

Citizen Participation Can Make a Difference in Social Support Networks  
A Case Study from Osaka, Japan

地域とともに築く多様なセーフティネットのかたち  
大阪府B市におけるコミュニティソーシャルワーク実践を通して

Shinichi Murota, PhD  
Osaka University  
shin1@stirps.net

# Some definitions

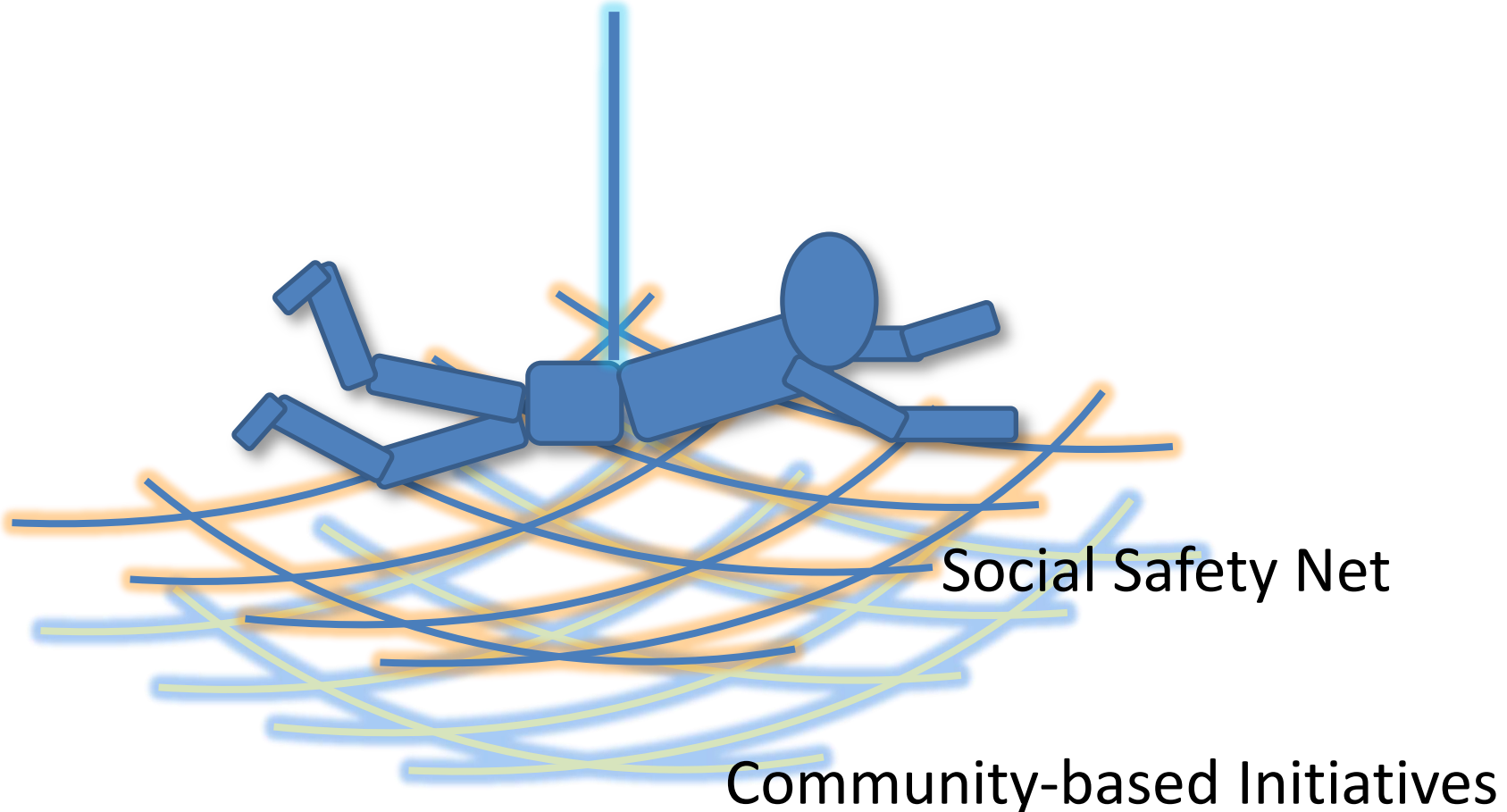
## 定義

- Social safety net
- Social support networks
- Community-based initiatives
- Areas & Neighborhoods
- Welfare Commissioners



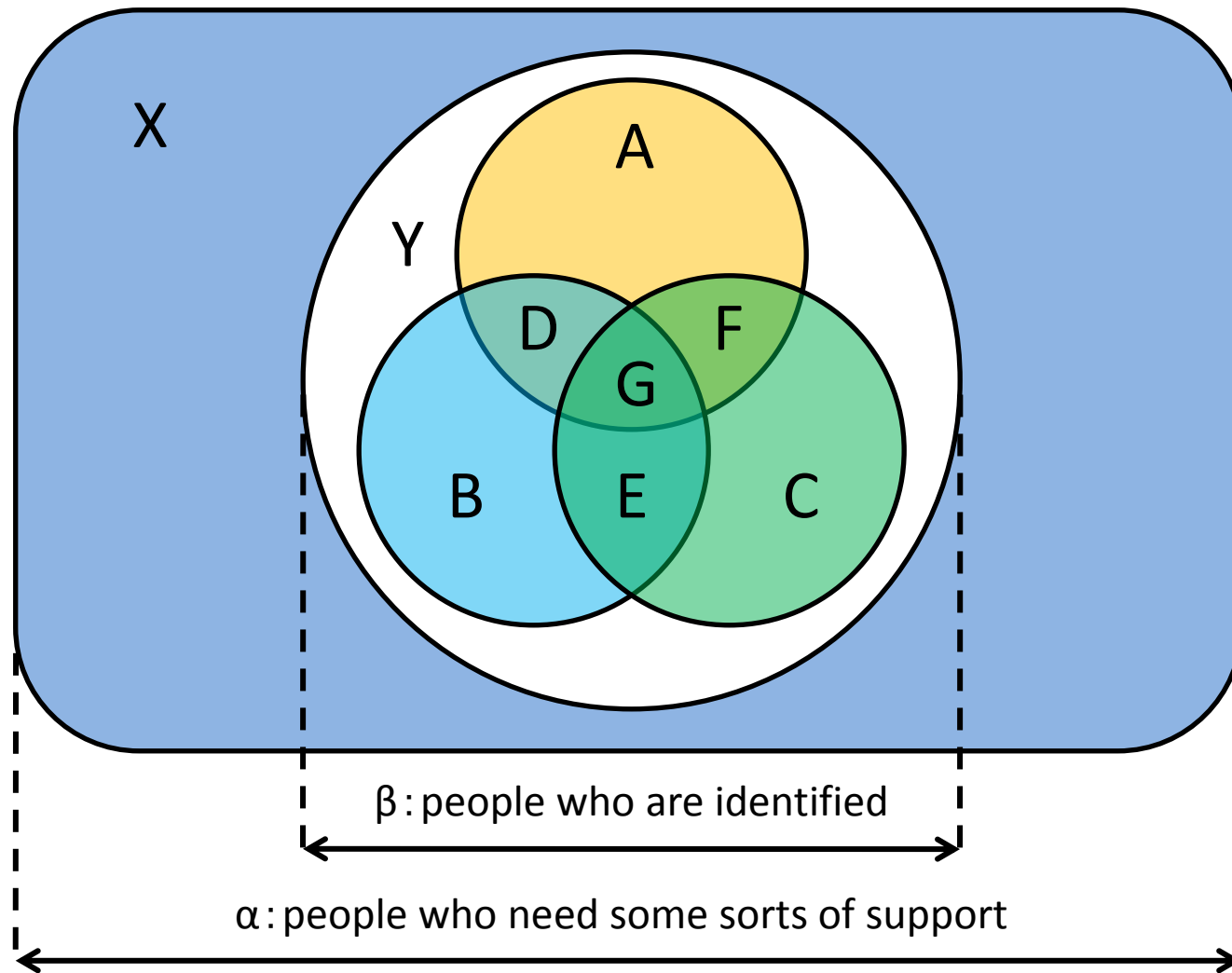
# What does the “gap” mean?

制度の狭間とは？



# What Community-based Initiatives Aim to Do

## 制度の狭間を埋める実践とは



# Community-based Social Work Program in Osaka 大阪府コミュニティソーシャルワーク機能配置促進事業

## <Guideline ver.2007>

Placing a Social Worker in each area (public school district)

コミュニティソーシャルワーカーを概ね中学校区に一人配置

Roles of Community-based Social Workers:

コミュニティソーシャルワーカーの役割:

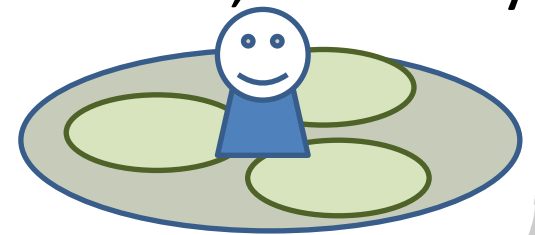
1. To approach individuals who are falling between the “gaps”  
制度の狭間のニーズに個別に対応し、チームアプローチを促進させること
2. To promote/develop services and programs through social support networks  
チームアプローチを通じ、サービスやシステムを提案・開発すること
3. To reflect local issues to the government’s programs/policy  
中学校区レベルの「いきいきネット」を充実・深化させる方策を考案し、地域福祉計画等の諸計画に提案すること

# A Case Study

## ケース・スタディ

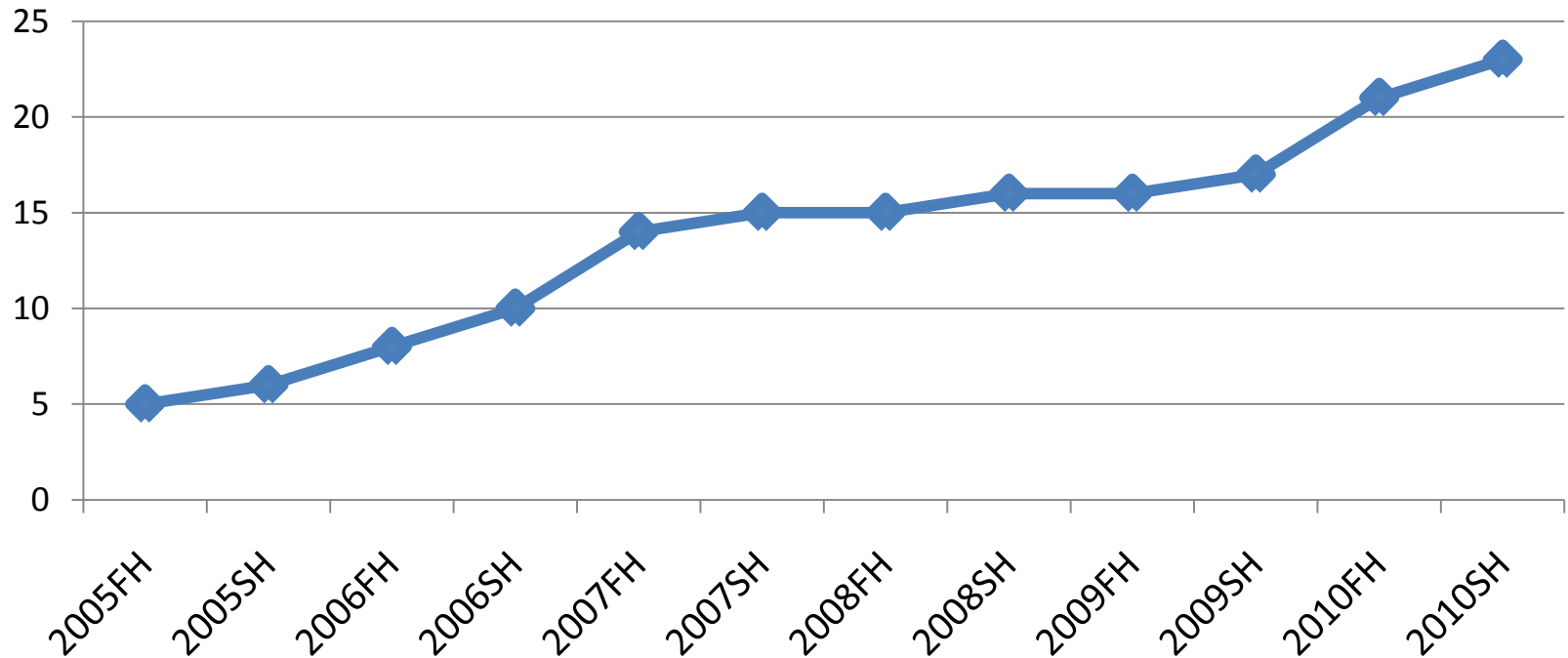
### Municipality B

- Population of approximately 270,000
- Typical commuter town
- 14 community-based social workers are placed in 14 divided areas (each area has 2-3 neighborhoods)
- Each social worker is in charge of creating neighborhood-level support networks
- The network consists of other helping professionals and local residents, including Welfare Commissioners, and they are supposed to hold meetings regularly
- **However...**



# The progress of SSN meetings in 6yrs

## 「地域ケア会議」6年間の軌跡



Already established

23 neighborhoods

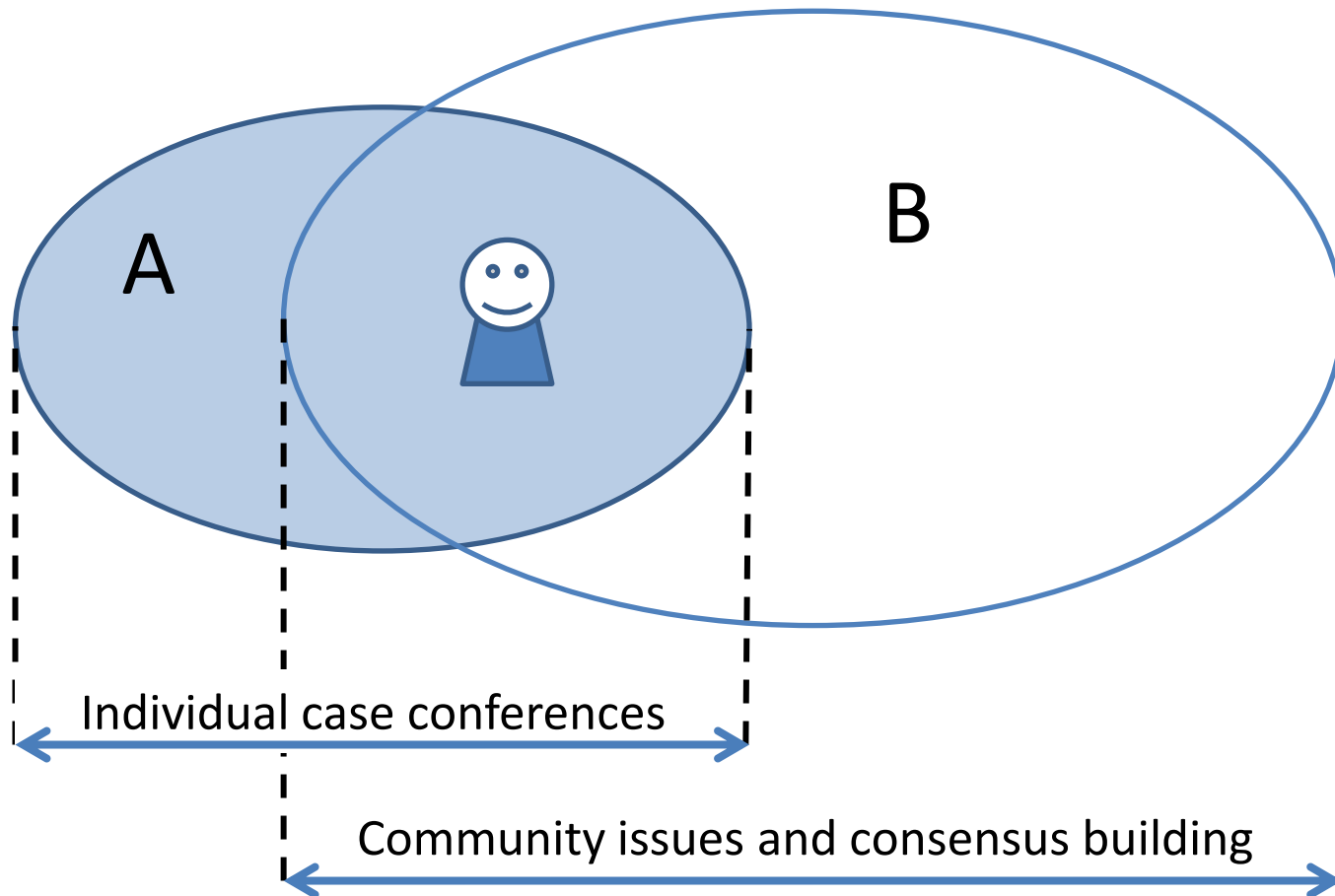
Not yet established

9 neighborhoods

(as of August 2010)

# Two Types of the meetings

## 2つの「地域ケア会議」



# Contents of the “meetings”

## 会議では何をするか

10) Contents of the meetings and its frequency	Frequency (unit: neighborhood)				
	always	once in 2-3 mtgs	once a year	only once	never
a. General Information	16	2	1	2	2
b. Individual Cases (new)	13	2	0	3	5
c. Individual Cases (continuous)	12	1	2	3	5
d. Issues in the neighborhood	10	2	0	7	4
e. Lectures/Workshops	2	1	7	8	5
f. Developing Resources	0	0	0	9	14

11 of them are 3-year or older

2 out of 5 neighborhoods with less than 1 year, offer only “General Information”

# Who sets the agenda?

## 誰が会議の内容を決定しているか

---

7) Who sets the agenda for the next meeting?	Social workers only	13
	Pre-meeting (steering committee etc.)	9
	Local residents	1

---

3 out of 5 neighborhoods with less than 1 year  
have chosen this option

# Challenges in formation of SSN

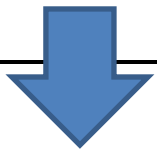
## 「地域ケア会議」構築の苦悩

- Local residents did not see the importance & benefits of the network.
- “Too much burden on welfare commissioners”
- Local residents had disagreements on the membership of the network.
- Difficult to set the rule for handling of private information.
- Local residents initially concerned about the commercial aspects of the meetings.
- Couldn't build a stable relationship with point-person since they rotate quite often.

# Why the SSN weren't formed

## なぜ「地域ケア会議」は構築されないのか

13) Reasons why the SSN is not yet formed	Disagreements among local residents	7
	Too much burden on local residents	6
	Local residents do not see the necessity	5
	Concern about privacy issues	3
	No key-person	1



Community-based Social Workers try to **build relationships** with local associations in addition to Welfare Commissioners.  
They also try to **participate in local events** to show their presence.

# How long does it take? いつ「地域ケア会議」が構築される？

---

14) When is the SSN anticipated to form?	Within a year	4
	Within two years	3
	Nearly impossible	2

---



# Key Findings

## 調査結果

- Citizen participation cannot be achieved in one night

トップダウンでは真の市民参加は成立しない

- Social support networks could evolve in various forms

「地域ケア会議」には多様なかたちがある

- Networks need a mediator/coordinator to function

コミュニティソーシャルワーカーによる丁寧な介入が必要



# Policy Implications

## 政策提言

- Guideline needs to be flexible  
ガイドラインには柔軟性をもたせる必要がある
- Citizen participation may not be so cheap  
市民参加が安上がりとは限らない
- Post “Japanese-style welfare state”?  
「日本型福祉国家」からの脱却か？

