

HANDBOOK FOR DUTCH CARE FARMERS

DISCLAIMER

This resource is a direct English translation of the handbook developed on behalf of the Dutch National Support Centre for Agriculture and Care. The original is available to farmers in Holland looking for advice on starting a care farm and is only concerned with Dutch legislation and systems of finance, quality and insurance. Confirmation of the accuracy and currency in the information may be sought from the translator, Ina Kattenbroek. beezy@solcon.nl

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For further information on the National Support Centre for Agriculture and Care in Holland and its activities see www.landbouwzorg.nl

Preface

In practice a care farm proves to offer a considerable number of advantages to people with several interests: people who seek, for what kind of reason thus, long-term or temporarily work in agrarian environment, the farmer and/or farmer's wife, care institutions, parents of the participants on the farm. The care farm offers possibilities for meaningful day spending, and sometimes even offers possibilities for relief and stay. Everyone whom ever visited a care farm has experienced himself what is the beneficial functioning of the combination of work, environment, giving attention to people, animals, nature and care. With this handbook the Dutch national support centre agriculture & care wants to offer new initiators for care farms a firm support. The support centre wants also, by conjugation of enormous quantity information, contribute to the continuity of existing initiatives. 'Knowledge is strength'.

This handbook

This handbook has been among others intended for those that are inspired or want become inspired to setting up a care farm. People who are already known with the care farm can find useful information on important aspects of agriculture/care combinations in this handbook. Moreover the handbook contains references to divergent, relevant Internet sites. The set-up of this handbook is well organized.

After the general part A, part B gives information for starting care farmers and – farmer's wives. Part C contains information on participants who can make use a care farm; among others attention is given on the question whether and how the need of care of the participant and the care offer of the farm fit with each other. The parts D up to and including L give extensive information on guidance of participants, organisation and financing, legislation and insurance, quality, living on the farm, youth care, learn-work farms and the role of the government.

For your reading-convenience

A handbook as this cannot be differently than extensive. But, don't let this discourage you: it is not necessary to take the complete handbook to you. To increase the accessibility, the handbook is classified in parts.

In the handbook the term care farmer (or: farmer) is used often. It will be clear that with that not only the male care farmer is meant. For the reading-convenience however, the construction 'farmer / farmer's wife' and 'he/she' is avoided. The reader will realise that the Dutch care farms are carried out by a large number of idealistic farmer's wives and farmers. Also for the reading-convenience, the participants who make use of the care farm are indicated with 'he', whereas it will be clear that also female participants are meant. In the handbook (and also in practice) participants are also called assistant-farmers.

Version 5

The first version of this handbook appeared in 2001. This basis version came to realisation in co-operation between the national support centre agriculture & care and the following authors: Jan Hassink, Bert Rotmensen, Sebraine Meyerink and Ciel the Smet.

In the last years we have seen that the readers of the Handbook are very satisfied about it, and that it fulfils a need. Compliments for the work of the authors!

With this fifth version there is an actualised handbook, which has been also extended on a number of components. Several experts have helped to complete and actualise it; we thank them warmly for their collaboration.

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A In general

1. A care farm; how am I supposed to picture that?

1.1 What is a care farm?

A care farm is an agrarian company that offers possibilities to people who need support, care or guidance. Agriculture and care are combined in a care farm. Care farmers choose consciously for this combination. They gladly share the good things of their farm with others. Moreover they feel involved with people who can use some support.

In the farm management and development, care farmers take into account possibilities and aims of the participants. The work, activities and guidance are matched with what the participants want and with the possibilities of the participants. Care farmers are involved in society and make a positive contribution to the image of the agricultural sector.

Differences between care farms:

- It can be crop farms, horticulture companies, pigs- or dairy farms, fruit cultivation or mixed farms. Some care farms have a shop, a camp-site, small animals as for example rabbits or they work on landscape maintenance. Many farms work ecologically.
- The participants who come to the farm (also called assistant-farmers), can be people who need quite a lot of guidance, or it can be people who can work rather independently. There are care farms for people who are mentally challenged, people with psychological problems, people with psychiatric demands, (ex) prisoners and (ex) addicts, youngsters with problems, people who have difficulty with access to the labour market, elderly who want to be looked after in a quiet, trusted surroundings. On many care farms a combination of these target groups occurs. There are also care farms which offer nursery, also for children without disabilities or restrictions. Just like in a crèche, but then on a farm.
- Most care farms offer day spending for people who need care and guidance. The quantity of care and guidance that is needed can differ strongly. There are also farms that offer social activation, labour training or a guided job. The work on the farm is often meant to train on labour rhythm, to get social contacts and to acquire skills. It can also be that people go the farm to recover and to reflect on themselves and on their future.
- The necessary guidance of the assistant-farmers on the farm generally happens by the care farmer and the farmer's wife. Sometimes participants bring their own guides, for example someone of the care institution where they live. It can also be that the farmer and farmer's wife are supported by a team of guides from a care institution or organisation.
- Often the assistant-farmers come to the farm for a couple of day parts per week. Other farms open their farm every now and then an afternoon for participants. There are also farms which offer specific temporarily / relief stay for in the weekend or holidays. Furthermore there are care farms where participants can work and live.

What all care farms have in common, is that the atmosphere is excellent and the people do work, but come to an inner rest. Care farms are appropriate at the nowadays society. There is space for individual needs, activation, integration and re-socialization of people with disabilities or people who threaten to arrive in a social isolation.

1.2 What is the surplus value of being on a care farm?

People learn by experience. That is an important principle for work on a care farm. To experience it yourself is an excellent manner to obtain skills and knowledge. On a farm there is almost an automatically and intuitively call on the possibilities of people. They frequently have a clear role in the agrarian production process. Not their shortages are emphasised, but their qualities. Many people experience that work on a farm improves health, by working in nature and on a small-scale basis. The work is also healthy, because it is actively, purposeful and significant. The time structuring and the discovering of ones individual possibilities are beneficial. Many people with need for care are missing structure in their life. Care farms can offer that structure. The daily routine on a farm is generally fixed and has a fixed days- and season rhythm.

A row of advantages of being on the care farm:

- the space, the easy accessibility and the informal character;
- the large diversity in work and activities;
- the context of the work and company culture;
- normal life;
- integration because of the many contacts with the farmer and other relations;
- working with plants and animals (possibilities to contract relations);
- visible results;
- experience of the seasons;
- to be physically busy;
- to care instead of being cared for.

1.3 Why do participants choose for a care farm?

Some participants want to work outside, want to have the space or do physical work. Others want to belong to a small community, want to come to inner rest, want to provide a share in production or work with plants, animals and people.

1.4 In which ways can agriculture and care be combined?

Agriculture and care can be inter weaved with each other in several ways. There are care farms where the focus is on an efficient agriculture production and where the care is subordinate. There are also care farms where the care function monopolizes the conversation and where an optimum agriculture production is less important. Between these two extremes many mixed forms exist.

Matters which play a role:

- choice and preference of the initiators;
- the intensity of guidance of participants and the time investment which goes with that;
- guidance by the farmer himself or possibly by external guides (from the care sector);
- the proportion between income out of care and income out of the agrarian activities;
- the need of investment in supplies to be able to receive a certain target group on the care farm;
- adapting activities so that participants are involved to the optimum and throughout the whole year.

Globally there are three developments at the proportion between agriculture and care on the farm:

- The care branch is started on an existing agriculture company. The participants work within the existing production-specific part of the farm.

- The care branch is started on an existing agriculture company. New activities which more or less are commercially aimed are started and participants work within these new activities. The care branch is more or less separate from existing agriculture production.
- The care branch and the agriculture branch are set up simultaneously. The agriculture branch of the farm is generally small-scale and adapted to the participants. Agriculture production is subordinate to the aims of the care.

As appliance for insight in the proportion between agriculture and care there is a classification in six types.

The types differ in:

- number of participants;
- adaptations of the agricultural production part of the company;
- the degree to which agricultural production and care are interwoven;
- the importance that is been attached to an efficient agriculture production;
- the scope of the required supplies for participants;
- the manner of guidance of participants.

The range mentioned below of one to six is not occasional. Each next type has an increase of:

- the number of required adaptations in the agricultural production part of the company;
- the number of participants;
- the quantity of supplies for the participants.

Type 1

The farm welcomes participants on the farm. They can come in contact with animals, share the atmosphere on the farm, walk along with the care farmer and on a voluntary basis possibly give a hand with work. The care farmer does his normal daily activities and the presence of the participants asks a minimum of time investment. The guidance is done by external guides. Possible adaptations or supplies have been purely aimed at security and physical accessibility for participants.

Type 2

This is an efficient production company where three to four participants help the farmer with carrying out the daily activities. The participants can work relatively independently and are guided by the farmer. The agrarian activities are the most important source of income. No special supplies have been made and the adaptations in activities are little.

Type 3

This is an efficient production company where the care function has been slightly interwoven with the production branch of the farm. When the number of participants grows, often supplies have been made such as a canteen and separate sanitary supplies. The participants can carry out the daily activities and need thereby guidance and some help. The care farmer is responsible for the agricultural production and one of the family members (for example the farmer's wife) does the guidance of the participants. If desirably, new, less commercially specific activities are set up, for example a kitchen garden, rabbit-breeding or goat meadow.

Type 4

A company where has been made such adaptations in the production part, that participants can take part in it optimally. But an efficient agriculture production remains an important aim. There are more than six participants and the guidance is in the hands of the care farmer or external guide(s). There is a canteen and there are separate sanitary supplies. Income out of care and income out of agricultural production is approximately just as large.

Type 5

An agrarian company where the focus is on care and the agricultural production is totally adapted at the care activities. Much time and attention goes out to developing activities which produce a varied work offer, in combination with a good commercial product. There are more than six participants. They are guided by especially to this end appointed guides. The farmer can play also a role in guidance of participants. There is a canteen, there are separate sanitary supplies and possibly an office or conversation space. Income out of care forms the main income; the income from agriculture production is frequently hardly cost-recovery.

Type 6

The farm is part of a care institution. The farm is no independent venture. The focus of the farm is on care. Agriculture production has been adapted entirely to the possibilities of the participants. Income is for the major part originated out of care.

1.5 What does a care farm has to offer?

Each farm has its own working method and its own aim. The offer of a care farm can vary from care to labour integration. There are care farms where multi handicapped people or elderly come, because the atmosphere and the surroundings improve their well-being. At some care farms participants carry out activities where no demands are made to the speed of work and the quality of the product. There are also care farms where the skills of participants are trained, sometimes as preparation to regular labour. The offer differs therefore by care farm.

See part B for a more extended description of the offer on the care farm.

2. State of the art in the Netherlands

2.1 Number of care farms

The number of care farms is still growing. This is a positive development, because more and more people with a (temporary) need for help or support find on a farm a fine spot to live, to work or just to be.

In the diagram mentioned below you see the degree of increase during the previous years.

	1998	2000	2001	2003	2004	2005	2006
Existing care farms	75	214	323	372	432	591	720
Project plan is established	13	49	55	53	28	28	25
Serious orientation	?	114	110	141	119	37	26

The last two years the number of care farms has strongly increased. The diagram shows a decrease of the number of people who is orientating seriously on starting a care farm. The reason for this decrease is that the support centre since 2005 does only register the people who already have serious, advanced plans. Formerly everyone with slightly interest was registered.

2.2 Spacing (where in the country)

In the past the majority of the care farms was grouped in the middle of the Netherlands.

Still Gelderland is the province with by far the most of care farms. In the diagram mentioned below you find the spacing of existing care farms by province.

Existing care farms					
	2001	2003	2004	2005	2006
Gelderland	77	90	104	131	145
Zeeland	11	13	15	21	26
Noord-Brabant	45	51	56	78	93
Friesland	19	23	28	47	50
Groningen	13	17	26	35	41
Noord-Holland	34	37	41	43	76
Zuid-Holland	30	33	40	63	75
Flevoland	6	6	9	14	16
Drenthe	18	20	21	30	37
Overijssel	31	36	41	65	80
Utrecht	18	20	21	30	33
Limburg	15	20	25	34	43

2.3 Solidarity with care

The diagram mentioned below clearly shows that the number of care farms that offers day spending to participants with a personal budget (PB) has grown. This is because the PB is more widely known and more possibilities for people to apply for a PB. The number of care farms with its own EMEA (Exceptional Medical Expenses Act, see also part F) admission increases steadily. At this moment we see a development that groups of care farmers will organise themselves regionally in an association or foundation and next jointly apply for an EMEA admission. Under 'Other' in the diagram below, belong care farms which are for example financed from (local) government or resettlement organizations.

	1998	2000	2001	2004	2005	2006
Part of care institute	24	64	77	86	78	87
Own EMEA admission	12	15	16	21	39	41
Independent farm in cooperation with institute	14	72	145	145	192	206
Independent farm financed out of PB's	12	48	45	103	217	279
No compensation	?	?	26	24	26	26
Other	?	?	13	15	15	18

The numbers which are mentioned in this diagram have been based on the largest financing flow that comes from the care. It is possible that there are one or more other financing sources. These sources have not been incorporated in the above diagram. As an example: a care farm has an own EMEA-admission and also receives participants with a PB. When the largest part of the care income is raised by means of the EMEA-admission, this financing flow is mentioned in the diagram above. In the next version of the handbook an overview will be given of all financing sources from the care.

2.4 Target groups

People from several target groups find their way to care farms. Below we describe briefly the most common target groups who come to care farms.

People with an intellectual restriction: people with a low intelligence level and sometimes behaviour problems going with that.

People with psychiatric demand: people who need because of (temporary) psychiatric problems support with functioning in the society.

People with a physical restriction: people with a physical restriction, possibly in combination with other restrictions.

(Ex) prisoners: people who have had to hand in their freedom after committing an offence and (in the most of cases) need guidance at the new chance in the society.

(Ex) addicts: people who because of addiction problems have difficulty in joining the social and working society.

Youth care: young people in the age up to 18 years who receive extra support, care, guidance in different areas. Within youth care several target groups are to distinguish, such as youngsters who need youth care and youngsters with a slightly intellectual restriction. In part J this target group comes up for discussion extensively.

Young people from special education: young people who follow special education because of an intellectual restriction and/or behaviour-problems

Elderly with dementia: people mostly over 55 years old who suffer from (a form of) dementia.

Elderly: people over 55 years old who need support in having a meaningful day spending.

Long-term unemployed persons: people who are long-term unemployed and who don't have the prospect of having a job in the coming year.

Autistic persons: young people and adults with impairment from the autistic spectrum; and sometimes going with that other restrictions.

People with non innate brain injury: people who have incurred brain injury by an accident or sickness and as a result of which they experience restrictions with functioning in the society.

People with burn-out: people who have because of work and/or matters in private life burn-out symptoms as a result of which they are not able to (temporarily) work (fulltime).

Nursery: regular day relief (for children without restrictions) for children of 0 up to 4 years and extra-curricular relief from children up to 12 years.

Please note: In the diagram the target groups who are welcome on the care farm are mentioned. That means not always that they are also actually present.

	<i>Existing care farms</i>				
	2001	2003	2004	2005	2006
Intellectual restriction	238	271	301	395	455
psychiatric demand	103	118	156	232	289
physical restriction	43	55	75	116	146
(Ex) prisoners	33	30	28	31	38
(Ex) addicts	43	40	48	65	77
Youth care	42	42	62	131	166
Young people from special education	-	-	42	118	162
Elderly with dementia	-	-	32	65	96
Elderly	31	39	42	51	65
Long-term unemployed persons	28	32	63	116	140
Autistic persons	-	11	61	157	227
People with non innate brain injury	-	-	21	59	73
People with burn-out	27	35	68	110	127
Nursery	12	13	18	38	46

The largest increase in 2006 is the number of care farms for participants with impairment in the autistic spectrum. Besides this the previous years the offer of places for young people from special education, people with non innate brain injury and youth care has strongly increased. More care farms aim their activities at these target groups. The number of care farms that offer places to elderly has increased relatively much in 2006. It is thereby striking that the number of places that is offered to elderly with dementia, has not increased as much as places for elderly.

Combinations of target groups

On many care farms people from several target groups are welcome. These combinations of target groups sometimes can lead to several sources of financing. Another large advantage is the positive interaction between several people with different restrictions and requests for care and support. We see for example that people with an intellectual restriction and people with an addiction background often really cooperate well and can learn a lot of each other.

Examples of other combinations of target groups where this positive interaction becomes visible are people with psychiatric demand and people with an intellectual restriction, and the group elderly with dementia and the group children.

2.5 Farm data and farm types

In former days agriculture and care was especially combined on farms which produced in a biological dynamic way. At this moment the conventional farmers prove that agriculture and care also combine well on their farms.

	<i>Existing care farms</i>				
	2001	2003	2004	2005	2006
Conventional farming	121	149	183	277	381
Ecological farming	88	99	105	129	140
Biological dynamic farming	45	46	48	48	56
Changing from conventional to ecological	17	16	22	41	53

2.6 Types of care

Most care farmers aim at day spending for people with need for care or support. Besides this more farms offer also learn-work trajectories for (long-term) unemployed people. Finally there are several agrarian companies where participants can live also. On some care farms several forms of care are combined. For example a combination of living and working and places for only day spending.

2.7 Financing

The guidance of participants on the care farm is financed in several ways. Within financing forms several tariffs are maintained. On the one hand this is logical; it is a big difference whether a participant needs one-to-one guidance or that one guide can work with a group of several participants. PB-amounts that are granted for several types of care, support and guidance have been determined. Further information on these amounts is to find in part F of this handbook and on Internet site www.pgb.nl. Besides financing by means of PB's, there are several other financing flows for different target groups on the farm. Further information about this is to find in part F of this handbook. There is also a combination possible, for example guides are financed out of PB and of personal contribution of participants. Moreover, there work volunteers on many care farms.

	<i>Existing care farms</i>				
	2001	2003	2004	2005	2006
Guides employed by care institute	126	139	149	159	173
Guides employed by care farm	19	19	30	46	55
Farmer employed by care institute	37	36	36	43	45
Care institute pays amount per day	55	58	104	174	205
Care institute pays rent/compensation for costs	16	21	33	61	70
Guides paid by PB's	79	113	152	244	303
Participants pay personal contribution	14	16	21	42	50
Guides don't get compensation	35	38	41	49	46

2.8 Activities

In the diagram is mentioned which activities are offered by how many care farms. It is not clear to what extent these activities are carried out professionally or as a hobby.

	<i>Existing care farms</i>			
	2003	2004	2005	2006
Pigs	113	109	132	146
Cows	185	199	270	304
Poultry	195	205	304	355
Sheep	154	173	241	282
Goats	144	158	229	265
Hobby animals	205	196	302	365
Crops	90	92	119	129
Horticulture	174	195	271	316
Fruit farming	72	80	111	133
Nature maintenance	66	69	107	138
Campsite	34	36	45	42
Forestry	49	50	57	72
Recreation	?	18	42	61

2.9 Sales

On many care farms several forms of sales of agrarian products are combined. For example, besides a shop on the farm where the vegetables from the greenhouse are sold, the potatoes are also sold to the wholesale trade.

	<i>Existing care farms</i>			
	2003	2004	2005	2006
Sales on farm	98	132	161	205
Farm shop	131	141	177	200
Wholesale trade	116	117	136	148
Subscriptions	28	27	32	31

B. To start up (for care farmers)

1. Considerations when starting a farm

1.1 Motivation (of the care farmer)

When starting a care farm, the most important factor is motivation. Besides producing a qualitative good agricultural product, often the care farmer wants to be meaningful for other people. Sometimes farmers have positive experiences with for example a family-member who needs care. Sometimes a care farmer has a training and/or work experience in the care sector and as a result of that he is extra motivated.

For some farmers also economic aims play a part. There are farms which are looking for ways to broaden the income by means of providing care. Combining agriculture and care is a possibility to earn a reasonable income, although also much extra costs and efforts need to be put in.

Some farmers do not want to go along in the development of the continuing process of enlargement. They choose consciously for another company set-up. At the choice for the target group affinity or experience plays a role, but also the presence and needs of participants in the region (transport is a large expense) and the possibility of good financing.

1.2 Does care bring enough financial income?

Generally spoken, the farmer enjoys his work on the farm better when agriculture and care are combined. The participants bring liveliness and the guidance of participants often gives a lot of satisfaction. Besides that there is of course the question whether care does bring enough financial income. In practice it appears that the investments to make the farm suitable for providing care, differs per farm. The compensation for guiding participants also differs from farm to farm.

The investments vary of some thousands euros to more than a hundred thousand euros, depending on the type of care farm and the situation to start from. At stipulating the compensation which a farmer wants to receive for providing care, all costs must be mapped. The compensations vary from 10 up to 45 euro per participant per day, but there are also examples where none or higher compensation is paid. Much depends on how the guidance, transport et cetera has been regulated.

It is fair that the compensation is higher if the guidance asks more time. In part F the financial aspects of the care farm are discussed.

1.3 How do I find out whether care farming is something for me to do?

The following questions help you to get an idea of becoming a care farmer is something for you to do:

- What is my motivation, why do I want to start a care farm: how enthusiastic am I, for how long am I already thinking about the idea?
- What is my idea on how the care farm looks like: how many participants, how many guides, how does the agricultural production side of the farm look like, what kind of work do I do myself?
- What does starting care farming mean to my surroundings: family, neighbours and others. Is there sufficiently support?
- Am I the right person, with the right capabilities for setting up and managing a care farm?
- Are my plans also financially feasible?

It is often difficult to get clear get whether becoming a care farmer is really something for you to do. To get more clarity, it is recommended to have a look at other care farms and talk with care farmers.

On the Internet site www.zorgboeren.nl you can find information on care farms. It also helps when you put your first, rough plans on paper and discuss this with others. This can be done for example by means of a course or a study group.

In several regions in the Netherlands (orientation) courses about agriculture and care are given and there are study groups of care farmers. For further information about courses you can look on the website www.landbouwzorg.nl. The information and offer of courses is given per province.

For starting a care farm it is very important to consider the following questions thoroughly:

- which target group is most appropriate for me and my family?
- what do I offer?
- how do I make a choice for a certain offer?

1.4 Which target group is most appropriate for me and my family?

For several target groups the care farm is a good spot to be. It is important to choose a target group with who you have affinity and preferably also experience. The following questions are essential:

- Is the target group appropriate at the work and activities which I want them to carry out?
- At which target group is there demand for the care product that I can offer?
- Is it possible to organise financing for the care services which I want to offer to concerning target group(s)?
- Is the farm well accessible for the target group(s) who I have in mind?

In part A of this handbook information on several target groups who make use of the care offer on farms, has been incorporated. At the question how many participants you want to receive on the farm, it is recommended to think thoroughly about the questions if you yourself or your partner are doing the guidance of participants, or that you involve external guides, to what extent you want adapt the farm to the participants and to what extent you find it important that agricultural production is continued in an efficient manner.

As appliances for insight in the proportion between agricultural production and the care branch, a classification in six types is to find in part A.

1.5 What do I offer?

Participants come to a care farm for divergent aims: for example to enjoy the atmosphere, environment and the space, the contact with animals, to be busy in a green environment, to work within the framework of a learn-work or a reintegration trajectory, for living or for temporarily stay / relief stay (for example in the weekend and in holidays).

It is important to define what you have to offer to participants. A good appliances is the workbook of the Quality system care farms. Further information on quality assurance and the Quality systems care farms, where this workbook is part from, appears in chapter H of this handbook.

Below a number of types of care offer is described.

1. Day spending.

Day spending is meanwhile an established term that covers a broad area. Participants who come to the farm to enjoy nature, rest and space and not particularly to carry out activities or work, come for day spending. But also participants who carry out work and activities that improve their well-being, without demands being made to the work tempo and quality of production, are receiving day spending.

Within day spending we know several forms, with different priorities:

- a) day relief: to enjoy and experience is of more importance than doing activities;
- b) activities focussed on (work)structure, structuring the day;
- c) activities with a personal learning aim, activities aimed at behaviour change.

In terms of EMEA care-functions (EMEA is Exceptional Medical Expenses Act) we mention the functions 'supporting guidance' and 'activating guidance' as day spending. Supporting guidance concerns then especially the a fore mentioned forms (a) day relief and (b) activities aimed at (work) structure, structuring the day. Activating guidance concerns especially (c), activities with a personal learning aim, activities aimed at behaviour change.

Supporting guidance is aimed to enlarge or maintain independence or to improve integration in society. Supporting guidance accepts the disorder, restriction or handicap as a fact that cannot be changed and goes from there. The guidance therefore goes from the (left) possibilities of the person. Supporting guidance concerns activities which support the person in structuring and filling his day and in enlarging his participation in the society. On the farm participants get many possibilities in structuring time; not only the day, but also seasons. Moreover they get chances to stabilise and develop motor or social skills.

Activating guidance includes activating activities which are aimed at:

- convalescence or prevention of worsening of behaviour or mental problems;

or

- handling the impact of a somatic or psychogeriatric disorder or restriction or an intellectual, physical or sensual handicap.

Activating guidance distinguishes itself by supporting guidance because activating guidance does not accept the disorder, restriction or handicap for granted, but intervenes on that. With activating guidance the participant is learned to deal with (the impact of) the disorder, restriction or handicap. For example give someone with a need for mental help, who has become very uncertain concerning his functioning after his psychosis, again the experience that he can carry out activities independently.

When on a care farm participants come for day spending and these participants need nursing/medical treatment, this treatment can exclusively be given by someone who has a PIH-registration. (A graduate care provider who is registered within the framework of the Law Professions Individual Health care).

2. Stay, weekend relief and holiday-relief.

Participants can come to the farm for stay, for weekend relief or holiday relief. Stay and weekend relief both concern a stay of two days (in succession) and holiday relief concerns one or more weeks during school holidays. In daytime the participants can enjoy the environment or participate with the activities on the farm. As well as at 'living on the farm' applies that here the guidance has a larger impact on the private life and the management. Stay, weekend relief and holiday in EMEA-terms are commented as 'short-term stay' in the function 'residential stay'.

3. Residential stay

In a number of cases participants live and work on a farm. With 'living' not the regular living is meant, but to speak in EMEA-terminology: living with the need and the substantive desirability of a therapeutic social climate, a protected environment or constant supervision. It concerns residential stay for which a participant has an EMEA-indication. Stay on a care farm asks other forms of guidance and has a larger impact on the private life of the farmer and the farm dynamics then when only day activities are offered.

At 24-hours care one must take into account much more all activities of daily living and all aspects that have to do with that. Thus one has in much larger degree than for example in the case of day spending, to do with the personal and care network of the participant. For example visits of family members, organisation of holidays, dentist and church visits.

Besides the daily organisation the start phase demands much energy. It is not easy to realise residential stay on the farm. Especially matters such as spatial planning, environmental legislation and financing asks much attention.

4. Learn-work trajectories

With a learn-work trajectory one can learn to work in practice and learn while working, with the aim to get a better chance on the labour market. Learn-work trajectories are meant for people who for a personal reason have difficulty in finding a paid job, but nevertheless gladly want a paid job. Learn-work trajectories have more concrete learning aims and objectives to move on to a (work) place outside the farm then for example supporting and activating guidance. In chapter K attention is given to learn-work farms.

5. Offer facilities

A farmer can choose for the option not to do or to organise guidance of participants himself, but to leave it entirely with external guides. He then puts buildings and/or land available where participants can stay and where they can make use of. The farmer only offers the facilities and no guidance. Of course the accessibility and security of the farm are important.

In the paragraphs 2.7 till 2.9, further information is given on work and activities that participants can do on the farm.

6. Nursery

Regular nursery on farms is offered more and more. It concerns relief of children without restrictions. Around the regular nursery the necessary and specific laws and legislation and financing structures exists. There are several branch- and franchise organisations working in this field. The national support centre agriculture & care therefore does not actively support regular nursery on farms. In enclosure 10, however, some additional information on nursery on the farm is given.

1.6 What are pro's and contra's of having other activities than agricultural production on the farm?

There are care farms which are not only busy with agricultural production and care. They also have other activities as a farm shop, recreational activities (tea garden, camp-site, bed and breakfast), education (school classes), landscape management and/or forestry.

Possible advantages of sidelines are:

- broadening of the offer of activities and fields of action for participants;
- broadening of income and possibly less financial risk;
- more people come to the farm, which increases the possibilities for integration;
- the care farm is more widely known.

Possible disadvantages are:

- fragmenting of the attention, as a result of which agriculture production and care possibly do not get enough attention;
- more disorder / unrest for the participants and the guides.

It is important that you choose activities where you have affinity with and that think about the surplus value and the risks of new activities.

2. The organisation of a care farm

Care farms appear in all kinds and forms. The organisation of a care farm is thus different in each situation.

For guidance of participants with a very complicated request for care, a professional education might be necessary. Participants which go to a care farm, often have a less complicated request for care, as a result of which professional education requirements are less relevant. Often it is experienced as positive by the participants that the farmer is not a social worker by profession.

In any case, all care farms must satisfy to the Law concerning labour-circumstances which prescribes that each company with employees (which also includes participants, volunteers, trainees and contract workers) must be in the possession of the certificate in-house emergency and first-aid service. It is also compulsory that a Risk Inventory and – evaluation is carried out (RI&E). Moreover there is a quality assurance special for care farms (to see part H of this handbook and Internet site www.landbouwzorg.nl).

2.1 What does a care farmer needs to be able to?

To have the right motivation is an important starting-point, but farmers who are interested in providing care need also to have certain skills. As a person they must have good social skills, patience and empathy. Moreover flexibility, organisation talent and perseverance are of vital importance to get a care farm going.

Care farmers need to have professional knowledge concerning the agriculture production and affinity with care and working with people. Depending on the type of care farm, the combination of agriculture and care brings a certain tension with itself. A certain production needs to be realised. Therefore, a care farmer needs to be able to plan the work well, but he needs also to be able to - when this is necessary- to leave the planning.

It appears to be difficult to handle working with participants. Because everything has to do with everything on a care farm, it is not possible that the care farmer withdraws himself to its own task. He must be accessible in the way in which he handles the work and also take the initiative to invite others to critically think with him.

Beside these basic qualities, on a care farm there are several task areas and rolls to play, which ask for specific qualities.

2.2 Guidance of the participant

At guidance of the participant, involvement, respect and attention to the specific possibilities and restrictions of the participant are at issue. An attitude of general care and personal attention is necessary. A participant must feel himself welcome and at ease.

The care farmer and the participant cooperate closely and look for solutions for problems, complaints or criticism. Starting from a safe situation (with guidance) challenges can be built in for a participant, so that he can learn new things.

What is required on knowledge, experience and the personal qualities of a care farmer or guide differs per case. It depends on the need for care of the participant, on the intensity of the guidance which is necessary, on the aim of the given care and on the number of participants. In any case the care farmer or guide needs to have sufficiently social skills such as empathy, tact, patience, helpfulness and creativity. Moreover he must be able to handle

confrontation and can mediate at conflicts. In part D of this handbook you find further information on guidance of participants.

2.3 To start and organise care on the farm

A care farm is no everyday venture. Certainly at the starting stage it needs pioneering to realise what you have in mind. Perseverance, idealism, but also realism and common sense are important qualities. The care farmer needs to have good relations with the surroundings: care institution, municipality, participants, neighbours and farmers in the area. He also needs to be able to organise the right support. It is essential to have organisational talent, to know how to put matters on paper and to have capacity to cooperate, in order to be able to regulate financing, essay contracts and for example to get licenses.

The amount of time which a care farmer spends on starting up the care branch, the guidance of participants and on administration and consultation differs from farm to farm. Particularly the starting-up phase differs a lot. General experience learns that starting up lasts almost always longer than initially expected. It often takes a half year, from the moment that the first concrete action is taken, before participants actually come to the farm.

2.4 To manage the agriculture production

A basis condition is that the care farmer has sufficient practical knowledge and education to realise the daily agricultural production. Craftsmanship is a condition to be able to share the love and the tricks of the trade with the participants. Knowledge concerning legislation, sale canals, company set-up and investment needs is important.

2.5 Do I need a specific education to become a care farmer?

Generally spoken a correct basis attitude, sufficiently social skills, affinity and experience with the target group is more important than having specific diplomas. However, it is the case that many farmers' wives which are involved in care already have an education in care. There are several possibilities to require necessary knowledge and skills. Beside the conventional care education and training, there are for example also courses, focussed on starting a care farm and guidance of participants. Another possibility is engaging a coach or consultant. That person discusses questions which apply especially to this farmer on this farm. In each situation a programme is made up, in which answers on those questions are given. On the Internet site www.landbouwzorg.nl further information on courses, coaches and consultants appear per province.

2.6 Do I need to make a business-plan?

There can be different reasons for making a business-plan. On the first place it is a help to get clear what the state of affairs is concerning the plans for starting a care farm. The plan shows which conditions have been satisfied, which questions are still unanswered, what still needs to be found out or regulated. A business-plan can show to the outside world how the care farm functions and that an efficient form of care is carried out. Sometimes a business-plan is necessary to get (partial) financing. Points mentioned below are taken into consideration in a business-plan in every case.

1. Company analysis

A good plan contains as a basis the company data, the personal situation of family and company, qualities of the entrepreneur and a sketch of relevant aspects in the surroundings.

2. Aims

Both social aims (personally, social) and economic aims show what you want and in what manner you want to reach that. You need to be clear and concrete and make sure that the plan contains sufficiently practical information.

3. Marketing

What do you offer, to which target group(s) of participants, where are the participants and how do you reach them?

4. Investments and financing

It is necessary that you have a clear picture of the costs to start up and of the scope of the necessary investments in for example buildings, renovation, inventory, machines, transport vehicles. Show how you want to finance these investments (for example by means of: own resources, bank credit, supplier credit or other credit forms, subsidies or contributions funds). Also think of the investments in time.

5. Exploitation

Whether your plans are feasible, becomes clear from an exploitation budget on an annual basis. You need to have clear insight in the turnover to be expected, gross profit, company costs (permanently and variable) and net profit.

The workbook Quality system care farms is a skilful guiding principle to work further on the venture plan (to see chapter H). Moreover you can use the table of contents of a business-plan (enclosure 5) as an example. There are expert consultants to help you with developing the business-plan. For further information you get help on the Internet site www.landbouwzorg.nl, where per province an overview is given of the present consultants.

2.7 How to organise that I have activities to offer all year through?

It is important that there are, throughout the year, sufficient work and activities that meet the aims and possibilities of the participants and that these fit within the character of the farm. The offer of activities on the farm will differ per month and per season. When the weather is bad, it is not always possible to work and do activities outside.

To get sufficient overview on the work offer and the quantity of guidance which is necessary, it is advisable to firstly distinguish between:

- activities that participants can carry out the complete year such as to feeding, milking, cleaning;
- seasonal activities such as to sow and to harvest;
- incidental activities such as the maintenance of tools.

It is advisable to have a monthly overview of:

- the activities;
- how much time is needed by participants to carry out these activities;
- how much time is needed for guidance of the participants.

Making a 'labour-estimation' is useful. This estimation can be used to see whether the offer of work and activities on the farm meets the labour need of the participants and the available time of the guides. Per branch (horticulture, cows, chickens et cetera) a list of daily, seasonal and incidental activities is established. Hereafter the wishes and work levels of the participants are matched with the activities and levels of it.

As the supply and the demand of activities are put to each other, the sticking points in certain months come up. As a possible solution, adaptations in the offer of work and activities can be made.

2.8 Which activities are suitable for participants and do those activities also raise money?

The variety in work and activities is enormously large. First the offer coincides with the agricultural farm type. On a horticulture company there are of course other activities than on a cattle farm. Moreover the skills and capacities from the participants differ and to that the aims. At the one care farm the focus is on the perception of the space and environment and the participant will carry out little or no activities. On another care farm a participant helps with milking the cows or ewes.

Examples of day spending activities for participants with restricted skills:

- feed rabbits;
- watering plants;
- fill feed troughs
- put straw in stables

Examples of work related activities for participants with more possibilities:

- picking weeds, sowing;
- harvesting by hand;
- pick up eggs, to feed animals;
- cleaning stables and yard;
- clean and wrap up vegetables;
- working in a farm shop, domestic work;
- make wooden furniture, birdhouses et cetera.

Examples of activities at labour training for participants with a relatively high level:

- milking;
- help with moving animals;
- help empty and clean stables;
- weigh, sort and pack harvest products;
- collect and remove pruned wood;
- maintenance of buildings and machines;
- growing of vegetables;
- sell products and public relations.

Participants with sufficient skills can make a substantial contribution to the production. The quantity of labour done by a participant is generally spoken financially of no importance. To make production is only possible if the participant gets sufficient guidance and support. As long as the guidance costs more than the labour that is done raises, there is talk of care and this care needs to be paid for.

Only as the labour of the participant has an economic value for the farm, there is talk of labour in an economic sense. Then the participant must be paid for this labour, frequently with a strong remuneration subsidy. Experience learns that on almost all care farms the guidance of a participant asks more time than labour produces and there therefore is talk of care.

2.9 How do I adjust the activities, tools and machines in such a way that they are suitable for participants?

Generally the normal situation on the farm remains intact. Only what is really necessary, is adapted. For a large group of participants many activities on a farm seem complex, and (physically) intensive. At a closer look however it appears that with some small adaptations in sharing tasks, the workplace, tools or guidance there are many possibilities for participants.

To illustrate

Out of a commercially point of view it can be a good choice to put 500 chickens in one shed. For participants it can work out better to put up partitions in the shed, as a result of which 50 chickens are together in one area. By doing this, one delivers well-organized, repeating activities for participants. Every shed needs to be fed and cleaned. Because of the quantity of work the participant has an overview on the job. The guide can for example train and also check the activities per shed. This helps the independence of the participant. Furthermore it is easier to divide the work. For example every participant can clean two sheds before the coffee break.

Adaptations in the activities demand of the care farmer and other guides:

- the capacity to look at details of the activities in stead of considering activities as one entity.
- attention and observation capacity to make an inventory of the possibilities of participants;
- creativity and ingenuity;
- time and possibilities to do experiments in the work, together with participants.

For a simple activity as picking up eggs, a participant carries out in any case the following actions:

- obtain a bucket for the eggs;
- open and close the shed;
- obtain eggs from under the chicken (chase the chicken, get the egg and put it in the bucket);
- obtain eggs from under the racks (lift the rack and catch the egg from under the rack);
- open up and close sheds;
- take away eggs;
- cleaning of eggs;
- pack eggs.

At making adaptations one must permanent think critically whether the adaptations are necessary. Sometimes it is necessary that one uses a coloured label, photograph or pictogram to ensure that the animals get right fodder. It is however not the intention that a work barn is totally covered with pictograms and instruction books.

2.10 How do I adjust the buildings and the farmyard in such a way that they are suitable for participants?

A farm is not arranged in such a way that it is automatically suitable for participants. When the care branch is small and the participants are rather independent, there is no need for many adaptations. When participants demand more guidance or a large group of participants is coming, then already rapidly adaptations must be done for the security and then a canteen is no superfluous luxury. The following matters ask attention:

- To improve accessibility of the farm. Think of pavement of the yard, sliding doors, no thresholds, light-switches, benches adjusted to the right height, et cetera.
- Canteen. Especially when the number of participants becomes larger, it is important that private and work remains separated. Not only because it is no longer practical in the house but also for the privacy of the other family members.
- Bedrooms. When stay or relief (weekend and holiday relief) is offered or when the participants need to have a space to rest, this space must be present. At small-scale relief

this is sometimes possible in the existing situation. If a renovation is necessary, it concerns a large investment. Depending on the target group the minimum surfaces and adjusted interior must be taken into account.

- Sanitary supplies.

- Security on the farm. (Locks on gates and doors, demarcation of the yard, see also 2.13).

In this respect you get also in touch with safety, health and welfare legislation (to see part G).

2.11 How do I organise continuity of care and of the agricultural production?

It is important that a care farmer makes clear to participants, institutions and care insurers that the continuity of the care and guidance is organised. Continuity means among other things that there is always sufficient guidance present on the farm, that the farm meets all applying legal requirements and standards, that there is a healthy economical situation and that there are replacing activities in case of calamities on the farm. Think for example of fire or Foot and Mouth disease-crisis, when the normal activities for longer time cannot be carried out by the participants.

To make the continuity of the care visible, you indicate whether and how replacement of guides is regulated at their absence. It is important that good replacement is available. This can be another family member or someone else. This person must have qualities to look after the guidance in a good manner.

For the agrarian part you indicate which requirements you must satisfy and whether you satisfy these. When you have a hallmark or recognition of a chain production, then you meet the demands for that automatically. For example the SKAL-hallmark ensures biological production. Insight in the economical situation of the farm is important for continuity of a care farm. Even if you grant good care, it will be very detrimental for the care to participants if you go bankrupt after a half year.

It creates also faith if you can show that the farm is economically healthy. You indicate whether the total family income of the farm is sufficient for you. The total income from agriculture and out of the care must offer perspective on a healthy company. By indicating if you are creditworthy at possible investments, you show that one also can trust you in that respect. It is also positive if you can indicate that you have made a contract or a joint operating agreement with an institution or another party and whether this is for longer time.

2.12 Transport

It is important that the care farm is well accessible for participants. You can provide information to participants in the next ways.

- Accessibility. When the farm is accessible with public transport, you make clear where the nearest (bus / train) stop is, possibly also the times of departure and arrival. For transport by car you make clear what the most efficient route is. For participants who come independently by bicycle, you must indicate a safe bicycle route.

- Transport. There must be clear appointments concerning the type of transport (for example taxi, or transport on own account) and concerning the responsibility for that. When the care farm regulates the transport and is paid for that, the insurance deserves extra attention. Other points of interest are transport at for example bad weather or wheelchair transport.

2.13 Security on the farm

A participant must feel himself safely and confident on the care farm. For that an attitude of general care and personal attention is necessary. Only then a feeling of involvement can arise. That is the basis is for learning new things. It is a good main point to take more responsibility, work more independently, to take up other activities or simply to enjoy.

Concerning the technical and physical security it concerns the interior and use of the accommodation, machinery and tools. For this the following directives apply:

- The company indicates when and where on the farm guests or participants are welcome.
- There are clear directives and appointments concerning what is allowed and what not on the farm and in the direct surroundings.
- The farm offers sufficiently physical space and the yard and the buildings are easily and safe to access.
- The farm and the direct surroundings satisfy to applying safety, health and welfare legislation. This means that a risk inventory & evaluation has been carried out and that at least one guide is in the possession of the certificate in-house emergency and first-aid service (to see also part G).
- There is much attention given to security in stables and buildings.
- Tools with which are worked, are reliable and meet the legal requirements.
- Machines, machinery and (dangerous) tools which participants use, meet the maintenance and security requirements of the risk inventory & evaluation.
- Before a participant is going to work with a machine, tool or machinery, the care farmer or guide and the participant ascertain whether the participant is competent to work with it in a justified manner.

The participant gets sufficient explanation and guidance to use the machine, the tool or the machinery in a responsible way. It is clear for the care farmer or guide and the participant, with which machines, tools or machines the participant can work and cannot work.

- For the use of motor tractors and other motorized machinery it is necessary that participants are legally competent for driving and /or using that. (In other words: they need to meet the conventional demand, such as a tractor driver's licence, certificate to handle a chain saw etc.).
 - Dangerous substances and pest management substances need to be stored according to the legal standards and be inaccessible for participants.
 - There needs to be an evacuation-plan (for example in case of fire).
 - There are clear appointments concerning where and where not can be smoked.
 - Animals need to be housed in proper stables that apply legal standards.
 - There is a clear key management which is consequently applied. This way it can be prevented for example that a participant will drive a tractor without authorisation.
- See also part G of this handbook concerning the safety, health and welfare legislation.

2.14 House rules

House rules give an interpretation to the standards and values which the care farmer finds important. It is important that participants, guides and the care farmer know on what they can be addressed. House rules are a collection appointments concerning:

- the day structure;
- have meals together and coffee breaks;
- washing dishes and hygiene;
- reporting illness;
- smoking, alcohol and drugs;
- coming on time; what if someone comes too late;
- taking the private rooms of the farmer into account;
- how to handle machines and cattle (for example don't go between the animals when you are by yourself, don't touch machines without asking on forehand; don't sway with pitchforks);
- how to deal with each other (respect, equivalence, do not curse);
- how to handle negative feelings (do not gossip, do not destroy things).

It is important that the participant knows the house rules from the beginning and that he is helped with becoming familiar to the house rules. (See enclosure 10 for an example of house rules).

2.15 Complaints procedure

In general

Care and guidance are helping the participant and match with his wishes and possibilities. In spite of good intentions it can occur that a participant has a complaint. On a care farm there must be space for comments, criticism or complaints. There must be looked seriously for solutions. The participant needs to get help of the care farmer or guide when he has complaints or remarks. It is important to agree on how is dealt with complaints and the recording of it.

The national government has set up the law 'Right to complain clients care sector' (1995). The primary aim of this law is 'offering an approachable possibility to complain for participants from the care sector. Moreover the law has been aimed at exploiting indicators of participants to improve the quality of the care'. This law applies on care providers who 'grant care as defined in the Health Insurance Act and the EMEA'. The law 'Right to complain clients care sector' applies therefore to most of the care farms.

This law is a framework legislation. This means that the legislature has only established the preconditions of the right to complain. Those preconditions are:

- care providers must have a complaints regulation;
- care providers must appoint a complaint committee with an independent president;
- care providers must send an annual report of the complaint committee to the inspection for the health care;
- an agency which treats complaints, needs to be according to the law:

approachable

expertly

objectively

rapidly on action

let the complainant know which measures are taken with respect to the complaint.

The law 'Right to complain clients care sector' remains applicable in the law social support. Moreover there are target groups on care farms which are not under the 'wing' of the Health Insurance Act and the EMEA.

Youth care does not fall under the EMEA (despite a number of exceptions) and neither under the Health Insurance Act. This does not mean that there is nothing organised with respect to complains: in the law on the youth assistance, Article 48, the right to complain is discussed. Each institution or agency for youth assistance is obliged to have a complaint regulation. There must be an internal complaint committee. Against a pronouncement of the internal complaint committee an appeal can be lodged at a provincial complaint committee.

Nursery does not fall under the range of the Health Insurance Act and the EMEA. Since regular nursery on the farm is not supported actively by the support centre, it is not further discussed here. However, some information on nursery has been incorporated in enclosure 10. Anyhow, also without a legal framework in which the presence of a complaints procedure is required, is it desirably to regulate the matter about this for care farms well. As sector agriculture and care you show with this that you take the participants and their possible complaints serious, and that you are prepared to work on the quality of the care farm. 'A complaint is a free recommendation'. Also the possibility to deal with negative publicity, when this possibly happens, by handling a complaint carefully in the correct way by the right agencies, pleads for setting up and using a complaints procedure for the sector agriculture and care.

How does a complaints procedure look like?

First of all it is important to let participants and parents/guides of participants on care farms know that there is a complaints procedure and how they can use it.

This can for example be told with the intake of the participant on the care farm, put in within the written appointments, and mentioned in the same way as for example the house rules.

A complaints procedure exists globally of 3 steps:

- offer possibilities to discuss a complaint on the farm, with people concerned;
- offer possibilities to conciliation/confidence person/support;
- access to/ treatment by complaint committee.

Step 1; offer possibilities to discuss a complaint on the farm with people concerned.

Step 1 is relatively simply to realise. This can be done by letting the participants and their parents/guides know that the farmer/guides are open for indicators of dissatisfaction and complaints, and this gladly discusses with them in an early as possible stage.

It is important that the farmer/ guide are well accessible, awakes confidence and handle the information confidentially.

Step 2; offer possibilities to conciliation/confidence person/support.

Care farmers can inform their participants concerning possibilities of getting conciliation and support at their complaint, by means of existing organisations. Also care farmers can appoint a confidence person themselves.

An existing organisation where everyone who uses care/assistance, can make use of is the Information and Complaint office Health care (ICH). The ICH provides information, advise, support, guidance and possibly conciliation. Each ICH is part of a regional or provincial patients/consumers platform and has an independent position. On www.klachtenopvangzorg.nl further information on the ICH appears. By means of this Internet site contact can be made with the ICH in your region.

Mental health care; Patients confidence persons

For mental health care patients confidence persons have been appointed. These confidence persons are part of an independent foundation. This foundation makes up contracts with mental health care institutes for both clinical and ambulatory assistance. The service of the confidence persons exists from two parts:

- support on distance, by means of a helpdesk (helpdesk 0900 4448888) and
- by means of regional/local confidence persons.

The support by regional/local confidence persons is only accessible for participants who receive treatment at a mental health care institute. The support on distance, by the helpdesk, is also accessible for participants on a care farm who do not receive treatment at a mental health care institute.

Youth Care

Persons who receive youth care and who have complaints, can be supported by the ACY (Advice and Complaint office Youth care) and OCY (Office Complaint support Youth Care). For further information see the Internet sites www.akj.nl and www.bkj.nl.

To link up with the complaints procedure of a care institute.

Care farms can link up with the existing complaints procedure of a care institute. Sometimes this is the care institute where their participants come from, but it can be also a care institution in the neighbourhood. The farm and the care institute need to make agreements about this. Then participants can make use of the possibilities which the institute offers for conciliation and support when participants have a complaint. This possibility must be announced at the participants of the care farm.

Confidence person for care farm

Care farmers themselves also can appoint a confidence person. This confidence person can act for all target groups on the care farm, what increases the clarity and accessibility for participants. The confidence person can support a participant at his complaint concerning the

stay and/or activities on the care farm. It is important that the confidence person acts as an independent third party. In practice we see that care farmers ask experts from the care or agriculture and care to act as confidence person, for example a general practitioner or someone of regional patients and consumers platform. As care farms have appointed a confidence person, it is important to make this knowable to the participants, and also how one can come in contact with this confidence person.

Step 3; access to/treatment by a complaint committee

According to the law 'Right to complain clients care sector' every care worker and institution is obliged to have a complaint committee. A participant can also direct, without following firstly step 2, present a complaint at the complaint committee.

Nearly all care institutions have a regulated complaint committee. Participants of care farms which cooperate with a care institution can therefore make use of the complaint committee of that institution. Then appointments must be made about this between the care farm and the concerning institute. Participants hand in their complaints at this complaint committee which handles the complaint according to the regulation.

Not all participants on a care farm come to the farm via an institution (think for example of participants with a personal budget). Often there are also several target groups present on a care farm. Within the framework of the complaints procedure this would mean that there are several routes, depending whether or not there is co-operation with a care institute and the target group to which one belongs. One and another can become rather complicated and time-consuming as well as for the care farmer as for the participant.

The national support centre agriculture & care has therefore decided to take the initiative to set up a national complaint committee for care farms. Participants from the several care sectors can get help with divergent 'types' of complaints at this complaint committee.

Care farmers can refer in their complaints procedure to this complaint committee.

2.16 National complaint committee

For care farms who don't have their own complaints regulation yet, the support centre has set up an independently national complaint committee. The complaint committee deals with complaints of all target groups who can be present on a care farm. This committee is independent. This means that the support centre is not involved with respect to the content. A care farm can connect itself to the national complaint committee free of charge when it works with an evaluated quality system. Soon the support centre wants to offer the possibility also to the other care farms, however against payment of the costs by the care farm.

The support centre has composed a complaint committee from four members who have expertise in the field of agriculture, care and/or jurisdiction. The complaint committee exists from:

President: Prof. Mr. D.W. Bruil

member: Drs. J.W. Straatsma

member: J. Summer

deputy member: M. Verboon

The complaint committee examines if complaints of participants are founded. Sometimes also consultants are involved for this. The complaint committee links to that, if necessary, one or more recommendations for the care farm, the employees of the care farm and/or the participants, to solve the complaint this way.

Aim of the complaint committee

The aim of the national complaint committee is to solve complaints. This does the committee only when a solution between the participant and the care farm cannot be reached. Not even by the help of a confidence person.

Procedure of the complaint committee

When the complaint committee receives a written complaint of a participant, she will firstly look at if she can handle the complaint. In a number of cases the complaint is not handled, namely:

- A complaint which is handed in anonymously. This complaint is, however, archived;
- When a complaint is examined or has been examined by a civil, administrative, criminal- or disciplinary judge
- When a complaint is aimed to get damages;
- When there is already a study into the complaint run by the inspection of health care;
- When there is already a research run by the public prosecutor;
- When a complaint is withdrawn. The complaint committee is allowed to examine the complaint, if they consider that nevertheless as necessary.

When the complaint is handled, the complainant gets reported. But also the accused and the care farm are informed of the fact that a complaint has been submitted. The contents of the complaint are mentioned. Furthermore is indicated how the complaint committee will handle the complaint.

Next the complaint committee establishes a research to look if a complaint is founded. This can they do themselves, but in some cases it will be necessary to involve external, independent consultants. The commission can ask both the complainant and the accused for information. The accused has the right to be heard anyway. The commission can do research on the care farm and the commission can ask documents for inspection. If a care farm uses the national complaints regulation, this farm is obliged to grant its collaboration.

Within six weeks after receiving the complaint all people concerned are informed of the outcome of the research. If the complaint has been declared founded, then (if possible) recommendations for the care farm are linked to that to solve the complaint. The care farm is not obliged to succeed these recommendations. But the care farm is legally obliged to notify to the complaint committee and the accused whether the recommendations are succeeded and possibly why they are not succeeded. This needs to be done within four weeks after the complaint committee received the complaint.

If the recommendations do not become succeeded and the committee believes that it concerns a situation where is talk of irresponsible care, the complaint committee can communicate this at the inspection for the health care or other relevant supervision holders. In enclosure 13 of this handbook the regulation of the complaint committee has been incorporated. Here you can read through the procedure extensively.

Obligations when linking up to the national complaint regulation

When a care farm links itself to this national complaint regulation, it is obliged to cooperate with the complaint committee. Of course it is also important that the participants of a care farm know that the complaint committee exists. For this the support centre has made a letter which is to find in enclosure 14. At assessing the workbook quality system, attention is paid whether your participants are informed of the complaint committee. According to the law 'Right to complain clients care sector' a care farm is furthermore obliged to notify to the complaint committee and the accused whether the recommendations are succeeded and possibly why they are not succeeded. This needs to be done within four weeks after the complaint committee received the complaint.

2.17 Dealing with aggressive behaviour, sexual harassment and punishable acts

The care farmer, the guides and the participants strive for an environment of openness and safety on a care farm. Moreover it is clear what the rules and the responsibilities are. In spite of these measures participants, care farmers and guides can get to do with aggression, undesirable intimacies and illegal actions. It is important that good agreements are made about that. Appointments about both concerning what, however, and what not is permitted,

and concerning measures which can be taken if there is talk of aggression, undesirable intimacies and illegal actions. These appointments must be announced to the participants, for example by adding them to the house rules.

2.18 How do I make sure the work is done when participants are not present?

If you start much new activities, you must consider how much work things brings with them self when the participants are not there. If you buy chickens, rabbits or other animals, then in the weekends you or volunteers have to take care of these animals. Sometimes it is possible to save up a number of tasks to after the weekend, so that participants have something to do. For the holiday period you must have another solution.

2.19 How do I take care for enough privacy for myself and for the participant?

In the beginning it will still frequently occur that the participants drink coffee and have lunch in the kitchen or living room of the farmer. When the number of participants increases, after course of time many care farmers choose to build a canteen for the care branch. The need for privacy is of course strongly personal. However, it is advisable to examine in advance what it does mean, to have (ongoing) presence of third persons on the farm, not in the last place also for the other family members. Especially when it is a matter of stay or the combination living - working, this is a point of interest.

Of course you must also take the privacy of the participants into account. With files and background information concerning the participants must be dealt carefully. For example make sure that these data are always put away well. People can also feel the need to withdraw themselves, alone or with visitors. Also to this end it can be sensible to create a separate space for the participants. In such cases however, sufficient guidance must be present.

Another point of interest is 'agreement picture & sound'. It often happens that care farms are spotlighted, for example at a television programme or in the (local) press. Not every participant (or parent of participant) appreciates to receive a lot of attention this way. It is important to have clear appointments concerning the use of pictures and other material of the participants and to put these appointments on paper. For example, these appointments can be taken in joint operating agreements which a care farmer makes up with participants.

3. Making external contacts

Depending on the target group of participants on which you aim, there are several external parties with which it is necessary or desirable to make contact with.

These parties are to subdivide into the following groups:

1. Participants and their family, caretakers, supporting organisations and persons and organisations which look after the interests of participants.
2. Organisations which play a role at financing
3. Governments/policy makers
4. Neighbours of the care farm
5. Consulting organisations

Following by each group different external parties are appointed and possibilities are given to make your farm known and to lay contacts.

1. Participants and their family, caretakers, supporting organisations and persons and organisations which look after the interests of participants.

To be able to receive participants on the care farm and to make other above called parties interested in your farm, they must know of course that you are there and what you have to offer. You can bring yourself and the care farm under attention in several ways. Next you find some suggestions.

- an open day;
- an excursion for interested people and organisations;
- a brochure;
- a video presentation;
- a lecture;
- a stall;
- a specific letter and/or visit to for example a care institution;
- an article in the (local) newspaper;
- a much visited Internet site; a good for example is www.zorgboeren.nl.

On this site care farms in the Netherlands can present themselves. Participants, care institutions or other interested can go by means of this site in search for a suitable care farm. In the heading supply/demand calls can be placed, for example concerning job openings and training period places. Further information on this internet site especially for care farms, is available at the national support centre agriculture & care.

The experience learns that a visit to the farm works the bests to get people enthusiastic about care farming. Organising an open day or an excursion for a group of invited people proves to be a good means for this.

At an open day or excursion the following points are important:

- make sure there is sufficient promotion (newspaper, regional broadcasting);
- wear a button or sticker so that the visitors can recognise you;
- make also the assistance farmers/participants recognizable;
- take care for a good signposting to the farm;
- provide a plan of the farm at entry and make a short description of the farm (scope, agriculture type, activities and target group);
- inform visitors about your motivation and vision;
- fine tune your speech to your public: you want that representatives of the municipality keep other things in mind then (parents of) possible participants;
- show how the work is done on the farm;
- let, when possible, the assistance farmers tell/ show themselves what they do and how they experience being on the farm;
- show that you are a good farmer;
- make sure that the farm looks well looked after;

- be aware of the safety (machines, animals, pest management resources) and of good sanitary supplies and hygiene.

If you want to receive personal budget holders on your farm, you can submit an application to be registered in the 'Support guide' of the organisation 'Per Saldo'. 'Per Saldo' is an organisation run by and on behalf of personal budget holders. To be registered in this 'Support guide' a financial fee is asked for. In the provincial/ national 'Support guides' names and addresses of support organisations and persons who want to work for budget holders, are mentioned. For further information and submitting for this 'Support guide', see www.pgb.nl.

Besides making direct contact with participants and their family, it is advisable to approach organisations which support people at choosing the correct care. This applies also to persons and organisations which look after the interests of clients in care, often united in regional or national patients' associations or parent associations. On the Internet site www.landbouwzorg.nl several of these organisations are mentioned.

Supporting organisations

Supporting organisations help people with choosing the suitable care. This are among others the MEE organisations, general practitioners, the organisations for social work (for example via municipalities, hospitals). Further information about the MEE organisations is to find in enclosure 1 and on www.mee.nl. Information about supporting organisations (like 'Per Saldo') you find on www.landbouwzorg.nl.

Persons and organisations which look after the interests of clients in care

Organisations which represent interests of participants are among others the regional patients and clients platforms (RPCP). The regional platforms exist from local patients/clients groups and from departments of national patients/ clients groups. The platforms aim in their region at protection of interests, client information, complaint relief and quality improvement. Every platform has an office 'Information and complaint relief health care' (ICH). Further information on the RPCP is to find on the Internet site www.rpcp.nl. Further information on organisations which look after interests of participants (among others: the federation of parent associations, the CDC (Chronic Disabled Council) and patients' associations is to find on www.landbouwzorg.nl.

2. Organisations which play a role at financing

Care offices

The majority of the care which is granted on care farms is at present care financed from EMEA (care in the functions supporting and activating guidance). The financing of this goes by means of the care offices. Therefore it is advisable to make contact with the care office in your region and make known what you have to offer. There are 29 care offices in the Netherlands. Further information on the care offices and the addresses is to find in the enclosures 2 and 3 and on www.zn.nl.

Municipalities

At present municipalities play a role at financing of learn-work and (re)integration trajectories on care farms for people who are long-term un-employed. Municipal social services are responsible for people who have no invalidity benefit and have such physical, intellectual or mental restrictions that functioning in the regular labour market is not possible.

These people can get a subsidised job within the scope of the Sheltered Employment Act, renewed in 1998 (SEA). Most of the municipalities have officially transferred their tasks in this area to the governing boards of the social employment organisations.

With the introduction of the Law Social Support municipalities become responsible for the implementation of certain types care which now still are part of the EMEA. For care farms this concerns particularly care in the functions supporting and activating guidance. For further information of the EMEA see part F, for further information on the Law Social Support see part L of this handbook.

Rural development projects

Sometimes it is possible to get subsidy to develop a care farm by means of European rural development projects. Projects are set up in association with provinces. Further information about this is to find in part L of this handbook.

Foundation `friends of...

Within the framework of fund recruitment for your care farm it can be interesting to set up a foundation ` friends of the care farm. For more information see part F of this handbook.

Funds and sponsors

For example VSB-fonds, Juliana Welzijnsfonds, local Rotaryclubs. For more funds to see www.landbouwzorg.nl.

3. Governments/policy makers

Local and provincial governments are important parties for the care farm concerning to know legislation in the field of spatial planning and, in the close future also concerning financing. Further information on the role of the government (both European, national, provincial and local (municipality) is to find in part find L.

4. Neighbours of and people concerned with the care farm

Neighbours, the local community, colleague-farmers and suppliers make an important contribution to further integration of the participant in the society. For this reason it is important that they know that there are participants on your farm. Creating basis for your care farm in the neighbourhood is also important.

5. Consulting organisations

With this you can think of organisations and persons who can help you with farm economics, organisational, financial and tax aspects, like for example your accountant, chamber of commerce and other organisations which you also ask for advice for your other business activities. On the Internet site www.landbouwzorg.nl by province organisations and persons are mentioned who can advise you more specific in the field of agriculture and care.

C. Participants

1. Which participants can go to a care farm?

1.1 Motivation

One of the most important elements is the motivation of the participant himself. Does he does want work and/or live on a care farm? Why does he want this? Important characteristics of working/living on care farm are among other things: being outside, the atmosphere of the farm, working with plants and animals, being part of a small (living) working community and having physical exercise.

Next is the question which support and care the participant thinks he needs and how he prefers this to be realised. For participants with an intellectual restriction it is of course important that the parents or guides of the participant support him with going to the care farm.

For almost each participant there is an appropriate care farm. To be able to make a good choice for a certain care farm, it is important to have insight in what care and support the participant needs. A number of matters does influence the formulation of an appropriate request for care and support of the participant:

- motivation;
- possibilities and restrictions;
- context and current social situation.

In chapter 2 the request for care of the participant and the care offer of the farm is further discussed.

1.2 Target groups

People from several target groups find their way to care farms. Below we describe briefly the most common target groups who come to care farms.

People with an intellectual restriction: people with a low intelligence level and sometimes behaviour problems going with that.

People with psychiatric demand: people who need because of (temporary) psychiatric problems support with functioning in the society.

People with a physical restriction: people with a physical restriction, possibly in combination with other restrictions.

(Ex) prisoners: people who have had to hand in their freedom after committing an offence and (in the most of cases) need guidance at the new chance in the society.

(Ex) addicts: people who because of addiction problems have difficulty in joining the social and working society.

Youth care: young people in the age up to 18 years who receive extra support, care, guidance in different areas. Within youth care several target groups are to distinguish, such as youngsters who need youth care and youngsters with a slightly intellectual restriction. In chapter J this target group comes up for discussion extended.

Young people from special education: young people who follow special education because of an intellectual restriction and/or behaviour-problems.

Elderly with dementia: people mostly over 55 years old who have (a form of) dementia.

Elderly: people over 55 years old who need support in having a meaningful day spending.

Long-term unemployed persons: people who are long-term unemployed and who don't have the prospect of having a job in the coming year.

Autistic persons: young people and adults with impairment from the autistic spectrum; and sometimes going with that, other restrictions.

People with non innate brain injury: people who have incurred brain injury by an accident or sickness and as a result of which they experience restrictions with functioning in the society.

People with burn-out: people who have because of work and/or matters in private life burn-out symptoms as a result of which they are not able to (temporarily) work (fulltime).

Nursery: regular day relief (for children without restrictions) for children of 0 up to 4 years and extra-curricular relief from children up to 12 years.

On many care farms people from several target groups are welcome. These combinations of target groups sometimes can lead to several sources of financing. Another large advantage is the positive interaction between several people with different restrictions and requests for care and support. We see for example that people with an intellectual restriction and people with an addiction background often really cooperate well and can learn a lot of each other. Examples of other combinations of target groups where this positive interaction becomes visible, are people with psychiatric demand and people with an intellectual restriction, and the group elderly with dementia and the group children.

2. Do the demand for care and care supply match?

It is important that the care supply matches with the need of care, the demand of care of the participant. Some participants are very well able to define the kind of care / guidance that they need by themselves, others must be helped with that. At all target groups it is recommended to introduce the participant also in practice to a care farm, so that they can see, hear and feel what happens on the farm and what the possibilities are. On the Internet site www.zorgboeren.nl care farmers present themselves; for a closer introduction you can contact the farmers directly.

When a participant gladly wants a place on a farm and the need of care is clear, then can be investigated whether there is an appropriate care farm (in the surroundings). The following questions can be taken into consideration:

- The aim of the care on the farm: does the aim of the farm match with the need of care of the participant?
- The choice of target group(s) on the farm: does the choice for one or more target groups within the care farm match with the need of the participant?
- The agricultural farm type: what kind of type of farm is it? Livestock-farming, fruit cultivation, agriculture, horticulture or mixed farm?
- The kind of guidance: how does it look like? Does the farmer look after the guidance, the employees of the farmer and/or the care institution?
- The type and the content of the activities: Which activities are there? Inside or outside, heavy or not and how are activities carried out?
- The accommodations on the farm: do the spaces, among which the working spaces and the tools, meet the requirements (such as safety, health and welfare legislation), and do they match with the need of the participant, both in accessibility and safety?
- The giving support: how is the guidance and support given by other people that are involved or that are responsible for the care?
- The transport: is the farm well accessible for the participant, and is when necessary, the transport to and from the farm organised?
- Financial matters: are there sufficient financial means available to pay appropriate compensations?
- Social integration: which people can the participant meet on the care farm and what is the surplus value of that for the participant?
- Visiting hours: how many days per week is the farm open for participants? Does this correspond with the wishes of the participant?
- Atmosphere and 'farm culture': does the participant like the environment on the farm? Does it click with the farmer?

These factors play a role at the final decision of a participant whether he will go to a certain care farm or not. On the other hand, the care farmer can consider if this participant fits in on the farm and whether he can offer what the participants expects and needs.

Participants who are able to make known their choice for a certain farm, can often play an active role in getting a place on a care farm. For participants who are less or not able to do so, it is important that they get guidance of people who know what a care farm has to offer and who also know how to make this clear to the participant.

Information about the care farm (for example photograph and video) can be helpful in getting clear what the need of care of the participant is. Another good way of making the care farm known with participants is to organise an introduction-day and/or a trial period on a care farm.

The information that is collected remains only a help in achieving the actual matching between participant and care farm. Giving support and care is and always will be human work. It is a process that needs to be carried out in a very careful and upright manner.

The information which is available can be used as a guide to make a pre-selection for a certain farm. After an introduction, an initial interview and a trail period it becomes really clear if the participants is on the right spot.

Support at the matching of a participant with a care farm can, when desired, be offered by regional contact persons in the field of agriculture and care. These contacts are listed by province on www.landbouwzorg.nl.

3. Are participants not exploited?

Sometimes there are thoughts that the farmer it has arranged all nicely: labour free of charge on the farm. But exploitation of participants is not the case. The Quality assurance care farms (see part H) is aimed on making visible what is happening on a care farm.

In practice it appears that the guidance frequently asks much more time than the quantity of work which the participant carries out. The participant can carry out the activities because of the professional guidance and the support that is offered. The presence of participants costs the farmer time. As long as it is not possible to express the turnover of labour of a participant in an economical value for the farm, it is considered as care and this given care needs to be compensated for.

4. Where do I find further information?

4.1 Visit to a care farm

On the Internet site www.zorgboeren.nl care farmers present themselves and you get a first impression of the farm. For further information of the farm you can contact the farmer(s) directly. A visit to a farm is often a good see way to see how the combination of agriculture and care works in practice. Also the concerning agrarian entrepreneur can tell something concerning the cooperation with the care institution, financing, the working method, the role of the participants on the farm et cetera.

4.2 Regional contacts

In every province there are specialists in the field of care farms. These regional contact persons often have a good view on the different care farms and their aims and target groups. They can help you to match supply and demand. These contact persons are listed per province on www.landbouwzorg.nl.

4.3 National support centre agriculture & care

The National support centre agriculture & care supplies (more general) information on care farms and supports, stimulates and promotes the development of care farms. For further information on the National support centre agriculture & care and its activities see www.landbouwzorg.nl.

D Guidance of participants

1. How is the guidance of participants organised?

There are several ways in which guidance of participants can be organised. The guidance can be done by:

- The farmer / farmer's wife / family members;
- External guides who work on account of the farmer, paid and/or unpaid;
- external guides who are sent on secondment to the farm out of a care institution; they work on account of the farmer and are paid by the institution;
- External guides, who work on account of the care institution and are paid by the care institution.

In the joint agreement contracts it needs to be established clearly which parts of the tasks and responsibilities are on behalf of the care institute, and which matters the care farmer takes on (matters such as responsibilities, financial reward of external guides and other appointments which are related to external guidance, liabilities etc.).

The amount of energy and time which the initial interview, evaluations and keeping files does costs, depends strongly on the target group. In spite of the importance of clear appointments one must always realise oneself that every farm has its own character, that should not be pushed aside by procedures and keeping files. The workbook of the Quality assurance care farms is a skilful appliance to organise care activities on the farm.

2. What information do I need before I take on participants?

The most important thing to know is what a participant wants, what he is able to and what support or care he needs with that. The most direct way is to ask him this and next to examine whether his wishes and possibilities match with the offer of the care farm. When a participant is not able to formulate this well himself, he can be supported by his social network (parents, family) or by means of institutes which already play a certain role in his life. Often a participant already has a previous history of care and assistance and is basic information concerning his functioning available, the level and the way of guidance, his physical condition and possibly use of medicines. The classification mentioned below is a guiding principle.

Physical functioning: mobility inside and outside, (loco) motor system, personal care, use of medicines, problems with health, sicknesses (like for example epilepsy and diabetes) or other disorders of which the farmer must be informed.

Intellectual functioning: level of education, speaking and writing skills, possible employment history.

Emotional functioning: feelings of safety, behaviour problems.

Social functioning: having manners, having a social network, communicative skills.

Mental functioning: personality impairments, having delusions and hearing voices, self-esteem, having control.

This information can be provided by an institute that is involved with the participant. Besides this it is important to know something concerning the social situation of a participant. For example the participants view on life, having work experience or not, his current housing situation and his social network. These data form a basis with which the question of the participant and the offer of a place on a care farm can be coordinated on each other.

3. What do I tell or show participants?

As the care farm possibly offers a good spot for the participant, then an actual introduction to the activities and the atmosphere on the farm follows. The participant is having a look on the farm for the first time. He can have a conversation, an introduction to those who work on the farm, a guided tour and in many cases the participant can have a trial period on the farm.

Often it is difficult for the participant to receive a lot of information the first time. The situation is new and that brings a certain tension with itself. The new impressions can be overwhelming and not everyone is able to give his opinion straight away or to express himself well. Sometimes a first contact does not raise all required data and it becomes just after some time really clear what someone is able to, on which spot he flourishes best and what form of guidance is appropriate.

In any case the participant needs to answer the following questions:

- Which activities will I do here?
- Who is my guide?
- With which people will I do cooperate?
- Will the work climate please me?
- What happens if it appears that I don't enjoy being here?
- What are the working hours; are there breaks?
- Do we eat together; must I bring my own lunch along?
- Are there rules that I have to keep?
- How is my transport of and to the farm organised?
- How long can I continue to work here?
- When and with who is discussed with me how I do function?

4. How does a guidance trajectory look like?

The guidance of the participant happens in four steps.

1. The introduction

At the introduction it becomes clear whether the offer of the farm dovetails the aims and expectations of the participant. The wishes, experiences, skills and expectations of the participant and the possibilities which the care farmer and the care farm have to offer, are taken into consideration. The motivation of the participant is very important. Does he want to live and work on a care farm and why does he want this? The degree of independence, the capacity to cooperate and enthusiasm are of large influence on the possibilities which a participant has. These factors frequently prove to be of more important than the impairments and restrictions of the participant.

The participant can answer the questions in an office, but also during working on the farm or during a guided tour. Sometimes it is difficult for a participant to make clear what his wishes and possibilities are. Parents and personal guides can be involved in the initial interview and provide and receive additional information. See enclosure 8 for an example of a form for an initial interview.

2. The guidance trajectory

Agreements are made concerning a possible trial period, aims (for example to learn skills or to structure the day) and concerning activities which the participant will carry out.

The guide is responsible for the guidance and the learn and work process of the participant on the farm and has the following tasks:

- Translate the aims of the participant into concrete activities and guide the participant in work-, learning and training situations. When it is relevant, the guide coordinates this with an already present support plan of the participant and possible activities outside the farm.
- Know the possibilities to, if necessary, call in assistance of experts.
- Report concerning the working method, the development and possible sticking points of the participant.

Besides discussing among others the aims and the activities which the participant will carry out, it is advisable to make agreements concerning matters, such as nursing actions and use of medicines of the participant. Concerning nursing treatment the following applies: in case participants come to the care farm to receive day spending and these participants need nursing treatment, this treatment can exclusively be given by a PIH-registered care provider. (This is a graduate care provider who is registered within the framework of the Law Professions Individual Health care).

In practice it happens that the farmer/guide, who is not PIH-registered, distributes medicines on the care farm and ensures that participants take their medicines correctly.

This is strictly speaking a nursing treatment. In such cases it is recommended to ask the participant and/or his parents/ legal representatives, to get in touch with the GP who prescribes the medicines. The GP can be asked if he wants to authorise the farmer/guide for distributing the medicines and ensuring that the medicines are taken correctly. To authorise means that the GP gives a certificate or authorization to the farmer/guide. Then the farmer/guide has been authorised legally to distribute medicines to the concerning participant. The farmer/guide is in this case responsible for correct implementation of this.

3. Evaluations

During the initial interview is generally agreed how frequently the progress is evaluated and who is involved thereby. At an evaluation several matters can be taken into consideration: the experiences of the past period, what has been reached, does the participant feels himself at ease, are there matters which needs to be done differently etc. Also agreements are made

concerning possible modifications in guidance, activities and aims. Evaluation conversations can be formal. They also can take place in an informal way, whilst working or during a walk on the farm. By means of evaluation conversations you can look at what does work out well and what not, what you have noticed, and what the developments of the participant are. You can ask yourself the following questions:

- does the guidance happens such as has been agreed on?
- which way of guidance works out well, which not or less well?
- which things did you notice; for example resistance, typical behaviour?
- have unexpected things that you had not expected of the participant, happened?
- what has been reached if it concerns the work and learning aims?
- what has been reached if it concerns the satisfaction of the participant extending his social network, developing social skills, labour skills, self development, posture, independence, increasing control and such?
- how do you involve the participant and the parents/legal representatives men at these evaluations?

Make always a (short) report of evaluations and read or discuss this with the participant. With the help of the evaluation it becomes clear what does work out well and what not, what difficulties of the participant are, and what new challenges and developments and learning aspects are. You point out what will be changed in working method, activities and aims and/or the way in which you involve the participant and parents/legal representatives in looking back and adjusting. In the Quality assurance care farms matters concerning evaluations and reporting of evaluations are taken into consideration.

4. Moving on

In a number of cases participants move on to another workplace; but this is only possible for a restricted group. Besides moving on it also can occur that a participant leaves a care farm without having another appropriate spot at that moment.

Reasons for this can be that the care farm is not what the participant is looking for, interests and/or learning aims changed and don't match any longer with what the care farm has to offer, or there is a conflict situation.

Anyway, moving on for what reason whatsoever, ending the work situation on the care farm can have a large impact on the participant. It is important that this is prepared and guided well and that for this good agreements are made with the participant and other people that are involved, and that these agreements are put on paper. (For example with help of the Quality system care farms).

5. Keep files.

Every participant gets his own file. In this all information of the initial interview, the guidance trajectory and the evaluations appear. Also appointments and developments of the participant can be put in the file. How extended the file is, depends on the target group, learn- and work aims and the division of tasks between the care farm and a care institution.

A structured way of recording information is important for all parties. For care farmers a file is of large value for making visible the impact of the care farm on the quality of life of the participant. It is important to make care farms known as places where qualitatively good care is provided.

Take into account that files contain often personal and sensitive information. Files need always to be put away well, behind lock and bolt, not accessible for unauthorized persons. Of course the participant has the right to see or discuss the file.

It is important to agree who of the guides is allowed to read the files. If there are external guides on the farm, beside the farmer/farmer's wife, it is recommended to let these guides (as well as paid, unpaid, and trainees) sign a document of confidentiality.

This can be incorporated in labour-, volunteers or training period agreement.

E. Organisation

1. In general

The majority of the care farms in the Netherlands are independent ventures; the entrepreneur works for own account and risk. Besides this there is a group so-called institute farms. This last group is financially and organisational component of a care institution; the care institution has the final responsibility for the care farm and will formulate the policy of the care farm.

On the independent care farms the responsibility is with the entrepreneur, possibly in combination with the governing board of a foundation when the choice is made to put the care activities into a foundation. Besides this there are other juridical forms in which a care farmer can categorise its company. In this part several juridical forms are taken into consideration (2).

The care farm as independent company can contract joint operating agreements with care institutions and/or participants. The care farmer can also become an employee of a care institute and/or a personal budget holder(s) (3). There exist a lot of constructions with regard to joint operating agreements; a number of examples are given in (4).

Care farms can work also mutually together; a development which takes place by forming (regional) associations/foundations of cooperating farmers. About this some general information is given in (5).

2. Juridical forms of an independent care farm

A care farm that is registered as independent agriculture company is automatically considered as one-man business and therefore as an entrepreneur. A number of juridical forms are mentioned below. It is important that you choose a form that is appropriate to your plans and your company. For further information on juridical company forms you can get help at the chamber of commerce (www.kvk.nl), at the Tax and Customs Administration for ventures (www.belastingdienst.nl) and at your own accountant.

2.1 The one-man business

A one-man business is set up and run by one person and is a sustainable combination of capital and labour with the aim to make profit. The advantage of a one-man business is that you act and take decisions total independently. The establishment of a one-man business does not take much: no statutes, no capital deposit. If you can show that you have worked as independent entrepreneur, you can make use of deductions for the income tax. The profit from a one-man business is the income about which you pay tax. The conditions to be commented as independent entrepreneur and the conditions for the deductions you can find on www.kvk.nl. A disadvantage is that the owner of the one-man business is responsible with both his business and private capital and property for debts of the company.

2.2 The civil partnership

A civil partnership is an organisation, where two or more persons connect themselves to bring in something in community, with the aim to share the advantage that is a result of that, with each other.

Characteristics of a civil partnership are: the cooperating partners work more or less on the basis of equivalence. Every partner brings input in. (This can be knowledge, labour, money and/or goods). The civil partnership is aimed at financial advantage for all partners.

There are 3 types of civil partnerships:

Public civil partnership: operates under a common name, is from legal point of view the same as a 'partnership firm'. When a common name is conducted and the partnership makes one selves known as such, it is obliged to register at the Chamber of Commerce.

Civil partnership under free profession: for example a lawyer's office. There is a list of 'free professions' to see at the site of the chamber of commerce (www.kvk.nl). It is not obliged to register this type of partnership at the Chamber of Commerce.

Silent civil partnership: the partners make themselves known with their own name. As soon as they make themselves known with a common name, it is seen as a public civil partnership. Being a silent partner, it is possible to register at the Chamber of Commerce as a one-man business. That is if at least the one-man business meets the criteria for entrepreneurship which are used by the concerning Chamber of Commerce.

A partner can only contract obligations for himself; the properties remain separate, unless corresponded differently. The civil partnership is established in a civil partnership agreement, which is contracted for certain or indefinite time. As a husband and wife both work in a free profession, they can contract a husband/wife civil partnership. This can have possible tax advantages for both, provided that can be proved that both partners bring in input.

2.3 'Partnership firm' (VOF)

A 'partnership firm' (VOF) is a juridical form for ventures where two or more persons and/or legal bodies run a company under a common name.

Cooperation exists in it that all partners bring in capital, goods and/or labour, with the intention to share the result of this (profit or loss) according to a distributive code that is laid down in a contract. Every associate is responsible. A disadvantage can be that you can be held responsible with your private property, for failure of other associates. A 'partnership firm' must always be registered in the trade register of the Chamber of Commerce.

2.4 The limited partnership

The limited partnership is a form of entrepreneurship in which one or more partners run a company under a common name. All partners bring in something: money, goods, labour and/or goodwill. Together they form the managing associates.

Besides this there are one or more money-providers. These are the silent associates who contract cooperation with the managing associates. The managing associates are fully responsible with their private property. The silent associates are responsible for the amount of their participation.

The voice of the managing associates is regulated in a contract. Depending on the appointments the silent associates can occupy themselves with the governing board and have a say in important decisions.

The care institution can as being a silent associate take responsibility by, for example, taking part in an agricultural company for a certain amount of money.

The care institution can, for example, finance the spaces (such as a canteen) for participants.

2.5 The foundation

In this form the care is organised in a foundation. (Strictly speaking this juridical form is not a company). A foundation is a legal form in which a certain aim is strived for, for example offering support to disabled people. This aim is strived for by a group of people (governing board) that offers a product (day spending on a farm). The governing board arranges a work organisation or closes an agreement or cooperation bond with a farm. A foundation strives for a social or general aim.

At care farms in a number of cases there is a foundation which develops and manages the care and manages, and a private form of entrepreneurship which looks after the agrarian work.

Advantage is:

- The care branch becomes clearly distinguished of the agriculture branch, therefore the care processes are distinguished of agricultural production processes.
- The foundation-form is a well-known legal form for care insurers.
- A foundation (with a social or general aim) is allowed to raise funds.
- A foundation has its own financial bookkeeping and is because of this transparent for health insurance companies and care institutions.
- The farm remains autonomous.

Disadvantage can be that the care farmer has less freedom in his entrepreneurship, because the governing board has voice in the care activities, which always influence the agricultural part of the care farm. At a foundation it is important that there is a fully independent governing board. In practise we see that the care farmer acts as adviser of the governing board. For more information concerning the establishment of a foundation, you can ask the Chamber of Commerce or your notary. See also www.notaris.nl (*website of notaries*).

1. In general

It is commonly reasonable that a place on a care farm costs money. The care farm is no ordinary workplace. Often there have been made facilities especially for the participants (for example a canteen and a working space inside). Moreover the farmer and farmer's wife often put much time in the guidance of the participants. Sometimes they employ guides. The compensation depends on the need of care and/or support of the participant and the possibilities which the farm offers.

On care farms different types of care are offered, like among others day spending and possibilities to stay, weekend relief and holiday relief; but for example also learn-work trajectories. Further information on the offer of care farms is to find in part B of this handbook.

The financing of the several forms of care and learn-work trajectories can be organised in several ways. In practice it often appears to be difficult to make use of financial possibilities in a structured way.

In this part several forms of financing of the offer on care farms come up for discussion, with which a classification has been made to forms of care which are financed from the EMEA (2), financing from agriculture (3) and remaining financing sources (4). This part concludes with a chapter concerning business-economical aspects of the care farm (5).

Financing within the framework of work (re) integration is taken into consideration in part K.

2. EMEA = Exceptional Medical Expenses Act

Every Dutchman has been insured for care and support at long-term sickness, handicap or old age by means of the Exceptional Medical Expenses Act (EMEA). To be eligible for services from the EMEA an indication decision of the Centre Indication Care (CIC) is necessary.

By 1st of April 2003 an important modification in the indication and financing has been carried out: indication no longer takes place on the basis of care supply, but on the basis of the need for care. A client becomes now indicated for one or more care functions.

There are 7 care functions: domestic care, personal care, nursing treatment, supporting guidance, activating guidance, treatment and stay.

Further information on the care functions and the indication appear in 2.1. With an indication decision for one or more care functions the client can choose whether he receives the concerning care in kind (to see 2.2) or buys himself with a personal budget (a PB, see 2.3 and further).

2.1 Indication: 7 care functions

Indication by the CIC

People who want to be eligible for one or more types of EMEA-care must get an indication for this first. This means that must be assessed firstly if someone is entitled to care. That appraisal is formulated in an indication decision by indicating what is the need of care in terms of functions (nature of the care), how much care is granted and for which period. The indication is by 1st of January 2005 carried out by the Centre Indication Care (CIC). The CIC have been designated by the government as an executor of the indication for the Exceptional Medical Expenses Act. Municipalities can choose to let indications for the Services for the Disabled Act and social medical advice carry out by the CIC. Further information on requesting an indication and the address of the CIC in your region can be found on www.ciz.nl

7 care functions

In EMEA-care the need of the client is put central. Formerly the request for EMEA care was stipulated by the care offer. Now the CIC indicates on seven functions for which the client needs care, independently of the care offer. In every care function one can choose in care in kind and a PB.

The seven care functions are:

1. Domestic care

Domestic care includes support at or taking over activities in the field of looking after the household. Activities in this area are taken over of the client because of a somatic, psychogeriatric or psychiatric disorder or restriction, an intellectual, physical or sensual restriction or psychosocial problem. These restrictions and problems threaten to lead to none-functioning of looking after the household of the client or the household of the group with who the client lives. Activities are for example: cleaning, shopping for groceries, rag windows, preparing meals.

2. Personal care

Personal care includes support at or taking over activities in the field of personal care. These activities are taken over because of a somatic or psychogeriatric or psychiatric disorder or restriction, intellectual, physical or sensual restriction or a psychosocial problem. Personal care has been addressed at cancelling out a shortage of dependence.

It concerns for example: help with taking a shower, washing whilst staying in bed, dress, help with eating and drinking.

3. Nursing treatment

The function nursing treatment includes nursing of clients concerning a somatic or psychogeriatric or psychiatric disorder or restriction or a physical restriction. Nursing has been aimed at convalescence or prevention of worsening of disorder or restriction.

Activities which belong to the function nursing treatment are for example: wound care, administering medicine, giving injections, advice how to deal with sickness and educate a client to inject himself.

4. Supporting guidance

Supporting guidance is aimed to enlarge or maintain independence or to improve integration in society. Supporting guidance accepts the disorder, restriction or handicap as a fact that cannot be changed and goes from there. The guidance therefore goes from the (left) possibilities of the person. Supporting guidance concerns for example activities which support the person in structuring and filling his day.

In case of elderly who receive supporting guidance, day care for example support with eating and drink, can be given simultaneously.

5. Activating guidance

Activating guidance includes activating activities which are aimed at:

- convalescence or prevention of worsening of behaviour or mental problems;

or

- handling the impact of a somatic or psychogeriatric disorder or restriction or an intellectual, physical or sensual handicap.

Activating guidance distinguishes itself by supporting guidance because activating guidance does not accept the disorder, restriction or handicap for granted, but intervenes on that. With activating guidance the participant is learned to deal with (the impact of) the disorder, restriction or handicap. This type of care concerns for example intervening in the behaviour of the client (behaviour correction), practising social skills, held conversations to learn to deal with behaviour.

6. Treatment

Treatment includes treatment by a medical-specialist (for example treatment by cardiologist, psychiatrist), behavioural scientist (for example treatment by a psychologist) or of specialist-paramedical nature (for example treatment by physiotherapist, speech therapist).

Care in this function has been aimed at convalescence or prevention of worsening of a somatic, psychogeriatric or psychiatric disorder, an intellectual, physical or sensual restriction and is granted by an institution or by a recognised specialized person.

7. Stay

Stay concerns living in an institution. This coincides with the need and the desirability of a therapeutic social climate, a protected environment or constant supervision. Indication for the function stay is for example under discussion if a protecting environment is necessary because of serious forgetfulness, if ongoing supervision is necessary.

Also short-term stay (stay, weekend relief or holiday relief) belongs to the function stay.

For this a maximum has been put, namely as much as 2 twenty-four hours' periods per week.

Exceptions on indications done by CIC

For children and young people up to 18 years with psychiatric problems the indications are done by Office Youth Care, by 1 January 2005. They must follow the same rules as the CIC.

On www.bureaujeugd zorg.nl you find the addresses of the regional establishments of the Offices Youth care. More information concerning youth care is put in part J of this handbook. The second exception is that psychiatric treatment and integration in a psychiatric institution during the first year is not indicated by the CIC, but by the general practitioner.

2.2 Care in kind (financing by means of an EMEA recognised/admitted institution)

Care in kind can be provided by care institutions which by 1st of April 2003 were recognised by the EMEA to provide EMEA-care (this concerns care in all current 7 care functions). These care institutions can provide care in kind in each of the 7 functions also after 1 April 2003.

For 1st of April 2003 there were in the Netherlands about 20 independent care farms with an EMEA-recognition. These were mostly care farms where participants also lived, and with a relatively large number of participants.

Care institutions which on 1st of April 2003 didn't have an EMEA-recognition, can request for an EMEA-admission to be allowed to provide care in kind. For each care function an EMEA-admission needs to be requested. A care farm can choose to request for an EMEA-admission for the functions 4 supporting guidance and 5 activating guidance. For the functions 1 domestic care, 2 personal care and 3 nursing treatment, a care farm will probably not request for an EMEA-admission because of the nature of the care.

Domestic care happens in the living situation of the client, as well as personal care.

Nursing treatment concerns actions such as wound care etc.

When on a care farm participants come for day spending and these participants need nursing/medical treatment, this treatment can exclusively be given by someone who has a PIH-registration. (This is a graduate care provider who is registered within the framework of the law professions individual health care).

Care in kind in the functions 6 treatment and 7 stay can become exclusively provided by care institutions which are recognised by 1st of April 2003 by the EMEA. 'New' EMEA-admissions for the functions 6 and 7 are not supplied.

Short-term stay (within function stay) can be bought, however, with a PB, both at EMEA-admitted care providers and not EMEA-admitted care providers.

A client who is indicated for one or more of the 7 care functions and who chooses to receive his care in kind can choose from the care providers where the care office has a contract with. The care office gets in touch with this care provider. When the concerning care provider has a waiting list, the care office must ensure that, until there is a place at the concerning care provider, a good alternative is supplied.

For a client who wants to receive care in kind (in the functions supporting and activating guidance) and who wants to go to a care farm, there are two possibilities.

- The client chooses an EMEA recognised/admitted care farm where the care office has a contract with and passes on its choice to the care office. If there is a place on the care farm the client can be placed there.

- The client chooses an EMEA recognised/admitted care institution that has a contract with a care farm. Then placement on the care farm can be organised by means of an EMEA recognised/admitted institution. Care institutions are allowed - within certain quality requirements – to choose how they spend the budget that they get to provide EMEA-care. They can choose to buy care on a care farm. With this a contract between institution and farm is established, where the institution holds the responsibility for the client, but the actual care is provided on the farm. This construction needs a good cooperation between all parties (customer, care office, care institution and care farm).

Further information on policy developments in the field of the EMEA you can find on the Internet site of the Ministry of Health, Welfare and Sport www.minvws.nl or on www.opkopzorg.nl.

2.3 Compensations for care in kind

The compensations which apply to care in kind are determined by the CTG/ZAio, on basis of the Health Care Charges Act (WTG). CTG/ZAio determines the tariffs and budgets for nearly all institutions and profession practising ears in the health care.

CTG/ZAio is an independent governing body and falls under the responsibility of the Ministry of Health, Welfare and Sport. On the Internet site www.ctg-zaio.nl the tariffs for extramural care are mentioned (in the 'policy rule extramural care'). This policy rule is to find at legislation/policy rules. At the heading 'contains word(s) or policy number' you have to type CA-59. Next you can download the pdf-file EMEA-11c-b1.

2.4 The personal budget (PB)

Clients can, besides care in kind, also choose for a personal budget (PB). With a PB the client himself gets a budget with which he can buy, among other types of care, guidance or support at a care provider that he chooses himself (for example at a care farm).

This person, organisation or institute doesn't need to have an EMEA recognition or admission. The client concludes a contract with the care provider in which is regulated which care and of which quality is ordered and what he pays for that.

For 5 out of the 7 care functions a PB can be requested. It concerns: 1. domestic care, 2. personal care, 3 nursing treatment, 4 supporting guidance and 5 activating guidance. A PB cannot be requested for care in the functions 6 treatment and 7 stay. Exception on this is 'short-term' stay in the function stay; for this a PB can be requested. Short-term stay concerns weekend relief, holiday relief and stays. Clients who are indicated and who are eligible for a compensation for short-term stay, can buy this by means of a PB. Short-term stay can be obtained also in kind at an EMEA-recognised care institution which has a contract with the care office (to see also 2.2). The care which is bought by PB-holders on care farms, concerns mainly care in the functions supporting and activating guidance and short-term stay in the function stay.

PB-amounts that in 2006 are granted for care in the functions supporting and activating guidance and for short-term stay, are mentioned in 2.6.

2.5 Combinations of care in kind and PB

For care in the functions 1.domestic care, 2.personal care and 3.nursing, it is not possible to receive a part of the care in kind and another part in PB. For example: when a client is indicated for four hours personal care, it is not possible to get two hours PB and two hours care in kind. There must be chosen for or PB or for care in kind.

It is possible to choose both types of care (partly a PB and partly care in kind) in the functions 4 supporting guidance and 5 activating guidance.

At these two functions a distinction is made between 'care in hours' and 'care in day parts'. A client can choose to ask a PB for 'care in hours' and receive 'care in day parts' in kind, or the other way around.

2.6 PB-amounts

A client who is indicated by the CIC and who chooses to buy his care with a PB, gets for this a certain amount granted. This amount depends on the quantity of care which qualifies for compensation. That quantity is indicated in so-called 'classes'. A class includes a number of hours or day parts per week.

For all functions which can be organised with a PB, a classification has been made in hours. Only at the functions supporting and activating guidance also an indication in day parts is possible beside an indication in hours. A day part is formally 4 hours.

The idea behind the classification in day parts and hours is that the classification in hours is used for individual care and the classification in day parts is used for care in a group.

For this reason the budget that the client gets on the basis of an indication in day parts, is lower than an indication on the basis of an hour classification. Basic assumption is that the cost price for care in a group is lower than the cost price for individual care. So in most cases someone who wants to go to a care farm will therefore get an indication in day parts, unless someone has very large need for care. The Care Insurance Board (CIB) publishes each year a extensive list with tariffs for the personal budget. On the Internet site www.pgb.cvz.nl these tariffs are to find.

The most common types of care which are provided on care farms are supporting guidance, activating guidance and temporary stay. Below you find five tables with PB-tariffs which are granted in 2006.

Personal contribution

For the care function 'temporary stay' no personal contribution applies. The personal contribution for supporting guidance and activating guidance has been abolished by 1st of January 2006.

Table1. Care function EMEA: Supporting guidance in hours

Indication	PB tariff per year (2006)
Class 1 (0 – 1,9 hrs per week)	€ 1.729
Class 2 (2 – 3,9 hrs per week)	€ 5.186
Class 3 (4 – 6,9 hrs per week)	€ 9.509
Class 4 (7 – 9,9 hrs per week)	€ 14.696
Class 5 (10 – 12,9 hrs per week)	€ 19.880
Class 6 (13 – 15,9 hrs per week)	€ 25.068
Class 7 (16 – 19,9 hrs per week)	€ 31.116
Class 8 (20 – 24,9 hrs per week)	€ 38.896

Table2. Care function EMEA: Supporting guidance in day parts, with and without transport

Indication	PB tariff per year (2006) transport not included	PB tariff per year (2006) transport included
Class 1 (1 day part)	€ 2.246	€ 2.519
Class 2 (2 day part)	€ 4.494	€ 5.036
Class 3 (3 day part)	€ 6.741	€ 7.555
Class 4 (4 day part)	€ 8.988	€ 10.073
Class 5 (5 day part)	€ 11.235	€ 12.592
Class 6 (6 day part)	€ 13.482	€ 14.568
Class 7 (7 day part)	€ 15.729	€ 17.086
Class 8 (8 day part)	€ 17.976	€ 19.332
Class 9 (9 day part)	€ 20.223	€ 21.580

Table3. Care function EMEA: Activating guidance in hours

Indication	PB tariff per year (2006)
Class 1 (0 – 1,9 hrs per week)	€ 2.652
Class 2 (2 – 3,9 hrs per week)	€ 7.954
Class 3 (4 – 6,9 hrs per week)	€ 14.584
Class 4 (7 – 9,9 hrs per week)	€ 22.538

Table4. Care function EMEA: Activating guidance in day parts, with and without transport

Indication	PB tariff per jaar (2006) transport not included	PB tariff per year (2006) transport included
Class 1 (1 day part)	€ 2.584	€ 2.885
Class 2 (2 day part)	€ 5.167	€ 5.710
Class 3 (3 day part)	€ 7.750	€ 8.565
Class 4 (4 day part)	€ 10.334	€ 11.419
Class 5 (5 day part)	€ 12.918	€ 14.274
Class 6 (6 day part)	€ 15.502	€ 16.587
Class 7 (7 day part)	€ 18.084	€ 19.442
Class 8 (8 day part)	€ 20.668	€ 22.026
Class 9 (9 day part)	€ 23.251	€ 24.608

Table5. Care function EMEA: temporary stay

24 hrs period:	€ 94,00
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The tables mentioned above are coming from the website www.pgb.cvz.nl.

2.7 PB and transport of and to the care farm

Transport costs are only compensated for when a client is indicated (among other things) for supporting or activating guidance in day parts and there is a medical need that the transport costs are compensated for. There is a medical need to compensate for transport costs when a client cannot use the public transport because he cannot travel independently on the basis of medical grounds.

Therefore care including transport has been exclusively intended for clients who have a restriction, who cannot travel independently with the public transport and therefore rely on transport by taxi. In all other cases the PB-holder must pay himself for the transport of and to the care farm. Care including transport therefore has not been meant to bring clients to a care farm because the farm is badly to reach with the public transport. Possibly there is a task here for the care farm. Transport of and to the farm can be incorporated in the care supply; of course a compensation for transport can be asked for.

2.8 PB: Matching expenses are reimbursed

It is not easy for clients to find their way in the crisscross of care providers. For this reason the PB includes a part which can be used to reimburse the expenses which are made at finding the appropriate care. This can be costs which the budget holder makes himself (such

as telephone costs, travel expenses), but this can also be expenses that are made to engage a mediator who is involved to find and organise an adequate care place.

To facilitate the search for a suitable care provider, Per Saldo, an organisation run by and on behalf of personal budget holders, publishes national / provincial 'Support guides'. In these 'Support guides' names and addresses of support organisations and persons who want to work for budget holders, are mentioned. For further information and submitting for this 'Support guide', see www.pgb.nl.

2.9 Further information on PB

More information on PB is to find on the Internet site of Per Saldo, www.pgb.nl.

Per Saldo also made an information package about PB, especially for people who do not know so much about the personal budget yet, but possibly will apply for it. You can download this starter package PB by means of www.pgb.nl. For other relevant addresses concerning PB see enclosure 4.

2.10 Care functions from the EMEA to the Law Social Support

Domestic care

The law social support is applicable for 1st of January 2007. In this new law the municipalities become among other things responsibly for the supply of domestic care. A personal budget for all individual supplies is part of this Law. A personal budget is not only available for domestic care and wheelchairs, but also for individual transport supplies, adaptations to homes, appliances and other supplies. The House of Commons has agreed under these conditions with the new law. The Upper Chamber will treat the Law Social Support before the summer; after treatment in the Upper Chamber the Law Social Support becomes officially effective, by 1st of January 2007.

Supporting guidance and activating guidance

Possibly also supporting and activating guidance are transferred from the EMEA to the Law Social Support. Whether this will happen, is still dependent on the wishes of the government, the House of Commons and of the tests (pilots) that municipalities firstly will do. If these plans continue, this will happen not before 2008.

For further and the last information you can look on www.invoeringwmo.nl, www.pgb.nl, www.minvws.nl

3. Finance out of agriculture

3.1 Income out of agricultural production

In many cases agricultural production will decrease when extra time and energy is put in a care branch on the farm. In some cases, depending on the target group and the type of agricultural production, perhaps some extra income from the agricultural production might be obtained.

This contribution should however not be over-estimated. What the proportion between agriculture and care finally will be differs strongly per farm. The aim is that in the end an economical healthy farm arises.

An important additional advantage of a care sector on the farm is that this is often more easily to combine with a family then a job away from the farm. Thus the presence of an extra family member on the farm can compensate the (possible) lower income.

3.2 Subsidies on rural development and innovation

Rural development programmes (RDP)

Care farms fit really well in rural development policy. Within the framework of RDP, rural development plans, projects in which among others the development of care farms are stimulated actively, are set up. The rural development plans are developed by the Member States of the EU at national level within the requirements of European policy in the field of rural development. The coordination of the implementation of RDP the Netherlands is carried out by the control office RDP. By means of the Internet site www.regiebureau-pop.nl all kinds of information is given concerning RDP the Netherlands, among which regulations of the Ministry of Agriculture, Nature and Food Quality and provincial programme in the framework of which subsidies and projects can be requested.

RDP 2000-2006 has been developed in the Netherlands by the National government in association with the Provincial Governments. Further information on agriculture and rural development policy is to find in part L of this handbook.

Stimulation of innovations

The Ministry of Agriculture, Nature and Food Quality has been related in several ways (sometimes as financier) at divergent projects, in which innovations are realised. There are projects on all policy fields of the ministry, among which manure, pest management, ecological agriculture, rural development or stimulating innovations for aquaculture (e.g. fish farming). But there are also projects with education and information to increase public support of nature.

Further information is to find on www.minlnv.nl.

3.3 Certificates

On several care farms, among which the 'Vijfprong' at Vorden, one has brought out certificates to individuals in order to obtain land without bank financing. You can see this as a kind of interest-free loan, brought together by (many) individuals. Interesting on this type of financing is that a social network is formed, of people who are involved with the care farm. Certificate holders can possibly return their certificate, where upon new people are asked to take part.

3.4 'Green' finance

A care farm which produces biologically, can qualify for financing by one of the tax 'green funds' in the Netherlands. At this way of financing it concerns mortgages and loans on land, buildings and inventory. Since tax green funds use money of savers and investors on which less interest needs be paid, they can lend money against lower interest than the market interest, to projects which are part of the green tax regulation. Moreover this green financing produces social appreciation for the care farm. This financing method can also be interesting for care institutions to finance their care farm. When one uses natural materials when

renovating or putting up a new building, this possibly can also be financed with 'green' financing. Green financing is only possible if a project has a 'greenness declaration'. The Ministry of Housing, Spatial Planning and Environment grants these declarations. Further information is to find on www.vrom.nl.

Do you want to know whether your project makes a chance on green financing, then you can get in touch with SenterNovem or LNV. LNV assess projects for nature, forestry and landscape, biological agriculture and 'green label' – greenhouses. SenterNovem does the appraisal for projects in the field of sustainable energy, durable house construction and modernisation, cleaning soil pollution, bicycle path infrastructure and other projects which do not fall under of these categories. For further information see laser www.minlnv.nl. Or call 0800 22 333 22) and SenterNovem www.novem.nl.

4. Other sources of finance

4.1 A foundation friends of....

The exploitation of the care farm must be covered of course by care money, but besides that often money is necessary for incidental expenditure, for example the purchase of small inventory, animal necessities, an annual trip. Some care farms raise a special foundation 'friends of care farm....' that collects money to cover this kind of extra expenditure for the care farm. People who to support the care farm, can become 'friend' of the care farm (a kind of membership) and pay an annual contribution. Of the money that is collected, the foundation buys things which they give to the care farm. Often do 'friends' receive annually a newsletter and are they invited for open days of the care farm. For further information on setting up a foundation you can get help at the chamber of commerce (www.kvk.nl) and www.notaris.nl.

4.2 Funds

In the Netherlands there are many (private) funds. Much of these funds make money available for social and renewing activities. Also care farms can appeal to fund money. To be qualified the following criteria apply:

- Legal personality. The applicant must be a legal body. Legal bodies are for example foundations and associations. Commonly social aims are part of their statutes. If the applicant satisfies to the social aims of a fund, an application is in principle possible
- No operating grant. Funds give in general no contributions to the exploitation. However, they contribute for investments and innovative and experimental projects. Contributions to investment within the framework of agriculture and care are for example, related to the construction of an activity space, the purchase of inventory, the planning of a winter workshop or the purchase of tools and machines.
- Personal contribution. Funds generally subsidise a part of the required amount. The applicant himself must contribute a substantial part.
- Submit in advance. Requests must be submitted, before the investment or implementation of the experiment has started. Often must be taken into account that it takes four up to six months before a final decision is made.

A complete overview of funds available in the Netherlands is to find in the fund book or on the funds disk (CD-Rom). For further information see www.verenigingvanfondsen.nl. On www.landbouwzorg.nl some relevant examples of funds are mentioned.

4.3 Sponsors

In some cases local companies or associations can give an extra financial injection to the activities on the farm. Think for example of banks or Rotary clubs. Also for sponsors a good PR and a sound business plan are important.

5. Financial-economical aspects

The financial result of several care farms can differ enormously. The one care farmer will be able to obtain a complete income out of care, whereas it is a side-income for another care farmer. Each care farm is unique. For this reason it is difficult to compare day compensations of participants on several farms. Each farmer needs to make a cost calculation to find out what in his situation is a reasonable compensation.

The basis of this chapter is the concise report 'Future music' made of an investigation which has been conducted in 1999, by Jan Hassink and Ger Trip*. In this research estimates have been made on basis of interviews, of turnovers and costs of the care sector on several types of farms.

5.1 Income out of care

The largest part of the turnovers of the care branch is obtained from the compensation which the farmer receives for the guidance of the participants. There are however also other possibilities.

The compensation for guidance of the participants by the farmer

What kind of compensation is given for guidance differs per farm and depends on several factors such as:

The form for which is chosen:

- The farmer is employed by the institution and receives compensation per hour or per participant.
- The farmer lets its farm to the institution.
- The farmer works independent and institutions or individuals can buy a place on the farm.

The need for guidance of the participants

There is a large variation in the compensation which is paid to the farmer/ farmer's wife for the guidance of participants. The compensation varies of 0 up to 45 euro by participant per day. The one participant asks more care than the other one, as a result of which it is reasonable that the farmer in the first case gets higher compensation than in the second. This will also be visible in the cost calculation.

Care offer

It speaks for itself that someone who offers stay gets a higher compensation than someone who offers day spending. Also the possibility for weekend relief, the wheelchair accessibility of the farm, presence of a rest space, intensity of the guidance or the possibility for treatment are examples which makes that compensations between several care farms differ.

The contribution at the production of the farm by the participants

To value this contribution is difficult. There is a large variation in skills between participants. Generally spoken the contribution to production is highest from participants who have the right skills, when the posture and the tempo are trained and when the same activity must be carried out for longer period. Moreover frequently much guidance is necessary to bring the participants to a certain production. When this is, however, reached, the care objectives must be looked after: is it possible that the care objectives still are reached this way?

* Hassink and Trip. 2000. Report agriculture and care rewards, Financial-economical analysis of several economic types for care farms. PRI Business Unit Agrosysteemkunde Wageningen UR. Wageningen.

Members

Another way to gain extra income is bringing in members. For example a foundation 'friends of care farm...' can be set up or members can be offered the possibility to buy certificates.

5.2 Costs of the care branch

It is not always easy to get a clear picture of all costs that are made for the care branch. Often these costs are interwoven in the agricultural part of the farm, or they are not visible at all, such as the compensation per hour of the care farmer for the guidance and preparation.

Investments

This concerns investments because of the care branch. Think of: canteen (renovation, sanitary, furniture) office furniture, workshop, kitchen, garden, pavement of the yard, stables for hobby animals, tools, working clothes and transport resources.

The investment costs are put under three headings in the cost calculation:

- depreciation costs
- maintenance costs (percentage of the investment amount)
- interest costs

Remuneration costs

There are salary costs if people from outside the farm must be commissioned at the expense of the care farmer, for the guidance of participants. Remuneration costs which are not directly visible, but certainly must be taken along in cost calculation, are the reward of the care farmer. The time which he puts in the guidance of the participants, consultation with involved parties, the needed time to get started and extend the farm, and time he spends on administration, must be compensated for.

Costs concerning the quality improvement of the care farm

- risk inventory & evaluation
- in-house emergency and first-aid service
- professional development (courses, study clubs, literature)
- Advise
- Hall mark quality

General costing

Think of food, gas, water and electricity, telephone costs, travel expenses and administration.

Communication and PR

Think of costs for making a folder or video.

Purchase of material for guidance and housekeeping expenses

Think of working clothes etc.

5.3 Practical information for starting care farmers and future perspective

At many care farms the balance of income and expenditure is lower than necessary. The main reason for this is that there are not sufficient participants yet, whereas the care farmer has already done investments for a larger number of participants. On average the relief of participants on the care farm is cheaper than in other services, such as day activity centres. This is especially because day activity centres have relatively many overheads costs.

Cooperation with organisations and companies in the neighbourhood raises the local basis for the care farm.

- Good negotiation with care institutions concerning the compensation for guidance is important.

Base the compensation on a real cost calculation, in which the time investment of the farmer has been taken along.

- Adjust the scope from the investments on the number of participants for which financing has been regulated.

- Look in a smart way for subsidies. Think of subsidies of the municipality and province (care renewal, rural area renewal, landscape management) or contributions of Rotary clubs, banks, funds et cetera. Addresses of funds: see www.landbouwzorg.nl.

5.4 Cost calculation

At calculating a cost price for the guidance which is offered by the farmer, is it important to include all costs and the required labour time. The table mentioned below is to use as an example for your own cost calculation.

Costs		Year 1	Year 2	Year 3	
<i>Costs concerning</i>					
Depreciation costs		
Maintenance costs		
Interest costs		
<i>Remuneration costs</i>					
Salary costs guidance		
Wages care farmer for guidance		
Wages care farmer for starting up/expenditure		
Wages care farmer for other contacts		
<i>Costs concerning quality improvement</i>					
Professional development		
Advise		
Risk inventory & evaluation		
Hall mark quality		
<i>General costs</i>					
Gas, water, electricity, telephone		
Food and drinks		
Materials for guidance		
PR		
Housekeeping expenses		
Other		
Total costs		
Investment	Amount of investment	Depriciation Years	Amount	Maintenance %	Amount
<i>Canteen</i>					
Renovation	25	1
Sanitary facilities	10	1
Inventory	7	1
<i>Workshop</i>					
Renovation	25	1
Inventory	10	1
<i>Hobby animals</i>					
Animals	5	1
Sheds	10	1
<i>Other</i>					
Transport means	7	5
Work clothes	5	1
Tools	10	1
Other costs	6	1

The care farmer needs to make clear agreements with the care institution concerning the amounts of the compensation. With this is also included who takes care of the transport costs of the participants.

G. Regulations and insurance

1. Information about insurances

This question is asked regularly by starting care farmers. Generally it concerns the liability insurance. Also for the participant and care institution this is an important question. New initiatives ask for new harmonisation of existing frameworks, also in the field of insurances. Below is mentioned what must be taken into account at concluding the insurance of the care farm.

1.1 Several risks and insurances

Liability

At liability it is about damage to third parties and employer liability.

On a regular farm the liability insurance for farms is applicable. This is generally a combined insurance in which both the private liability of the agrarian entrepreneur and of the family members is insured, as well as the liability of the agrarian entrepreneur in his commercial role. The insurance applies to damage which the insured person, as private person or as farmer, has caused to third parties (for example the car of the veterinary surgeon). This insurance also covers damage to third parties caused by animals, for example by cattle that has escaped from a pasture and gone onto public roads. Also damage caused by voluntarily cooperating workers on the farm, for example family members or neighbours, is generally covered by this insurance.

Besides this employer liability needs to be taken into account. When a participant suffers from damage caused by an accident on the farm, generally the farmer is responsible for this. (The participant is, as it happens, considered as an employee). This is called employer liability. It is important that the care farmer can show that all measures have been taken to prevent accidents (for example by means of a course in-house emergency and first-aid service and by means of filling in a risk inventory within the framework of safety, health and welfare legislation, to see G.2).

When a farm has concluded insurance for company liability, then damage as mentioned above (damage to third parties and employer liability) has been covered as far as these have been caused by the entrepreneur himself, by cooperating family members or by people that work for the farmer. If the farmer is going to offer professional care on his farm, then his tasks will be extended. The insurance company can consider this as another professional quality then being a farmer. The liability as being a care provider is in that case not insured on the existing insurance.

The agrarian entrepreneur must therefore always make a note of the care function as a sideline on the insurance policy. This happens also in case of other sidelines on the farm, such as for example a camp-site or a shop. If the care on the farm is the main part of the management, there is no longer talk of care as a sideline. In that case a new insurance for liability must be concluded (not the one for farms, but for example for a service company or a care institution).

Moreover the care institution that places participants on the farm generally has concluded collective liability insurance for clients. Sometimes this insurance does not cover damages which arise during day spending outside the care institution (for example on a care farm). Damage which the participant deals to the farm or to others, is therefore sometimes not been covered by this insurance.

Moreover exclusions can be part of the policy conditions, for example damage that has been caused with a motor vehicle. Also damage to goods which are in use can be, or possibly cannot be part of the collective policy. Goods which are in use are for example machines,

tools, crops, cattle or products that are used within the framework of regular (day spending) activities on the farm.

Sometimes it has been stipulated that the collective insurance of the institute connects secondary on the private liability insurance of the participant himself. In that case it is important to know whether the participant has concluded private liability insurance and if so, what the contents of it are. Generally this insurance covers damage to third parties, caused by the insured person in the quality as private person. Often is damage caused by professional activities (and day spending on a care farm is seen as such) excluded. In that case damage dealt to third parties (for example the car of the veterinary surgeon) or to the care farm itself is not covered by the private insurance of the participant. Also damage caused by motor vehicles and damage to goods which are in (regular) use is often not covered by private liability insurance.

To summarise concerning liability: damage which a participant possibly deals to third parties can be insured by means of the company liability insurance of the care farm (pay attention to also insure the sidelines of care farm!), the collective liability insurance of the institute or the private liability insurance of the participant. It is important to examine with all parties if this damage has been covered indeed.

Damage to care farm

It is more difficult to insure the damage which a participant deals to a care farm itself. Insurers this will generally consider as this as not insurable 'entrepreneur risk'.

Accidents

Moreover it is advisable to conclude (as a service for the participant) a collective accident insurance for the participants, for the time that the participants are present on the farm. Generally travel risk is also co-insured with this. If an accident happens during the activities on the farm, then payment on such insurance will take place. This payment depends on already present policies. If there is no private insurance concluded for the participant, this collective accident insurance can possibly relieve the pain for the participant.

Agricultural machinery

At the insurance policy of agricultural machinery (for example the motor tractor) can eventually be mentioned that participants work on the farm. In most cases this policy does not need to be adapted, because the insurance company assumes that the machines are only used by people who are competent and legally competent for this. In the case of damage the care farmer has to show that this was the case. Damage as a result of injudicious use has not been insured generally. Prevention (for example by means of good key management) is therefore very important.

Legal assistance

The standard legal assistance insurance of agrarian companies must generally be extended in case of sidelines (for example care). On the basis of legal assistance insurance the costs have been insured of legal assistance which results from disputes concerning the entering flow of goods and services on the farm (purchase). This can concern for example a dispute with the care institution which does not comply with its contract. Disputes concerning the going out flow / sale (for example a dispute with the care institution concerning the quality of the provided care) have not been covered. Disputes concerning subsidies and tax have not been insured generally.

Buildings

If there are extra buildings on the care farm (for example a canteen, sanitary supplies), it is advisable to inform the insurance company about this. Sometimes the insured amount must be raised. In some cases it is advisable to adapt also the coverage (generally buildings are

only insured in case of fire or storm). The insurer wants to value in any case the risk on the farm. If good preventive measures have been taken (for example fire prevention) the risk for the insurer is lower and the premium therefore can be also lower. Care farms which offer also living for the participants must communicate this to the insurer. This forms an extra risk.

Company damage

Many farms have gross-profit insurance for income which they miss on in case of for example fire or storm. This insurance has been generally concluded for the agrarian part of the company. For care farms is to consider concluding also insurance for the missed income out of care.

Transport

When a care farm organises the transport of participants against payment (picking up in the morning and bringing in the afternoon) and it concerns a maximum of eight persons, than in most cases ordinary passengers insurance on the policy of the care is sufficient. Condition for this is that the compensation which the care farm gets for this is lower than the costs which are made (maintenance, depreciation, fuels, insurance). It is, however, important to let register on the policy that people are transported regularly on behalf of the care on the farm. Does it concern more than eight people at the same time, then the law Passenger Transport applies. In this case separate liability insurance must be concluded and a number of other conditions must be satisfied. Moreover a driver is always responsible for dead or injury of passengers, unless it is clear that reasonably spoken damage could not be prevented.

1.2 Personal budget

A participant who has bought day spending on the farm in private or by means of a personal budget, can, in case of damage, not fall back on a collective concluded insurance of an institution. There exist however collective regulations for holders of a personal budget. First of all there is the 'damage regulation for budget holders'. If there is damage to (the property of) third parties the 'damage regulation for budget holders' can be claimed. When damage to third parties occurs, a damage form can be requested at the Social Insurance Bank. After this form is handed in, firstly will be checked to what extent its own insurance of the participant covers damage. When this is not the case (and this generally will not be the case) the 'damage regulation for budget holders' becomes effective. For further information one can contact the service centre PB or the Social Insurance Bank, tel. (030) 264 82 00, e-mail servicecentrumpgb@svb.nl. Or by means of the Internet site www.svb.nl. Moreover here too applies that prevention deserves all attention. The farm must have done demonstrable everything to prevent damage or accidents.

Since December 2001 there has been also a collective legal assistance insurance for budget holders on which can be appealed at conflicts between the budget holder and the (individual) employer, in this case the care farmer. The budget holder can, if there is talk of a conflict between budget holder and care provider, communicate this at the service centre PB or the Social Insurance Bank, www.svb.nl.

1.3 Prevention of fire, accidents and theft

To limit risk, prevention is very important. With this can be thought of:

- fire- and theft prevention;
- key management (of buildings and agricultural machinery);
- the implementation of a risk-inventory;
- following of a course in-house emergency and first-aid service.

There is not a certified answer to the question how the insurance on the care farm must be regulated. It is a tailor-made job by situation about which you can discuss best with your insurance agent.

Inspection in, and possibly adaptation of, the policy conditions of care farmer, institution and participant are necessary to coordinate insurance as well as possible and insure risk wherever possible.

1.4 Insurance package for care farmers

Since November 2002 there is an insurance package, which has been coordinated on the specific situation of care farms. Further information can be obtained at insurance company Interpolis, at the association of care farmers or the national support centre agriculture & care.

2. Information about the Law concerning Labour-circumstances

The Law concerning Labour-circumstances regulates that is taken care for good working conditions in companies in the Netherlands. Not only for companies with fixed staff in service, but also for agrarian companies where incidentally seasonal workers, farm-service workers, family members, trainees, participants or agricultural contractors work.

The entrepreneur is responsible for good working conditions in the company. Formally on every company where is talk of an authority proportion, the Law concerning Labour-circumstances applies. Moreover the entrepreneur is, according to the Civil Code, in more general sense responsible for the security of third parties in his company.

In practice a large majority of the farms has therefore to deal with this law. That certainly also applies to care farms.

2.1 Risk- Inventory and Evaluation (RI&E)

Every sector has a Service concerning Labour-circumstances which has to see to it that legal obligations of working conditions are met.

The Service concerning Labour-circumstances recommends and supports the employer in his policy concerning prevention and staff absence. The core functions of a Service concerning Labour-circumstances are:

- to examine the Risk- Inventory and Evaluation and give advise how to approach improvement (in an action plan);
- staff absence guidance and control;
- carry out of PAGO (regular health checks for employees)
- to organise contact hours (for employees).

According to the Law concerning Labour-circumstances every company must map, within the framework of preventive care for Labour circumstances, the dangers for safety, health and well-being in writing. This can be done by means of risk inventory and evaluation lists (RI&E) that are developed for several sectors by the Services concerning Labour-circumstances. In principle the employer is obliged to carry out the RI&E himself. It is allowed that he is supported by experts, or contracts the implementation of the RI&E to experts.

On the basis of the filled in lists the Service concerning Labour-circumstances can carry out a test on the company and do recommendations for improvements of working conditions.

The Service concerning Labour-circumstances reviews if the implementation of the RI&E is entirely and reliable and if all sticking points have been incorporated in the action plan. If the implementation of the RI&E fails, then the Service concerning Labour-circumstances gives additional recommendations.

To most companies an obligatory participation to this test applies. Exceptions are those companies where only on very restrictive scale is made use of external labour (not labour of the entrepreneur himself). For these companies the test does not oblige, but filling in the Risk Inventory and Evaluation list and establishing an action plan is obliged. When there is no RI&E in the company and an inspection by the Labour Inspectorate takes place, a fine will follow. On top of this, fines can be given for possible unsafe working conditions in the company.

The Service concerning Labour-circumstances can offer support at improving working conditions on the company. However, the entrepreneur himself is responsible and also will have to take the initiative for improving working conditions.

By 1st of January 2004 the role of the Service concerning Labour-circumstances has diminished to a reviewing role (concerning safety, health and welfare legislation for staff absence legislation nothing has changed). This is a result of European legislation. The employer is now free to engage expert support elsewhere (frequently against lower costs). Advisory companies offer frequently expert and extensive support.

Further information is to find on:

www.arbo.nl

www.rie.nl

www.minszw.nl

2.2 RI&E for care farms

In the sector agriculture and care supervision of working conditions has been all the more important seen the presence of relatively vulnerable target groups on the farm. Under authority of the national support centre agriculture & care a specific RI&E for care farms has been developed. This RI&E can be applied for at the national support centre.

2.3 In-house emergency and first-aid service

The Law concerning Labour-circumstances obliges the entrepreneur also to organise in-house emergency and first-aid service on the company well. The entrepreneur is not only responsible for the security of itself and his family but also for the security of visitors and subcontractors.

It is necessary to know how there must be acted at calamities as a fire or when ones come in touch with toxic substances. Several organisations and schools offer in-house emergency and first-aid courses. It deserves recommendation to follow an in-house emergency course which trains for a certified diploma (NIBHV).

PLEASE NOTE: Following the basis course in-house emergency is not sufficient. The Law concerning Labour-circumstances requires that training has been coordinated on the accident dangers within the company like in the RI&E has been indicated. This implies that one only can follow an in-house emergency course if a RI&E has been carried out and the accident dangers have been mapped. This has consequences on the duration of the course (basis course + applications and the frequency of recurrence lessons).

2.4 Labour Inspectorate

The Labour Inspectorate is part of the Ministry of Social Affairs and Employment and its task is to care that employers and employees stick to the laws and rules in the field of labour. The inspection checks the compliance of this by means of inspections in companies and institutions. Important laws in the field of labour are among others the Law concerning Labour-circumstances 1998, the Law Labour Foreigners and the Law Labour Times. Also the Labour Inspectorate examines serious industrial accidents, complaints and tips which are related to the legal regulations which are maintained by the Labour Inspectorate. Beside the inspections the Labour Inspectorate conducts monitor investigation at companies and institutions to examine how the policy in practice works.

Finally, tasks of the Labour Inspectorate are to certify the Collective Labour Agreements as commonly binding and to grant licenses and dispensations.

The Labour Inspectorate has a head office in The Hague and regionally established offices in Groningen, Amsterdam, Utrecht, Rotterdam, Arnhem and Roermond.

For further information on the Labour Inspectorate, its roles and powers see

www.arbeidsinspectie.szw.nl.

3. Information about the inspection for the Healthcare

The inspection for the healthcare forms with the Commodity Inspection Department and VROM-Inspection (Inspection Department of the ministry of Housing, Spatial Planning and Environment) the State supervision. The State supervision is an independent component of the Ministry of Health, Welfare and Sport. The inspections for the healthcare and the Commodity Inspection Department are part of the Ministry of Health, Welfare and Sport, the VROM-inspection is part of the ministry of Housing, Spatial Planning and Environment), an independent position.

The Inspection for the healthcare has been built from one central office and four work areas, in which are seven regional offices. The Inspection for the healthcare is led by the Inspector-General for the Health care. The central office is in The Hague.

The tasks of the inspection for the healthcare are to subdivide in an enforcement task and an advice task.

Enforcement task

The enforcement task concerns supervision and detection.

Supervision

The supervision of the inspection on the healthcare is related to the quality of the provided care. Institutions belong to provide justified and safe care. To get insight in the level of the provided care and in the guarantees for good quality, inspections are performed. Three supervision forms are to distinguish: general supervision, interventions or crisis supervision and thematic supervision. If the supervision aims at getting insight in the guarantees for qualitatively justified care, then is chosen for general supervision.

Interventions or crisis supervision is the type of supervision in case of large problems or calamities. Thorough investigation will then be necessary both to the causes of the problem, and to the consequences of it on quality of the care and the possibilities to prevent for recurrence of an incident. Thematic supervision takes place with the intention to get national insight on the impact of government policy or specific sticking points in the care.

Detection

Only in case of real violation of the law, the Inspection for the healthcare will proceed to detect operations within the framework of the criminal law. Then there needs to be 'a reasonable presumption of a punishable offence'.

Advice task

A second core function of the State supervision is the advice to central and local government concerning public health matters. Because the inspection enforces the legislation, she is well informed of what takes place in the health care. This information is important for the policy development and must for this reason be available for the policy makers. This is the so called 'eyes and ear function' of the inspection. The inspection recommends both asked and unasked concerning a lot of aspects of the public health. The recommendations that are not asked for can be a result from purposive study at shortcomings in the care. They can also be based on indicators or recent developments which influence the care in negative or positive sense. The requested recommendations have been generally meant to review planned policy or to evaluate current policy.

Care farms can be in touch with the Inspection for the healthcare both within the framework of the enforcement task and the advice task. The inspectors have, to be able to carry out their tasks, a number of general powers which are incorporated in the Health law. Examples of this are the power to enter a building, to trace punishable offences and to conduct investigation. In practice an inspector will announce a planned visit to a care institution in advance. Further information on the Inspection for the health care you can find on www.igz.nl

4. Care farms and spatial planning

A care farm must take into account the spatial planning policy of the government. In most of the present zoning plans nothing has been regulated for care farms. That implies that initiators do not know what they have to take into account and that also municipality civil servants have no clear handle on how this subject must be dealt with. However, there is a general positive tendency perceptible in the development possibilities in rural areas. In this chapter the relation between care and the law spatial planning and the law environmental protection is discussed.

It is not to indicate decisively how must be acted in the field of spatial planning when one starts a care farm. This depends of the contents of the zoning plan, the situation on and of the farm and on the benevolence of the municipality. With this it can also play a role whether the care takes place in an already existing building or that a new building must be set up for care. Also the objective and the nature of the care on the farm can be of overriding importance. There is a big difference in care that aims on working on the farm and care that is not aimed at working on the farm. There is also a big difference in care that is offered as day spending and care that also includes living on the farm.

4.1 Spatial planning and Environment management

In the Netherlands several laws are important for realising care on a farm. The two most important laws are:

- Law on Spatial Planning (SP);
- Law Environment Management (EM).

Both laws have several connected regulations which also have their influence on the process. In this chapter the attention goes to these two laws. If necessary, other laws and legislation is referred to.

The National government and the provincial governments stipulate roughly what is allowed in the rural areas and what not. The EM is entirely stipulated at national level. The SP has several layers. National government stipulates the large frame, the provincial governments give an overall interpretation of the frame and within these rough lines each municipality stipulates how this is filled in. The higher legislation stipulates the policy ceiling for the lower legislation. The municipality sets down her interpretation of the policy in a zoning plan and in this zoning plan binding regulations are incorporated. Municipalities are been obliged to make a zoning plan for rural areas. For areas within the built-up area this is not compulsory. Within the procedure for drawing up this zoning plan also an environment assessment takes place.

4.2 Zoning plan

Within the framework of the Law on spatial planning the municipality is obliged to make a zoning plan for rural areas. In such a zoning plan it has been indicated in which way the area and the buildings can be used and what the construction possibilities are. Generally spoken farms have an agrarian construction plot. With that has been defined that buildings on this agrarian construction plot can be used for agrarian management. This also applies for new construction work and of course also for the use of all (farm) area. When a plot is planned for agrarian use, only the agrarian entrepreneur is allowed to live there, no others. Furthermore in the zoning plan is stated how much of the plot can be used for buildings.

Formally spoken, the agrarian use often does not give possibilities for providing care on the farm, as this is not an agricultural activity. Therefore an adaptation of the use within the zoning plan will be in general necessary. In newer zoning plans there is often more space for none agricultural activities within the agrarian use.

It is advisable that everyone whom has plans for setting up a care farm, checks whether this fits within the frame of the zoning plan. Keep in mind that planning procedures are time-consuming!

4.3 Law environment management

In this law the impact of activity is reviewed to their impact on the surroundings in the broad sense of the word. The other way around, developments in the surroundings are reviewed to the present companies. In the environment licenses nothing has been incorporated for care on the farm. An adaptation will be thus necessary.

The most important question in this respect is which impact care has on the appraisal of the own company and farms in the neighbourhood within the framework of to this related regulations concerning stench. In the current legislation care is not explicitly mentioned. This is in contrast to for example camping on the farm. The question at appraisal is therefore if the functions are contrary with the agrarian functioning. The answer of that question is dependent on nature and scope. We will get back to that later. To get things right for its own environment license, one can work with a report ex Article 8.19 Law environment management. It can be that a municipality does not agree with that because the number of transport movements of and to the farm increases.

In the most far-reaching case an adaptation of the environment license can be asked, depending on the municipality and the position of the farm. For farms which now fall under an 'administrative regulation dairy', a report ex Article 8.19 cannot be applied. This means a new report in within the framework of the 'administrative regulation dairy' must be done. Because a new activity is added, the municipality can in this case request an application for environment license.

4.4 Links

The municipality has to review the spatial developments within the zoning plan to the Law environment management. There are direct links between the Law environment management and the Law on Spatial Planning. By means of this links it is prohibited to set up a building and/or to use the building as the environment license does not allow that. Reviewing to both Laws must happen thus at the same time, so no time is lost in that respect.

4.5 Nature and scope of the care farm

There can be large differences in nature and scope of the care. Nature and scope stipulate the admissibility of the functions on the farm to a large degree.

Main point for a realisable plan belongs to be, that care on the farm is a substantial part and that there exists a fixed link between the care and the functioning of the farm. A comparison can be drawn with camping on the farm. That implies then that by having a care function, the classification with respect to the surroundings does not change. Infomil, the telephone information service of the ministry of VROM, has confirmed this, assuming that care is a component.

In all cases a careful plan description is a must. In this also the consistency between care and the agricultural activities must be clearly defined.

Furthermore must be taken into account that the plans need to be tested on a number of policy and technical aspects such as:

- position;
- traffic movements;
- sound (nuisance) provisions;
- technical/building requirements;
- (re) construction licenses;
- sewerage.

It is recommended to prevent that you become entangled in all this legislation. You can therefore, before the consultation with the municipality and the concrete procedures, ask advice at an independent and expert consultant in the field of spatial planning and environment management. He or she can you, on this field, also support you at the realisation of your plans.

A care farm is generally situated in the rural area. There are several possible situations:

1. The farm continues to function;
2. The farm stops;
3. Interpretation is given to an empty location;
4. Everything is build up new.

These four options are in itself to subdivide in several types of care:

- a) care farm with day spending;
- b) care farm with stay, weekend relief and holiday-relief.;
- c) care farm with residential stay.

1a. care farm with day spending

Generally such a care farm will be considered as acceptable. The participants cooperate on the farm and the day spending activities demand few investments. Generally a canteen is, however, needed. A canteen can often be made in an existing building. The moment there is talk of building activities that need a construction license, delays will possibly arise. The question, at the appraisal of a necessary construction license, is to what extent is built for the agrarian management and whether this is appropriate within the framework of the zoning plan and the environment license. This point is certainly debatable and appraisal will differ per municipality. A main point of discussion will be whether the labour is productive for the farm or for the care. In the first case it will not be a problem, in the second case it can be a problem. A procedure for the realisation of the care farm can be the consequence. Which procedure that is, is reflected in the flow diagram.

In the newer zoning plans there is often sufficient space to organise this by law or with an exemption procedure (Article 15 Law on Spatial Planning).

1b. care farm with stay, weekend relief and holiday-relief

In principle there is little difference between this option and the previous. The substantial difference is the overnight stay of participants. As long as that can be realised within the house, for example in the form of extra sleeping rooms, the problems will not differ of those of 1a. Of course a construction license is needed when extra cubic meters are necessary to realise the rooms for stay. Also for this procedures apply.

1c. care farm with residential stay

This option differs substantially of the previous two. With this, an extra house / living space will be needed. In principle with this extra living space will be reviewed whether this is necessary for management and supervision of the farm. Soon the conclusion can be drawn that this is not the case. The occupant is not able to keep supervision independently. To solve this, an exemption procedure (Article 19.1 Law Spatial Planning) is necessary or even a plan revision. For further information on living on the farm, see part I of this handbook.

The situations mentioned at 2, 3 and 4 differ to such an extent from 1, that another policy approach is appropriate.

Situation 2 falls under the policy of 'Farm locations that become available'. With this is being reviewed whether the new function is appropriate within the policy that counts for that location.

A zoning plan revision will be necessary to realise the new function. Newer zoning plans have in general more facilities to regulate modification within the zoning plan (Article 11 Law on SP).

Situation 3 falls under the policy for rural area renewal. Empty and with deterioration threatened locations can with a new functional interpretation give an impulse in a certain area. The necessary procedures will not differ much of situation 2, because it will be often a location where a farm has stopped.

Situation 4 is similar with 3, but the question whether the new function will fit within the spatial planning policy, the environment and the landscape has to be answered. Building an entire new location because of none agricultural function in rural areas will not often happen.

In practice appears that these questions are handled in different ways. In some cases a (written) request proves to result in answers like 'it is not possible'. In other cases the answer is 'we want to, but don't know how yet' and in other cases: 'we want but are not allowed because of provincial regulations'.

The necessary procedures are discussed later. The most important question is whether the municipality wants to cooperate or not, 'when one wants, one finds a way'. Next is the question in what way it is worked out.

4.6 Procedures

Once the choice for the start of a project has been made, the first question which must be asked is: 'does the municipality wants to cooperate in my project?' An old saying applies here: nothing is impossible for them who want!

To be able to find out whether the good will is there, first a consultation must be started with the civil servants of your municipality and possibly also with political representatives. If the civil servants are of good will, often politicians come along. If one doesn't want to cooperate from civilian point of view, it is possible that politicians can start up civilian cooperation. The good will can also depend on the space in provincial policy at that moment. For the moment we go from the point that there is space in provincial policy, and not to make things more complicated.

The flow diagram (end of this paragraph) indicates the ways which must be walked on to realise an initiative. Explanation of spatial planning –procedures are desirable to make clear what is relevant and which advantages and disadvantages are part of a procedure.

In the flow diagram the following articles of the Law SP are mentioned:

- art. 10 (zoning plan revision);
- art. 11 (zoning plan modification);
- art. 15 (exemption within the plan itself);
- art. 19 (independent project /exemption procedure).

Article 10 of the Law SP is a policy revision of the zoning plan. This means that the zoning plan does not facilitate the desired development and that policy for the zoning plan area is reconsidered. The municipality council has the authority to reconsider zoning plans. The duration of this procedure is between 2 and 3 years.

Article 11 of the Law SP gives a possibility for modification within the Law. This has been delegated by the council to municipal executives. The zoning plan facilitates already alternative functions for available agrarian buildings. It differs by municipality what the possibilities are. A modification procedure is generally applied when the existing function is no longer exercised. For example when a farm stops with its farming activities, the agrarian construction plot can be taken away which offers possibilities for other functions. The duration of this procedure is between 6 and 8 months.

Article 15 of the Law SP offers the possibility of taking on an exemption for subordinate components. This can be functions, activities or buildings. The activity for which exemption is

granted needs to be defined in the zoning plan. Municipal executives can grant this exemption. The duration of this procedure is between 6 and 8 weeks.

Article 19 paragraph 1 of the Law SP is an independent project procedure where exemption is granted of the zoning plan. The policy is not modified, but once is deviated from the zoning plan. Deviation can only take place when it is built on good (spatial) arguments. To use this possibility without too much extra procedures, the zoning plan needs to be not older than 10 years. The duration of this procedure varies from 8 to 10 months and depends on the age of the zoning plan.

It is important in this type of situations where several decisions are necessary for a project, to coordinate all actions. Procedures can be prepared simultaneously so one does not have to wait for the result of each procedure separately. It is very important to have good contacts with the municipality.

I did not translate the really detailed, technical and complicated information of these procedures. Let me know if you are interested in it, ok?

Environment license

In the flow diagram you see also the test and/or modification of the environment license. For this also a procedure needs to be followed, if appears that the activity is not appropriate within the granted license. The duration depends on the type of company and the associated legislation.

In principle the municipality got 6 months to decide on an application environment license. In practice there are no possibilities to enforce this, if a municipality does not satisfy to this. A report within the framework of the implementing regulation is a faster way.

Choice of procedure

The municipality will, related to the difficulty of the situation and the possibilities within the applying zoning plan, make a choice which procedure she wants to apply. On this you can exert little influence. Political pressure can play a role in this. In such a case approaching the political parties is an option.

The possibilities to choose are among other things stipulated by the possibilities within the applying zoning plan. In general it is important when zoning plans are realized attention is given to this subject. A good flexibility regulation, this means good exemptions and amending provisions, are very important. With this can, in a later stage, procedures in individual situations become simplified considerably. In existing individual situations one has been designated on the possibilities in the zoning plan.

4.7 Delay because of legal protection

Take into account that procedures can always be slowed down by citizens who make use of the possibilities of legal protection. Consultation in an early stage with interested parties can in some cases prevent that use is made of 'objection-procedures'. This will not be however in all cases sufficient.

Practice gives at this moment a very several picture of the way in which renewing initiatives are handled in respect of spatial planning.

It deserves recommendation to, in consultation with the municipality, realise your plans within the existing agrarian zoning plan. A first response of the municipality as: 'it is not possible' must thereby critically be examined. An exemption procedure seems no problem, especially if there are possibilities within the plan.

A zoning plan modification reaches too far, assuming that the agrarian company continues to exist. Moreover it will be difficult to find an appropriate new function.

All initiatives will have to start with a good consultation with the municipality. On the basis of that conversation a formal and founded written request can be appealed.

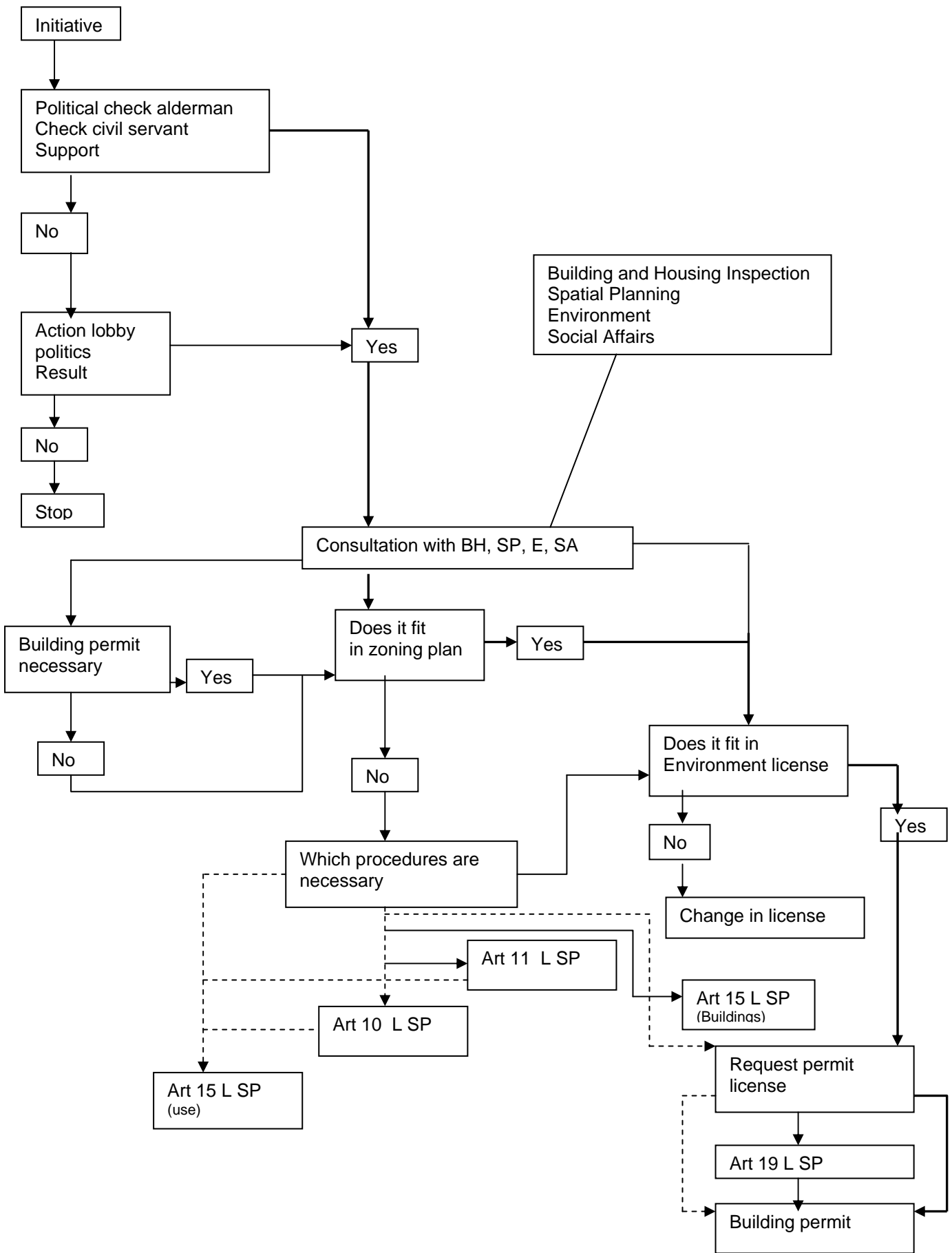
4.8 Memorandum 'space'

The new memorandum 'space' will have serious consequences on spatial planning. It is striking that the aspect agriculture and care is not laid down literally in this memorandum. Part 4 (text after parliamentary approval) contains a passage concerning exploitation of existing buildings and possibilities to build new buildings.

This passage sounds as follows: buildings that become available can be changed for living or small-scale activity. It can concern activities that are allied to the function of the rural area, like for example recreation companies. Moreover establishment possibilities can be offered to activities that have direct relation to the rural area, such as galleries, child nurseries or architectural firms. Available space can also be used for volunteer aid'.

The most important conclusion is that the National government asks the provincial governments to make a spatial framework for building in the rural area. This is done because National government wants to stimulate reuse of available buildings.

Given the above text can be concluded that National government is proponent of a justified reuse of available buildings. At the called examples, care is not mentioned literally, but if the nature of a care activity is (in spatial respect) compared with one of the aforementioned activities like for example child nurseries, than this is almost the same and can be concluded that the memorandum 'space' does not contain concrete obstructions for the developments of agriculture and care. The provincial frameworks in the regional plans and the zoning plans will play an important role.



6. Information about Value Added Tax

6.1 Exemption VAT for care farms

Care farms have been exempted as of 1st of January 2002 from paying Value Added Tax for their care performances. For that time care farms had to pay 19% VAT concerning the compensation which they received for the relief of clients. By 1st of January 2002 this has changed. The VAT-exemption for care farms has been established in the law on the VAT 1968.

To who and what does the exemption apply?

1. The exemption applies only to agrarian companies (farmers, stock breeders, horticulture, and forestry) that combine agrarian production with care.
2. The exemption applies only on the care services of these companies, existing from 'providing day spending, labour training or day relief'. To all other production on the company (agriculture production, mini camp-site et cetera) old VAT regime continues to apply (possibly with application of the agriculture regulation).
3. Condition is that the farm has a written agreement with:
 - an EMEA-admitted institution (an care institution for intellectual or physically disabled people, elderly or mental health care) and/or
 - an institution on area of socially and social work (for example municipality or agency that pays social benefits and/or
 - someone who has a personal budget on the basis of the EMEA, which he/she (also) uses to buy care on the farm.

Care farms can only get the exemption if they satisfy the points 1, 2 and 3.

Also care farms which have an EMEA-admission themselves, need to apply for a VAT-exemption concerning their care performances at the Tax and Customs Administration.

Consequences

The exemption has the following consequences for care farms.

1. Administration.

The exemption is related only to the care services on the farm. This means that care farms in their administration must closely separate the income and expenditure for the care of the remaining income and expenditure for the farm. The Tax and Customs Administration must be able to check if the exemption has been applied, however, correctly.

2. Contact with the Tax and Customs Administration.

The more so if you doubt if the farm meets, however, the conditions, it advisable that you (or by means of your accountant) make contact with the regional Tax and Customs Administration entity. This is to prevent misunderstandings afterwards.

3. Recalculation cost price.

Because of the VAT-exemption care farms don't have to pay 19% concerning the compensation which they receive for their care services. On the other hand, care farms can't claim the 19% VAT concerning the expenditure that is done because of care activities. Therefore farms have to calculate their cost price again.

Since the labour time of the farmer/farmer's wife is the largest component at most of the care farms, the cost increase will remain generally limited. All in all, the most care farms will become cheaper for their participants.

The VAT-exemption for care farms is a very positive development for the sector.

At first because care on a care farm becomes cheaper for the consumer (participant) and the market position of care farms therefore becomes more favourable, and secondly because the National government shows that she takes care on care farms seriously and wants to stimulate this.

When you have questions concerning the modifications in the VAT-regulation, you can contact the National support centre agriculture & care. For general questions you can contact the Tax and Customs Administration for entrepreneurs. For more specific questions you can get in touch with the Tax and Customs Administration entity in your own region.

6.2 Care farms that don't get VAT-exemption

For care farms which don't get VAT-exemption, for example because they are no agrarian company, exist nevertheless sometimes the possibility of getting exemption. This exemption must every company request for at its own Tax and Customs Administration.

Solution 1. Request for exemption by means of Article 11, paragraph f of the law VAT

On basis of Article 11, paragraph f of the law VAT-exemption can be granted for 'supplies and services of a social or cultural nature, provided that the entrepreneur does not aim for profit and there will be no serious distortion of competition with respect to entrepreneurs that aim for profit'.

In appendix B of the implementation decree VAT, part b, a list of institutions which perform exempted performances of a social or cultural nature, has been laid down. The care performances of care farms can be put to this list. Arguments which can be invoked are:

Social or cultural character

The care services of the care farm can be seen as services of a social or cultural nature, because it is especially about looking after and guidance of persons who (not yet) cannot work independently. In that sense the care services of the care farm are to compare with the services that are VAT-exempted of day relief centres for disabled persons, psychiatric institutions, institutions for elderly, institutions for ambulatory mental health care and institutions for youth assistance.

In other words: the care services of the care farm have no economic aim, but a much more a social function. The compensation which the care farmers get for this has therefore the character of a cost compensation that is not charged with VAT.

No aim for profit

At the care branch of a care farm there is no talk is of an aim for profit. The compensation which the care farmers receive for the care and/or guidance is generally between 15 and the 45 euro by person per day (dependent of the care question of the concerning person).

This compensation is a minimum in proportion to the costs which the farmer must make and the time investment which he does: costs for meals/coffee and working clothes for the participants, (adapted) tools, insurance of the participants et cetera. Investments which are necessary to make the farm suitable for care activities, for example a canteen and sanitary supplies, the organisation of unprofitable activities to be able to supply enough diversity in activities (for example a kitchen garden). Time investment in the daily guidance of the participants, administrative tasks coherent with the care (for example keeping the care files of the participants), consultation with the institution and/or the family of the participants, taking part in education activities and activities within the framework of the quality system care farms.

Perhaps unnecessarily: the work performances of the participants have generally a very restrictive economic value, certainly when this is compared with the time which the farmer has to bring in to get the people to these performances.

No serious distortion of competition

By putting care and guidance on care farms under exemption of VAT, there will be no serious distortion of competition, because in the current situation there are no entrepreneurs who offer the same services with an aim for profit. Other suppliers are care institutions and these have been already exempted from paying VAT.

Solution 2. Exemption on basis of Article 11, paragraph c of the law VAT

When the care farm offers care and guidance to persons who live in an institution, exemption can be granted on basis of Article 11 paragraph c of the law VAT. On many care farms is looked after persons who stay in EMEA admitted institutions, and who come to the farm only for day relief, day spending or labour training. (For example who live in an intramural institution for intellectual disabled people or in a psychiatric hospital). In these cases we regard Article 11 paragraph c applicable, irrespective whether the care takes place within or outside an institution as described in the law. Here too applies that there is no talk of an aim for profit or serious distortion of competition.

Solution 3. Exemption on basis of Article 11, paragraph o of the law VAT

For care farms which address specifically on education and training of people with a restriction with the aim that they can work more or less as skilled workers, exemption can be granted on basis of Article 11, paragraph o of the law VAT.

These services can be seen as education activities, on which this Article applies. Here also applies that there is no talk of an aim for profit or serious distortion of competition.

For all clarity: only the care services of the care farm can be exempted from VAT. To the agrarian part of the exploitation (the turnover of the agrarian branch) the regular VAT-regime continues to apply.

H. Quality

1. Quality requirements in the care

1.1 Quality requirements in the care

Every farm which provides (paid) care to people has to give attention to the quality of that care. The 'Quality act care institutions' became effective in 1996. It is a broad law which makes a number of demands to care institutions, but thereby also leaves much space to the institutions to set up and develop a quality policy.

The law includes four important quality requirements.

1. Provide responsible care

- Care that matches the real question of participants;
- Care at a good level;
- Effective (it does reach the aim);
- Efficient (efficient use of time and finances).

2. Pursue a conscious care policy

- Take care for a clear division of tasks and appointments;
- Take care for capable staff;
- Take care for education;
- Tools needs to be good and safe;
- Good mutual communication (and therefore skills) has been required;
- Organise mental care when care of more than 24 hours is provided.

3. Set up a quality system

- Good care is provided on basis of confidence. That grows by willingness to learn of shortcomings which one encounters in practice, and by transparent policy. A quality system gives handles to this end.

4. Publish annually a quality report

- A regular report gives insight in the quality policy, the strong and weak points, the actions and improvements. This report forms a good instrument for the marketing policy.

2. Quality assurance care farms

With the increase of the number of care farms there is also an increasing need for a system which makes the quality of care on a care farm visible and measurable.

A quality guarantee has been developed especially for care farms. This is done because quality systems from the care don't make the specific qualities and appreciations of the care farm visible. The Quality assurance care farms can support care farmers at making visible what they have to offer concerning guidance and care on their farm. The participant and the care partner can then stipulate whether the offer is appropriate at their aims and wishes.

2.1 How does Quality assurance care farms work?

The quality assurance exists from three steps.

Step 1: Request

The care farmer requests for the workbook quality system care farms version 3.0 at the National support centre agriculture & care. This workbook can be downloaded from the Internet site www.landbouwzorg.nl. It is also possible to order a paper version at the support centre. Moreover the Quality system care farms is available on CD-Rom.

Step 2: Evaluation certificate

The care farmer fills in his quality system, possibly with the help of a consultant or study club. The conditions which he must satisfy to become registered have been set out in the Quality system care farms. When the evaluation makes clear that on paper all conditions are visibly met, then official registration follows. Everyone who wants remain registered sends annually a report to the support centre. In this report must be described what has changed in the management and which improvements have been carried out.

Step 3: Quality hallmark

After one year the care farmer can invite by means of the support centre an independent auditor. He or she visits the farm and reviews if the quality system is effectively operational. At a positive result the hallmark is granted. This test, the audit, must be carried out once in every three years

2.2 Advantages for the care farmer

- With the Quality assurance care farms the total offer of the care farm becomes clear. The care farmer can make clear to participants and institutions what his farm has to offer;
- It is easier to obtain EMEA-admission as a care farm;
- The hallmark underlines the positive image of the care farm. By making the quality visible, the care farm profiles itself as a spot where care and guidance of good quality are provided. This is important both for an individual care farmer and also for the entire branch of agriculture and care;
- By working with Quality assurance the care farmer can map the strong and weak points.

2.3 Advantages for participants and care partners

When a care farm has the quality hallmark, participants and care partners know clearly with who they make appointments. A care farm with the hallmark offers:

- Skilled guidance;
- A safe workplace;
- Clear appointments;
- Personal development and well-being for the participants.

2.4 Prices 2006

- Workbook quality system care farms
- Without book € 19.50
- With book € 22.00
- CD-Rom Workbook quality system care farms € 10.00
- Written evaluation € 70.00
- Annual lengthening € 20.00
- External audit, once every three years € 200.00

3. Workbook Quality system care farms

3.1 Aims of the workbook

- The care farmer makes visible how the care farm looks like, which activities participants can carry out, who looks after the guidance and what can be expected of the guidance. This is important for participants and care partners to be able to match supply and demand.
- The care farmer shows that the agreed standards of safety, treatment of the participant and involvement at the participant, are met. This is important to show participants, parents, institutions and financiers that the care and guidance have sufficient quality.
- Working with a quality system can help the care farmer, participant and care institution to reach clear appointments with each other.

3.2 Content of the workbook

The workbook exists of a list with subjects at which the care farmer must describe how these are realised by him. In a number of cases also the standards which must be satisfied, have been indicated. A number of points of interest are recommended to incorporate these in the quality system:

1. Profile of the care farm

Points of interest:

- The agricultural farm type;
- The target group(s) (*of participants*), number of participants and occupation on a weekly basis;
- The aim(s) with which participants come to the farm (e.g. day spending, work training).
- The work and activities on the farm that participants can carry out.
- Facilities and safety on and around the farm.
- The accessibility of the farm and transport of the participants.
- The offer for the participants.
- Specific characteristics / surplus value of your care farm.

Conditions:

- There is ongoing attention to the physical safety of the participant;
- A risk inventory has taken place and on improvements is worked;
- Rules and regulations concerning the Law labour circumstances are met and appointments concerning the use of machines, tools and equipment are made.

2. Profile of the care farmer and the guide(s)

Points of interest:

- The roles which the care farmer/guide has, with the tasks and responsibilities that go with that;
- Knowledge, experience and personal qualities of the care farmer /guide.

Conditions:

- There is someone on the farm with first aid and/or in-house emergency and first-aid service.

3. Guidance of the participant and keep files

Points of interest:

- The guidance of the participant is respectfully and sound. Thereby is attention for:
- Freedom of choice: everyone has the right to make personal choices.
- Participation: people have control concerning their own life.
- Development: people have the possibility of developing themselves.
- Respect, privacy and safety: people are treated with respect and have an appreciated role in the society.
- Family, friends and social contacts: people belong to a family and a social network.

- Personal support: people get personal support to enlarge the quality of life.
- There is clarity concerning the manner of orientation and introduction;
- The initial interview (how the initial interview is kept, who is involved, what topics are discussed and how becomes clear whether the care farm is a good spot for the participant?);
- The guidance trajectory (individual aims; trial period; activities; guidance; appointments concerning the duration of a trajectory);
- Evaluations (frequency; persons who are involved; subjects which are taken into consideration);
- Moving on of participants: the procedure; the persons and/or institutes that are involved at decisions;
- Keep files and - use;
- Use of medicines.

Conditions:

- There is a personal plan for every participant;
- There is a clear consultation structure and there are evaluation moments, aimed at the interests of the participant;
- When medical treatment is necessary, there is a competent guide.

4. Organisation and policy

Points of interest:

- The continuity of the care farm:
- Continuity of the care (replacement in case of absence of the care farmer/guide, crisis plan)
- Continuity of the agricultural activities (is the farm registered? are the required licenses present, are there connections with a hallmark?)
- Financial-economic continuity (an indication of the costs and surpluses of the care and the agricultural production, contracts or joint operating agreements for financial compensations, the financial-economic perspective)
- Cooperation with third parties (with who is there cooperation, what is the content of the cooperation?);
- Appreciation of the farm by the participants;
- How to deal with aggressive behaviour, sexual harassment and punishable acts.
- Privacy, for yourself and for participants.

Conditions:

- There are house rules and these are known by the participants;
- There is a complaint regulation and this is known by the participants;
- Participants are asked about their satisfaction of the farm;
- Appointments are made about the use of photos video etc of the participant.
- The quality system is actualised at least once a year and there is continuously attention for improvement of quality.
- There is a clear procedure of how to deal with aggressive behaviour, sexual harassment and punishable acts. This is known by all participants.
- There is clarity about insurances and liability.

5. Education and development

Conditions:

- The care farmer/guide works on improvement of expertise and shows in what ways this takes place.

Actions

Conditions:

- Annual actualisation and evaluation of the quality system.
- There is a clear overview of which actions are planned, how and when these are worked out.

4. Hallmark `Quality you show`

The workbook Quality system care farms does offer a handle for an internal quality check. Moreover it is possible to have the quality of the care on the farm tested by an external organisation. This is the third step in the route of Quality assurance care farms. The advantage of such an external test is that an independent party assesses the quality.

Not only this can give a refreshing view on the situation of its own farm, but it also contributes to the image of the sector and it creates clarity and trusts at third parties, such as care institutions, care insurers and patient- and consumer organisations. An EMEA admission also asks for reviewed quality. Moreover the Law concerning Labour circumstances requires that every (agrarian) company carries out a risk inventory.

An officially recognised hallmark is long way to go and possibly too costly for the small-scale branch of care farms. It is however wise to develop the quality assurance further, so that it is recognizable and dovetails the quality assurance elsewhere in the care. The choice has been made to introduce a branch-own hallmark.

I. Living on the farm

1. How do I organise living on a farm?

More and more people with a disability choose for, possibly with their parents, living outside an institute. Then living on a farm is one of the possibilities. Also elderly (who are in need of care) and often those with a strong tie with the rural area gladly want to live (or stay) on a farm. Often they need, to a smaller or larger extent, support or care. There are several ways to organise living on a farm possibly in combination with care.

1.1 To establish a legal body

In practice often a certain legal person is established, in order to organise living on the farm, possibly in combination with care. Generally is chosen for a foundation. A foundation is a legal form in which a certain aim is pursued, for example offering support to disabled people. Advantages of a foundation and other possible forms are described in part E2. For more information you can also contact the Chamber of Commerce or the Tax and Customs Administration for ventures. You can also look on www.notaris.nl or inform at a notary in your neighbourhood.

1.2 Cooperation with a housing corporation

Housing corporations have the social task to grant appropriate housing to people in our society. Especially for people who have lower incomes. For this reason housing corporations can be an interesting cooperation partner for initiators who want to create possibilities for living on a farm, for people who need care. There are local, regionally and national operating corporations. The local corporations have generally better contacts with the municipality/municipalities in their region. The national corporations have sometimes more experience in the field of the combination living with care.

When you go in search for a housing corporation, you will have to examine in an early stage to what extent the corporation:

- has experience with building for people who need care and guidance in their daily life;
- is willing and able to contribute to the construction costs for the future house;
- is willing to take you (organised in foundation or association) seriously as a partner.

Cooperation with a housing corporation often makes financing easier and also obtaining subsidies for living-and-care is often more easy to realise.

When you have made a choice for a corporation, you need to make a programme of requirements together with them. With this the location, subdivision in private and common rooms, application of technological adaptations and finishing touch of the house are also taken along.

There are two possibilities:

1. The housing corporation builds and manages the living unit (on basis of the contract with the initiative group);
2. The housing corporation makes the existing house suitable.

(from: National network of knowledge for disabled care, small-scale living initiatives).

2. Laws and legislation concerning living on the farm

2.1 Spatial planning and environment management

The Law on Spatial Planning and the Law Environment Management have exhaustively been taken into consideration in part G4. In this chapter for this reason only spatial planning and environment management concerning living is discussed.

Spatial planning

A component of the law on spatial planning is the zoning plan (see part G4). This zoning plan frequently is the problem when an initiator wants to realise living space on the farm for clients. How a municipality treats the plan, depends on the contents of the existing zoning plan, the situation on the farm and the benevolence of the municipality.

Living on a functioning farm

For agrarian companies generally an agrarian construction plot has been granted. Thereby has been defined that buildings on this construction plot can be used for the agrarian management. This also applies for new construction work and of course also for the use of all (farm) area. When a plot is planned for agrarian use, only the agrarian entrepreneur is allowed to live there, no others.

An extra living space is for this reason reviewed: is it necessary for management and supervision of the agrarian company that a second living space is built. In case of participants on the farm, already rapidly the conclusion can be drawn that this is not the case. Since the participant is not able to supervise the farm independently. A revision of the zoning plan will therefore be necessary.

Stay on a functioning farm

Stay is just like day spending often more easily to realise than living on the farm. Main point is, however, that care on the farm is a substantial part of the organization and that a fixed link exists between the care and the functioning of the farm. When investments are not necessary, a care farm which offers stay or day spending is generally considered as acceptable. It is a different situation when the spaces for stay cannot be realised within the existing house. Then it is necessary to request for a (re)construction permit.

The question is, at the judgement of the permit, to what extent there is built for the agrarian management and whether it is appropriate within the framework of the zoning plan and the environment license.

Living on a not-functioning farm

When the farm does not continue to function as an agrarian company, this differs to such an extent that another policy approach is appropriate.

- When the farm stops, this falls under the policy of 'Farm locations that become available'.

With this is assessed whether the new function is appropriate within the policy on that location.

- The moment a function is given to an empty location, this falls under the policy for the area renewal. Empty and with deterioration threatened locations can with a new functional interpretation give an impulse in a certain area.

- Building of new buildings is similar with the last mentioned situation, let alone that in this case clearly a heavier assessment must be made: Does the policy on spatial planning, environment and the landscape endure this new function? That will be the main question at such a development. Generally a revision of the zoning plan will be necessary.

Law environment management

On basis of the law environment management an environment license for an agrarian company is granted. That an environment license is granted or expanded is partly stipulated

by the surroundings in which the farm is situated. Starting a combination of living and care on a farm can possibly have an obstructing impact on the management of the own farm and/or of neighbour farms. This among others depends on the distance between the farms and on legislation for farms concerning stench. If the initiative gets a separate particular destination, the neighbour company can be 'locked'. Extending or adaptation of farm- and or commercial activities is no longer possible. The nature of the neighbour farm and the distance between the farms are important with this. When the combination of living and care on the farm is realised by another party than the agrarian entrepreneur (for example housing corporation), this will almost always automatically obstruct the development space of the farm itself, because of a citizen house as a neighbour.

Links and procedures

The municipality must review the spatial developments in the zoning plan to the law environment management. There are direct links between the Law environment management and the Law on Spatial Planning. By means of this links it is prohibited to set up a building and/or to use in case the environment license does not allow that. Depending on the situation a procedure is started, for sure this will be a time consuming route. The flow diagram (part G5) shows which procedures apply in your situation and what these can mean to you.

2.2 Lodging, splitting up a house, an extra house, kangaroo-farm.

Splitting up a house or building an extra house is generally not or limited possible on functioning farms. A condition which is dictated is that the families in the two houses (at splitting up a house also an extra house is created), both must obtain their income from the farm. This is not the case at the realisation of a care farm with a living-function. Besides this many municipalities are not keen on the realisation of more houses (apartments) in the rural area. By means of the new memorandum 'space' provinces and municipalities get more possibilities, however, to cooperate in a positive way in splitting up farms of which the agrarian function has been raised. Lodging offers more possibilities on an actively agrarian company. At lodging a number of conditions must be satisfied: the house can have only one front door (but an indefinite number of backdoors), one staircase up (unless more staircases are necessary regarding the fire security) and the hall must be jointly.

The method of Boekel: exemption for 'living in'.

Although the rules do terribly thwart this, some elderly want to (continue to) live in the rural area. It concerns mainly the elderly who have lived there entire life in the rural area and who have to move now because son or daughter has taken over the farm. On many places people build for this reason illegal houses for their parents on their own area (also called 'living in').

In the province of Brabant, in the village of Boekel, it has been permitted since 2000 that barns, stables and garages on the yard are converted to 'old people houses'.

The municipality gives authorisation for temporary living facilities, the tolerance policy has been legalised. There are, however, somewhat conditions to this construction. There must be talk of a parent-child relationship, the parents must be 55 years or older and after their death/departure everything must be repaired in the old situation, the outbuilding cannot be larger than sixty square meters.

Initially this regulation was not approved by the ministry of VROM, but in April 2003 the ministry of VROM has explored together with the province of North-Brabant which spatial possibilities there are to facilitate the social question for housing for volunteer aid.

Article 19 of the law on spatial planning offers possibilities. That article gives the competence to municipalities to grant under certain conditions exemption of the zoning plan. The conditions which Boekel put to 'living in' served as a basis for a regulation which is now applied by more municipalities.

The foundation 'Living of Seniors on Farms' (foundation LSF) is active to broaden this regulation. Now 'living in' has been only intended for parents or disabled family members. The foundation LSF gladly sees that all patients with EMEA-indication get the possibility to live on a farm by means of 'living in'.

Kangaroo-farm: farms with double living function

At a farm with a double living function facilities such a kitchen and sanitary are separated. Often the farm has been split up also in notary respect, into two described parts. Living on a farm becomes for more people financially possible by splitting up a farm. That can be attractive for friends and families. When because of circumstances one of the owners wants to move, then the other owner can, if desired, continue to live independently. Moreover it is advisable to discuss in advance the expectations from both sides. Does someone at this moment, or as it looks like on a short term, need care? Is there the expectation to play the role of baby sitter on set times? If you can come to an agreement concerning the expectations on forehand, then the chance on disappointments afterwards will become smaller.

Inhabiting a farm with double living function (notary split up) is more without engagement than 'living in'. Also at 'living in' facilities can be separated but the ownership is often with one owner or family. Father and or mother live in with one of the children or a young family lives in with one of the parents.

Another popular term for this type of living is 'living in a kangaroo house'. Generally it is assumed that in a kangaroo house the children give particular attention to the parents. In the modern times the inverse situation will also frequently be the case. Parents give particular attention to the grandchildren

Also for parents which take care themselves for several people with an intellectual or physical handicap a farm with double living function offers chances. Also this applies to care providers who take care for several people with a personal budget (PB).

Further information:

Foundation LSF, info@stichtingwsb.nl, www.stichtingwsb.nl

Farm and Consultancy. info@boerderijenadvies.nl, www.boerderijenadvies.nl.

Knowledge centre live and care, www.kenniscentrumwonenenzorg.nl

2.3 Building standards for the house

There is not an unequivocal answer to the question which building standards must be met. Which rules apply depends among other things on how the construction is financed.

Living facilities combined with care

For intramural care institutions (institutions where people live) the WZV-regime applies. (WVZ=Hospital Provision Act); within this regime standards for housing have been determined by the College Construction Hospital provisions. They assume the following criteria:

- The construction criteria for living facilities for mentally disabled people.
- The construction criteria for day spending facilities for mentally disabled people.
- The construction criteria for homes for the elderly and homes for disabled elderly.
- The construction criteria for mental health institutes.

The criteria can be requested at the College Construction Hospital provisions at Utrecht. Telephone: 030 298 31 00. Internetsite: www.bouwcollege.nl

In the handbook 'Special Living', a publication of Elsevier Company Information in cooperation with the Dutch institute for care and well-being (NIZW) and the steering group

Experiments Housing, general directives are given for composing house programmes for care-intensive target groups. There is also information on a number of basis living programmes. This handbook is meant as appliances at the communication between the representatives of occupants, the house supplier and the care provider. The handbook 'Special Living' can be ordered at Elsevier: (0314) 35 83 58, by means of www.elsevier-vdu.nl or klantenservice@reedbusiness.nl and costs €91.50 euro.

Living facilities without care

If it concerns a living facility and no care is offered, then the general standards for housing apply. With this the Construction Decree applies. In the Construction Decree the minimum technical requirements in the field of security, health, usability and environment are included. For the contents of the Construction Decree see www.minvrom.nl.

Furthermore you can look at the requirements of the quality hallmark 'Living Inspection'. 'Living Inspection' is the certificate for new houses. The certificate can be granted to new houses that satisfy to a large extent the technical quality for living. 'Living Inspection' is an initiative of Aedes (association of housing corporations) and the steering group Experiments Housing. 'Living Inspection' is put together from the requirements of four most known requirement-packages for new houses: the senior citizens quality mark, the Police Hallmark safe living for New houses, VAC-Quality information and the handbook for accessibility. For more information concerning 'Living Inspection' see www.woonkeur.nl.

3. Financial consequences of living on the farm for occupants

3.1 Discount on social benefits

Lodging can have possible consequences on the social benefits of a participant. At lodging the participant becomes part of a common household. When the participant at this moment has an independent household, he will be shortened on his benefit as soon as he becomes part of a common household.

3.2 Right to housing benefit

Housing benefit has been intended for tenants of an independent house. Moreover certain dependent living spaces also qualify for subsidy. It concerns a living building or house, which is entirely or partially let for:

1. Guided living, for intellectual or physically disabled people and ex-ex-psychiatric patients and long-term guided living for former homeless;
2. Living in a group for the elderly or a similar form of living.

The subsidizing of a dependent living space exists from two phases. The first phase concerns the indication of the complex. This is bound to criteria. Then the occupants can submit a request according to the normal rules. Because of the Housing Benefit Act demands are made to the house, to the provided care and the rent and to the architectural part of the living facility.

In the guide 'initiatives small-scale living with care, a help for private initiators' you find a description of the conditions which must be satisfied. This guide is a publication of the national network of knowledge for care for disabled people and is to download for free by means of www.lkng.nl.

4. Living for the elderly

4.1 Foundation living of seniors on farms

The initiative for a national foundation Living of Seniors on Farms (LSF) is a result of changes in the rural area which are at present going on. These changes produce chances, but also threats. Chances lie there among others in housing for elderly and then particularly for seniors who have a strong bond with the rural area. The foundation LSF supports that. The objective of the foundation LSF exists from seven sub aims of which the first one is the most important one.

1. To map the wish of seniors to live in an apartment on a farm;
2. To promote the use of farms that become available for inhabiting by seniors;
3. To promote of the use of the hallmark 'Living Inspection' at the rebuilding of farms to apartments for seniors.
4. To provide information to seniors who are in search of an apartment on a farm;
5. To promote transparency of the market of senior person apartments on farms;
6. Promotion of the personal budget;
7. Promotion of the conservation of farms as important culture elements in the rural area.

The foundation LSF aims especially at the housing of vital seniors as from 50 years. Besides this there are plans to set up a project concerning common living with care, in cooperation with the Dutch Federation Common Living. This can be projects small-scale living on farms for elderly with dementia, but also living on farms for physically / intellectual disabled people.

For further information:

Foundation LSF, info@stichtingwsb.nl, www.stichtingwsb.nl.

Farm and consultancy, info@boerderijenadvies.nl, www.boerderijenadvies.nl.

4.2 Foundation well-being elderly

The foundation well-being elderly (FWE) is pre-eminently the partner for provision of the well-being component in the care farm. To involve the foundation well-being elderly (if that organisation is not already initiator), is therefore very logical. Although not every FWE will have experience with care farms, it is often a good connection bridge between the elderly and government. The FWE is well informed with regards to people and organisations that are involved with elderly and has specialised itself in bringing and binding together of several partners in development processes.

Further information:

For the local FWE you can inform at your municipality.

5. Where do I find further information?

5.1 Brochures and guides

Standing firm on farmer ground; the care farm for elderly as a privileged initiative

With this brochure the cooperating Dutch funds for the elderly (VSB fund, national fund elderly support and foundation Sluyterman van Loo) want to give a stimulant to the set-up of care farms for elderly. The brochure offers good information on as well as the contexts, the environment and the set-up of care farms. The brochure is to order at the national support centre agriculture & care.

The rural area has to offer much; possibilities for seniors to live on the farm

The brochure examines living in the countryside from several angles: the elderly, the farmer, the rural population and the government.

Several living forms are examined: living groups of elderly, living together with (grand) children on one yard, apartments in farms that become available, apartments on new country estates, care farms and annexes of nursing homes on a farm. The brochure discusses also the support at initiatives. The brochure is to order at the foundation WSB. Tel: (030) 238 39 63 or info@stichtingwsb.nl.

Initiatives small-scale living with care, a help for parents and clients

A loose-leaf publication; the text contains practical information for (parents of) people with a handicap to set up small-scale living forms. Four large topics are taken into consideration: orientation, living, care and finances. Moreover the guide contains a large number of appendices in which extra information is given. The guide is also very interesting for others who want to set up a living-care combination. This guide is a publication of the national network of knowledge for care for disabled people and is to download for free by means of www.lkng.nl.

5.2 Organisations and programmes

Steering group of Experiments Housing

This steering group is independent and stimulates and works on innovations in the broad area of building, living and environment.

This happens by the implementation of multi annual experimenting programmes and example projects, in cooperation with the Ministries of Housing, Spatial planning and Environment, Health, Welfare and Sport, and Economics, but also with house builders, municipalities and citizens. On the Internet site you can read which programmes the steering group carries out and supports. Publications can be ordered by topic, for example 'living with care and services'. See www.sev.nl.

Dutch institute for care and well-being

The Dutch institute for care and well-being is an independent organisation which aims at improving the sector care and well-being, by making innovation possible and by offering support and information. The activities of this institute result in recommendations, change processes, trainings, congresses, books, Internet sites, CD-Rom, video and an information line. For further information and contact see www.nizw.nl

Innovation programme Living and Care

The innovation programme living and care was a common programme of the Steering group of Experiments Housing and the Dutch institute for care and well-being. By means of the Internet site www.iwz.nl, knowledge and experience in the field of living, care and well-being is made accessible.

Foundation living of seniors on farms

For a description of this foundation see I4.1.

Foundation LSF. info@stichtingwsb.nl, www.stichtingwsb.nl.

Database Living initiatives of the Federation of Parent associations.

The federation of parent associations develops a database for parents and family members who undertake initiative in the field of living or have interest in that. The database offers the opportunity of finding parents in the region and to meet each other. More information you can find on www.fvo.nl.

News and organisation living, care and well-being

On the site www.wonenzorgwelzijn.nl the latest news concerning living with care and well-being is given. Also organisations which work on knowledge, research and recommendation in this area are mend, and also client- and branch organisations.

J. Youth care

1. Youth care

Care farms enjoy meanwhile a reasonable reputation. Less well-known are the possibilities that agriculture and nature offer for target groups within the youth care. For agriculture the youth care can be an interesting target group. Of the youth in the Netherlands approximately 15% needs more attention than others and about 5% of this youth needs specialist support. The other way around it can appear that agriculture has renewing care possibilities to offer for youth care. A care offer which can be tailor made, is small-scale of nature and has a surplus value with respect to the regular assistance to youngsters.

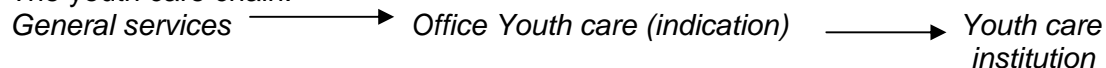
1.1 What is youth care?

Youth care is there for youngsters up to 18 years (and their parents) who have considerable problems during growing up, or where things go wrong in the education. It is specialist care. Just like at regular medical care you need a referral (indication) to get this specialist care. An indication you get at Office Youth care; the care you get at youth care institutions.

Youngsters and their parents with less heavy problems don't need youth care. They can get help - without indication of Office Youth care - at general services. Think for example of schools, youth work, the school doctor, etc. All these services are active on local level.

The care for youngsters can be seen as a chain which exists from several links. Parents are themselves at first responsible for the education. They can get support of general services - such as general practitioners, social work and health centres - to let their children grow up in as best as possible circumstances. When nevertheless serious problems arise, then the Office Youth care can be asked for support. The Office assesses the request and decides if youth care is necessary. If that is this way, a youngster gets this help at a youth care institution.

The youth care chain:



1.2 General services

Link in the youth care chain: *General services*

These are the services which are for free accessible for everyone, such as the general practitioner, schools, nursery and the youth centre. But also can be thought of the health centre, the library, the general social work and the Council Health Service. It concerns a broad range of services with a low threshold, which mostly can be visited on local level (district, neighbourhood, small municipality).

General services will try to prevent serious educating and growing up problems as much as possible and otherwise try to identify the problems in an early stage. Besides this they have an important task to refer youngsters and their parents to organisations/ persons if they think that specialist help is necessary. If they think youth care is necessary, then they refer to Office Youth care. These must ascertain whether an indication for youth care is necessary. Next Office Youth care refers the youngster, with an indication on pocket, to the right youth care institution.

Many general services have been represented in so-called neighbour networks. The neighbour network is a consultation of professionals from the general services in a district or town / city. The neighbour networks aim especially at youth, often a subdivision is made in

children of 0 up to 12 years and of 12 up to 18 years. They have an important role in the pointing out of problems of children and of families. Furthermore they can make appointments about who is offering which help and support.

Sometimes also someone of Office Youth care takes part of in the neighbour network. The person can for example give information on the possibilities of the help and support that a youngster – with an indication – can get at a youth care institution. Besides neighbour networks there are more similar networks on schools for primary education and higher education. These networks are then called care advice teams.

Case: Cindy

Cindy is 15 year and attends the school for Higher General Secondary Education. For the last period she doesn't feel happy. Her father has died and she has much sorrow of this. Her mother has recently a new friend and Cindy doesn't like that at all. She finds it difficult to talk about this with her mother. The one time she tried, it ended up in a strong brawl. At school it doesn't go well; Cindy plays truant sometimes because she can't concentrate on her work anyway. Her maths teacher notices that Cindy cannot concentrate and more and more plays truant. He knows a little about her situation and expresses his worries with the care advice team at school. There is also a social worker in this team. He gladly wants to talk with Cindy. Cindy has now had two conversations with him. She likes it to speak out about herself. She sees that her school performances suffer because she misses her father such a lot. Next time her mother joins the conversation. The social worker supports Cindy to find a solution together with her mother. Cindy does not need an indication for youth care. She can attend the general services.

1.3 The role of municipalities

Municipalities conduct the administrative control concerning general services. The aim of the municipality is - by conducting control – to prevent problems with education and growing up as much as possible. This is done by means of local youth policy. Municipalities have much freedom in this, so that they can take the specific local situation into account. Where municipalities have the task to prevent problems with education and growing up (preventive), the province has the responsibility to solve these problems as well as possible (curative). That makes the municipality director of local youth policy, but the province director of the youth care. There is talk of an `interface' where the municipal responsibility finishes and the provincial responsibility starts.

The municipalities have the responsibility to identify and help youngsters with problems as soon as possible. But what does this imply; which tasks does the municipality exactly have? With the introduction of the law on the youth care by 1st of January 2005, five tasks have been fixed for the municipalities. By filling in and carrying out these tasks well, the municipality takes her responsibility for the part of the youth policy which aims at youth care. These five tasks are called the `municipal tasks linked to the youth care'. It concerns information, identifying, access, pedagogical help and coordination.

Municipal task: Information

This means: supply information to parents, children and young people concerning education and growing up.

For example by: young people information point (YIP), Education shop, courses for parents.

Municipal task: Identifying

This means: identify problems by means of general services such as general social work and the Council Health Service, education.

For example by: skills of care workers with regard to identifying, codes for reporting child abuse.

Municipal task: Access and guidance

This means: access to the municipal help offer, assessment and guidance to general supplies, but also to Office Youth care.

For example by: social map for parents, youngsters and persons who refer to care organisations, neighbour networks with participation from Office Youth care.

Municipal task: Pedagogical help

This means: advice and assistance to parents and young people.

For example by: pedagogical contact hours, social work at school and social skill training.

Municipal task: Coordination of care

This means: Coordination of care in the family on local level.

For example by: family coaching, improving harmonisation between care workers and the family.

The most of municipalities are busy to strengthen the five tasks, so that youngsters and their parents get more rapidly and better help. Managing general services is an important component. In most cases the municipality is also financier of these supplies. The government wants these five tasks that are linked to youth care, give a legal framework in the new Law Social Support.

1.4 Youth care is specialist care

Some young people and their parents have to deal with such large problems, that they cannot be helped by general services. They need specialist care. Youth care is a form of specialist help. Youth care exists from all care to parents and children to tackle serious growing up and education problems. With the law on the Youth care this care has been organised.

Youth care helps parents and other educators (such as teachers) with the education of children and young people. They get help to reinforce the capacity to tackle problems in relation to the burden. Sometimes thereby restrictions must be accepted which are present in children and families and which are not changeable. The aim of the youth care is to cancel out restrictions or to reduce them to such an extend that parents and children can participate 'normally' in society.

The Office Youth care is the access to the youth care. Young people and their parents can go there by themselves, but also are referred to it by general services. The Office Youth care assesses if the youngsters qualify for youth care. If that is the case, an indication decision will follow: a formal decision that specialist help is necessary for the observed problems.

Then the Office determines which care is needed, who can provide that care, how long the care must last and how the care must be carried out (for example at home or in a youth care institution, individually or in group etc.). It is examined whether the youngster does rely on stay, guidance (or treatment), or observation in order to make a diagnosis.

The youngster and the parents take part in the conversation concerning the aims to gain which are incorporated in the indication. After the drawing up of the indication Office Youth care helps the client to find the correct care. Office Youth care does not provide care itself (exception: Office Youth care is allowed to hold a maximum of five conversations with a client).

The care is provided by a youth care institution: that can be in the family, but also at the youth care institution itself. The care can be some hours per week during a couple months, but it can also be better for the child that he or she does not live with the own family for a shorter or longer period. Then a child stays in an institution or in a foster home.

The youth care is to subdivide as follows:

- Youth assistance: care to young people (and their parents) which have problems in the field of education and growing up.
- Mental health care for young people: care to young people with mental and psychosocial problems.
- Care for slightly intellectual restricted young people: care for young people with a lower IQ.
- Youth care to young people in judicial youth institutions: care to young people in an institution with restricted freedom.

Case: Bob

Bob is 9 and has on his young age already gone through a lot. His parents always made a brawl. After his parents separated, he lived with his grandpa and grandma for a while. If grandpa had drunk too much, he did beat grandma. And sometimes grandpa did beat Bob also. Now he lives with his mother again, this does not happen any longer. But his mother finds educating Bob difficult and besides that she is hardly at home. Bob fights a lot on the school square and frequently shows aggressive behaviour towards his teacher. The school is worried and has ensured that the mother of Bob can go to the education contact hour in the district. When a district police officer sees Bob maltreating a rabbit at the city farm, he makes alarm. The district police officer contacts the school and jointly they invite Bob his mother for a conversation: the situation cannot continue like this. The school recommends the mother to look for help for her son. The teacher suggests that she makes an appointment at Office Youth care. Bob needs youth care. He gets an indication for child and juvenile psychiatry.

1.5 Target groups

When we examine the chain of help to young people, we can make the following rough subdivision:

1. Youngsters with little problems

It concerns youngsters who have, however, extra attention necessary, but no specialist care. It often concerns simple problems. These are however always problems which without paying attention to it, deteriorate to heavier problems. It can concern for example behaviour problems as a result of a nasty event. But you can think also of behaviour problems that are linked to age, like with teenagers can occur. Small education problems are also included in this. The small problems are remedied with short-term help, mostly from general services.

2. Youngsters with serious problems

These young people deal with heavy problems for which specialist care is necessary. If we examine for which youngsters the indicated youth care has been organised, then we can distinguish the following target groups:

Young people:

- Who do need youth assistance.

This concerns young people who have serious problems within their education and with who the process of growing up is disturbed. They cannot participate 'normally' in society any longer. You must think here of children and young people with social and behaviour problems. Impairment in their development takes place, as a result of which they cannot grow up well. The impairment can be the consequence of a wrong education climate (family factors), but the impairment can also be 'in' the child himself (child factors).

- Who need mental health care

It does concern children and young people with psychosocial and psychiatric problems. The problems are related to their thinking, feeling, wanting, judging and/or target aimed actions. It can be little children with fear impairments or problems to attach. In the last case children cannot build up a relationship based on trust with their parents. It can also concern older children with eat-impairments or with ADHD (busy behaviour and difficulty to concentrate). These are only examples of the broad range of problems which fall under this umbrella.

When these children have specialist treatment or therapy necessary, they go to the mental health care. When these children need guidance to learn to deal with their restrictions, they go to youth assistance.

- With a slightly intellectual restriction

We talk about slightly intellectual restricted young people when the intellectual functioning is clearly under the average and when as a result of this, there are problems in different fields, such as social contacts, education etc. The IQ of these youngsters is between 50 and maximum 75.

- Who stay in a judicial institution (with restricted freedom).

We make a difference between youngsters who come by means of criminal law to the institution and youngsters who come by means of the civil right to the institutions. When it concerns young people who committed an offence or crime, then we speak of a criminal sanction. They are placed on basis of the criminal law. If they get an indication for youth care, criminal behaviour is frequently an expression of problems that lay behind the behaviour they belong to the target group. Also young people are placed on basis of the civil right. These are young people who need help, but need to get this help in a closed 'department'.

Office Youth care can incorporate this in the indication decision. It is possible that it concerns young people who have taken up bad ways, but they are in a judicial institution with restricted freedom for treatment (civil) and not for punishment (criminal law). The large difference between a judicial institution and an ordinary youth care institution is that in the former institution youngsters have limited freedom. This must protect them - in their own importance.

-with a combination of problems

In the description of target groups in the youth care, distinction is made on basis of the problems that young people can have. We look at the care which has been organised for them. But frequently a problem does not come by itself. Therefore it is necessary to include in the list of target groups also the group of youngsters that has this combination of problems. Think of slightly intellectual restricted young people which come in contact with Justice. Or think of education problems because the youngster deals with a psychiatric impairment.

Rascals

Young people of 12 up to 18 years, which have been apprehended by the police force because of for example destruction, (shop) theft, or nuisance with fire work can get the choice: towards Justice or to 'Halt'. 'Halt' means the ALTERNATIVE and falls under the Public Prosecution Service. By means of a Halt procedure youngsters get the possibility to put right what they have done wrong without coming in contact with Justice (no police record is made up). Generally the young people have to work for the injured party. Beside these 'alternative punishment' it is examined whether there are factors behind the behaviour that ask for youth care.

For children up to 12 years which make themselves guilty to 'small crime' there is the Stop-reaction. A conversation is organised with parents and child, a learning activity is offered and – when applicable - the child must offer his excuses to the disadvantaged. Children under twelve are not prosecutable; taking part in the Stop-reaction is therefore on voluntary basis. Here too is examined what is extra help is possibly necessary.

1.6 Law on the Youth care

The youth care has been regulated in the Law on the Youth care, which has become effected by the 1 of January 2005. This law must lead to better care for young people and their parents and to reinforcement of their position. To realise this, there are five policy objectives mentioned in the law:

1. The question of the client is put centrally

Starting point of the youth care was formerly what independent institutions and services had to offer. The Law on the Youth care has another starting point: the question of the client is put centrally – not the existing offer. As a result, the youngster gets rather the care which is appropriate at his need.

2. Right on youth care

The youngster is entitled to care (right to care) when the Office Youth care has put an indication for this. This care must meet certain conditions. It needs to be available 'on time' and 'tailor made' for the client.

3. One centrally, recognizable access to youth care

The Office Youth care is the central access to all youth care: a direct reference from general services to a youth care institution is not possible (there is one exception: a general practitioner can directly refer to youth mental health care when he has a presumption of a seriously mental impairment of the youngster). Office Youth care does as the only - independent institution - appraisal of the request for help. She is responsible for indicating or not, for youth care. Office Youth care does not provide help by itself that is done by the youth care institutions.

4. Integration of Advice and reporting centres Child abuse, the (family) guardianship and the youth resettlement in the Office Youth care

The Office Youth care is not only there for parents and youngsters who request for help themselves, but also to protect youngsters who cannot request for help. Guardianship, family guardianship, youth resettlement are components of the Office Youth care. That was formerly not the case. This also counts for the Advice and reporting centres Child abuse.

5. Introduction of family coaching

Families with several problems (for example debts, addiction, education problems) are frequently surrounded by a lot of care workers. Some families lose the overview on their own situation. Office Youth care can determine then that coordination of care is necessary and indicates which care worker (preferably already active in the family) can do this best. The family coach ensures that the different forms of assistance are matched in the right way and supports the family where necessary.

1.7 Office Youth care

Link in the youth care chain: *Office Youth care (indication)*

The core function of Office Youth care is assessing the request for help and to determine the right care: indication interview. Office Youth care can indicate for several forms of youth care: youth assistance, youth mental health care, care for slightly intellectual disabled youngsters and care for young people in a judicial institution. The Office needs therefore expertise in different fields in order to be able to indicate. The initial interviews and indication interviews are done by the department voluntary assistance. The case manager voluntary assistance guides the clients as from the moment of entry until the end of the assistance route.

The Advice and Reporting centres Child abuse (ARC) are for everyone who is worried about children in his or her surroundings and thinks of child abuse. The ARC gives advice to everyone who is worried and does not know how to deal with the situation. Also report (presumption) of child abuse can be done. After a report the ARC generally starts to study the family situation of the child and in any case the ARC has a conversation with the parents. When it proves that the child has problems indeed, then the ARC organises help, so the situation for the child is improving. When the situation for the child is life-threatening, or when the parents don't want to accept help, then the ARC involves the Council for the child care.

These examines if a child protection measure is necessary. The ARC is a part of Office Youth care because a report of child abuse generally leads to youth care.

When a magistrate in a juvenile court - at the request of the Council for the child care - imposes a child protection measure, Office Youth care carries this out. This is work of the family guard. The most attentive child protection measure is 'putting under supervision'. In that case the family guard supervises the youngster and offers help and support with the education.

The guidance aims as much as possible responsibility for the parents for the education of the child. Sometimes it is necessary to place the child (temporarily) elsewhere, out of the family.

Youth resettlement concerns guidance and supervision within the framework of the youth criminal law. Therefore young people who are caught and punished for an offence come in touch with Youth resettlement. Youth resettlement has to bring youngsters back on a good spot in society, by offering assistance (sometimes under coercion, with a legal 'stick behind the door').

The Office Youth care is financed by the province and has been organised provincially. That means that every province has its own Office Youth care, with establishments by region, so that the Office geographically seen always is in reach for young people and their parents.

1.8 Youth care institutions

Link in the youth care chain: *youth care institutions*

Office Youth care does not provide help itself. With an indication the youngster is referred by Office Youth care to a youth care institution. There he gets help. The institutions differ in problems which fall under the youth care: youth assistance, youth mental health care, care for slightly rationally disabled young people and care for young people in a judicial institution. The indication is the main point for the assistance plan of a youth care institution. The plan indicates for which problems the institution will assist. If there are several youth care providers necessary to assist, then in the plan is mentioned who coordinates the care. So every client has in the end one assistance plan, although several youth care institutions have been involved. The youth care institution keeps in touch with Office Youth care during the start, the progress and the end of the care.

At the youth care institutions the following forms of care can be distinguished:

- Ambulatory indicated care

With this form of care the youngster continues to live in his own environment. The youngster comes by appointment to the care worker, or the care worker brings a visit at home. Individual conversations or family and group conversations are used much, but if more intensive help is necessary, for example (video) home training or intensive family guidance is offered.

- Day treatment

The youngster attends for one or more day parts per week a youth care institution for treatment. If there is talk of a disturbed education relation, the complete family is involved in the treatment. The treatment for the complete family can exist from individual or family conversations, but also exercises, such as increasing social skills and expressing emotions. During the treatment several forms of assistance can be combined

A short explanation on day treatment:

Medical nursery: In the medical nurseries children of 0 up to 7 years get day treatment. These children have normal intellectual capacities, but have physical, mental, emotional or relational development impairments.

Boddaertcentre: children in the age of 5 up to 18 years (sometimes up to 23 years) who attend school can go to this centre after school time. Besides a warm meal they get daily help and treatment for psychosocial problems in their daily functioning. Think of bad school performances or behaviour problems in contact with parents and others.

Day relief for youngsters who don't attend school: in spite of the compulsory education law it occurs that young people under 16 leave the school prematurely because of psychosocial problems. The aim of the day help is that the young people develop their own future perspective. There is a structured day programme where young people learn behavioural and social skills that increase the chance on work or the return to school. There are special time-out projects where during a number of weeks ('letting steam off period) alternative education and guidance is offered, with the return to school as an aim. Another form of day relief is learn-work trajectories, where young people under guidance are prepared for the labour market.

- Foster care

When children can't continue to live at home any longer, a foster family can take care of them. At first is examined whether acquaintances (family, friends) can act as a foster family. If that doesn't give possibilities, then an institution for foster care will look for a suitable foster family. The aim of the help is that the parents themselves take over the education at the end. If appears that this is impossible, then foster parents take on the education of the child for longer time. Normal, everyday education and growing up is put centrally.

- Residential care

If a child or youngster can't stay in his own family temporarily, he can go to residential youth care services. Day and night relief are offered. The kind and length of the care, assistance and the stay differ by type of institution. A type of living where young people stay only for a short period (maximum three months) is the crisis relief. There are separate institutions for crisis relief, but crisis relief can also occur in the other residential youth care institutions or in foster families. For a longer stay there are several types of homes.

Most homes have several living groups where the young people get the care, guidance and treatment which is appropriate for them. The family, education and free time also get the required attention.

Examples of residential youth care

- Youth assistance

A small-scale service is a family house, where a small number of young people live in an ordinary house. Young people grow up and must eventually be able to live independently. As an alternative for a home or as finishing stage in a care trajectory, a youngster can live in rooms and is guided in that, or can go to a training centre for independent living. The emphasis is put on the practical guidance, which has been aimed at the household, the day structuring, handling money and organising definite housing. In the training centres for independent living the psychosocial guidance is more intensive with respect to the guided living in rooms. Another example is medical children's homes where children and young people of 0 up to 15 years live. Their mental and physical health and their social development have been disturbed seriously or are threatened. The family situation plays an important role in that and therefore also the other family members receive treatment.

The youngsters which live in a psychiatric clinic have a serious development impairment which is examined here. The treatment and guidance which is given, are intensively and specialist. Care workers with expert knowledge in several fields cooperate closely with each other. Also the parents and the (special) education have been involved intensively.

- Mental health care for youth and slightly intellectual disabled young people.
The residential relief for this youth can be the same as earlier-mentioned forms, with as condition that there is specific attention to the mental or psychiatric problem and/or the slightly intellectual restriction.

- Judicial youth institutions

This concerns young people between 12 and the 18 years which on criminal or civil title (see also under 'target groups') are placed in a judicial youth institution. Almost 50% are 16 or 17 years old, 25% are girl. The young people do live here until they reach the age of adulthood or, as the placement was meant as sentence, till these has expired. The young people which live here have serious behaviour problems and receive treatment for that. In principle the treatment is not voluntary.

1.9 Financing

Youngsters who need little help can get this at general services. These are managed and in most cases also financed by the municipalities. The broad range of specialised help that is offered by the Law on the Youth care is paid out of several legal frameworks. Office Youth care gives in all cases the indication, but financing of the care comes from several sources.

- Youth assistance

This concerns care which can be requested for on basis of the Law on the Youth care: serious education and growing up problems. The provinces are responsible for this, including the metropolitan regions: Amsterdam, Rotterdam and The Hague. They receive the money they need from National Government. With this they pay the offer of care (the help) that youth care institutions offer to youngsters and their parents. They also finance the Office Youth care.

- Youth mental health care

The youth mental health care is paid from the Exceptional Medical Expenses Act (EMEA). For this are not the provinces, but the care insurers responsible.

- Care for youngsters with slightly intellectual restrictions

This care is also paid from the Exceptional Medical Expenses Act and the care insurers are responsible. Office Youth care puts indications for this care as from 2007.

- Placements in judicial institutions

The judicial youth institutions fall directly under the responsibility of the minister of justice. The Principle Law judicial youth institutions does regulate the tasks and responsibilities for these institutions.

In diagram:

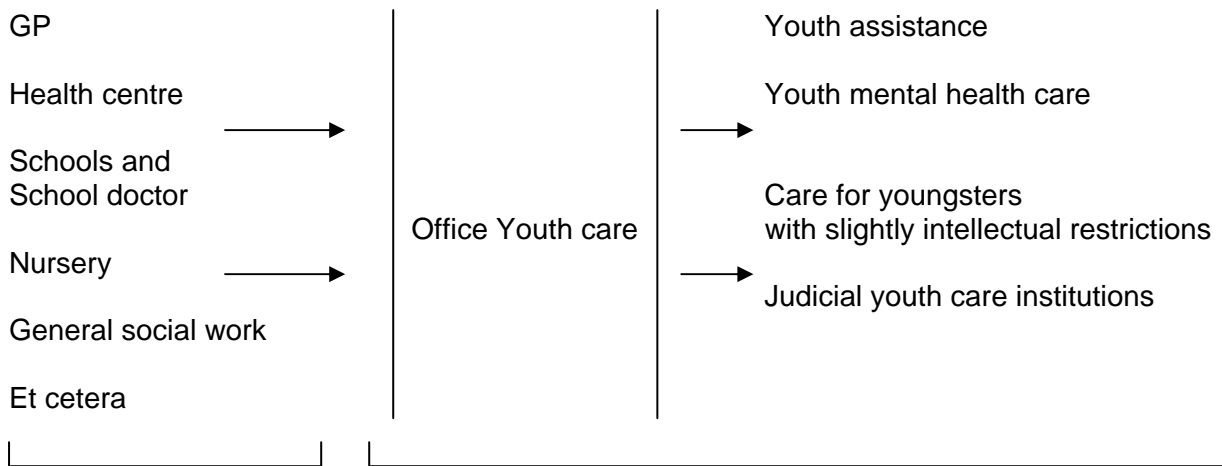
Type of care:	Legal framework:	Responsible:
Youth assistance	Law on the Youth care	Province
Youth mental health care	EMEA	Care insurer
Care for youngsters with slightly intellectual restrictions	EMEA	Care insurer
Placement in judicial institutions	Principle Law judicial youth institutions	Minister of Justice

It depends on the type of care who is financing the care. If you as youth care farm act independently as a youth care institution, you have to deal with Province, care insurer or the Ministry of Justice for financing of the care which you provide. The most of youth care farms however will be allied to or be a component of a youth care institution. They act as 'subcontractor' and financing goes by means of the youth care institution.

1.10 Organisation of the youth care

General services

Care offer of the youth care institutions



The general services are under direction of the municipalities. The municipalities have linked 5 municipal tasks to youth care. These will become part of Law Social Support

This part is regulated in the Law on the Youth care.

Responsible / financing are:

- Province (Office Youth care and Youth assistance)
- Care insurers (Youth mental health care and care for youngsters with slightly intellectual restrictions)
- Minister of Justice (judicial youth institutions).

In enclosure 12 you find important addresses in the field of youth care farms. Also the contacts for provincial youth care policy and the contact data of Office Youth care are mentioned.

In enclosure 13 a reference has been incorporated to used literature concerning the subject youth care.

2. Youngsters on the farm (besides Youth care)

We now have an impression of what youth care is, and which organisations and institutions are involved. But with that we do not have all youngsters in the picture. There are also youngsters who fall outside these frameworks, but who could have advantage from a stay on the farm. We reflect shortly on under which legal framework they fall, which youngsters it concerns and which form of relief could be applicable.

2.1 Exceptional Medical Expenses Act

Young people which need care that doesn't fall under authority the Law on the Youth care, fall und authority of the EMEA. The EMEA is a compulsory insurance for the whole population (youngsters and adults) for medical expenses which are not covered by means of the ordinary care insurances. The EMEA ensures first of all treatment and nursing in several institutions such as nursing homes, institutions for deaf and blind people and psychiatric hospitals. But also measures to prevent sickness can be compensated for by the EMEA (such as vaccinations). Moreover services for improvement of the life circumstances and social service are paid from the EMEA.

Within the EMEA become the following functions distinguish:

1. Domestic care
2. Personal care
3. Nursing treatment
4. Supporting guidance
5. Activating guidance
6. Treatment
7. Stay

To qualify for care from the EMEA, one must go to the Centre Indication Care (CIC) for getting the indication. As described in the previous chapter: when it does concern Youth mental health care or care for youngsters with slightly intellectual restrictions, then the care is paid for from the EMEA and the indication is put by Office Youth care. You can read more about the EMEA in part F of this handbook.

Personal budget

After the indication decision every client has the choice between a personal budget (PB) or care in kind. This applies to all functions within the EMEA with exception of the functions treatment and stay. With a PB the insured person gets on basis of his indication, money transferred on his bank account with which he himself can buy the care. Concerning the spending justification must be done to the care office. Differently than at the care in kind the insured person (the budget holder) is now himself director and responsible for purchase of care. For youth up to 18 years the PB has a maximum of € 39,700, - per year. For adults this 25,800 € is, - per year.

2.2 Youngsters without problems

Fortunately the big majority of the Dutch youngsters grow up without problems. They experience a normal, healthy development and grow up to full participating members of our society. The life on the farm and the exchange with agriculture and culture can be a useful contribution to their general development. For example children of 5 years can go to a farm for nursery, in stead of an ordinary nursery. As from 5 years children are of school age and they have to go to primary school. The farm can fulfil also a function as extra-curricular relief. Legislation and financing of this fall under the Law Nursery.

Case: Nursery Kids & Animals

Daily the children are brought by their parents to the nursery Kids & Animals.

Of course 'our' kids are to find in the barn and stable. That the farm gives a complete other dimension to the nursery can be clear. Looking after the animals and playing in the barn, in appropriate clothing (coveralls and boots) is very appreciated by the children, parents and the staff. Kids & Animals is open 5 days per week of 7.30-18.00 hours.

2.3 Older youngsters

The youth care is for youngsters up to 18 years. Young people over 18 who have serious problems are not qualified for youth care. Then adult care is applicable. If they need specialist care, they can appeal to the EMEA. They have to go to Centre Indication Care to get an indication.

There is still discussion concerning the age limit of 18 years. That is also because municipalities - and therefore general services - put the age limit for youth mostly at 23 or 25 years. It is not the case that youth care problems disappear at reaching the age of 18 years. It is very well possible that young people between 18 and the 25 years with light, or heavier problems, have advantage from stay on the farm.

2.4 Other target groups

Also for target groups mentioned below the care is regulated by means of the EMEA.

- Youngsters with a physical restriction

These are children and young people which have a physical restriction. They can be born with it, or they became restricted later. The restriction can be very heavy of nature, so that special adaptations are necessary to be able to get education and to play, but it also can concern a somewhat less serious restriction. Examples of a physical restriction stretch themselves from of a youngster with a spinal cord lesion who sits in a wheelchair to a child with a clubfoot. But also blind and deaf children or youngsters with epilepsy belong to this group. If there is talk of a physical restriction, that doesn't mean that something is wrong with the intellectual capacities of these youngsters.

Youngsters with a physical restriction could have advantage from a stay on the farm for several reasons. It can concern weekends and holiday relief, but also day spending or special child day relief. Such relief requires of course adaptations on the farm.

- Youngsters with a serious intellectual restriction

These youngsters fall outside the category 'slightly intellectual disabled'; the IQ is lower than 50. Their intellectual restriction is more serious of nature and brings mostly plural problems with it: mental or psychiatric problems, but also behaviour problems. Sometimes communication is very difficult. Relief of these young people on a farm requires specialist expertise of the guides.

- Youngsters who need long-term medical care

It does concern youngsters who are long-term sick. Frequently they stay long periods in hospital, or they stay at home. Some children perhaps never will recover: they will die or they will have to deal with their sickness their entire life. Think of children with cancer or a kidney sickness. These youngsters miss out on a 'normal' life of playing outside and going to school. For this reason relief on a farm can be a welcome alternation of the hospital. Here too can be thought of weekends or holiday relief, day spending and special nursery.

3. Forms of indicated relief on the (youth) care farm

Meanwhile several products have been developed already for target groups within the youth care on care farms. When it concerns indicated youth care, the provider (frequently a youth care institution) must define these products in so-called 'care modules'. In this is defined what the offer on the farm implies, for which type of young people it is suitable (indications and contra indications) and what the objectives are. For indicated care provisions an indication decision of Office Youth care is necessary. When this decision has been taken, within six weeks an assistance plan must be drawn up. Generally spoken the youth care institution will do this, in consultation with the care farmer. This plan offers handles for the provisions for a specific youngster on the care farm.

There is also a lot of not indicated provisions, but this varies to such extent that this is difficult to define. Here we only discuss indicated care provisions. In this there is a lot of variety, for example in the length of the relief, the problems and age of the young people, the type of activities and the guidance. Nevertheless to be able to give a picture of the possibilities we outline below a number of concrete examples from several provinces.

3.1 Learn-work trajectory

Case: Southern-Limburg, Area consultancy in association with youth care institution Xonar and Ortolaan (school for special education), Agricultural Education Centre (AEC)

The care farm acts as an acknowledged training period company. Young people can cooperate on the farm 2 up to 5 days per week. They get education on AEC at the same time. They can obtain certificates, for example animal care, using machines or the motor tractor driver license. This concerns young people between 16 and the 23 years with problems in the home situation. They get an indication for a learn-work trajectory by means of Office Youth care. The trajectory is financed from the youth care and lasts half a year up to a year. There are 4 farms to which the young people can go to. A farm takes on a maximum of 3 up to 4 young people at the same time. On most farms the young people are guided by the farmer himself. He has followed a course for this. The farmer is guided 'on distance' by the youth care institution. On a farm youngsters from the youth prison (who are in their last stage) are taken care of. These receive guidance from the youth prison. The youth care institution does the matching. A small number of young people come in by means of an education institution. Their trajectory is financed from ESF (European social fund) subsidy. The participating farms receive a fixed compensation per day. Since 2003 about 20 young people have succeeded successfully a trajectory, and received a certificate.

3.2 24-hour care

Case: Groningen, CMO Groningen in association with youth care institution 'Foster-Mate-Care farms'.

This concerns young people of 12 up to 18 years, which have difficulty to settle both within a family and within a group. It concerns 24-hours guidance. The young people live on the farm. The farmer family is assisted by living- and activity guides. The youngsters spend in principle only one weekend per month on the farm. The remaining weekends they are accommodated elsewhere so they can increase their social network. They can work on the farm, with guidance of a trade master or activity guide, for example taking care of animals, gardening and horse riding. There is cooperation with a school for special education for interpretation of the education. In association with two farms, 6 care places have been realised. The farms receive a fixed compensation from the budget of the youth care institution.

Case: Brabant, Youth care institute Topaze

Topaze has since 1.5 years placed 14 young people on care farms. For this cooperation has been contracted with 22 farms in the province of Brabant. It concerns young people between 16 and the 18 years who get stuck in work, school and home situation. They have a dispensation of the learning duty and will live and work full-time (7 days per week) on the farm during half a year. Partly it concerns young people out of a (closed) relief and the house of detention.

Crime is no counter-indication (with exception of indecency offences and committing arson), the youngsters need to be healthy and not be addicted. The farm must be able to offer sufficient work and to serve as an example. The farm should not be situated in town or close to town/city. The farmer guides the youngster. The farmer is screened in advance, but does not receive further training for this. However, he is visited 1 to 2 times per week and is coached by an employee from Topaze. The farm receives a fixed compensation for guidance etc. After this route of half a year, another half a year follows as follow-up guidance. Also the parents receive a parent course and the youngster gets an individual training offered. After finishing the trajectory, most young people will find a job.

3.3 Day help

Case: Gelderland, Youth care institute Bredervoort

This is an offer for young people of 12 up to 18 years (with possibilities up to 21) who don't have a means of day spending (i.e. education, training, work or training period). The youngsters follow a programme on the farm for 2 days a week. This is part of the youth care farm. They also follow a programme within green services (maintenance of parks, gardening etc) for 2 days per week and attend school half a day per week for an individual programme. The programme has been recognised as replacing learning duty. It concerns young people which live at home and the parents get intensive guidance during the route. The youngsters are guided by learn-work masters of the youth care institution. The average duration of the route is 8 months. There are 6 care places available, but there is talk of overcapacity, therefore generally there 8 young people are placed on the farms. .

3.4 After-school relief

Case: Overijssel, Youth care institutes in association with Stimuland

Within the framework of a pilot project after-school relief is offered on a number of care farms, mainly on the Wednesday afternoon, Friday afternoon and/or on Saturday. The offer is additional to school. Sporadically one can get a dispensation of the learning duty, where also on formal school hours relief on the farm is offered. The number of children differs by farm. They are guided by the care farmer. It concerns experiencing contact with the animals and the space and activities on the farm. Also experiencing a small-scale domestic situation is important. There are fixed tariffs for this form of relief. The matching takes place by an office that is set up for the duration of this pilot. Depending on the situation the care farmer maintains contacts with the (foster) family, school or day treatment and the case manager of office youth care or youth care institution.

3.5 Weekend / staying relief

Case: Overijssel, Youth care institutes in association with Stimuland

Within the framework of a pilot project, on a number of care farms weekend / staying relief is offered, in the weekend and school holidays. The duration of the holiday period and the frequency of the number of weekends are stipulated per youngster. It is possible to make a combination with after-school relief. The farm needs to be able to offer a 24-hours programme existing from significant activities at daytime, guidance in relaxing activities at

night, attention to personal care (going to bed, getting out in the morning, prepare meals and eating, washing). There must be facilities available for a safe stay. The number of youngsters differs per farm.

Weekend/ staying relief can be offered for the following reasons:

Recreational (being away and make new contacts)

Preparation for living independently (possibly guided)

Unburden of the home situation

Lack of a structure because of stay outside the institution

Bridge a waiting period for 24 hours treatment in an institute.

The youngsters are guided by the care farmer. It concerns experiencing contact with the animals and the space and activities on the farm. Also experiencing a small-scale domestic situation is important. There are fixed tariffs for this form of relief. The matching takes place by an office that is set up for the duration of this pilot. Depending on the situation the care farmer maintains contacts with the (foster) family, school or day treatment and the case manager of office youth care or youth care institution.

3.6 Crisis relief

Case: Overijssel, Youth care institutes in association with Stimuland

Within the framework of a pilot project on a number of care farms is crisis relief offered. The care farmer needs to be able to give intensive - and where necessary one-to-one care. This requires stable surroundings that can offer sufficient structure. Depending on the question of the youngster and the possibilities of the care farmer guidance can be offered all days and nights of the week (also in holidays). A dispensation of the learning duty belongs to the possibilities, as a result of which also during formal school hours relief on the farm is offered. Crisis relief is aimed on making the acute maladjustment of the youngster himself or his surroundings, manageable (at home or in within an institution). The final aim is replacement in (foster) family or institution. It concerns temporary relief. The youngster does not come to work but to rest, to build up trust and for well-being. The youngster is guided by the care farmer. It concerns experiencing contact with the animals and the space and activities on the farm. Also experiencing a small-scale domestic situation is important. There are fixed tariffs for this form of relief. The matching takes place by an office that is set up for the duration of this pilot. Depending on the situation the care farmer maintains contacts with the (foster) family, school or day treatment and the case manager of office youth care or youth care institution.

3.7 Special requirements

Whether a farm must satisfy special requirements, is totally dependent on the type of youngsters that is taken care of and the offer that is provided. What is very important in any case, is that a farm works on quality assurance (see also part H, quality); the offer must meet certain quality requirements and be sufficiently professional. Also demand driven work - that means taking the question of the youngster as a starting point and match the care offer to that, is very important. Finally it is important that the care is easily accessible.

Position

In some cases it is a large advantage if the farm is far out in the rural area. When this is the case, young people are really out of their surroundings and away from the 'temptations' of urban areas. The farm is experienced by youth care institutions as a surrounding with few stimuli and this is also a requirement.

Diversity and nature of activities

It is an advantage when a large variety of activities can be offered. This way the specific question of the youngster can be satisfied better. Also sufficient physical work needs to be

available, so that the youngster can let oneself go. Particularly in the case of learn-work trajectories it is important that work is done where something can be learned from.

Guidance

A lot of variation exists in guidance. On the one farm project the youngster is guided by the farmer and this is seen as an important added value. In the other project the youngster is guided by someone from the youth care institution and a lot of value is attached to that. Who can guide best, continues to be a returning discussion point. The one swears at guidance from the youth care within the framework of expert and qualified guidance. Disadvantage is that this leads already rapidly to a therapeutic setting. The other one swears by guidance by the farmer, 'down to earth' and not therapeutic. When the guidance is done by the farmer it is important, however, that he can get support of the guidance from the youth care institution. Also he needs to have sufficient 'firmness' to deal with the often difficult young people. Apart from the question which one does the guidance, the guidance needs to be given in a structured manner. This means: stipulate objectives in advance; draw up a development plan; make reports and build in moments of evaluation (see also responsibility).

Quality

To be able to monitor care on the farm, the national support centre agriculture & care has developed a quality system. A number of farms where youth care products are offered apply this system. This quality system has been evaluated in 2004, by the inspection youth care in the province Overijssel (the report has not been made public yet). The youth care has its own quality requirements, these are inspected inspection youth care.

Safety

There are relatively much safety risks on a farm. Certainly for the target group youth care it is recommended to have a clear picture of the risks and reduce risks where possible.

Small-scale

Generally it concerns small-scale relief. The groups mostly exist out of 3 to 4 youngsters. A small-scale setting is important because at the target group youth the development of the young people and the supervision of this is put centrally. Personal attention to the individual youngster is a vital condition. Certainly at very difficult young people and in the case of crisis relief in a one-to-one situation is frequently desirable.

Structure

For the major part of the young people it is very important that a clear structure is offered. They need this grip. For example fixed times for activities, clear limits, clear aims which must be reached. No nonsense, 'have one's feet firmly on the ground' approach.

Responsibility

It is important to make clear appointments which person is responsible for what. For example for the drawing up of a help or development plan, report, guidance, evaluations, communication with parents, Office Youth care and other agencies. These tasks needs to be clearly allocated to the several people involved (care farmer, Office Youth care, youth care institution).

Composition of the group

Because young people are a vulnerable target group, is it important to compose the group carefully and - in the case of a combination of several target groups good - to watch whether this gives added value for the individual youngster.

K. Learn-work companies

1. Agrarian learn-work companies

An agrarian learn-work company is an agrarian business where people can learn to work or can learn by working. The aim of a learning route on agrarian learn-work company is that people, who have for one or another reason poor job prospects, move on to a (paid) job, within manageable time. Some companies also help with finding a job and give guidance when a job is found (job coaching).

On an agrarian learn-work company is worked on learning objectives, individually or in a group. The learning objectives differ by person, depending on the aim with which the person comes to the agrarian company. When the aim is to learn to work, the learning process is focussed on getting used to the labour process and is especially worked on social and emotional skills.

People which come to learn by working get on a learn-work company support in practical and social skills and can qualify for obtaining certificates and/or a diploma at a regular education institution in the agrarian sector. In such a case is frequently cooperated with a school (secondary professional education, pre-secondary professional education) and is it possible that a participant can follow a part of the training on a school. A combination of these learning objectives is of course also possible.

Generally the agrarian companies are small-scale, as a result of which safety and clarity can be ordered. There is much space for a personal approach, which is adjusted to the possibilities of the participant.

Beside care farms there are more and more farms which aim at offering trajectories to learn to work and learning by working. These farms are called agrarian learn-work companies. In this part it is explained what an agrarian learn-work company is, which target group they focus on and which legislation is involved. Also attention is given on education for young people on learn-work companies, possibly in combination with a reintegration trajectory. Besides this a term list and a list with important internet sites concerning this subject has been included.

1.1 Target group

The agrarian learn-work companies aim at people who have, for one or another reason, difficulty in finding a (paid) job, but nevertheless gladly want that. The participants must have a good motivation to learn to work and to learn by working. Also they have to find working in agriculture /horticulture attractive. Participants must be physical sufficiently able to, possibly with adaptations, carry out physical labour.

The most common target groups are the ones that have poor job prospects, such as:

- Long-term unemployed person;
- (Early) school leavers; of lower secondary professional education without diploma, of special education, of practical training;
- Trainees from the special education;
- People with an intellectual restriction;
- People who are partly unable to work;
- People with mental and/or social problems;
- People with a burn-out.

2. Financing and legislation

For the guidance of participants on a learn-work company compensation is asked of the participants. The participants receive in general no remunerations for the activities which they carry out. For people who come to train skills on an agrarian learn-work company with which they in the future can look for a job on the regular labour market, there are financing possibilities within the framework of reintegration. For each participant the learn-work company has to examine where financing comes from.

First needs to be looked if the financing comes out of care (EMEA) or can be regulated from reintegration point of view. Financing from the care (EMEA) is taken into consideration extensively in part F of this handbook.

When financing needs to be regulated out of reintegration point of view, one must find out who is responsible for the reintegration. The responsibility for a reintegration trajectory has generally been coupled to a benefit relation and lies as a rule at UWV (see 2.1) or the municipality. If someone has a UWV-benefit and a municipal benefit, the responsibility lies at UWV. In this chapter several financing possibilities concerning reintegration are discussed and also the involved legislation and agencies.

2.1 Implementing body employee insurance schemes (UWV)

UWV (implementing body employee insurance schemes) has arisen from a merging with Gak, Cadans, UsZo, GUO and the social fund construction industry. UWV looks after the benefits for people who do not function entirely (anymore) in a regular labour process. It concerns the benefits WAO, WW and Wajong (see term list). Moreover UWV supplies services so people can continue to work. This concerns especially financial advantages for the employer, with which adaptations and arrangements can be made, like for example office adaptations. UWV has a reintegration responsibility for disabled people without employer and for unemployed person with a distance to the labour market. To satisfy this responsibility UWV buys reintegration trajectories at reintegration agencies, to place these people in a sustainable way in paid jobs.

There are two types of reintegration trajectories:

- **Complete reintegration** trajectories (aimed at placement in work).
- **Preparation trajectories** (for preparation to a complete reintegration trajectory).

Complete reintegration trajectories

Complete reintegration trajectories aim at placement in work and exist from the following components:

1. Placement plan
2. Guidance to placement
3. Follow-up guidance at placement (possibly)

The provider must offer a fixed price for both the separate trajectory components, and for the complete reintegration trajectory (the three trajectory components together). At the compensation of the reintegration trajectory UWV keeps financing based on results as a main point. This implies that when participation to the trajectory has not led to a successful placement, the trajectory is not (entirely) compensated for. Payments occur on the basis of the principle 'no cure, no pay' or 'no cure, less pay'. At the realisation of succeeded placements reintegration agencies can qualify for a placement bonus.

Preparation trajectories

Preparation trajectories offer the participant activities which are not primarily aimed at placement in work, but that are aimed at preparing a participant for following a reintegration trajectory. Acquiring work rhythm and getting used to a fixed day rhythm are examples of objectives.

Preparation trajectories can last a maximum of 26 weeks. Preparation trajectories have two trajectory components:

1. Intermediation plan
2. Effective intermediation / intervention

The finishing of a preparation trajectory takes place by a final report to UWV from which proves to be:

- The development of the trajectory.
- The result that is reached.
- The possibilities of the participant of taking part in a regular reintegration trajectory.

The provider must offer a fixed price for both the separate trajectory components, and for the complete preparation trajectory (the two trajectory components together). UWV compensates the costs of the preparation trajectory in principle completely and there is no talk of financing based on results. The trajectory component 1 (intermediation plan) is compensated for the moment UWV agrees on it. Trajectory component 2 is compensated for in two parts; the first compensation takes place three months after agreement by UWV of the intermediation plan. The last compensation takes place when UWV has received the end report concerning the participant.

The complete reintegration trajectories and the preparation trajectories are bought in the following ways by UWV:

1. Invitation to tender at reintegration agencies, mostly by concluding framework contracts. Commonly this concerns appointments concerning relatively large numbers of customers. 70% of the reintegration trajectories are bought by UWV by means of invitation to tender.

To be able to offer complete reintegration trajectories and/or preparation trajectories within the framework of an invitation to tender procedure, it is necessary as a reintegration office to meet the demands which are made in the programme of requirements and the general conditions of UWV. One of the demands is that companies need to have experience with reintegrating customers to paid labour. For further information see www.aanbestedingreintegratie.nl

For the remaining 30% of to purchase reintegration and preparation trajectories there are two ways: by means of 'the free space' and by means of an IRO, individual reintegration agreement.

2a. Free space. This free space is used by UWV to be able to buy regional tailor-made trajectories. Reintegration companies who want to make use of financing out of this 'free space' will have to find well that they focus on a target group that needs extra service. They also need to make clear what the surplus value is of their service with regard to the regular invitation to tender. When reintegration companies apply experimental reintegration methods, they can also qualify for financing out of the 'free space'. Applications for financing out of the free space must be submitted at the region director of Purchase Reintegration Services of UWV, in the region where the activities will take place. The application must exist from an application form and an action plan. The application is assessed within three months after reception. When the application is approved, a contract with the reintegration agency and UWV is concluded. The actual commencing date of the contract is in principle two months after the agreement. For more/ actual information see www.aanbestedingreintegratie.nl

2b. IRO; Individual reintegration agreement.

Everyone who receives a benefit of UWV, who is able to follow a reintegration trajectory (to be assessed by UWV) and does not follow a trajectory already, can request for an individual reintegration agreement (IRO). With the IRO the participant himself can make a choice for a

reintegration company (in contrast with the ordinary procedure where UWV chooses a reintegration company). The reintegration company must meet however certain conditions such as quality requirements. By means of the IRO complete reintegration trajectories, no preparation trajectories can be offered. The maximum amount to be used for implementation of the IRO is determined by UWV on 5000 euro and the trajectory can last 1 year maximum. A request to raise this amount can be done, but then must be made clear first that this is necessary. Initially 50% of the activities are compensated for. Of these 50% 20% are paid when the agreement with the reintegration company has been concluded. The remaining 30% is paid after six months.

The remaining 50% is compensated for when the participant (at the latest three months after the agreement has ended) has made an employment contract with an employer, for at least six months or when the participant has carried out activities as an entrepreneur or as a temporary employee. When the reintegration agency can show that compensation of initially 50% is too low to be able to place the participant on the labour market, UWV can decide to raise this compensation.

Application IRO. The person that can claim a benefit, must request himself for an IRO, but can fill in the application form together with the reintegration company. With the application one must also send a placement plan to UWV. The reintegration company can make a placement plan together with the participant. In this placement plan are, among others, mentioned which activities are carried out in order to realise a sustainable placement of the participant on the labour market. When this plan is approved, and the reintegration company meets all conditions, UWV makes an agreement with the reintegration company. This is a standard agreement from which cannot be deviated.

Learn-work companies and financing out of invitation to tender

When UWV buys reintegration and preparation trajectories by means of invitation to tender, it mostly will concern relatively large numbers of customers. Individual agrarian learn-work companies are generally not suitable for large numbers of customers. For this reason concluding direct framework contracts with UWV will fall out of range of most agrarian learn-work companies. Besides this a reintegration company needs to meet the demands which are made in the programme of requirements and the general conditions of the UWV, to be able to get finance by means of invitation to tender. Learn-work companies can think of to register themselves as a reintegration company, in order to be able to offer reintegration trajectories within the framework of an invitation to tender procedure. Then learn-work companies can do business directly with UWV. Learn-work companies can also think of cooperating with a reintegration company which works with framework contracts, and learn-work companies can offer a part of the reintegration trajectory in the form of subcontracting.

Learn-work companies and financing out of 'free space'

In view of the possibilities of learn-work companies to offer specific, tailor-made reintegration and preparation trajectories, there are possibilities concerning financing out of 'free space'. But also in this case cooperation with a reintegration company can be considered.

Learn-work companies and financing out of IRO

Here too applies that a learn-work company needs to be registered as a reintegration company, to be able to offer a reintegration trajectory. By means of the IRO complete reintegration trajectories, no preparation trajectories can be offered. If a learn-work company is not registered as a reintegration company, but nevertheless wants to receive financing for a customer by means of IRO, cooperation with a reintegration company can be looked for.

Project subsidy innovative Wajong-projects

To offer young people with a restriction on the labour market chances, UWV has got a budget for the financing of projects especially for this group. UWV supports experiments, projects or other initiatives which aim at integration of young disabled people on the labour

market. To be able to qualify for subsidy, a learn-work company must in any case meet the following conditions:

- The project aims at the integration of young disabled people on the labour market.
- The project has a renewing way of working.
- The method is to use also by other organisations, in the future.
- The needed time of the project is preferably less than a year, but maximum two years.
- The activities which result from this project are no regular activities of the learn-work company.
- The project is appropriate within the work area of UWV.

When one wants to request for subsidy, a project plan, an action plan and a budget needs to be made; this needs to be send to UWV. Within three weeks a response to the application is given. The subsidy has a maximum of 150,000 euro. For further information see www.uwv.nl; www.aanbestedingreintegratie.nl; www.werkendperspectief.nl.

2.2 Sheltered Employment Act (SEA)

The SEA has been intended for people with a physical, intellectual or mental handicap who are able to work exclusively under adapted circumstances. An independent indication commission, categorised since 2005 at CWI, has examined or someone qualifies for the SEA.

There are two possibilities with the SEA:

- Guided work at an ordinary employer.

The guidance is looked after by a guidance organisation. Once at work, the employee receives an ordinary salary. Even if productivity is lower than of other employees.

As compensation the employer receives free guidance and settling in of the employee.

Moreover the employer has no costs if the employee becomes ill.

- When working at an ordinary company is not possible, a social employment company (SE-company) is an option. This can be a social workshop, but also a company. In the last case the employee remains in service of the social employment company. The company where the employee is placed then pays compensation for the employee. The amount of the compensation coincides with the productivity of the concerning person. Also a SE-company can place a person on a care farm (or learn-work company). Then the care farm receives compensation, because often a type of training is offered to the participant (for example social training).

Learn-work companies and SEA

The SEA offers the following possibilities for learn-work companies:

- The learn-work company can appoint employees who to fall under the SEA. The learn-work company gets extra guidance and settling in of the employees and when these fall ill, UWV pays the costs. The learn-work company does not receive further compensation.
- A social employment company can place a participant at a learn-work company and also pay a compensation for that, because the learn-work company often offers a training project.

Further information:

Ministry of Social Affairs and employment. www.minszw.nl

CWI Centre for Work and Income. <http://cwinet.nl>

2.3 Exceptional Medical Expenses Act (EMEA)

The Exceptional Medical Expenses Act (EMEA) insures every Dutchman for care and support at long-term sickness, handicap or old age. When someone has such a serious handicap that paid or subsidised paid work does not belong to the possibilities, the EMEA comes on screen. The care which is provided from the EMEA, has been divided in 7 care functions (see also part F of this handbook).

Learn-work companies and EMEA

Sometimes work on learn-work company can be financed out of the EMEA; the participant then becomes indicated for the care function activating guidance or supporting guidance. With an indication decision for one or more care functions the participant can choose if he receives care 'in kind' or buys the care himself with a personal budget (PB). With a PB the care-taker can for example buy a learn-work trajectory on an agrarian learn-work company. The care-taker concludes himself a contract with learn-work company in which is regulated which care (for example social activation) is provided, for how many day parts and for which price. More information on the EMEA is to find in part F of this handbook.

2.4 Law Work and Social Security

On 1st of January 2004 the Law Work and Social Security has become effective. Municipalities get a budget for paying social security benefits, and a flexible budget that they can spend at their own discretion to support and guide people that receive a benefit to a job. The municipality cannot claim the social security benefits any longer with the Government. As a result of this, it is for the municipality financially more attractive to help people to find a job. In this new law, people who receive a social security benefit, are obliged to apply for jobs and take on all kind of jobs (only commonly accepted work, illegal work or work with wages lower than the minimum wages does not count). However, a temporarily dispensation of the labour duty can be given.

Each municipality has to make its own policy plan for the implementation of the Law Work and Social Security (within certain limits of the Law Work and Social Security). This policy is determined in the reintegration regulation; in this among others is mentioned which services the municipality offers for support at finding work and how the municipality takes into account the combination of work and care.

Frequently the municipalities offer within their budget to guide people to work, one of the following trajectories; care trajectory, social activation, career advise, education or employment mediation. When the municipality offers people with a social security benefit a certain trajectory, these people are obliged to attend the trajectory.

For learn-work companies particularly the trajectories social activation and education are relevant. Social activation aims on getting people ready for participation in society and to prevent social isolation. Often these trajectories are attended by older people who receive a social security benefit since a long time and have dispensation of the labour duty. Many people who attend a social activation trajectory are classified as 'stage 4'. A social activation trajectory can last maximum two years and costs 3000 euro per person. Education is taken into consideration in the next chapter.

Learn-work companies and the Law Work and Social Security

The Law Work and Social Security offers the following possibilities for learn-work companies.

- The learn-work company can offer social activation trajectories and receive compensation for this of the municipality.
- The learn-work company can offer an education trajectory (possibly in combination with employment-mediation) and receive compensation for this of the municipality.

3. Education on learn-work companies

Besides working on the farm much learn-work companies offer education. The education is frequently offered in association with schools in the region. In principle can education be offered to anyone on the learn-work company, but in practice it appears that especially young people appeal to the education possibilities. For this reason particularly possibilities for education for young people are discussed in this chapter.

3.1 Youth jobs

A youth job is a regular job, learning job or a young people 'developments and experience place' for young people up to 23 years.

Regular jobs

Employers can at filling of a vacancy consciously choose for a youngster and give him (or her) a temporary or fixed contract. Some municipalities and CWI-offices offer, in association with employers, so-called 'step-in jobs' or reserved labour for young people with a benefit. Such jobs are meant to acquire work experience. At a 'step-in job' the youngster gets a temporary employment contract for six months, which can be extended once with six months. The youngster receives (collective labour agreement) remunerations; the employer qualifies for a wages cost subsidy of the municipality. At reserved labour the youngster has an employment contract with the municipality or a reintegration company. The employer only pays compensation.

Learning jobs

A learning job gives young people the opportunity to gain a profession diploma, pre-secondary professional education and/or of secondary professional education, by combining working in a company with a training.

Pre-secondary professional education learn-work trajectory

In a pre-secondary professional education learning trajectory, the student attends school and attends a learn-work trajectory at a company, in the third or fourth year of basis-profession-specific learning route of pre-secondary professional education. Since august 2005 that company has be recognised as a learning company by the knowledge centre of the company branch or by the profession category. An employment contract is not a condition. It is sufficient that the youngster performs activities within the framework of a learning agreement, therefore an unpaid training period. The learn-work company does not receive compensation.

Secondary professional education route

A student can attend secondary professional education by means of two routes:

'Theoretical route'

The one route exists of approximately 30 % practice what is filled in by the student by means of training periods and the remaining 70 % exists of lessons at school. An employment contract is not a condition. The youngster performs activities within the framework of a learning agreement, therefore an unpaid training period.

'Practical route'

The other route exists of more than 60 % from practice. The remaining (approximately) 40 % of the education occurs by means of theoretical lessons on school. This route generally means four days work and one day to school. The practice is done at a regular company. Since august 2005 that company has be recognised as a learning company by the knowledge centre of the company branch or by the profession category. An employment contract is concluded between the student and the company. The learn-work company must in principle pay (collective labour agreement) salary and compensation of study cost to the

student, but can possibly get exemption for this, for example if it concerns young disabled people with serious education obstructions. See also www.aanbestedingreintegratie.nl.

Young people developments and experience place

At a young people developments and experience place the employer hires a jobseeker for a period of three months, as an extra worker. (This is also called training period). In this way the youngster can maintain his knowledge and skills and acquire experience. For the employer this training period is a good possibility to get acquainted with the youngster and his or her capacities. It is not obliged to hire the youngster after the training period, but many youngsters get a job this way.

During the training period the youngster keeps a possible benefit. The employer ensures compensation of costs that are made, such as travel expenses. If the youngster rounds off the training period successfully, he or she receives a bonus of maximum € 450, - from the employer. Young people developments and experience places are an initiative of employer organisation VNO-NCW. For more information see www.uwv.nl.

3.2 Allowance for employers who offer education/work experience

Payment reduction education

The payment reduction education is a discount on the tax and national insurance contributions. Employers can make use of the payment reduction education if they hire a youngster that attends one of the next education forms:

- The 'practical route' on the secondary professional education. This route must be attended on the basis of a learn-work agreement between the employer, the student and the education institution. The agreement must also be signed by the national organisation (of the profession education). The payment reduction education can be also applied when an employer does not have a duplicate of the concerning learn-work agreement yet, but does have a declaration of the education institution from which appears that the concerned employee follows the practical route.
- Education for start qualifications. There is talk of an employment contract with a former unemployed youngster. The youngster attends education aimed at gaining a start qualification. The employer must have a declaration of CWI that the youngster was unemployed before being employed by his company.

The payment reduction education also applies in the next situation where an employment contract is not necessary: a pre-secondary professional education learn-work trajectory. The student must perform activities within the framework of a learn-work agreement that has been established between the employer, the student, the education institution and the national organisation for the professional education. The payment reduction can also be applied as an employer does not have a duplicate of the learn-work agreement yet, but does have a declaration of the education institution from which appears that the student belongs to the target group.

Per employee the payment reduction over 2005 amounts a maximum of € 2,500, -. For a former unemployed youngster who attends education for a start qualification, the payment reduction has a maximum of € 1,500, -. In the case of a former unemployed youngster who works for start qualifications and students in the pre-secondary professional education learn-work trajectory and the practical route of the secondary professional education route the employer qualifies for a payment reduction with a maximum of € 4,000, - per year. Further information is available at the Tax and Customs Administration, www.belastingdienst.nl.

Wage cost subsidy/subsidised labour

In the Netherlands there are many projects that give young people a chance to acquire work experience and/or make it possible that young people return to labour. Within the framework of the Law Work and Social Security the municipality takes for example the initiative, with which the implementation is carried out by the municipal social services and/or it CWI. This

differs per region. For further information you can inform at the municipality and of CWI the office in your region.

ESF- 3 subsidy; closed for applications

'A place on the labour market for everyone', that is one of the spearheads of Europe. Projects which aim at the activation of jobseekers and labour-disabled, availability of the working population and a 'life long learning' in the profession education can possibly receive a subsidy of the European Social Fund. The original regulation ran up to and including 2007; however because of the large interest the total budget has been meanwhile over-subscribed and ESF-3 the counter is closed as of 28th of October 2005. For this reason it is not useful any longer to submit claims for ESF-3 subsidy. For further information see www.agentschap.szw.nl.

3.3 Education in a reintegration trajectory (young people and elderly)

When a learn-work company offers a reintegration route or preparation route, it can be that education is one of the steps to undertake to give people a better chance on the labour market. When a learn-work company offers education in this way, this is compensated for by the agency which gives authorisation for to trajectory (UWV, municipality) according to the concerned legislation (Law Work and Social Security, Sheltered Employment Act).

An example of a specific target group who can qualify for attending an integration route on a learn-work company, are young people from special education.

Some young people who have round off special education receive a Wajong benefit (benefit for disabled youngsters). In that way they often qualify for attending an integration route on a learn-work company (for example by means of an individual reintegration agreement). Such a learn-work trajectory aims at placement on the labour market.

When (ex) students of special education receive a personal budget besides the Wajong benefit, they can use the personal budget to attend a trajectory on a learn-work company. Then often a social activation trajectory is offered.

Learn-work companies and education

Summarised: a learn-work company can offer the following education possibilities for young people:

- The learn-work company offers a learning job on pre-secondary professional education level. An employment contract is not a condition; it is sufficient that the youngster carries out activities within the framework of a learning agreement. The learn-work company does not receive compensation. The learn-work company can get a financial allowance in the form of payment reduction education (to see www.belastingdienst.nl).
- The learn-work company offers places for practical training periods for students of the secondary professional education who attend the 'theoretical route'. The company makes a contract for the training period with both the student and the education institution. Sometimes the learn-work company must pay a training period compensation, but the learn-work company itself does not receive compensation.
- The learn-work company offers a learning job on the level of secondary professional education, the practical route. A learning employment contract is closed. The learn-work company must in principle pay a (collective labour agreement) salary and compensation for study costs to the student, but it is possible to get exemption of this, for example if it concerns young disabled people with serious education obstructions. See www.aanbestedingreintegratie.nl.
- The learn-work company offers an education to an unemployed youngster (within a job, there is talk of an employment contract) to obtain start qualifications this way. The learn-work company is allowed to claim payment reduction education, but receives no further compensation.

- A learn-work company offers the possibility for the participants to obtain certificates or a diploma by offering education (for example a tractor driver license) within a reintegration trajectory and receives compensation for that of the organisation which compensates for the reintegration route, directly or in association with a reintegration office.
- A learn-work company offers an integration project for youngsters who leave special education. Often this can be financed by UWV (for example individual reintegration agreement), when the youngster receives a Wajong benefit.
- The learn-work company offers a trajectory for (ex) students of the special education; the trajectory aims at social activation. This can be financed by the EMEA (PB), when the youngster has an indication for this.

To both young people and the elderly applies that a learn-work company can offer education within a reintegration trajectory or by means of a preparation trajectory (in association with an education institution) and receives a compensation for that of the organisation which gives authorisation for the trajectory (UWV, municipality).

4. Quality of the learn-work company

4.1 Quality assurance

Aequor

When a learn-work company offers the participants the possibility to attend an education, a pre-secondary professional education learning trajectory, or training possibilities on secondary professional education level, the learn-work company is legally obliged to be recognised. Aequor is the knowledge centre that recognises companies in the field of food, environment and 'green' (agrarian sector, recreation/ gardeners and related companies and the food industry). The recognition regulation is a way to guarantee quality.

To become recognized, you must apply at Aequor. A company consultant of Aequor advises you concerning the recognition and notes whether you meet the conditions of the recognition regulation.

The most important criteria for recognition are:

- The company can take care for the implementation of the practice part of the training or for part of it.
- The company has been equipped in a modern way and meets the standards of the company branch.
- The student has sufficient space for training within the regular working hours.
- Within the company a practice guide has been appointed who has at least a diploma of the education for which the company has been recognized or can show that his work level is equivalent.
- The company satisfies to the laws and legislation.

Recognition is for free and recognised companies are incorporated in a register of recognised companies on the internet site of Aequor. Potential candidates and schools can look in this register for recognised companies. For further information and downloading the application form: www.aequor.nl.

Quality system

To guarantee the quality of a care farm, a special quality system has been developed. This quality system has been published by the national support centre agriculture & care. Each care farm can download this quality system by means of the site of support centre agriculture and care (www.landbouwzorg.nl). This system has been aimed at care farms, but can also be used by learn-work companies. See part H of this handbook for further information on the quality system.

4.2 Knowledge and skills of the entrepreneur

The quality of the learn-work company depends among others on the entrepreneur (and the possible staff). For an agrarian entrepreneur with a learn-work company no specific training has been required.

Of course it is preferable that the entrepreneur has a diploma of a school in the sector on which the learn-work company aims. Furthermore is advisable to follow the training of practical education guide that is offered by Aequor and SOLLT. See www.aequor.nl.

The knowledge and skills of the entrepreneur aim especially at personal qualities, such as:

- The entrepreneur is a professional in his field.
- The entrepreneur has his heart in his profession.
- The entrepreneur has affinity with the target group.
- The entrepreneur is able to transfer knowledge.
- The entrepreneur is patient.

These qualities are directives; entrepreneurs who have some qualities less well developed and have additional qualities, can also be able to give professional guidance on learn-work companies. Furthermore cooperation with several agencies (like among other things with reintegration organisations) is useful, to be able to use all knowledge that is present in this way.

6. Further information

The legislation concerning learn-work companies is continuously liable to changes. For this reason it is advisable to continue keep up with the legislation. Below some internet sites are indicated which can help you to keep your knowledge up-to-date.

www.uwv.nl
www.aanbestedingreintegratie.nl
www.belastingdienst.nl
www.cwinet.nl
www.issalokaal.nl
www.jongactief.nl
www.postbus51.nl
www.szw.nl
www.waocafe.nl
www.werk.nl
www.ontwikkelcentrum.nl
www.landbouwzorg.nl

L. The role of the government

1. Policy on agriculture and rural area

The development of care farms has been linked inextricably with policy in the field of agriculture and rural area. Laws and legislation in these areas are more and more a direct consequence of appointments which Member States of the European Union make with each other. At present approximately 80% of the laws and rules of the ministry of agriculture, nature conservation and food quality (LNV) is based on agreements which have been made within the European Union.

Common European Agricultural Policy (CAP)

The common European agricultural policy (CAP) has large influence on the future of the agriculture sector in the Netherlands and with that on the rural area.

The CAP: aims at offering the farmers a reasonable standard of living and provide consumers with quality food against honest prices. The way these aims are reached, has changed in the course of years. The key terms are now food safety, environment conservation in the rural area and 'value for money' (source: European Union).

Within the framework of the Common European agricultural policy (CAP) LNV works on a common agricultural policy that contributes to a more sustainable agriculture, to restricted implementation regulations and costs for the entrepreneurs and the government and to a policy which prevents distortions of competition.

The policy as from 2005 exists from agreements which the European ministers of agriculture and fishery have made in 2003. These appointments concern changes of the agriculture markets and on strengthening of the rural development. Care farms are very well appropriate in this last pursuit of strengthening of the rural development. Care farms contribute to the liveability of the rural area and new functions on the farm are developed, beside agrarian production.

An important modification in the Common European agricultural policy has become effective first of January 2006 with the 'disconnected support regulation'. Direct financial EU-support to the farmers is for an important part disconnected of quantities crops or animals, but made dependent on observing rules in the field of environment and nature, animal well-being and animal health. Market protection and product support decrease this way, but by means of new instruments farmers are supported when they adapt their management and production to the demands which the society makes.

Framework regulation rural development and rural development programmes

European policy in the field of rural development is established in the framework regulation rural development. Although the European Union already since the first reform (Mac Sharry) had more or less rural development policy, this policy became an official component of the CAP with Agenda 2000. As from that moment the CAP formed an equivalent, second pillar of rural development, beside the market regulations. On the Internet site rural development of the European Commission you find all kinds of information on this second pillar of the common agricultural policy (www.europa.eu by means of the heading agriculture).

In 2005, a new framework regulation for the second pillar of the CAP has been determined. With that the EU frameworks for this policy are established for the coming years. The following subjects are leading:

- strengthening of the competitive position of agriculture;
- Nature and environment management by agriculture;
- broadening of the rural area economy and liveability.

The Member States develop the requirements of this regulation nationally in the so-called rural development plans.

The objective of the Dutch development of the (rural development) policy 2000-2006 is dual: agriculture must adapt to large changes (such as the enlargement of the EU and the development to a free market economy without subsidies and market protection). Besides that the rural area must fulfil several functions at the same time in the field of environment, nature and recreation.

The coordination of the implementation of the rural development plans the Netherlands is carried out by the control office rural development plans. By means of the Internet site www.regiebureau-pop.nl all kinds of information is given concerning rural development plans the Netherlands, among which LNV-regulations and provincial programmes in the framework of which subsidies and projects can be requested.

In the rural development plans 2000-2006 the changing vision on the rural area becomes apparent, because the rural area in the Netherlands is for a long time no longer mainly agrarian. Agriculture and horticulture remains important, but in many regions other sectors have taken over the role of economic pillar, for example industry, (retail) trade, transport, recreation and provision of services. The rural area has however not only an economic function: many occupants of the large cities want to live there, it is popular by holiday-makers and the rural area is considered as the stock chamber for water, nature and bio-diversity. Within the framework of the rural development programmes, projects in which among others the development of care farms is stimulated actively are set up.

The preparations for the rural development programmes 2007-2013, as a continuation on the rural development programmes 2000-2006, are in full pace. Before the new programme can effectively start 1st January 2007 Member State the Netherlands must regulate numerous matters concerning finances, contents and implementation. For this Brussels outfit the frameworks. Further information on the frameworks and objectives of new European rural policy (incorporated in regulation 1698/2005) appears on www.regiebureau-pop.nl.

Agenda vital rural area

Aforesaid changing vision on the rural area becomes apparent also in the (Dutch) Agenda vital rural area, which is published in April 2004. The agenda vital rural area is the development for the rural area of the spatial main principles from the government 'Note Space'.

In the integrated note agenda vital rural area is written down what the plans of the government for the rural area are for the coming years. A liveable rural area and a vital and sustainable agrarian sector are put centrally in the policy. That means a thriving economy, good living circumstances, a lively social structure, a healthy functioning ecosystem and an attractive landscape. The role of government's will change. The National government will lead on main principles local governments (province and municipality) get more scope in the execution of the policy. Main point is: locally what is possible, centrally what is necessary. The needs from the area are put in the first place. The National government is only carrying out policy in certain areas, like for the ecological head structure and the twenty national landscapes.

Investment budget rural area

To support the provinces in their director role, there will be one investment budget for the rural area, the Investment budget rural area. All area-specific aims from the years programme vital rural area will be carried out by means of the Investment budget rural area. That means that in this budget money will be available for aims in the field of nature (among other things ecological head structure), recreation (among other things recreation for the city), landscape, agriculture, environment and the reconstruction of the sand areas. The

expectation is that the Investment budget rural area can become effective as from 2007. For further information see Internet site www.ilg.nu.

Relation agenda vital rural area - note space

The note space describes the vision of the government on the spatial development of the Netherlands and forms the spatial framework for the agenda vital rural area. The agenda vital rural area and the note space make clear how the proportion between the different governments looks like concerning the rural area policy. For more information: see www.minlnv.nl.

Choose for agriculture

In the future vision 'choose for agriculture' is described with which (inter)national developments the agricultural sector has to deal with the coming ten up to fifteen years and which future perspectives there are. Also the vision discusses the choices and targeting possibilities which are there, among other things by the Ministry of Agriculture, Nature and Food quality.

In this note the total agro sector, the primary agriculture and horticulture and the supplying and processing industry are put central.

'Choose for agriculture' has been established by the Ministry of Agriculture, Nature and Food quality and is on the first place mend as appliances for agrarian entrepreneurs to support them at strategic decisions for their farms. For further information see www.minlnv.nl

2. Care and employment policy

Care policy

The care policy of the different European countries is, in contrast with the agricultural policy, not or hardly centrally directed from Brussels. The separate Member States formulate their care policy mainly at national level. The EU supports the Member States in their policy which is aimed at the public health and encourages cooperation between Member States in for example the field of the control of, the alarming at and the suppression of serious cross-border threats of health.

Thus the EU coordinates campaigns which are aimed at the suppression of AIDS, drugs and alcohol addiction, health at work, doping, transmissible sicknesses and cancer. Also the EU collects statistics on European scale, for example in the field of drug use. Further information about this is to find on www.grondweteuropa.nl.

Also the Council of Europe strives for closer cooperation between European countries in the field of public health, by means of the Commission for European health. Between Member States agreements have been closed in the field of among others body transplantation, blood transfusion, the development of health policy.

The current care policy is not formulated therefore at European level, but in the separate Member States. In the Netherlands the care has been divided in several care sectors, like among others care for chronic patients, disabled care, youth care, care for elderly and care for people with psychiatric problems. The policy is developed by the Ministry of Health, Welfare and Sport.

Information on care policy for disabled (physically, intellectual and by sense limited), for the elderly and youth you can find on the Internet site of the Ministry of Health, Welfare and Sport: www.minvws.nl. Information on the policy for care for psychiatric patients you can find on www.ggzbeleid.nl.

Law Social Support

With the Law Social Support a considerable modification is carried out in the Dutch care policy. With the new Law Social Support municipalities are responsible for the lighter forms of help and support. The EMEA comes on screen as 'heavy care' is required: professional care and nursing treatment. The Law Social Support will become effective 1st of January 2007. In that new law the municipalities become among other things responsibly for the supply of domestic care. The municipalities have thereby the duty to ensure that disabled, chronic patients and the elderly are compensated for their restrictions, so that they can take part in the society. In the new law a personal budget for all individual supplies is included, therefore not only for domestic care and wheelchairs but also for individual transport supplies, adaptations to homes, appliances and other supplies. The House of Commons agrees with the new law, under these conditions. The Upper Chamber will address the law social support before the summer. Just then the law becomes officially effective 1st of January 2007 (www.pgb.nl).

The relation between the Law Social Support and the EMEA is as follows:

- the Law Social Support regulates forms of social support by which it is made possible that people function as long as possible independently, for example guidance and domestic care. But also well-being activities, education support, adaptations to homes and information and advice. The Services for the Disabled Act, the Well-being Law and parts of the EMEA fall soon under the Law Social Services. The municipality gets the responsibility concerning the implementation of Law Social Support.
- the EMEA is in the first place mend for care which costs so much that it is difficult to insure at a care insurer. With the social insurance EMEA the government wants to preserve anyway the care for serious and chronic patients, the growing demented elderly, heavily disabled and chronic psychiatric patients.

For further information and the last state of the art on the Law Social Support see www.pgb.nl, www.wetmaatschappelijkeondersteuning.nl, www.minvws.nl and www.vng.nl

Employment policy

The Member States of the European Union conduct a coordinated employment strategy, which is particularly aimed at a higher participation of women and the elderly in the labour process. By means of the European social fund (ESF) the EU makes annually for every Member State billion euros available to finance social and employment projects.

Further information on the European social fund you can find on www.europa.nl (choose for the ABC of the European Union/European social fund) and on www.agentschap.szw.nl

The Council of Europe has formulated a strategy for social cohesion, in which several conventions have been established in which Member States oblige themselves to guarantee minimum rights in social area. Thus the Council of Europe formulates directives which are aimed at the labour integration of vulnerable groups such as people who come on the labour market after a stay in prison or a psychiatric institution. The policy of the Council of Europe has further been strongly aimed at guaranteeing fundamental (people) rights, such as the rights of children and the elderly.

Further information on the Employment and social policy of the EU is to find on www.grondweteuropa.nl

In the Netherlands the employment policy is outlined by the Ministry of Social Affairs and employment. Information on the policy of SZW is to find on www.szw.nl

3. Agriculture and care policy

In several countries in Europe people are active in the field of agriculture and care and the exchange between initiatives in this area starts to come on pace (to see also www.landbouwzorg.nl). In policy area there is still no harmonisation at European level. In the Netherlands the Ministry of Agriculture, Nature and Food quality and the Ministry of Health, Welfare and Sport support the development of care farms to grant the national support centre agriculture & care, as independent foundation, project subsidy.

The support centre has been set up in 1999, to support, stimulate and promote the phenomenon care farm in the Netherlands.

Provinces form to an important government layer for care farms, in the field of rural development and spatial planning because provinces establish the regional frameworks within which municipalities can make zoning plans. Care farms get frequently to deal with this, for example when a renovation has to take place, or when there is (besides day relief) also need for the possibility to let clients live on the farm.

With regard to the policy at municipal level, care farmers have especially to deal with matters in the field of spatial planning and appointments for providing care for certain target groups, such as (ex) drug addicts and people with a large distance to labour market.

With the Law Social Support municipalities become responsibly for the implementation for certain parts of EMEA care and therefore care farmers will become more in touch with municipalities also on this area.

1. MEE Organisations

The Socially Pedagogical Services (SPS) continue their services named as the MEE organisations. Socially Pedagogical Services aimed on people with an intellectual and/or physical restriction or a chronic sickness, the MEE organisations aim also on others which experience restrictions in their lives, such as people with a hearing restriction, a visual handicap or autism. MEE organisations have been spread all over the Netherlands. At the MEE organisations experts work who can offer support in the field of education, living, work, social security provisions, income, transport, free time. For young and old, for people who are involved directly, but also for parents or guides. MEE organisations are independent of care providers and other agencies and are financed by the ministry of Health, Welfare and Sport.

In the coming legislation (Law Social Support) the matching between patient and care provider are categorised at the MEE organisations. As from 2008 the MEE organisations will be the only organisations that are financed by the government that provide information to clients and help clients with finding a suitable care place. For care farms the MEE organisations are therefore an important partner. They have contacts with many clients who are possibly interested in a place on the care farm. Care farms are for this reason recommended to make them selves known at the MEE organisations. Furthermore often the possibility exists of giving information such as brochures and leaflets to the MEE organisation; this information can be read by clients.

MEE the Netherlands is the national association of MEE organisations and looks after the interests of the regional organisations and supports them at the policy development and - implementation. MEE the Netherlands has a national office for this.

Addresses

The addresses of the regional MEE organisations are to find on the Internet site www.mee.nl.

2. Care offices: tasks and mission

The implementation of the EMEA has since 1998 been carried out by the care offices. These care offices are set up jointly by the care insurers. Care offices are independent working offices, closely allied to the care insurer on the spot, who try to coordinate care demand and care supply in a specific region as well as possible.

Tasks

The care office has a number of tasks. These are tasks in relation to:

- The patient/consumer (among other things provide information concerning EMEA care, determine if the patient is insured, determine and collecting of the own contribution of the patient).
- The regional care policy (among other things make policy plans, contract care, to conduct consultation with parties)
- Its own management concerning (among other things adequate recording, adequate administration).

Mission

The mission of the care office is: customer-specific, efficient, uniform and competition-free implementation of the EMEA. Insured people need to have equal have rights. Care and assistance must be of a high qualitative level. The care office must make these main points concrete in practice. The care office needs therefore to maintain intensive relations with the care providers and patients/clients organisations in the region.

The care insurer where the insured person is registered (the implementing body) remains responsible for the appraisal of rights on insurance and conducting an insured person administration for EMEA insured persons.

Phone numbers

The phone numbers of the 29 care offices in the Netherlands you find in enclosure 3. To know which care office is applicable for you, you can use of the map on the Internet site of care insurers the Netherlands, www.zn.nl.

3. Care offices: phone numbers

Below the phone numbers of the 29 care offices in the Netherlands are mentioned. To know which care office is applicable for you, you can use of the map on the Internet site of care insurers the Netherlands, www.zn.nl.

Care office

- Amstelland en De Meerlanden (071) 582 59 37
- Amsterdam (0900) 821 24 88 (€0,05 p/m)
- Apeldoorn/Zutphen (0900) 821 24 88 (€0,05 p/m)
- Arnhem/Twente (053) 485 38 46 (Arnhem) / (053) 485 38 49 (Twente)
- Delft/Westland/Oostland (010) 242 27 33
- Drenthe/Zwolle/Flevoland (038) 456 69 09
- Friesland (058) 291 38 27
- Groningen (050) 523 45 96
- Haaglanden (070) 376 02 21
- Kennemerland (020) 591 44 44
- Midden Brabant (013) 537 62 12
- Midden Holland (0183) 68 16 22
- Midden IJssel (0570) 68 71 11
- Nieuwe Waterweg Noord (010) 242 27 33
- Nijmegen (024) 343 61 76
- Noord en Midden Limburg (077) 387 93 99
- Noord Holland Noord (072) 527 80 90
- Noord Oost Brabant (073) 615 94 50
- Rotterdam (010) 244 61 39
- 't Gooi (0900) 821 24 88 (€0,05 p/m)
- Utrecht (0900) 821 24 88 (€0,05 p/m)
- Waardenland (0183) 68 16 22
- West Brabant (076) 524 37 10
- Zaanstreek/Waterland (020) 591 44 44
- Zeeland (0113) 27 43 00
- Zuid Holland Noord (071) 582 59 37
- Zuid Hollandse Eilanden (076) 524 37 10
- Zuid Limburg (046) 459 59 60
- Zuid Oost Brabant (013) 594 91 06

4. Relevant information and addresses concerning PB

Information

General brochure 'buy care yourself with a PB'.

The brochure is available at the care office and at the Centre Indication Care or by means of www.pharbase.nl or tel. (035) 695 53 00.

Extensive brochure PB Buy care yourself in 8 steps'

This is a publication of the Care Insurance Board. You can download this brochure from www.pgb.cvz.nl. The brochure is only digitally available, but people who do not have Internet can ask also a print-version at the Care Insurance Board. Tel.: 020, 797 8555.

Per Saldo Support guide

This Support guide contains names and addresses of care workers and care organisations, which want to work for budget holders. There are national and/or provincial guides. This Support guide can be ordered at Per Saldo, an organisation run by and on behalf of personal budget holders. Tel.:0900-7424857, e-mail: info@pgb.nl, Internet site www.pgb.nl.

Addresses

Care offices

The Netherlands have been divided in care regions, in which care offices carry out the PB. At the care office you can get further information on PB. In enclosure 4 you find the phone numbers of all regional care offices.

Budget holders association Per Saldo

For information, advice and (juridical) support concerning all forms of PB, Per Saldo can help you. Here you can get also a budget spending advice. Per Saldo is the association of personal budget holders in the Netherlands. She organises courses, information meetings and there are possibilities for mutual contact. Tel.: 0900 7424857, e-mail: info@pgb.nl, Internet site: www.pgb.nl

Naar keuze / Federation of parent associations

People with an intellectual handicap (or their parents) who have questions concerning a PB can go for information also to the budget holders network Naar Keuze and the Federation of parent associations. Tel.: (030) 236 37 67, e-mail: utrecht@fvo.nl, Internet site: www.fvo.nl

Support centres PB

In more and more regions there are support centres PB. The support centre PB gives information, advice and support to budget holders and to everyone who wants to know more about a PB or wants to request for a PB. For the address of the nearest support centre see: www.pgb.nl or Per Saldo. Tel.:0900 7424857

MEE Organisations

In each region you find a MEE organisation that can provide information, advice and support, also at PB. MEE Organisations will help everyone with a restriction. For addresses of the nearest MEE organisation you can look at www.mee.nl and the MEE the Netherlands, the coordinating association of all MEE organisations in the Netherlands. Tel.: (030) 236 37 07, Internet site: by means of www.mee.nl.

SVB service centre PB

SVB service centre PB supports the budget holders in the area of labour rights and tax right, looks after the legal remuneration payment and can possibly, if a budget holder wants that, look after the salary administration and employment contracts when the budget holder is responsible for deduction and payment of salaries tax and social premiums. Tel.: (030) 264 82 00, e-mail: servicecentrumpgb@svb.nl, Internet site: www.svb.nl/servicecentrumpgb

Tax telephone

For general questions concerning income tax/social insurance contribution you can get help at the free tax telephone for individuals: 0800-0543.

Care Insurance Board

For organisations which want be informed concerning the PB regulation and /or the EMEA there is a helpdesk: (0900) 463 67 42. Individuals can get help there also by means of tel.: (020) 347 55 55, e-mail: infopgb@cvz.nl or modernisering-awbz@cvz.nl, Internet site: www.pgb.cvz.nl.

5. Example table of contents business plan

1 Situation sketch

- 1.1 The entrepreneur
- 1.2 The company
- 1.3 Future planning

2 Market explorations

- 2.1 Market description
- 2.2 Developments
- 2.3 Financing flows in the care
- 2.4 Future plans
- 2.5 Market research
- 2.6 Competitive position
- 2.7 SWOT analysis (strong and weak points of the company, opportunities and threats in the surrounding)
- 2.8 Cooperation bonds

3 The care farm

- 3.1 Motivation
- 3.2 The agrarian company
- 3.3 The care branch
- 3.4 The organisation (guidance, activities, adaptations, continuity, accessibility)

4 Points of interest

- 4.1 Safety
- 4.2 Qualities
- 4.3 Insurances

5 Financing

- 5.1 Investment budget
- 5.2 Financing budget
- 5.3 Exploitation budget
- 5.4 Profitability budget
- 5.5 Sensitivity analysis

6 Plan for the future

6. Example contract care institution / care farm

There exist no standard appointments or contracts for a cooperation bond between care farmer and care institution. Much depend of the type of care farm, the institution, the aim of the project and the target group who finds a spot on the farm. It is most important that an agreement is tailor made in good consultation between all parties. This example is only an appliance.

AGREEMENT OF TASK CARE INSTITUTION / CARE FARM

This is an agreement of task between two parties:

- The foundation gives the order
- The care farm takes the order.

The undersigned

Care farm:
Contact:
Address:

Valid represented by: (name), hereafter to call: farm.
and
Foundation:
Institution for:
Contact:
Address:

Valid represented by: (name + function), hereafter to call:
Foundation.....

Consider that

- Care farm is an agrarian company;
- The farm among other things offers to people with - handicap suitable activities with guidance;
- Foundation on this care farm will realise day spending places in cooperation with the farm on project basis;
- That this agreement replaces all earlier made agreements concerning cooperation between parties.

Agree to the following:

1. Aim of the agreement

1.1

The aim of this agreement is establishing main points and appointments on basis of which to clients of foundation, within the framework of the normal activities on the farm, is offered day activities within the framework of supporting guidance/activating guidance.

1.2

At these activities not the productivity, but the positive perception of activities and the contact with animals comes first. There is no talk of economical productive labour in the sense of Article 7:610 of the Civil Code and/or of an employment contract.

2. Duration of the agreement

2.1

The agreement is as yet contracted for the period of up to and including

2.2

After finishing the period as mentioned at 2.1, the agreement can be extended, each time for the period of one calendar year, unless one of the parties denounce the agreement in writing in advance. Denunciation must occur well-reasoned at registered letter and with regard of a notice of at least months for ending of the calendar year.

2.3

In case the agreement is concluded parties commitment themselves for an alternative placement of the participants on other basis and/or location.

3. Responsibilities of foundation

3.1

Participants are clients of foundation The foundation makes effort to offer people with ahandicap day spending on the farm.

Main point is not to achieve something, much more it is about to deliver a contribution to the well-being and the further development of these people.

3.2

Foundation is responsible for:

- The selection of people as mentioned at 3.1 (to be called participant);
- The implementation of the day spending;
- The guidance of the participants at the activities on the farm;
- The support for the care farmer in the implementation of his tasks.

3.3

With the selection of participants is looked at the physical and mental situation, the need of guidance and the possibilities of the participants to perform agrarian activities. As yet it concerns a placement of up to... participants per day part. The farm and foundation decide jointly if a participant is placed in a trajectory on the farm. The farm has in these the right to refuse a participant on the basis of weighty arguments.

3.4

The final responsibility for the participants and the quality of the provided care on the farm is the head day spending of foundation At providing care, the farm makes use of the quality system care farms, published by the national support centre agriculture & care version 3.0 March 2002.

3.5

Foundation ensures the transport and the compensation of this transport, of the participants, between the place of residence of the participants and the farm, taking into account Article 3.6, and in good consultation with the head labour and day spending of foundation

3.6

Participants perform activities on the farm of day up to and including day, betweenand hour. In consultation between the farm, the participants and foundation can be deviated from these working hours.

4. Responsibilities of the farm

4.1

The farm is responsible for:

- The management on the farm;
- The offering of activities suitable for the participant on the farm, in consultation between the guide of the participant and taking into account the individual care plan;

- The instructions which the participant has necessary in the implementation of the activities on the farm, where the care vision of foundation is observed;
- creating a safe, justified work situation for the participant in accordance with the legal regulations.

4.2

The farm looks after periodically and if necessary more often, oral and/or in writing, the (progress) report concerning the participant to the guide.

4.3

The farm takes in case of absence of its guide(s) care for an adequate replacement for aforesaid activities unless circumstances of supremacy do not make this possible. The replacement of guidance of the participants takes place in consultation between foundation, the head

When a situation of supremacy occurs then the farm takes immediate contact with the head of foundation

4.4

The farm ensures for the necessary materials, working clothes, canteen supplies and for the necessary administration.

4.5

The farm makes in dialogue with foundation house rules. Per individual participant work agreements are made in consultation with the participant. These are made in agreement with the individual plan or result from this agreement. In these work appointments are among other things laid down:

- The working hours (including/exclusively lunch);
- Holidays;
- Trial period of tree months;
- Periods when the farm is closed.

5. Consultation

5.1

Between the farm on the one hand and foundation on the other hand periodic consultation takes place concerning the implementation of this joint operating agreement.

5.2

At least once every 6 weeks commit the farm and the guide, or its substitute, consultation concerning relevant matters that can be brought in by both parties, concerning the farm activities and the activities of the participant.

For support and advice with respect to the guidance of the participant the farm can appeal to the head labour and day spending of foundation

5.3

At least once every 12 months the farm and the head labour and day spending of foundation commit consultation concerning the policy and financial aspects of cooperation and can adjustment or change of the agreement take place. This means that, taking into account a notice of.... months, this consultation at the latest in of each year must take place.

6. Financial matters

6.1

Foundation agrees to the farm that for the year talk is of a financial minimum and maximum compensation to pay by the foundation to the farm.

Foundation puts itself for.... guarantor for an amount of €.....in case the minimum number of production days on an annual basis is not reached by this foundation.

Foundation pays up to € also in case the number of production days provided by the farm on an annual basis is higher than this maximum compensation.

Thereby is taken into account the main points as formulated in Article 3.5. Determining the financial minimum and maximum compensation determines component of the annual consultation as called under Article 5.3.

6.2

The day tariff by participant has been determined on € (excl. VAT); for 1 day part the tariff amounts to € (excl. VAT). To this tariff the legal annual indexing applies.

Concerning the tariff no VAT is calculated when the tax inspector declares the taxes VAT-exemption, as laid down in the law on the VAT, of application on this farm. When this is not the case, then 19% VAT is calculated.

6.3

Payment takes place monthly afterwards on the basis of realised performances and with regard of Article 6.4 and further, by means of an invoice to submit by the farm.

Foundation will pay the chargeable amount to the farm within 30 days after reception of the invoice.

6.4

Sickness days and other absence of participants, within the frameworks mentioned in Article 6.1 can, during a period of up to... (weeks) months be declared as production days.

6.5

In case of structural total absence of consecutive months, foundation and the farm take in consultation a decision concerning continuation or putting vacant of the workplace on the farm.

7. Insurance

7.1

On basis of the responsibilities and liabilities of parties arising from this agreement foundation takes care for adequate insurance of its third party liability.

7.2

The farm ensures an adequate insurance concerning buildings, machinery etc and company liability insurance, and possibly insurance for product liability of produced products, adapted to the activities like in this agreement described.

7.3

Unimpeded the responsibility of foundation for letting participants perform activities on the farm, foundation ensures that the participant himself has a personal liability insurance and an insurance for medical expenses.

8. Confidentiality

8.1

The farm obliges himself, both during the duration and also after conclusion of the agreement, to observe confidentiality concerning all matters which has to do with the guidance of the participants on the farm

8.2

Correspondence, records, reports and such or copies of it that are related to the guidance of the participants, or that are property of foundation, which the farm has or gets in trust, need to be managed by the farm in such a way that unauthorized third persons and parties cannot take knowledge or examination of it.

8.3

At conclusion of this agreement these records etc. have to be returned without delay to foundation.....

9. Remaining conditions

9.1

The farm takes in consultation between foundation care for the development of additional regulations, a complaint protocol, a calamity regulation and a regulation report incidents.

9.2

Concerning publicity attention regarding the care farm in direct relation with its participants, consultation between the farm and the department PR of foundation takes place in advance, both with a view to privacy of the participants and with a view to a careful reporting.

9.3

In all cases in which this agreement is unclear or does not provide, both parties consult each other in order to reach jointly a reasonable and fair solution. At possible disputes the possibility exists of presenting matters to a fixed commission. The commission exists from three members. A member is appointed on recitation of foundation and on recitation of the farm. Jointly they choose an independent president. The pronouncement of this commission is binding for both parties.

10. Conclusion

10.1

Notwithstanding the provisions in Article 2.1 concerning the duration of the agreement, parties can cancel the agreement if because of circumstances, lain outside the sphere of influence of parties, continuation of the agreement cannot be asked in fairness.

10.2

A circumstance like meant above, will be among others talk of when the farm because of sickness, accident or otherwise for a longer period (longer than four weeks) or permanent is not able to comply with the obligations from this agreement and there is no view on replacement, as such that as a result the continuity of the activities come in danger.

10.3

When the agreement is cancelled under these circumstances such as it is meant in 10.2, then from both sides a notice of... months applies. The denunciation occurs in writing, by registered mail.

10.4

In case of attachment, at suspension of payment, bankruptcy or ending of the venture by one of the parties, the other one has been entitled to disband the agreement immediately entirely or with respect to sub-aspects, possibly in combination with compensation of damage that the last mentioned has because of this.

Thus agreed and in signed in duplicate at..... (place)

On behalf of care farm .

on behalf of foundation

(signature)

(signature)

7. Example contract participant/care farm

Like also is the case at a contract between a care farmer and an institution, there exists no standard contract for a cooperation between care farmer and participant.

The example contract which is given below, serves only as appliance for the set-up of an original contract.

AGREEMENT OF TASK PGB - HOLDER/ZORGBOERDERIJ

This is an agreement of task between two parties:

- PB holder gives the order;
- The care farm takes the order.

The undersigned:

Care farm:hereafter to call Care farm

and

name:hereafter to call participant

Agree the following:

1. Personal details

Care farm:

Contact:

Address:

Postal code:

Place of residence:

Phone number:

Civil Servant Number:

Bank account number:

Participant:

Name:

Address:

Postal code:

Place of residence:

Phone number:

Date of birth:

Civil Servant Number:

File number:

(See indication decision PB of the care office)

Possible representative of participant:

Name:

Address:

Postal code:

Place of residence:

Phone number:

Date of birth:

Relation to participant:

The budget holder is younger than 18 years. I am therefore responsible as:

- father
- mother

tutor

- I have been authorised by the budget holder. (The budget holder and the representative must write down their signature.)

- I have been appointed as administrator, curator or counsellor.

2. Aim of the stay on the care farm:

2.1

The aim of the stay is offering day activities- a workplace to participant within the framework of supporting/activating guidance. With day activities a workplace is meant that participants carry out activities of a divergent nature on the agrarian company. By means of these activities and the guidance which the participant receives thereby, the care farm offers the participant a significant day spending, where not productivity but personal development of the participant comes at first. There is no talk of economical productive labour in the sense of Article 7:610 of the Civil Code and/or of an employment contract.

2.2

The care farmer draws up a personal plan for the participant where the following agreements have been made:

- a.
- b.
- c.

3. Duration of the agreement

3.1

The agreement is contracted for the period of up to and including with a test period of one month.

3.2

After finishing the period as mentioned at 3.1, the agreement can be extended, unless one of the parties denounces the agreement in writing in advance.

3.3

In the test period the agreement can be cancelled anyhow. After the test period cancellation needs to be done well-reasoned, at least 2 months before the cancellation, in writing.

4. Work appointments

4.1

Working hours:

- The participant uses a variable number of hours of the farm.
- The participant uses a fixed number of hours of the farm, namely hours per week /month.

Monday from hour tillhour

Tuesday from hour till hour

Wednesday from hour till hour

Thursday from hour tillhour

Friday from hour tillhour

Saturday from hour tillhour

Sunday from hour tillhour

4.2

Most attentive activities which participant carries out on the care farm:

- a.
- b.

- c.
- d.
- e.
- f.

4.3

The (representative of) the participant looks after and pays for the transport of and to the care farm.

4.4

The care farm supplies the lunch.

4.5

The care farm ensures the purchase and washing of working clothes. Under working clothes coveralls and boots is understood.

4.6

The participant is considered to stick to the applying house rules of the care farm.

4.7

The care farm is responsible for creating a safe, responsible work situation for the participant in accordance with the legal regulations.

4.8

In case the participant has complaints concerning his stay on the care farm which is not solved sufficient, then it is possible to submit this complaint at

5. Guidance

5.1

The guidance, care and under 5.2 called medical operations is given by the care farm.

5.2

The following medical operations are carried out by the care farm:

- a.
- b.

6. Consultation

6.1

Per day the parents/representatives of the participants are kept informed in writing about the stay on the care farm.

6.2

Once per month the stay and working on the farm is evaluated with the participant, with the help of the personal plan. With this the care farm, participant and parent/representative of the participant have been involved.

6.3

Once per year the care farm, participant and/or representative of participant commit consultation concerning the implementation and the financial aspects of this agreement. Possibly then changes and/or adjustments can take place.

7. Insurance

7.1

The participant has been insured against medical expenses and has personal liability insurance.

7.2

The damage which is possibly caused by the participant to the care farm has been insured by means of the company liability insurance of the care farm in those cases that the private liability insurance of the participant cannot be addressed.

8. Financial matters

8.1

The participant is compensation chargeable to the care farm for the activities and services performed by the care farm. The day tariff has been determined on € This compensation is indexed annually.

8.2

For the purchase of specific material consultations are held between involved parties.

8.3

Payment takes place monthly afterwards on the basis of what has been agreed in this agreement under 8.1 and 8.2.

9. Remaining conditions

9.1

The care farm has authorisation of the participant for publishing photograph or articles at about the participant.

9.2

.....

10. Cancellation

10.1

When because of sickness or other unforeseen circumstances it is not possible to comply with appointments, 10.2 and 10.3 are applicable.

10.2

The participant excuses himself at the care farm. When this happens less than 24 hours for commencement of the appointment, the care farm charges the normal tariff for this. Outside these 24 hours the participant has no financial obligations with the care farm, unless the period of absence more is than 5 days. In that case closer consultation is conducted between involved parties.

10.3

The care farm ensures replacement if by circumstances no day relief can be offered. In the case of calamities the care farm preserves itself the right to stop the care activities temporarily. This happens in consultation between the people concerned.

10.4

Holidays and free days are indicated in a holiday schedule which the care farm establishes annually. Taking on free days besides this schedule happens in mutual consultation.

11. Conclusion

11.1

Both parties can conclude the agreement within the period as agreed in 3.1 when because of circumstances, where the parties themselves do have no influence on continuation of the agreement cannot be asked in fairness.

11.2

Of denunciation like called above will be talk of when among others the farm because of sickness, accident or in a different way for a longer period (longer than four weeks) or permanent, is not able to comply with the obligations from this agreement and there is no view on replacement.

11.3

When conclusion takes place under circumstances as meant in 11.2, then for both parties applies a notice of 2 months. The denunciation occurs in writing.

Signature

Place:

Date:

On behalf of the care farm:

On behalf of the participant:

14. Complaint committee: Letter for participants

Do you have a complaint?

It can happen that you have a complaint concerning the care farm. A complaint is that you indicate that you are dissatisfied concerning how you are treated by the care farm or by an employee of the care farm.

What to do at a complaint:

1. Discuss the complaint with the care farmer at a quiet moment.

Doesn't this help?

2. Make an appointment with the care farmer to talk about the complaint. Do take along your parents or representatives.

Doesn't this help?

3. Contact a conversation with the confidence person of the care farm.

Does all this not help?

4. Write a letter to the national complaint committee. Mention in the letter:

- Your name, address, phone number and the phone number of your legal representative or of the person that helps you with making the letter;

- The name, address and phone number of the care farm and the person concerning whom you lodge a complaint;

- A such as extensive possible description of the event about which you have a complaint;

- The reason why you have a complaint about this;

- A description concerning what you have undertaken already to reach a solution of the complaint;

- Send you letter to:

Complaint committee agriculture and care

c/o National Support centre agriculture and care

Churchillstraat 35

3772 KV Barneveld

The national complaint committee will examine the complaint. It can be that you are rung or that the commission comes by on the care farm to ask further information to you and the care farm. After a couple of weeks you get reported of the complaint committee. The commission indicates then if your complaint is justified and which things the care farm and you could improve.

Do you do want further information?

On www.landbouwzorg.nl appears further information on how you can solve a complaint and how the national complaint committee works.