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Non-take-up of social support and the implications for social policies

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Mark Reijnders,
Amsterdam, March 2020

CURRICULUM VITAE

Mark Reijnders (29 January 1984, Nijmegen) graduated from high school, the *Stedelijk Gymnasium* in Leiden, in 2002. He obtained his MA-degree in Political Science in 2008 and his MSc-degree in Public Administration in 2011, both at Leiden University. He joined the Institute of Public Administration at Leiden University in 2008. Starting as a working group teacher (2008-2009), he thereafter fulfilled positions as lecturer (2009-2019), bachelor coordinator (2011-2014) and PhD researcher (2014-2019). He has funded this PhD-project himself by working in different collaborative research projects, by teaching a range of academic courses, and by being active as an academic consultant.

Mark has published about non-take-up of social support in the academic journals *VOLUNTAS* and *Bestuurskunde*, in professional reports and various media outlets. He was involved in different collaborative research projects, including a study of health considerations in municipal decision-making processes, a study of the decentralization of social policies, and a scenario analysis of nonprofessional care in The Netherlands. Over the years, he has designed and taught numerous academic courses. At the Institute of Public Administration these include *Organizational Theory*, *Policy Implementation*, *Public Management*, *Professional skills for public impact*, and *Classics of Public Administration*. For the University's Honours program, he delivered the courses *Expertise in practice* and *Scenario Lab*. He obtained his University Teaching Qualification (*Basiskwalificatie Onderwijs, BKO*) at Leiden University in 2010.

In 2013, he became active as an academic consultant, providing lectures, master classes, serious games, trainings and workshops, on topics like welfare governance, public policies and decision-making processes, political-administrative relations, strategic management and scenario planning. Furthermore, since 2017 he is a board member of the Dutch Association for Public Administration (*Vereniging voor Bestuurskunde*), a platform for professionals, students and scholars, who take interest in everything that has to do with the public sector.

Currently, Mark works as an independent researcher and lecturer in the public domain, with a specialization in welfare governance and the non-take-up of social support.

This dissertation takes an important step in understanding the phenomenon of non-take-up of social support and what it means for contemporary social policies. Even when sufficient services of social support are being offered, it is not self-evident that all individuals who are in need of help will actually use those services. Different types of problems and barriers may inhibit their help-seeking process.

Despite its apparent universality, our fundamental understanding of this non-take-up of social support is limited. This is problematic because failure to understand and effectively address non-take-up leaves social needs unattended to and will lead to higher welfare costs.

To better understand the 'how and why' of this non-take-up, this study analyzes the lived experiences and perceptions of potential welfare clients in the Dutch municipality of The Hague. It discusses what the implications of these findings are for social policies. What can be learned from the problems and barriers that potential welfare clients experience in their daily lives? Researchers, policy-makers and practitioners who work in and around the social domain may all benefit from the insights of this study.



About the author

Mark Reijnders (1984) previously worked as a lecturer, bachelor coordinator and PhD researcher at the Institute of Public Administration, Leiden University. Currently, he is active as an independent researcher and lecturer in the public domain, with a specialization in welfare governance and non-take-up of social support.