

## **Annotation**

This diploma thesis deals with the individual planning of the social service's course. This is the process between an user of the social service and social worker, which should lead to an improvement of user's unfavourable social situation. Diploma thesis focuses on the process of individual planning and it's relation to social integration. Every user creates own individual plan, mostly social worker – aided. In this diploma work I turn my attention to success rate of the individual planning in the process of the social integration. I analyse this process on the base of interviews with homeless clients of emergency shelter, social workers and the leaders of the shelter. In the interviews i seek common criterions and then i line them up by the success. Theoretic part is engaged in the standards of the quality of the social services and follow-up concrete standard of the individual planning applied in the civil society organization „Naděje“. I mention successful individual plan or problems on the process of the creating of the individual plan. Furthermore I inquire, if the individual planning helps in the process of social integration and if is it the source of help or controle.