



**Belgium**  
Embracing openness



Federal Public Service  
**Social Security**

Peter Samyn  
9/06/2023

**Non-take-up**



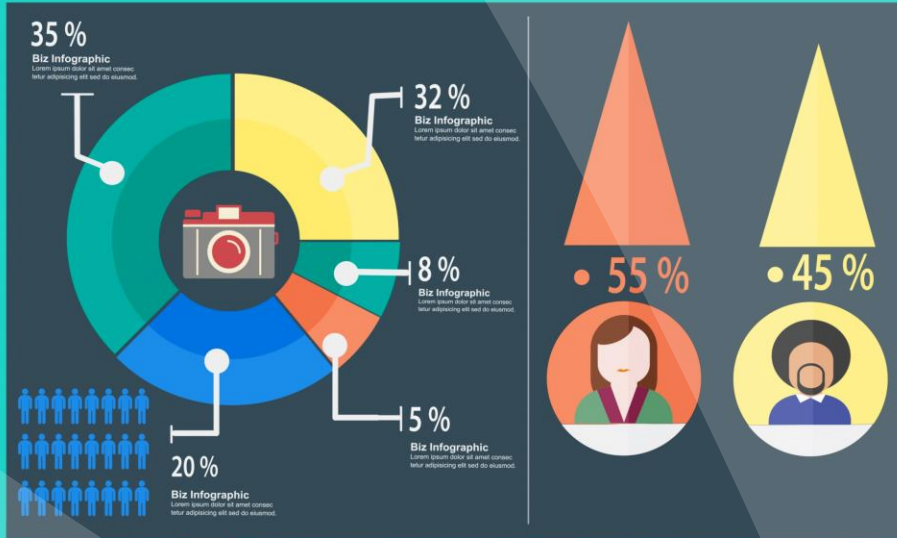
## Introduction

Poverty is not an accident.  
Like slavery and apartheid,  
it is man-made and  
can be removed by  
the actions of  
human beings.



- Nelson Mandela

# Evidence Based Policy



Size of NTU in Belgium



# Size of NTU in Belgium



Collaborative project with 2 Universities  
& Federal Planning Bureau

Focus on low-income households

Income guarantee for the elderly: 42-59%

Social Integration allowance: 37-51%

Increased reimbursement of medical costs:  
39-52% (65-) and 17-32% (65+)

Heating allowance 78-94% (65-) and 67-88% (65+)

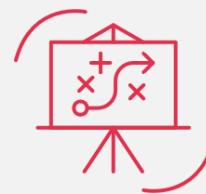
Belmod



## 1. Evidence Based Policy



Size of NTU in Belgium



Drivers of NTU



## Drivers of NTU



Information cost



Process costs



Psychological cost



## 1. Evidence Based Policy



Size of NTU in Belgium



Drivers of NTU



Policy Solutions



Proactive allocation



Proactive  
identification



Accessible high-  
quality data



Simplification and  
harmonization



Communication and  
nudging



Monitoring

**Policy Solutions**





Leave no one behind

**Persons with disabilities**

# 1. Qualitative Public Services





## 1. Qualitative Public Services



Only Once



# 1. Qualitative Public Services



Only Once



Facilitate intake

# 1. Qualitative Public Services



Only Once



Facilitate Intake



Better decisions

## **2. Outreach Adherence Support Social Assistance**





## 2. Outreach



Invest in Social  
Assistance



## 2. Outreach



Invest in Social Assistance



Individual  
approach





## 2. Outreach



Invest in Social Assistance



Individual Approach



Give warm referrals

### **3. Accessibility communication and tools**





### 3. Accessibility



Touchpoint  
communication  
and nudging



TRANSFORMATION

## 3. Accessibility



Touchpoint communication



Digitalisation  
and mitigation  
measures



### 3. Accessibility



Touchpoint communication



Digitalisation and mitigation measures



Join forces with intermediaries

*Every complex problem has a simple solution that doesn't work.*



## Future Solutions



Automating  
Benefits



Simplifying  
legislation



One Stop Shop

**Thank you**  
For your attention!



**Belgium**  
Embracing openness



Federal Public Service  
**Social Security**