

ABSTRACT

The author of this rigorous thesis has been involved in community planning of social services in the city of Pilsen since the beginning in 2005. At the times when all municipalities used financial resources from European structural funds, Pilsen, as first large city, decided to go its own way and started financing its vision from its own budget.

The goal of this thesis is to describe development in the field of community planning in Pilsen, as a field where the author has been active on three different positions since the beginning, but also to introduce an insight on effectiveness of the given method of social work (standing on cooperation of the triad) in context of limitations of communal planning on municipality level.

The thesis introduces approximately 13 years cycle of city's focused orientation on the customer (receiver of social services, current or potential). Moreover, it discusses the problematics of meeting targets and measures that arose from community planning – implementation of priorities in the city's budget within the framework of strategic planning.

In general, social services represent a very specific category. It is usual that one becomes interested in the offer and content of social services only in a moment, when they or their close ones appear in an unfavorable life situation. The creators of social services (community triad) view the need of measures in the field of social services differently than people responsible for the city's budget, the donor of most intentions and projects.

The thesis, therefore, presents theoretical concept of community planning, the development of the process in Pilsen in the course of ca. 15 years, and its contribution. It introduces present external (community) and internal (municipal) environment that affect the field, and also author's own empirical research. The results of the research are on the same level of importance as creation of the municipality's budget and interests of its creator to consider incorporating well-founded requirements of broad community into budget priorities. The outcome is the reflection on the synergy of all parties involved and suggestions that lead to higher effectiveness of the process.

Key words: community planning, triad, social services, autonomy, budget of a city, strategic planning, municipal planning