as poor mental health.</p>

⁴ Pro Health 65+ (2016) Health promotion interventions: effective in elderly population. Available from: <http://www.pro-health65plus.eu/userfiles/downloads/policybriefs/PRO-Health%2065+%20Policy%20brief%203.pdf>

⁵ Pro Health 65+ (2016) Bringing theoretical considerations to the attention of decision-makers. Available from: <http://www.pro-health65plus.eu/userfiles/downloads/policybriefs/PRO-Health%2065+%20Policy%20brief%201.pdf>

⁶ Pro Health 65+ (2016) Funding mechanisms for health promotion in Europe: a lack of money or a lack of information? Available from: <http://www.pro-health65plus.eu/userfiles/downloads/policybriefs/PRO-Health%2065+%20Policy%20brief%204.pdf>

⁷ Pro Health 65+ (2016) Mapping the benefit of economic evaluations of health promotion interventions for older people. Available from: <http://www.pro-health65plus.eu/userfiles/downloads/policybriefs/PRO-Health%2065+%20Policy%20brief%208.pdf>

I See! About Soul and Body for Women with Intellectual Disabilities

Primary target group	Women with learning difficulties and mental health problems.
Summary of objectives	<p>The main objective of the programme is to reduce the risk of sexual abuse and violence against women with learning difficulties and mental health problems. The specific aims of the programme are to:</p> <ul style="list-style-type: none"> ■ Provide women with learning difficulties/mental health problems with information about their body; ■ Teach them how to recognise risky situations ■ Provide them and their families with information about sexuality and relationships, as well as experts with responsibilities in caring and supporting these women; and, ■ Reduce the incidence of sexual violence against these women.
Main results	<p>The project delivered the following:</p> <ul style="list-style-type: none"> ■ Five brochures for women with learning difficulties/mental health problems and distributed them, both in printed version and online. The brochures aim to provide guidance on issues such as pregnancy, gynaecological examinations, sexual violence, relationships and contraception; ■ Collected personal stories of mentally disabled women and their families through an online questionnaire in order to ascertain their needs; ■ Established four self-help groups, one for each of four different cities; ■ Developed a website containing all the information gathered during the programme; ■ Held a meeting consisting of an expert working group on sexual violence against women. At the meeting, experts identified weaknesses in the current system for preventing abuse and produced recommendations on how these could be addressed.
Potential for transferability and sustainability	In terms of sustainability, although the programme has come to an end, many of the activities and outputs of the programme (e.g. the brochures) remain accessible via the programme website.

Sure Start (Biztos Kezdet)

Sure Start (Biztos Kezdet)	
Scope	Hungary (regional)
Leading Organisation	Ministry of Human Capacities ⁸ , Hungary

⁸ <http://www.kormany.hu/en/ministry-of-human-resources/news/funding-doubles-for-sure-start-children-s-homes>

Sure Start (Biztos Kezdet)

Thematic focus	Early childhood intervention targeting disadvantaged children and their families. The programme also aims to improve access to healthcare and other services, and reduce inequalities in health and act on wider social determinants of health.
Primary target group	At risk children and families.
Summary of objectives	<p>It aims to reach families from diverse backgrounds to promote mutual learning and support, as well as facilitate the integration of children and parents facing multiple disadvantages within the community.</p> <p>The four specific objectives of this programme are:</p> <ul style="list-style-type: none">■ To ensure the optimal development of children;■ To establish a good relationship between parents, children and service providers;■ To strengthen cooperation within the local community; and,■ To foster good relationships between professionals involved in the delivery of related child services.
Main results	<p>The programme currently reaches around 12,000 children and parents across 115 sites (Sure Start houses) in Hungary. The types of services offered range from educational activities, socialising opportunities for children, to employment search support for parents and more practical access to facilities, such as IT equipment or washing facilities.</p> <p>Sure Start houses offer a safe space where children, in particular those facing multiple disadvantage, can be ensured the right developmental opportunities that will increase their social and educational success later on in life.</p> <p>Parents are supported via various capacity building activities that can also have a positive impact on their children's lives. Given the scale of the programme, and the varying needs of individual beneficiaries, outputs and outcomes differ on a case by case basis.</p>
Potential for transferability and sustainability	<p>The programme was adapted from the original UK Sure Start programme, showing the possibility for transferability. Recently, the Tulip Foundation, a Bulgarian charity encouraging social responsibility, set up a new programme to introduce the Hungarian Sure Start to civil organisations from Central and Eastern Europe in order to identify opportunities for introducing the programme in other counties in the region</p> <p>With regard to sustainability, after the end of European Funding in 2012, the programme has been funded by the Hungarian Government. Sure Start Children Houses are now listed in the national legislation for protection of children as a basic service for child welfare, which guarantees sustainability of state funding.</p>

Family Centres

Family Centres	
Scope	Sweden (national)
Leading Organisation	Local authorities (municipalities) and health care providers.
Thematic focus	.Improving access to healthcare for at risk children and families, as well as health promotion activities to address inequalities in health.
Primary target group	At risk children and families
Summary of objectives	<p>The specific aims of this initiative are:</p> <ul style="list-style-type: none"> ■ Supporting parents to improve their caring and educating skills and abilities; ■ Cultivating and fostering the social networks of both parents and children; ■ Providing meeting venues for families; ■ Building and promoting working models that are appealing and encourage the active participation of both parents and children; ■ Promoting the identification of social, physical and mental risk factors as early as possible; ■ Developing and fostering cross-sectoral and multi-sectoral collaboration between the different sectors brought together under the Family Centre initiative; ■ Developing partnerships and collaboration opportunities with the third sector to improve the health of children and families; and, ■ Facilitating the exchange and dissemination of research-based and evidence-based knowledge.
Main results	<p>The Family Centres initiative has led to improvements for parents, including developing social networks and support parents (and children), improved parenting skills and greater economic security through social support;</p> <p>It has also led to benefits for children, including better child-parent bonds, likely to have a positive impact on child development.</p>
Potential for transferability and sustainability	The programme is transferrable, as it has been replicated in the other Nordic countries. While there is uncertainty as to whether the local and national funding would be sustained, it has been recommended that the practice continues and is geographically extended within Sweden.

Programme on Food Aid and Promotion of Healthy Nutrition (DIATROFI)

Programme on Food Aid and Promotion of Healthy Nutrition (DIATROFI)	
Scope	Greece (national)
Leading Organisation	Institute of Preventive Medicine Environmental and Occupational Health (PROLEPSIS), a national level NGO
Thematic focus	Health promotion among disadvantaged children.
Primary target group	At risk children and families
Summary of objectives	<p>The programme aims at tackling food insecurity and hunger, through the provision of food-aid. At the same time, it promotes healthy eating. It has two main overarching objectives:</p> <ul style="list-style-type: none"> ■ To provide free, daily, healthy and nutritious meals to students in participating public schools in socioeconomically vulnerable areas across Greece; ■ To promote healthy eating of students and their families. <p>Key activities of the programme included the distribution of nutritional meals to all pupils in participating schools, alongside health promotion activities targeting both pupils and their families to adopt healthier behaviours.</p>
Main results	<p>During the 2014 - 2015 school year and based on 14,697 matched pre-post questionnaires completed by parents upon entrance to the Programme and at the end of the school period, the main outcomes were:</p> <ul style="list-style-type: none"> ■ There was a significant reduction in food insecurity; ■ The Programme effectively addressed weight problems; ■ Healthy dietary choices increased.
Potential for transferability and sustainability	<p>Given its longstanding implementation, and scale, the programme is a transferable practice. It can be transferred either in different regions of Greece, or abroad, adjusted to the specific needs and context. Furthermore, although the programme is designed for schools, it can be transferred into other contexts (e.g. hospitals, workplaces, municipalities, etc.).</p>

Schutzengel (Guardian Angel): Support for Young Families in Difficulty

Schutzengel (Guardian Angel): Support for Young Families in Difficulty	
Scope	Germany (local level)
Leading Organisation	Guardian Angel GmbH
Thematic focus	Early childhood intervention programme aimed at health promotion and improving access to services.
Primary target group	At risk families and children.
Summary of objectives	The project aims to prevent the development of physical and/or

Schutzengel (Guardian Angel): Support for Young Families in Difficulty

	<p>psychological problems in babies and toddlers of vulnerable parents/carers through:</p> <ul style="list-style-type: none"> ■ Improving parent/carer health related behaviours and enhancing their social resources by helping them prepare for pregnancy and child-birth and providing social counselling to deal with problems like stress, violence and aggression, and debt; and, ■ Improving living conditions and encouraging participants to become more involved in their communities by participating in activities and in district committees and by promoting networks that can support parents/carers (e.g. district day centres). <p>Key project activities include:</p> <ul style="list-style-type: none"> ■ Linking expectant mothers into midwifery services; ■ Development of parent Cafés and meeting points, providing a space for parents to meet and harness peer support; ■ Provision of ‘family companions’ to support parents with everyday life. ■ Access to professional networks of midwives and paediatricians who are able to support parents and offer specialist advice; and, ■ Development of an academy specialising in early years support for professionals and volunteers.
<p>Main results</p>	<p>The project began in 2000 with 12 volunteers. It now employs 16 full-time staff with the support of 20 volunteers.</p> <p>It has also been rolled out across the whole of Schleswig Holstein, including four locations where parents can meet and access services. Findings from an evaluation of the project provide strong evidence that the project is accessible to the target group and that it has been effective at delivering health prevention activities, health promotion activities and innovative cooperation between governmental and non-governmental organisations.</p>
<p>Potential for transferability and sustainability</p>	<p>With sufficient funding this project is considered to be transferable within similar contexts based on its solid theoretical grounding and its proven effectiveness.</p> <p>To ensure its sustainability, sufficient time should be given when formulating the objectives to consider the continuation of the work.</p>

Community-based Health and First Aid in Action (CBHFA)

Community-based Health and First Aid in Action (CBHFA)

<p>Scope</p>	<p>Ireland (National)</p>
<p>Leading Organisation</p>	<p>Irish Red Cross</p>

Community-based Health and First Aid in Action (CBHFA)

Thematic focus	Through its focus on tackling a range of health issues within the prison population, this may help tackle physical and mental health problems among prison populations.
Primary target group	Prisoners
Summary of objectives	<p>The main objective of the programme is to raise prisoner’s awareness of community health, personal hygiene, first aid and wellbeing. The programme also has specific aims that include the following:</p> <ul style="list-style-type: none"> ■ Limit the spread of disease and infections among prisoners by teaching them good personal hygiene; ■ Improve prisoners’ dietary and exercise habits; ■ Combat bad odours and vermin caused by litter; ■ Reduce the costs to prisons of dealing with prisoner ill-health; and, ■ Reduce the litigation costs incurred by prisons as a result of prisoner deaths.
Main results	<p>Around 800 prisoners have been recruited as volunteers since the start of the programme in 2009, with roughly half completing the full training course. The Irish Red Cross estimates that during the period 2009-2012, roughly 2,000 inmates are provided with health and wellbeing information as a result of the programme. A three year evaluation of the programme was also conducted by the Irish Red Cross. The main findings include:</p> <ul style="list-style-type: none"> ■ Positive changes in the relationships between prisoners and staff in the prisons running the CBHFA projects; ■ Prisoner volunteers reported feeling more confident, more positive and having higher self-esteem; and, ■ Prisoner volunteers also reported helping raise awareness and feeling they can make a difference. <p>The programme also delivered HIV/AIDS projects in two prisons led by prisoners, encouraging HIV screening. All volunteers reported enjoying taking part and passing on things they had learnt. In addition, the programme was report to have been very successful at encouraging prisoners to quit smoking, through a smoking cessation programme.</p>
Potential for transferability and sustainability	The programme has good potential for transferability, having been piloted in Northern Ireland and Wales in 2015, as well as in Honduras. Two key factors have been identified to ensure better sustainability: training prisoners to the level of programme trainers (reducing the need for staff); and, transferring the responsibility to Government to increase the level of funding towards the programme.

POAT Salute

POAT Salute	
Scope	Italy (Regional) The programme is carried out in four regions in Southern Italy: Calabria, Sicily, Apulia, and Campania.
Leading Organisation	Italian Ministry of Health
Thematic focus	Addressing health needs of vulnerable people and improving access to healthcare.
Primary target group	The programme addresses the general population in the four 'EU convergence' regions (those with a GDP/capita of less than 75% of the average GDP/capita of EU-25): Calabria, Sicily, Apulia, and Campania.
Summary of objectives	<p>The POAT Salute refers to the 'Plan for Re-organisation and Capacity Building' of Southern Italy's healthcare systems. The Plan addresses deficits in knowledge and skills that limit the actions and effectiveness of health systems.</p> <p>The main focus is on developing tools and capacities within the health system to ensure that health and health-related services are effective and efficient and address the real needs of people, in particular of vulnerable groups.</p> <p>The programme is carried out in four regions in Southern Italy: Calabria, Sicily, Apulia, and Campania.</p> <p>The programme's overall objective is to increase regional administration and governance capacity to implement and evaluate health sector interventions that affect the socio-economic development in the regions.</p> <p>It aims at strengthening the capacities of the public administration to act on social inequalities in health by developing and promoting tools and interventions to address technical and specialist needs in this area.</p>
Main results	<p>The main outputs and outcomes of the programme include the following:</p> <ul style="list-style-type: none"> ■ The provision of technical support to develop an electronic health dossier and social and health services delivered at people's homes; ■ Support in the geographical analyses of health status of people living in polluted/contaminated areas and support to the digitalisation of the health sector; ■ Support in the organisation and access of local information hubs to evaluate urban health and its determinants; ■ Support in the analysis of Health Technology Assessment methodologies, with development of monitoring and evaluation systems on efficacy, safety, costs, social impacts of health technologies that also takes into account the differential impact on people from different socio-economic backgrounds.

POAT Salute	
	Overall the programme provides a detailed mapping of the weaknesses of the health system in the southern regions of Italy, focusing on the scarcity of knowledge, skills and capacity that limit the range of action and impact of the health system. This can help identify areas for improvement in access to healthcare services.
Potential for transferability and sustainability	<p>The underlying principles of the programme, as well as the types of activities introduced to improve the effectiveness and efficiency of health systems, particularly to address specific vulnerabilities, is highly transferable.</p> <p>The responsible Managing Authority indicated that they are strongly motivated to support similar activities in future, attesting to the sustainability of the programme.</p>

Care for Maternity at Risk Programme of the Health and Family Association (Asociación Salud y Familia, ASF)

Care for Maternity at Risk Programme of the Health and Family Association (Asociación Salud y Familia, ASF)	
Scope	Spain (regional)
Leading Organisation	Saludfamilia (Health and Family Association)
Thematic focus	Health promotion among women with unwanted pregnancies through improving access to healthcare services and offering family planning services.
Primary target group	Victims of domestic and intimate partner violence are the primary target group, with children and families at risk of poor health also identified. Among adult beneficiaries, the Programme targets women exclusively.
Summary of objectives	<p>The Programme aims to promote good maternal and reproductive health among vulnerable women and young people across Catalonia. It does so through offering a range of contraceptive and counselling services, as well as acting to prevent repeated abortions. For women who are particularly vulnerable, the Programme also co-funds voluntary abortion.</p> <p>The Programme also aims to prevent and detect partner violence against women at an early stage.</p>
Main results	<p>In 2015, the Programme supported 3,647 women and 4,040 cases. In 2016 the following additional outputs were produced:</p> <ul style="list-style-type: none"> ■ 983 cases of support and counselling for those with unwanted pregnancies; ■ 45 cases of facilitated access to the healthcare for pregnant women at risk of social exclusion; ■ 2,619 cases of administering long-term contraception; and, ■ 393 cases of familiar counselling. <p>Programme beneficiaries were screened for partner violence and in</p>

Care for Maternity at Risk Programme of the Health and Family Association (Asociación Salud y Familia, ASF)

	<p>the vast majority of cases (97.5%) and partner violence was prevalent in 8.4% of cases.</p> <p>Of the women who benefited, 41.4% had not consulted a health service for family planning purposes in the last two years and 43.4% reported not using any form of contraception, versus 26.7% who were using condoms and 18.6% who were using oral contraception.</p> <p>In terms of outreach, in 2015, the ASF's website received 44,934 visits, and of these 1,763 were directed to the Programme's page.</p>
Potential for transferability and sustainability	<p>This Programme is a long-term initiative financed by the central government and Catalan Health Service, which ensures a certain degree of financial sustainability.</p>

Exercise sheets

Personal Actions

1. I commit to...

2. I would like someone else to commit to...

Check-In Sheet: How are you as we finish working together this afternoon?

<p><i>140 characters max</i></p> 	<p>Character count</p>
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Forward Steps: Action Planning

Name & Organisation: _____

Theme to be Pursued	Action being taken forward	Outcomes	Timescale	Measure	Which organisation will you work with?	What difference will your actions make to vulnerable groups?

Prioritisation matrix



Toolkit

TO BE PASTED HERE

Evaluation questionnaire

Feedback questionnaire example



You have participated in the **Prague** workshop, organised as part of the EU-funded 'VulnerABLE' pilot project. To enable us to evaluate the workshop, please complete this feedback questionnaire and return it to the facilitators before leaving today.

All responses will be kept confidential and anonymous.

1. Please rate the workshop's coverage of the themes. Please tick (✓):

	Excellent	Good	Satisfactory	Poor
Disadvantaged families & children				
Service design for vulnerable groups				
Intersectoral collaboration				

1a. Any additional comment on the workshop's topics and themes?

2. Please rate the usefulness of the workshop training materials. Please tick (✓):

	Very useful	Useful	Somewhat useful	Not useful
Case Study factsheets				
Exercise sheets				
Action Plans				
PowerPoint slides				

2a. Any additional comment on the quality of the workshop training materials?

3. Please rate the quality of the training and facilitation during the workshop. Please tick (✓):

	Excellent	Good	Satisfactory	Poor
Ability of the trainers to answer technical questions				
Ability of the trainers to discuss different vulnerable groups				
Ability of the trainers to provide clear and understandable information				
Ability of the trainers to accommodate needs				

3a. Any additional comment on the quality of the training and facilitation?

4. Please rate the quality of the workshop sessions (in terms of structure, levels of organisation, interest and usefulness). Please tick (✓):

	Excellent	Good	Satisfactory	Poor
Background introductory sessions /				
Open/small Group discussions				
Project presentations				
Action - planning session				

4a. Any additional comment on the quality of workshop sessions?

5. Did you find that interacting with other delegates from your country (or EU Member State) and delegates from other countries (or EU Member States) was beneficial?
Please tick (✓):

	Very beneficial	Beneficial	Somewhat beneficial	Not beneficial	Does not apply to me
Interacting with delegates from my country (or EU Member State)					
Interacting with delegates from other countries (or EU Member States)					

6. Did the workshop meet your expectations? Please explain further:

7. What did you enjoy the most about the workshop?

Thank you for taking part in this VulnerABLE workshop!

Informed consent form and privacy statement

CONSENT FORM

Pilot project related to the development of evidence based strategies to improve the health of isolated and vulnerable persons ('VulnerABLE').

(Ref: SANTE/2014/C4/034)

The contractor has explained the nature and purposes of the pilot project and I understand its principles and processes.

I understand that I will be asked to respond to questions and prompts regarding experiences and opinions about access to healthcare of vulnerable groups.

I, (the undersigned), agree to take part in this pilot project as an expert and agree to be contacted by the Contractor to provide my experiences and opinions on the barriers and challenges faced by vulnerable groups when accessing healthcare across the EU, and take part in capacity building workshops facilitated by the contractor on the basis of a contract signed with the European Commission's Directorate-General Health and Food Safety.

I specifically give my consent to the contractor and to the European Commission:

- 1) to process, including use and dissemination to the public, quotes and information, such as conclusions and recommendations, in all deliverables resulting from the above project (all such information gathered will be depersonalised: identification and contact details will be removed), aggregated and analysed in a summary.
- 2) to process my personal data, for the purposes of meetings, capacity building workshops and interviews, in accordance with the privacy statement I have read and received a copy of;
- 3) to record (digitally and/or through transcriptions and notes) all information, including personal data, resulting from the pilot project, such as minutes of the discussions, conclusions and recommendations.

I understand that I have the right to access my personal data, to rectify incorrect personal data as the case may be and other rights mentioned in the privacy statement. To exercise these rights, I shall contact the European Commission at the email addresses mentioned in the privacy statement.

I understand that I shall not, in any way, disseminate or further process, in the workshops or in any other activity related to this pilot project, the personal data of any patients or individuals, including personal health data, in particular any personal data that could lead to their identification.

I agree that the European Union will have full ownership of all intellectual property rights related to the material developed on the basis of the discussions in meetings/focus groups/interview/workshops. The material will be processed by the European Commission for purposes in line with the objectives of the project. It may be further processed for Commission's statistical, scientific, research institutional purposes. By allowing the processing of depersonalised

and aggregated information, I recognise that this implies that I will not be acknowledged as the author of some statements and/or recommendations.

I understand that my participation is voluntary and that I am free to withdraw my consent at any time without giving any reason, and without any adverse effects.

.....
Name of Participant	Date	Signature
_____	_____	_____
<i>Researcher</i>	<i>Date</i>	<i>Signature</i>

SPECIFIC PRIVACY STATEMENT

Pilot project related to the development of evidence based strategies to improve the health of isolated and vulnerable persons ('VulnerABLE')

INTRODUCTION

This privacy statement concerns the processing of personal data in the context of the pilot project related to the development of evidence based strategies to improve the health of isolated and vulnerable persons ('vulnerABLE'), which includes the organisation of expert meetings, capacity building workshops, and interviews.

It explains the reason for the processing, the way we collect, handle and ensure protection of all personal data provided, how that information is used and what rights you may exercise in relation to your data (the right to access, rectify, block etc.).

The European Institutions, are committed to protecting and respecting your privacy. As this project collects and further processes personal data, Regulation (EC) N°45/2001, of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data, is applicable.

1. OBJECTIVE

This EU-funded pilot project aims to increase the understanding of how best to improve the health of people who are living in vulnerable and isolated situations in the European Union (EU). The project targets vulnerable and isolated populations from within specific target groups- children and families from disadvantaged backgrounds; those living in rural/isolated areas; those with physical, mental and learning disabilities or poor mental health; the long-term unemployed; the inactive; the 'in-work poor'; older people; victims of domestic violence and intimate partner violence; people with unstable housing situations (the homeless); and prisoners.

The project involves:

- **Interviews** with individuals and organisations who work first-hand in the field of health inequalities (such as the World Health Organisation and local authority networks);

- **Detailed research** into the health needs of people in isolated and vulnerable situations, including a face-to-face survey and in-depth focus groups with them;
- **An Expert Group** bringing together the leading thinkers in this area and enabling them to contribute to future strategies to prevent isolation and vulnerability;
- **Training materials and capacity-building workshops** for national and regional authorities who are active in delivering healthcare services and who have a vital role to play in tackling health inequalities;
- **Regular news updates, web resources, direct communication with experts and a one-day conference** to spread awareness of the project's findings amongst national and regional authorities; public health experts; health professionals; and other non-governmental organisations (NGOs).

The European Commission has concluded a Service contract (SANTE/2014/C4/034) with ICF Consulting Services Ltd. (UK), and its subcontractors: Eurohealthnet, UCL's Institute for Health Equity, The Social Platform and the European Public Health Alliance to carry out the 'VulnerABLE' project under the responsibility of the Head of Unit C4 'Health Determinants and Inequality', Directorate-General for Health and Food Safety, European Commission.

2. WHY IS PERSONAL DATA PROCESSED?

Purpose of the processing operation

Your personal data will be processed for the purposes listed below:

- **Interviews:** A series of scoping interviews were conducted with EU and national stakeholders active in the field of access to healthcare for vulnerable groups. The sessions were **recorded/transcribed** and translated (in case the discussion was in a language other than English) to collect relevant information for the research conducted.
- **Capacity Building Workshops:** Workshop discussions, meetings and interviews are conducted with national and regional authorities and other relevant stakeholders. The sessions may be **recorded/transcribed** and translated (in case the discussion is in a language other than English) to collect and analyse data regarding the quality and completeness of the research conducted and focus on building capacity in intersectoral collaboration and service design to improve health and access to health care for vulnerable people. **Identification and contact details of participants will be removed from any outputs of the project (such as recommendations, minutes and so on). Experiences reported by participants will be used in the research reports for the European Commission and/or for academic articles and presentations and any other use in line with the purposes of the project.**
- **Expert Group Meetings:** Discussions within this group focus on analysing data regarding the quality and completeness of the research conducted and on developing a policy framework to improve access to healthcare for vulnerable groups across the EU. The sessions may be **recorded** to support the analysis. Participants can opt-out of the recording and/or publication of images on legitimate grounds by contacting the data controller (see section 8 below).
- **General inquiries:** Name and e-mail addresses of data subjects submitting general inquiries, which are collected to enable us to contact the data subject about the inquiry. These data categories will also be added to a database of interest groups who will be kept informed about the project progress. Data subjects have the possibility to opt out, by specifying that they do not wish to have their details added to said database.

All information collected is used solely for the purpose for which you submitted the information to us. For example, if you contact us with a general inquiry, your information is used solely to respond to your inquiry or comment.

Lawfulness of the processing operation

The processing operations on personal data linked to the management of this project are necessary for the functioning of the Commission as mandated by the Treaties, (Articles 5 and 13 TEU and Articles 244 - 250 TFEU) and, more specifically, by the Commission Decision of 1.12.2014 concerning the adoption of a financing decision for 2014 on the pilot project 'Developing evidence based strategies to improve the health of isolated and vulnerable persons' and corresponding annex.

The processing operations on personal data for the above mentioned purposes are necessary and lawful under the following article of the Regulation (EC) 45/2001:

- Article 5 (a): processing is necessary for the performance of a task carried out in the public interest on the basis of the Treaties establishing the European Communities or other legal instruments adopted on the basis thereof;
- Article 5 (d): the data subject has unambiguously given his or her consent.

3. WHICH DATA DO WE COLLECT AND PROCESS?

Personal data collected and processed are only those data that are necessary for the management of contributions, and the views of contributors on the topics concerned. Specifically:

Information about people who participate in the workshops, meetings and interviews:

Name, Surname, profession, affiliation to an organisation, postal address, phone number, email, CV, academic titles; meetings, interviews and workshops (which will have identification and contact identification details removed, and will be aggregated in a summary for analysis); declaration of interests and bank account information for purposes of reimbursement;

Researchers' details:

The names and professional roles of researchers from the consortium partners will be documented by the contractors as active professionals working on this project.

Personal data of individuals who contact us with general enquiries:

Name, surname, profession, affiliation, postal and e-mail addresses, phone number/fax number.

4. WHO HAS ACCESS TO YOUR INFORMATION AND TO WHOM IS IT DISCLOSED?

Access to all personal data and information collected in the context of this project is only granted to a defined population of users (participants to the meeting, contractor and European Commission staff), without prejudice to a possible transmission to the bodies in charge of a monitoring or inspection task in accordance with European legislation. These users are typically members of the Unit organising the project inside the Directorate General, and the Contractors (ICF Consulting Services Ltd. (UK), Eurohealthnet (BE), UCL's Institute for Health Equity (UK), The Social Platform (BE) and the European Public Health Alliance (BE). No personal data is transmitted to parties outside of the above mentioned recipients and legal framework. The European Commission will not share personal data with third parties for direct marketing purposes.

5. HOW DO WE PROTECT AND SAFEGUARD YOUR INFORMATION?

All data in electronic format (e-mails, documents, uploaded batches of data etc.) are stored on a computer of the contractors, the operations of which abide by the European Commission's security decision of 16 August 2006 [C(2006) 3602] concerning the security of information systems used by the European Commission.

Paper versions of the documents containing personal data are stored in secure places, under the control of the contractors. The Commission's contractors are bound by a specific contractual clause for any processing operations of your data on behalf of the Commission.

The contractor shall erase all information, including personal data, after the necessary data has been transferred to the European Commission and no further follow-up is required. This should happen at the latest 6 months after the project ends.

6. WHAT ARE YOUR RIGHTS AND HOW CAN YOU EXERCISE THEM?

According to Regulation (EC) n°45/2001, you are entitled to access your personal data and rectify, block, object to, or delete it in case the data is inaccurate or incomplete. You are also entitled to withdraw your consent, should you have provided it, at any time and without any adverse effects. You can exercise your rights by contacting the data controller or, in case of conflict, the European Commission Data Protection Officer and, if necessary, the European Data Protection Supervisor, using the contact information given at point 8 below.

7. HOW LONG DO WE KEEP YOUR DATA?

Your personal data will remain in the Commission database until the results of the project have been completely analysed and usefully exploited and are no longer necessary. Concerning surveys, personal data are kept as long as follow-up actions to the surveys are necessary with regard to the purposes for which the data were collected and further processed. Concerning workshops and meetings, personal data is kept as long as follow-up actions to the meetings are necessary. Personal data will be deleted, at the latest, 10 years after the last action based on the contract in the framework of which the project activities were conducted. Reports containing personal data will be archived according to the Commission's legal framework. As mentioned in point 5 above, the contractor shall erase all information, including personal data, after the necessary data has been transferred to the European Commission and no further follow-up is required. This should happen at the latest 6 months after the project ends.

Nevertheless, where needed, after this delay, personal data will be part of a list of contact details shared internally amongst the European Commission services for the purpose of contacting data subjects in the future in the context of the Commission's activities. If data subjects do not agree with this processing of their personal data, they may contact the Controller by using the Contact Information as mentioned in section 8 of this Privacy statement.

8. CONTACT INFORMATION

If you have comments or questions, any concerns or a complaint regarding the collection and use of your personal data, please feel free to contact the Contractor using the following contact information:

- Mailbox address: Christina.Dziewanska-Stringer@icf.com
- Phone number: +32 (0) 2 275 01 00

or the Data Controller using the following contact information:

The Data Controller:

- Directorate-General Health and Food Safety, Head of Unit C4 'Health determinants and inequality'

- Phone number: 00352-4301 34658
- Mailbox address: SANTE-CONSULT-C4@ec.europa.eu

The Data Protection Officer (DPO) of the Commission: DATA-PROTECTION-OFFICER@ec.europa.eu

The European Data Protection Supervisor (EDPS): edps@edps.europa.eu.

9. WHERE TO FIND MORE DETAILED INFORMATION?

The Commission Data Protection Officer publishes the register of all operations processing personal data. You can access the register on the following link: <http://ec.europa.eu/dpo-register>

