SAMPLE DELIVERABLE 10

FINAL REPORT TASK 1.4

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Summary

1. Introduction

The main objective of WP 1: "New Indicators and Models for Inequality and Poverty with Attention to Social Exclusion, Vulnerability and Deprivation" is to analyse the mechanisms and the determinants of poverty and inequality and to translate them into effective indicators. In particular, task 1.4. is dedicated to the feedback with local stakeholders about indicators for local government.
This report describes the main results of the survey that we have realised in order to acquire this feedback from local stakeholders.

1.1. The aims of the survey

The survey has five objectives. **The first** is achieving the stakeholders' opinion upon the importance and the relevance of main poverty indicators. The questionnaire contains reference to Laeken Indicators - identified by the Council of Europe in December 2001 - and to indicators used in EU-SILC. These indicators have been translated with a simple language in order to make them more understandable. We asked to the stakeholders their opinion about these indicators and their proposals on new indicators.

The **second objective** is achieving the stakeholders' point of view on poverty level. The questionnaire contains specific questions about their perception on the extension of poverty in their territory and about its changing in time-space (considering the current economic crisis).

The third objective is in knowing the stakeholders' information system and the strategies and tools they own for storing and managing information. This question is connected with the activities of Work Package 3 concerning task 3.2. :"Indicators from Third Sector's Observation", because this task previews the exploration and the analysis of the Local Third Sector Information System.
In the questionnaire there are 3 questions about the systems used in the organisations in order to acquire users data and about the modality of data storing. This is the starting point also for the construction of the permanent Observatory of poverty, vulnerability and social exclusion, that is the objective of task 3.4.

The fourth objective is integrating official data and statistics of poverty with the perceived poverty by stakeholders. Usually the perceived poverty does not correspond to the objective poverty. The concept of "perceived poverty" derives from the most general "subjective poverty", to be more precise from the concept of "feeling poor". All the compilation of the questionnaire is based on the personal perception of poverty by the stakeholders. For this reason, at the very beginning, we ask them to self evaluate their knowledge about this phenomenon.

The last objective, connected to task 3.4. (Observation System to Monitor Poverty, Vulnerability and Social Exclusion) is to create a regional network of qualified "antennas" on the theme of poverty and social exclusion, in order to involve them in the observation system.

1.2. Methodology questions – the Delphi Method

The methodology used in this survey is the Delphi Method, a systematic, interactive method which relies on a panel of experts. The experts have to answer to the questionnaires in two or more rounds, in our case in two rounds. After each round, a facilitator or "administrator" makes a summary of the results of the previous round anonymously and explains the reasons of their answers. In this way, the experts are encouraged to revise their first answers at the light of the replies of other members of their panel. It is believed that during this process the range of the answers will decrease and the group will converge towards the "correct" answer.

Finally, the process is stopped after a pre-defined stop criterion (e.g. number of rounds, achievement of consensus, stability of results) and the mean or median scores of the final rounds determine the results. All participants maintain anonymity. Their identity is not revealed even after the completion of the final report. This stops them from dominating others in the process using their authority or personality, frees them to some extent from their personal biases, allows them to freely express their opinions, encourages open critique and the admission of errors by revising earlier judgments.
The person coordinating the process is known as "facilitator" and indeed facilitates the responses of his group of experts who are selected for the knowledge that they provide through opinions and viewpoints.

The facilitator sends a questionnaire to the group and if the participants accept to be involved, they must follow the instructions and submit their views. Responses are collected and analyzed, then the facilitator identifies common and divergent points of view. If consensus is not reached, the process continues through a system of thesis and antithesis, in the direction of a gradual synthesis to obtain a quorum.
Participants comment their own forecasts, the responses of others and the progress of the panel as a whole. At any moment they can revise their earlier statements. While in regular group meetings participants tend to stick to previously stated opinions and often conform too much to group leaders, the Delphi method prevents this.

In our case, we have utilised a variant of the Delphi Method. At the end of the first elaboration of the questionnaires (that this report includes), we will chooose the more important results and we will propose them to the stakeholders discussion. The aim is to have their feedback and to know if their points of view correspond to the results presented.

1.3 The selection of the stakeholders

For the selection of the stakeholders, we decided to include all institutional and non institutional organisations carrying out actions against poverty in a multidimensional sense (not only against extreme poverty, but also against social exclusion).

We included also organizations that do not realise direct action, but have a particular viewpoint on this phenomenon. Therefore we decided to insert a wide range of stakeholders typologies: Public Administrations, Municipalities, Health Societies, Labour Unions, Social Cooperatives, Voluntary Associations, Immigrants Associations, Parishes, Caritas Counselling Centres, etc.

In order to select the organisations and to identify the names of their representatives and operators, we have started from the list of organisations affiliated to the Provincial Registry. In our Registry there are 602 organisations (283 Association of Social Promotions, 272 Voluntary Organisations and 47 Social Cooperatives). Registration is required to receive funds from public entities. Some of these organisations also form part of the Provincial Social Consult (elderly, disabled, youth, immigrants, volunteer associations, cooperatives). In Consults there are also institutional representatives with competences in these areas.
After several meetings with key people (the provincial Head of the Third Sector and provincial coordinators of the Consults), we reached an initial list of 800 private organisations (associations and social cooperatives). The initial selection was based on their main activities specified at the time of registration and last update. Then we decided to exclude:

1) associations that operate only in a limited field of health, such as patient associations, associations for cancer research, etc.;
2) associations that operate only in the cultural, artistic and folklore field;
3) organizations that operate only in the field of sport;

Finally, after several meetings with the Heads of the three Caritas of Pisa, we have included references to all the counselling centres of Caritas and main parishes. For the selection of immigrant associations we have met the operators of the "North-South Centre Establishment" instrumental organization in the Province of Pisa for the management of immigration policies, intercultural and development cooperation.
Regarding the institutional level, we decided to include:

- 39 municipalities in the province of Pisa, with reference to the political and technical level, with expertise on social policy and health;
- 5 Health Societies of the province of Pisa, with reference to technical and political level, with expertise on social policy and health;
- Union representatives (CISL, CGIL, UIL) of the various parts of the province.

Finally, lists of institutional and non institutional stakeholders were shared with the leaders of the Health Society of the four areas of the province (Area Pisana, Alta Val di Cecina, Valdera, Valdarno Inferiore and Bassa Val di Cecina) and we reached the final number of about 690 stakeholders.

We have composed two different lists, institutional and not institutional stakeholders, and each list has been divided into local areas. The institutional stakeholders are 270, distributed as follows: 76 Area Pisana, 83 Valdera, 32 Alta Val di Cecina, 38 Bassa Val di Cecina, 41 Valdarno Inferiore.
In the non institutional list, there are 420 distributed as follows: 181 Area Pisana, 127 Valdera, 41 Alta Val di Cecina, 18 Bassa Val di Cecina, 53 Valdarno Inferiore.

1.4 The content of the questionnaire

In the questionnaire there are mixed questions: closed questions, open questions and scales. As regards the content, in the questionnaire there are both based and structural questions. The based questions include socio-demographical statistics, such as the gender of interviewee: these questions are listed in the final part of the questionnaire, so to leave the stakeholders more free to answer. The structural questions are questions that regard the specific characteristics of the stakeholders for research purposes. In particular, in our case these characteristics regard the denomination of their organization, the territory where it mainly operates, the typology and the number of users which it is in daily contact with.

The questionnaire is composed of about 70 questions. For this reason, in the introduction there is a large presentation of the aims of the survey and, in general, of the aims of the Sample project.

The questionnaire is composed of 4 section:

1. In **first section** "*Identification data*" there are the data of the organization: typology, municipality where it operates. In this section there is an important question in which we ask them to self evaluate their knowledge about the extension of poverty in their local area. This question will be utilised to weight the answers to the different questions.
2. In **second section** "*Users data"* there are some questions about the users of the organisation: an estimate of the number of users, of the number of access, the provenience of users, the services that they ask, the typology of users (elders, immigrants, unemployers, homeless, etc). In this section there are also 3 questions about the modality of data users storage.

3. **Third section** "*Indicators*" includes specific questions about 6 indicators: income, income distribution, occupation, dropping out of school, state of health; quality of home and housing hardship. In this part we asked them a double contribution. The first was to try to estimate the situation of their territory and of their about these 6 indicators and to collocate them in a virtual scale. The second was to know their opinion about the relevance and the capability of these indicators to measure poverty and social exclusion.

4. **Fourth section** "*Suggestion*" contains an open question to propose suggestions for new indicators more efficacies to measure the phenomenon of poverty and social exclusion in local areas.

5. The **last section "***Sample project***"** is dedicated to some questions that have the aim to encourage the involvement of stakeholders in the construction of the "Observation System to monitor poverty, vulnerability and social exclusion". We ask them their opinion and their proposal about the project, about the web site and about their interest to be involved in this activities.

1.5 The compilation of the questionnaire

The instrument utilized for the survey is the questionnaire on-line and only in a few cases, when the stakeholders had not an e-mail address, we sent the questionnaire by fax and we provided to enter the data. Each stakeholders received a first invitation by e-mail that contains a link with an identification code for having access and compiling the questionnaire.

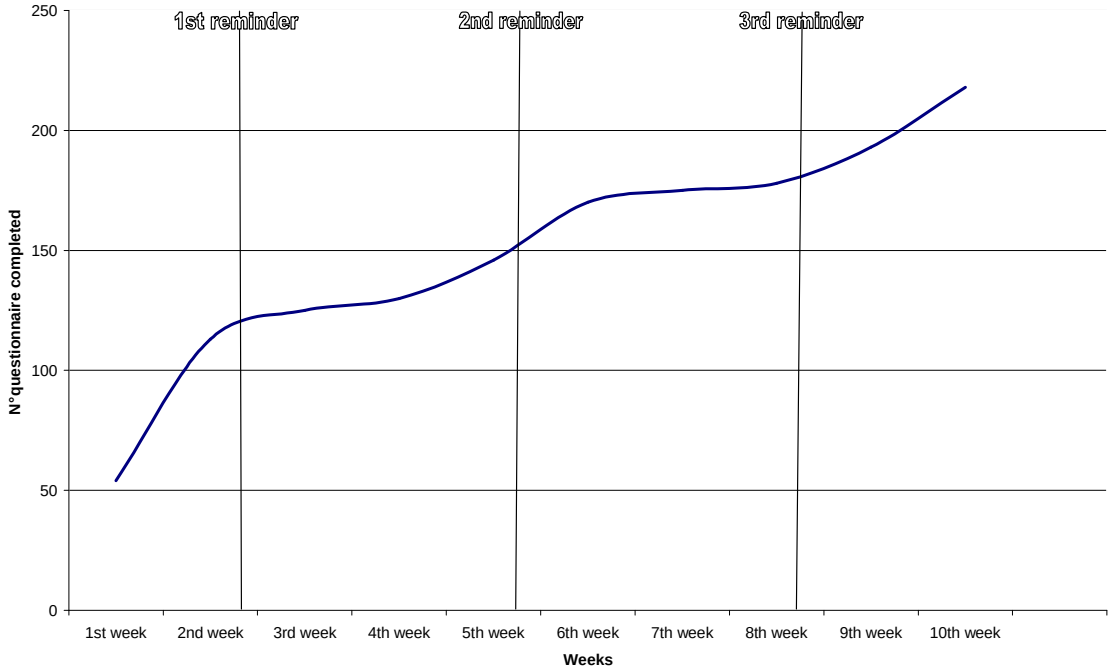
We have choice the survey on-line for its advantages. The survey permits to save printing and mailing costs, to reduce response time, to send reminder by e-mail, etc. We utilised an open source software "Lime Survey" that allows to import/export in text format, CSV and MS Excel. This software allows also to the user (with the command "Save") to stop the compilation session for successively to resume it.

The survey started in 2nd March 2010 and stopped 13th May 2010. The completed questionnaires are 252. The majority of interviewed answered with Lime Survey, only few people sent us paper questionnaire. This happened only for associations that had not an e-mail address like some parishes and some Counselling Caritas Centres. During the survey we have removed many stakeholders from the original list and we have also added other organizations, suggested by some stakeholders. The eliminations were mainly caused by particular situations:

- the e-mail addresses were duplicated because the same person was responsible of more services. In this cases, most of them preferred to complete only a questionnaire.
- the organisations were not competence in poverty questions: this happened, for example, for association that operate in particular areas like Alcoholics anonymous groups, association alcoholics in treatment, association of fair trade production, or association of Mental hearth.
- in few instance, there were associations no longer active or transformed into a group with different company name
- the organisations were not interested in Sample project and refused to participate to the survey
- in some instance the stakeholders contacted haven't answered and have delegated other persons more competent to answer. This is the typical situation of municipalities in which political referent has delegated technical referent to answer for the organisation. This have reduced the percentage of the completed questionnaires because in the original list we had insert political and technical referent for every organisation.

In the following graph we can see the trend of the answers considering the three reminders that we made during the survey.

Graph 1- Number of completed questionnaire by week of completion



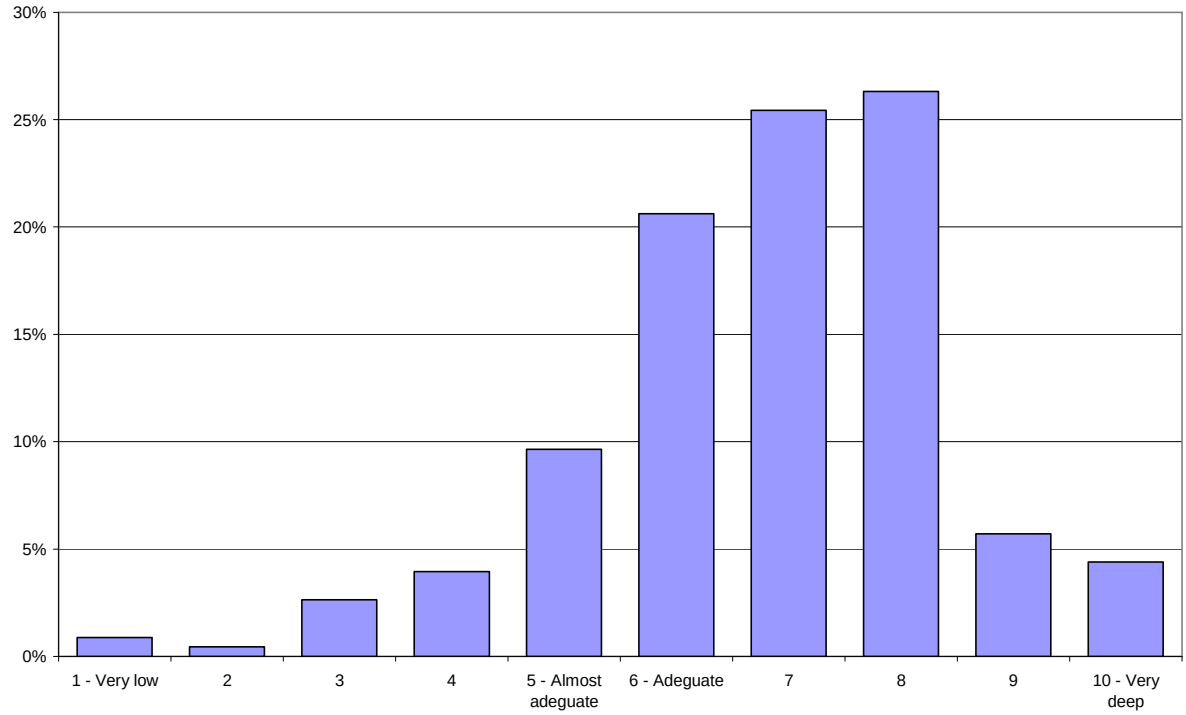
The questionnaire was uploaded on the European website of the Sample project to encourage more widespread results.

1.6 Methodology of analysis questionnaire

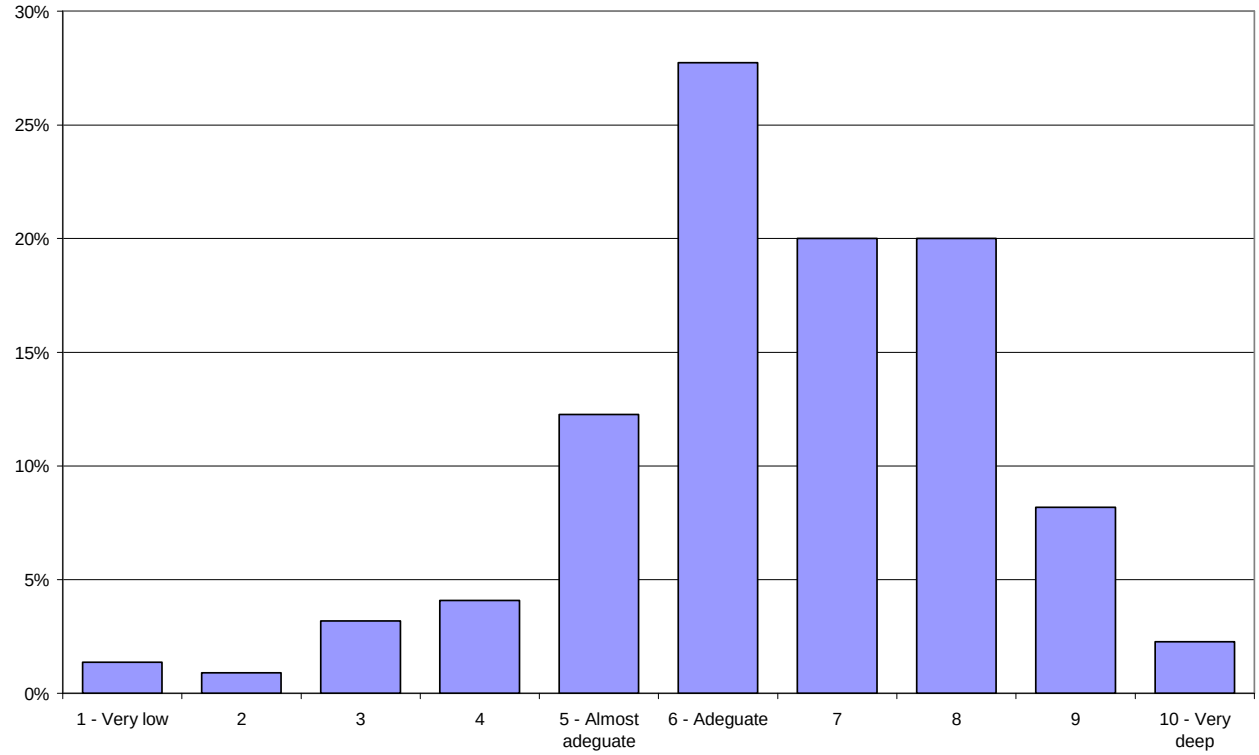
The stakeholders interviewed has been selected from a long list of persons working in the field of public social policies or in non profit organisations. Despite we may hypothesize that they have some kind of expertise and experiences about social exclusion and poverty, we know that they probably have different degrees of knowledge of the topics of our survey. In expert panel surveys it's crucial to take into account these differences. In order to assign a different value/weight to the responses of each stakeholders we ask in the questionnaire a self-evaluation.

The questions is: "*This survey is based on your personal perception and experience of poverty in the territory in which you operates. Therefore we ask you, before proceeding with the other responses, to self-evaluate using the ten point scale below your degree of knowledge about this topic*". We ask for two kind of evaluation: about the territory and about the phenomena. The aggregated results of the evaluation of these two aspects are shown by the graph below.

Graph 2- Distribution of the stakeholders by knowledge self-evaluation – Knowledge of local situation



Graph 3- Distribution of the stakeholders by knowledge self-evaluation – Knowledge of the phenomena (poverty and social exclusion)



We note that the most part of the stakeholders interviewed give a self-evaluation more than adeguate. We can observe a better self-evaluation of the knowledge about the territory situation than about the general phenomena. In other words, the stakeholders have mainly an empirical and practical knowledge on poverty and social exclusion. This depends on the fact that a great part of them are field operators.

We assign a different weight to each questionnaire in the following way:

- We calculate the average between the two self-evaluation each stakeholder has given;
- We calculate the weight as the ratio between this average and the global average of the whole sample.

Let's call:

s_t the self-evaluation about the knowledge of the territory;

s_p the self-evaluation about the knowledge of the social exclusion phenomena;

$s_m = \frac{(s_t + s_p)}{2}$ the average of the two self-evaluation

N the number of interviewed stakeholders

$S = \sum_{i=1 \to N} s_m^i$ the average evaluation of the sample

The weight assigned to each unit in the sample is:

$W = \frac{s_m}{S}$

The weighting of the units gives more importance to the answers of the more expert.

2. General results

The first question was about the name of the organisation: we asked them to indicate if the name of the organisation written in the questionnaire was correct. About the totality (97,3%) of the respondents replied in the affirmative. This is a good indicator of the quality of the original list.

From table 1, we can see the typology of organisations: the 37,3% of the respondents are public institutions, the 62,7% are private organisations. Bassa Val di Cecina is the area with the higher percentage of public organisations; Area Pisana and Alta Val di Cecina have the higher percentages of private organisations. In Alta Val di Cecina and Valdarno there are the higher percentages of answers from parish and Caritas counselling centers. Generally, we can see a good distribution of the respondents.

Table 1 - Typology of organisations by socio-sanitary areas (%)

	Pisana	Valdera	Alta Val di Cecina	Bassa Val di Cecina	Valdarno	Totale
Public Institution	32,0%	41,1%	32,4%	61,5%	38,5%	37,3%
Association	50,7%	30,4%	47,1%	38,5%	38,5%	42,2%
Social Cooperative	8,0%	17,9%	2,9%		7,7%	9,3%
Informal group	2,7%					1,0%
Parish/Caritas Counselling Centers	6,7%	10,7%	17,6%		15,4%	10,3%
Total	**100,0%**	**100,0%**	**100,0%**	**100,0%**	**100,0%**	**100,0%**

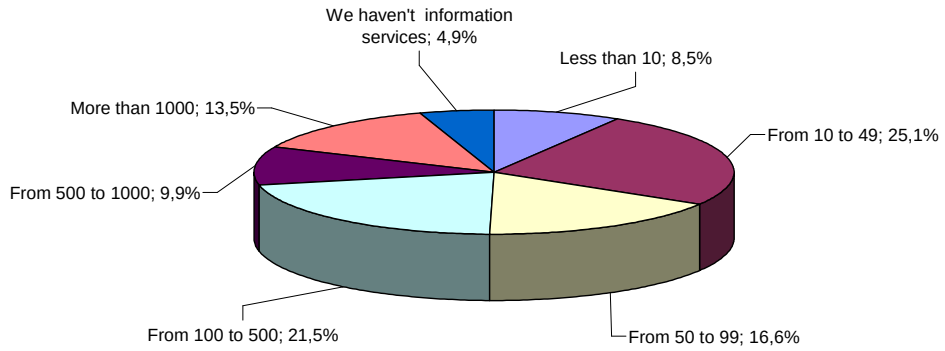
In table 2 we can see that the higher percentage of respondents is from Area Pisana (38,2%), at the second place we find Valdera (26,8%). The lower percentage is in Bassa Val di Cecina. Comparing these data with the distribution of population in Pisa province, we can see the high level of participation of Alta Val di Cecina, probably due to the good involvement of local Caritas in the survey.

Table 2 - Distribution of the respondents by socio-sanitary area (absolute value and %)

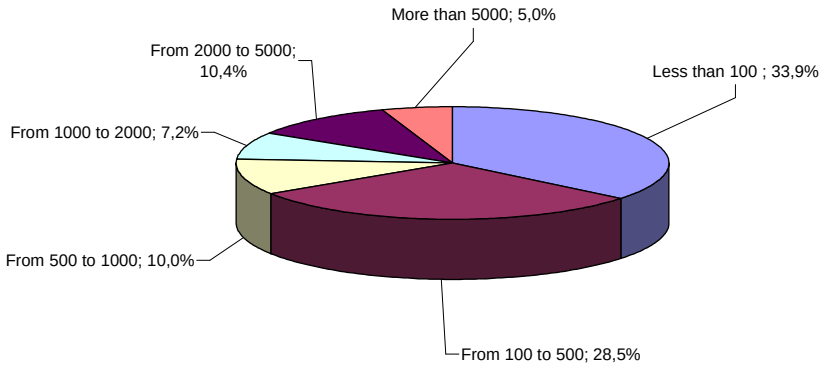
	Absolute value	% respondents	% population
Pisana	87	38,2	47,30
Valdera	61	26,8	29,0
Alta Val di Cecina	39	17,1	5,2
Bassa Val di Cecina	13	5,7	2,3
Valdarno	28	12,3	15,9
Totale	228	100,0	100,0

In the questionnaire there were two questions on the estimated number of users and of access to the organizations. In graph 2, we can see that the higher percentages of users is in the bracket “From 10 to 49” (25,1%) and in the bracket “From 100 to 500” (21,5%). Only 4,9 % of respondents hasn’t information services. Regard to the access (Graph 3) the higher percentage is in the bracket “Less than 100” (33,9%) followed by the bracket “From 100 to 500” (28,5%).

Graph 4 - Number of users in 2008 in province of Pisa (%)



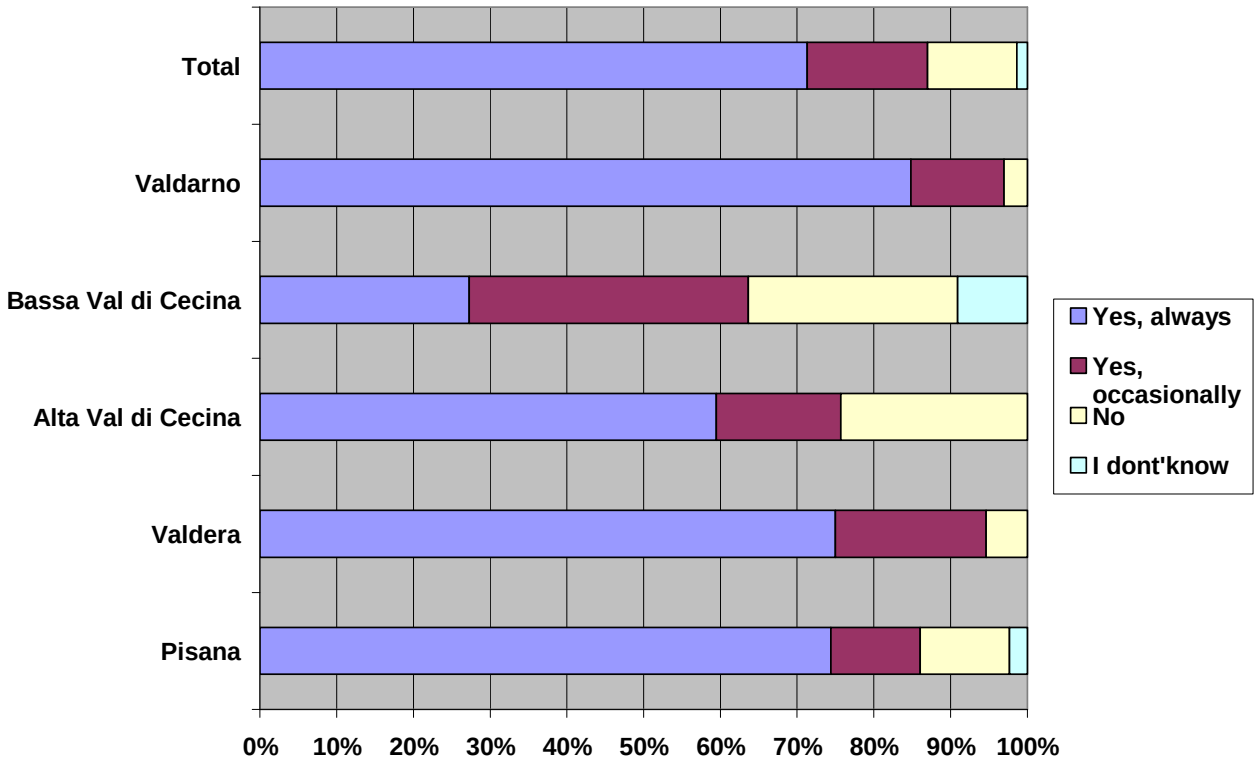
Graph 5 - Number of access of 2008 in province of Pisa (%)



2.1. Data storage

Generally, in province of Pisa, as we can see in the graph 4, there is an high percentage of organizations (84,3 %) collecting data about their users. The 71,3% declares to collect them "always" and the 15,7% does it "occasionally". In Valdarno there is the highest percentage of organisations that always collect data (85,7%). Only the 11,7% (at provincial level) doesn't collect data.

Graph 6: Frequency of data collection (%)



In the table 3, we can se that 56,7 % of the respondents collecting date in electronic format. There is a high percentage of electronic data collection in Alta Val di Cecina (69%), and in area Pisana (57,5%). The lower percentage is in Bassa Val di Cecina (14,3%).

Table 3 - Storage in electronic

	Pisana	Valdera	Alta Val di Cecina	Bassa Val di Cecina	Valdarno	Pisa Province
Yes	59,4%	53,7%	69,0%	25,0%	51,9%	56,7%
No	37,7%	42,6%	31,0%	62,5%	37,0%	39,0%
I dont't know	2,9%	3,7%		12,5%	11,1%	4,3%
Total	100,0%	100,0%	100,0%	100,0%	100,0%	100,0%

More than half of those who record the data electronically use specific software, developed ad hoc (55,3%). Probably the majority of these is represented by the counselling centres of Caritas, more representative in our sample, that used the Mirod system. Responders use also spreadsheets as Excel or similar (34 %) or database such as Access or similar (10,6 %).

Table 4 - Instrument used for storing data

	Pisana	Valdera	Alta Val di Cecina	Bassa Val di Cecina	Valdarno	Pisa Province
Spreadsheets (Excel or similar)	27,5%	44,0%	35,7%	100,0%	23,1%	34,0%
Database (Access or similar	17,5%	8,0%	7,1%			10,6%
Specific software developed ad hoc	55,0%	48,0%	57,1%		76,9%	55,3%
Total	100,0%	100,0%	100,0%	100,0%	100,0%	100,0%

This point of questionnaire, as mentioned in the introduction, is very important for two reasons: the first is the connection to the objectives of task 3.2: "Indicators from Third Sector's observations" because it will allow us to build the map of database informative of Third Sector, an important resource for planning policies. The second is the importance for the construction of an Observation system to monitoring poverty, vulnerability and social exclusion, a network of strategic sensor started with this survey but that needs to be promoted and developed over time.
The starting point will be represented by the existing instrument of collecting data at local level.

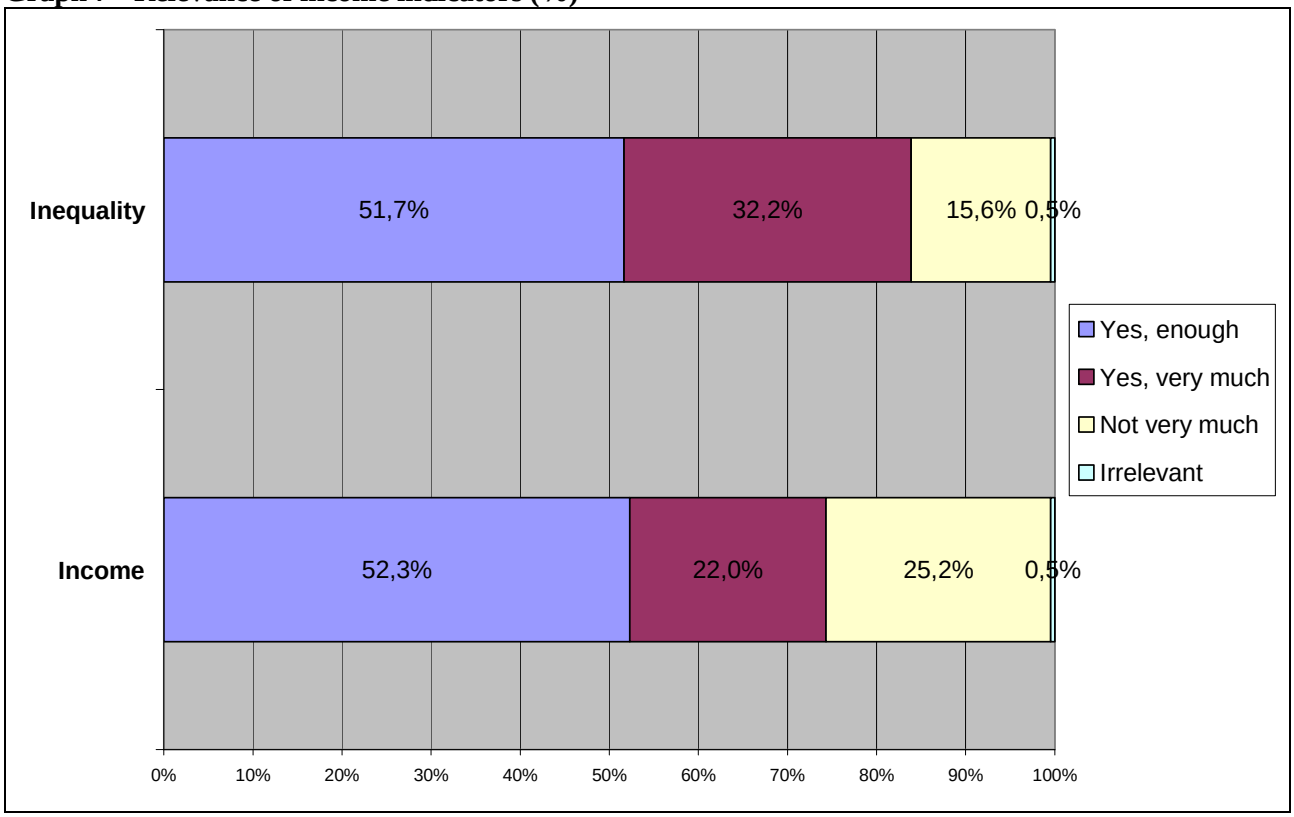
2.2 Point of view of indicators

One of the aims of the survey was achieving stakeholders' opinion upon the importance and the relevance of main poverty indicators.

2.2.1 Income indicators: "Income" and "Inequality in income distribution"

The first question was about the relevance of one of the main Laeken's indicators that is "Income".
Around 26% of the respondents think that income is not a very relevant indicator to estimate poverty. This is a high percentage but maybe it means that the variable income is considered not sufficient to measure poverty. The 74,3% answers "Yes, very much" or "Yes enough".
The second question was about the relevance of another indicator "Inequality in income distribution". In graph 5 we can see that this indicator is considered a better indicator for measuring poverty: 32% vs 22% declares "Yes very much" and only 16% answers "Not very much" or "Irrelevant".

Graph 7 - Relevance of income indicators (%)



In the open answer stakeholders expressed three kind of consideration about this indicator. The first is that income could be a good indicator but it is hard to know the real income of population, also for the problem of illegal work. The second is that the level of income that population need to feel not excluded depends on the society we live in and on the level of consumption we are used to. Third: good income may not be an insurance against social exclusion because the absence of a social network, for example, may be a major risk factor.

2.2.2. Unemployment level Indicator

The first indicator that we have tested in this part of the questionnaire was the unemployment level. About this, the 36,9% thinks that this indicator is very relevant, the 49,5% thinks that it is enough relevant and only for the13,6% it is not very relevant. No one chose "Irrelevant". On this indicator we note a certain difference between two areas: Alta Val di Cecina and Area Pisana, the number of people that thinks that the unemployment rate is a good indicator of poverty is considerably higher.

Table 5 - Relevance of unemployment level indicator

	Pisana	Valdera	Alta Val di Cecina	Bassa Val di Cecina	Valdarno	Pisa Province
Yes, enough	39,3%	58,3%	58,8%	55,6%	51,6%	49,5%
Yes, very much	44,0%	31,3%	29,4%	33,3%	35,5%	36,9%
Not very much	16,7%	10,4%	11,8%	11,1%	12,9%	13,6%
Irrelevant	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	100,0%	100,0%	100,0%	100,0%	100,0%	100,0%

2.2.3. Rate of school drop-out indicator

About the rate of school drop-out we note that the majority of the respondents (65,3%) thinks that it is enough or very much relevant but there is also a significant percentage of those who believes that this indicator is not very relevant for the measurement of poverty (33,7%).

Table 6 - Relevance of rate of school drop-out

	Pisana	Valdera	Alta Val di Cecina	Bassa Val di Cecina	Valdarno	Pisa province
Yes, enough	51,9%	39,5%	33,3%	33,3%	33,3%	42,5%
Yes, very much	24,7%	20,9%	15,2%	11,1%	33,3%	22,8%
Not very much	23,5%	39,5%	48,5%	55,6%	29,6%	33,7%
Irrelevant			3,0%		3,7%	1,0%
Total	100,0%	100,0%	100,0%	100,0%	100,0%	100,0%

2.2.4 State of the health indicators

Another indicator is the state of health of the population. As we can see in the table 7 there are interesting results because there is a high percentage (37,8%) of those who thinks that the state of health is an indicator not very much pertinent to estimate the poverty and the 7,1% that thinks that is "Irrelevant". However, the 55,1% says that is enough relevant (38,3%) or very relevant (16,8%). About this indicator we can note a certain difference between the areas. In Alta Val di Cecina there is a higher percentage of stakeholders that considers it a good indicator, in Valdarno there is the lower.

Table 7 - Relevance of indicator of state of health

	Pisana	Valdera	Alta Val di Cecina	Bassa Val di Cecina	Valdarno	Pisa province
Yes, enough	39,7%	34,1%	44,1%	60,0%	26,7%	38,3%
Yes, very much	20,5%	11,4%	20,6%		16,7%	16,8%
Not very much	34,6%	43,2%	32,4%	40,0%	43,3%	37,8%
Irrelevant	5,1%	11,4%	2,9%		13,3%	7,1%
Total	100,0%	100,0%	100,0%	100,0%	100,0%	100,0%

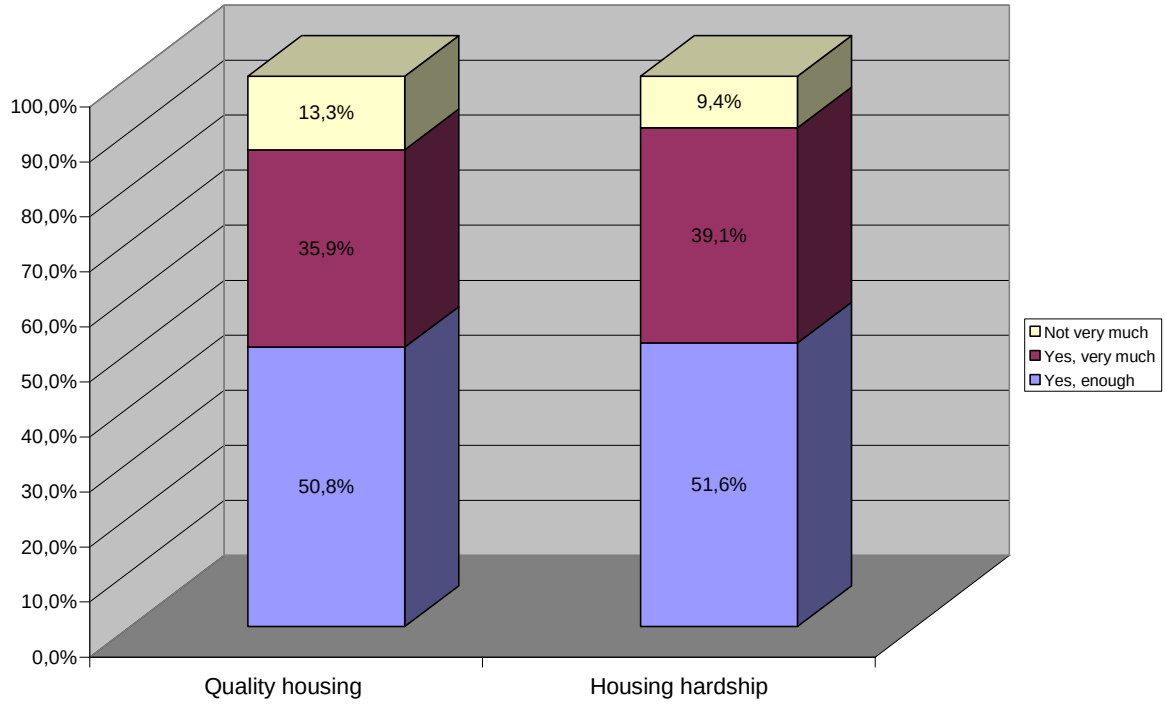
2.2.5 Housing hardship indicators

Concerning housing issues we insert two indicators from EU-SILC survey. The first indicator is about the quality housing. As we can see from the table 7 this is considered a good indicator from 86,7%. According to the 50,8% of the respondents the quality housing is an indicator enough relevant and for the 35,9% it is very much relevant. No one declare that this indicator is irrelevant.
The second indicator is about the housing hardship. In the questionnaire we specified that for housing hardship we mean the absence of the home, the presence of problems in the area of residence (criminality, pollution, noise) or the difficulties supporting home costs. In graph 6 we can see that around the half of the respondents (50,8%) declares that this indicator is enough relevant to measure of poverty and the 39,1% responds "Very much".

Table 8 - Relevance of indicators of quality housing

	Pisana	Valdera	Alta Val di Cecina	Bassa Val di Cecina	Valdarno	Total
Yes, enough	46,8%	48,9%	57,6%	88,9%	45,2%	50,8%
Yes, very much	46,8%	24,4%	27,3%	11,1%	41,9%	35,9%
Not very much	6,5%	26,7%	15,2%	0,0%	12,9%	13,3%
Irrelevant	0	0	0	0	0	0
Total	100,0%	100,0%	100,0%	100,0%	100,0%	100,0%

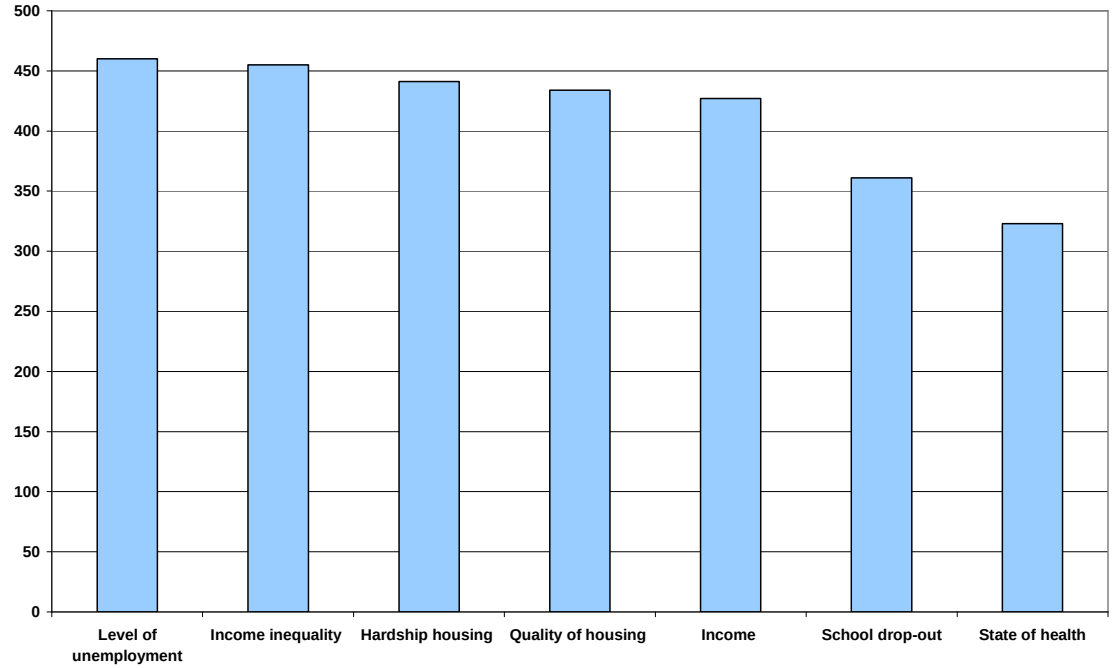
Graph 8- Relevance of indicator of quality housing vs indicator of housing hardship (%)



2.2.6 A comparison of indicators

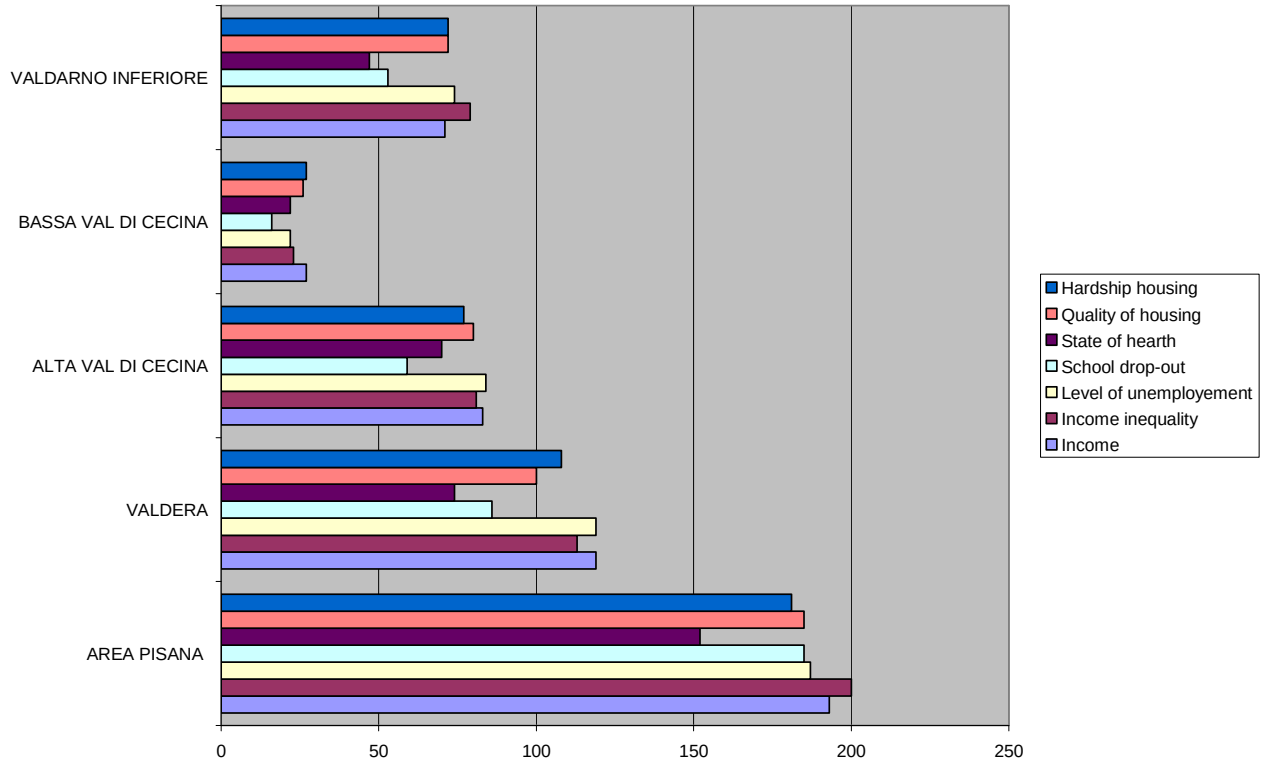
Finally we try to compare the results of the relevance of all the indicators. For this we assigned the score 0 to the answer "Irrelevant", the score 1 to the answers "Not very much", the score 2 to the answers "Yes enough", and the score 3 to the answers "Yes, very much".
In graph 7 we can see the results at provincial level: the indicator more important is considered the level of unemployment. Successively, in order, there are: income inequality, the hardship housing, quality of housing, income, school drop-out and finally the state of health.

Graph 9- Relevance of indicators



About the local area, we can see that there aren't very important differences about the relevance of the indicators at provincial level.
Graph 8 shows in Area Pisana the income is at the second position, after the income inequality, and at the third position there is the level of unemployment. In Valdera, in the first position we have both the level of unemployment and the income, successively there is the income inequality. In Bassa Val di Cecina in the first position we have the income and the hardship housing, and at the end of the classification there is the school drop-out. In Alta Val di Cecina the different, as regards the provincial classification, is that in this area the income is the second indicator considering effective that in province of Pisa is considering in fifth position. Valdarno is the area when the classification is very similar to the provincial classification.

Graph 10- Relevance of indicators in local area



In general the indicator proposed are considering the important indicators to measure the poverty and the social exclusion, but they aren't considering sufficient to analyse this complex social phenomenon. This aspect is analysed in detail in the next paragraph.

2.3 The proposal of new indicators

In the questionnaire we asked them also to propose some new indicators, usually not included not in poverty analysis. Next table reports the answers to this question.

According to 35,9% of respondents the debt is the indicator more relevant. The second indicator is the quality of food (14,9%). The third is the quality of housing, as we saw in the analysis of the specific demand in the questionnaire. When we evaluate this aspect we have to consider the location, the size, the number of family components, etc.

In this question the respondents emphasize also the difficulties in payment of utility bills due to low incomes and the phenomenon of job insecurity. Another indicator suggested is the capabilities of access to services, that is the knowledge and usability of services to citizens in distress.

At local level, in the five social-sanitary areas, there is a certain homogeneity about the perception of the different respondents.

Table 9- Proposal of new indicators

Indicator	**A.V.**	**%**
Debt	65	35,9
Quality of food	27	14,9
Quality of housing	15	8,3
Capability to access to services	12	6,6
Social network	12	6,6
Family hardship	8	4,4
Lifestyles	8	4,4
Illegal work	5	2,8
Instruction-Education	5	2,8
Unemployment	4	2,2
Not Self Sufficiency	4	2,2
Dependences	5	2,8
Income	3	1,7
State of health	3	1,7
Crisis of value system	2	1,1
Gender (female) or status (immigrants)	3	1,7
Total	**181**	**100,0**

2.4. Perception of poverty and social exclusion

As we can see in the project (see WP 1 – Task 1.4) and as we said in the first part of this report, the main objective of the survey was the involvement of stakeholders in the definition of new indicators, and the second was to involve them in the construction of the Poverty Observatory. But, later, we thought to insert another objective: to know their perception about the real poverty situation in their territory.

So we choose to evaluate the stakeholders perception of some phenomena measured by the main Laeken indicators for the different areas of the Province of Pisa and we tried to evaluate the gap between the users of the services concerned and the general situation of the territory. This evaluation could be interesting for two main reasons: first, to match the perception of the stakeholders with the data coming from EU-SILC and other indicators, second, to evaluate the gaps between areas inside the province.

We can observe a general result: the perception of the social exclusion indicators concerning the territories is pulled down by the daily experience with disadvantaged users. In fact, the real level of the indicators for the Pisa province areas is close or better than the regional mean, particulary for some areas like Valdarno and Area Pisana. So the stakeholders perceptions are not useful for the evaluation of the absolute level of the indicators, but they could be very interesting for comparison between areas.

The results sometimes are in line with EU-SILC oversampling results (Deliverable 7), and sometimes they are not, This incoherence may be interesting to explore with further investigations. In this sense the social application (see WP 4) will help to promote active contribution and interpretation by the stakeholders. In other words we will be able to unlighten all this data and their incoherences by *crowdsourcing*[1] them.

[1] "Crowdsourcing" is a term that recently has become popular to define the act of outsourcing tasks to a large group of people or community (a crowd), through an open call. It is a shorthand to indicate the trend of leveraging the mass collaboration enabled by Web 2.0 technologies. Despite it has mainly applied in business and ICT environments, it could be applied also in policy planning and data analysis. See, for example, the Open Data Movement and data.gov project.

In the comment we will refer also to another study that the Province of Pisa realised in 2007 with the collaboration of DSMAE. In this study[2] some researchers tried to construct a synthetic indicator of social hardship through an analysis of 15 indicators. The objective was to classify the 39 Municipalities of the Province of Pisa.

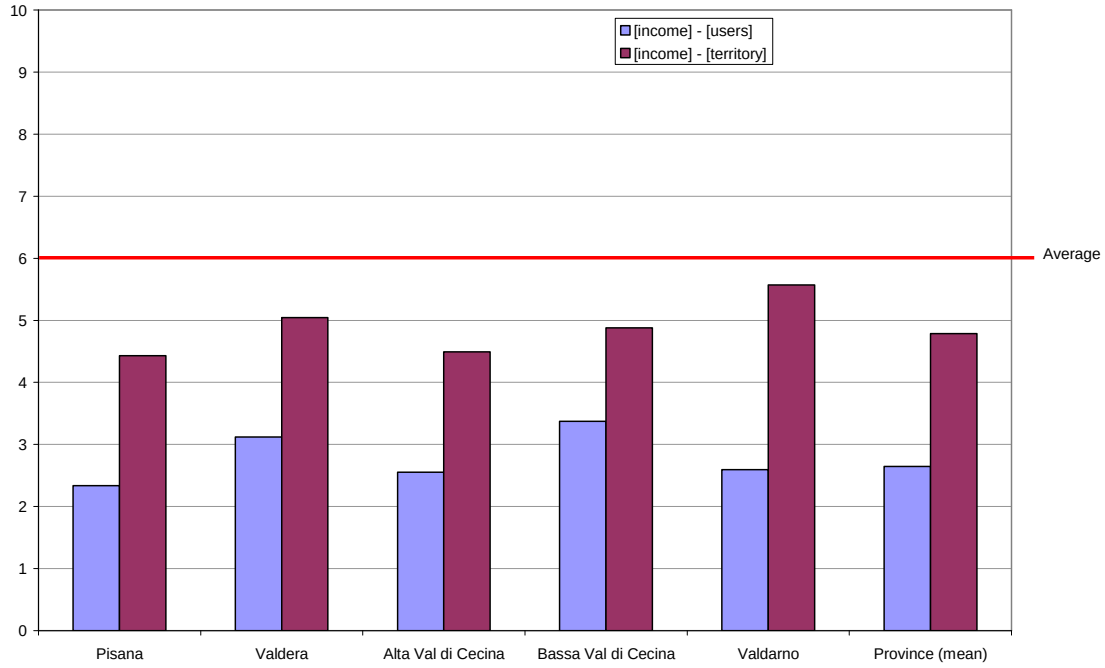
2.4.1 Income indicators: "Income" and "Inequality in income distribution"

First we tried to measure the perception of the stakeholders about the income level in their territory (Laeken Indicators n° 1, 3 and 4). To measure it we choose to insert two different and opposite questions. The first question was about the income level, the second was about the poverty level (distance from the head count ratio).
To give them the same landmark we preceded all the questions with an explication of the concept and with an indication of the actual mean level. In every question we asked them their opinion in a double perspective: referring to their users and referring to their territory. The two bar charts in the graphs report the different results.
Concerning the first indicator – income - this was the question:
"*Actually, in Tuscany, the median income for a household composed by two persons is around € 2.500,00 monthly. According to your experience the income of the typical users of your organisation in what point of this scale may be placed*?" And after: "*and, always referred to regional median income, where do you place the territory in which your organisation realises actions*?
The scale goes from 0 to 10 with this graduation:
0 = very much lower
1 = lower
5 =near under the average
6 = in the average
8 = higher
10 = very much higher

The next graph shows the results: all the territory are perceived under the average (6 in the scale) especially referring to user's income. In Valdarno there is an higher percentage of stakeholders that feel that the income of this territory is closer to regional median income. But this is not true not for their users that are very far from the average. Concerning the users the worse situation is in Area Pisana.

[2] "The classification of the Municipalities of the Province of Pisa according to hardship indicators", Pisa, 2007

Graph 11- Perception of social exclusion by areas – income level

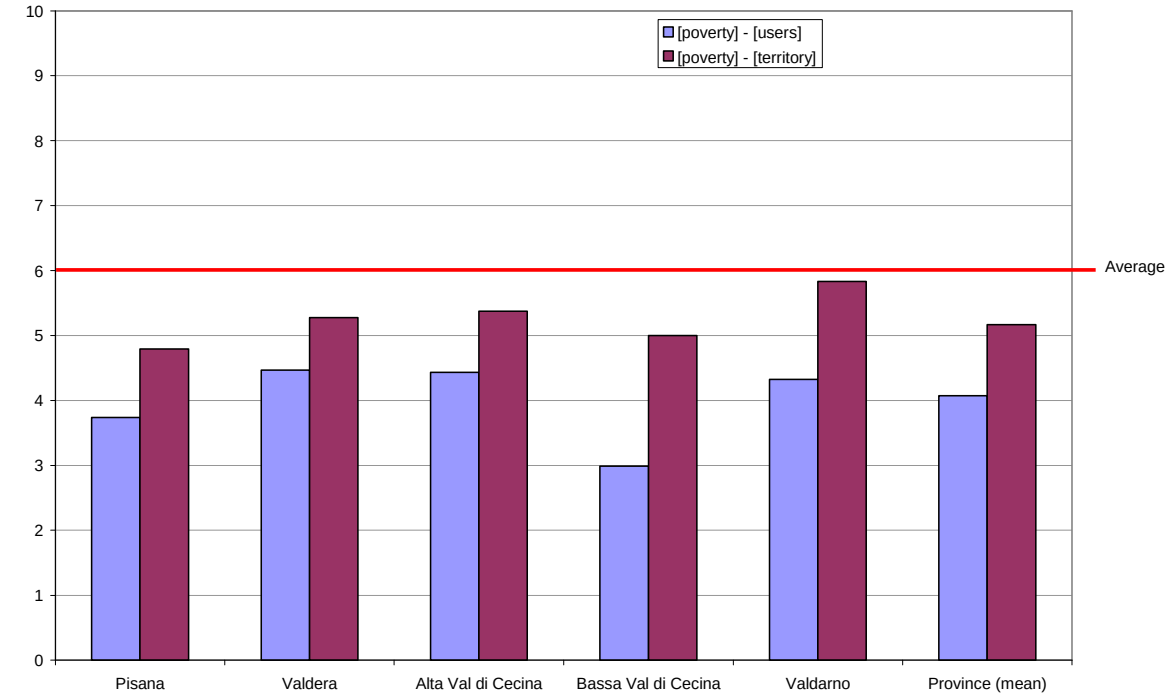


Concerning the perception of the level of poverty the question was: "*According to recent data from Istat, 5,3% of Tuscany households lives in condition of relative poverty*[3] *and 3% lives in condition of absolute poverty. According to your experience, the typical users of your organisation in which point of this scale may be inserted*?" And after: "*and, always referred to regional level of poverty, where do you place the territory in which your organisation realises actions*?

In graph 10 we can see that in Bassa Val di Cecina there is the higher perception of the poverty of the organisations' users and in Valdarno, coherently with the previous graph, there is a perception of the territory poverty level close to the regional level. This result is also coherent with the results of EU-SILC survey (see deliverable 7).

[3] Relative poverty: we consider in a situation of a relative poverty an household composed by two persons that has a monthly income of less than € 1.100,00.

Graph 12- Perception of social exclusion by areas – poverty



The second indicator was Inequality in Income Distribution. After a brief description of two Laeken Indicators concerning inequality in income distribution we asked to stakeholders to evaluate two aspects:

- The distance of their average users from the poverty headcount ratio
- The level of the inequalities in their territory

The explication and the question were: "The inequalities in income distribution worsen poverty situation and increase the difficulties to exit from it. Inequalities indicators are complementary measures of poverty and help to better evaluate the typology and the intensity of poverty. Laeken Indicators include two inequalities indicators: the first (Laeken 2) measure the income difference between the 20% richest and the poorest 20% of the population. The second (Laeken 4) measure the intensity of poverty like distance from the median income of the poor and the poverty line. Considering these definitions and considering that the poverty line for a household of two persons in Tuscany is around 1.100,00 euros monthly, can you try to answer to these questions always referring to your direct experience? According to your experience, how your users in condition of poverty are far from poverty line?"

The scale goes from 1 to 10 with this graduation:
1=very far
6=on average far
10=very near (just enough to get them out of poverty)

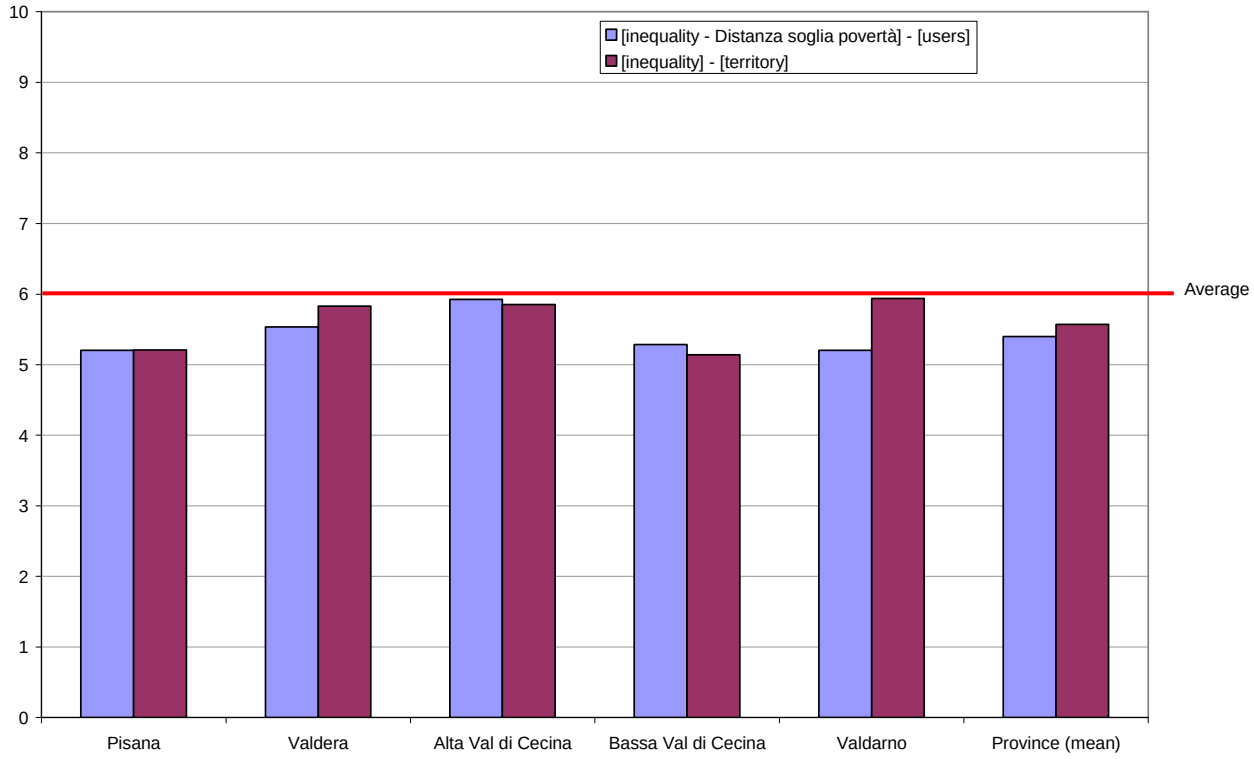
And after "*The inequality in income distribution in the territory in which you realise activities, comparing with the province and the region, in which point of this scale may be inserted?*

The scale goes from 1 to 10 with this graduation:
1 = very much lower
2 = lower

5 =near under the average
6 = in the average
8 = higher
10 = very much higher

As we can see from the next graph all the areas are near to the average, so they don't perceive a particular situation of inequality distribution. But, as we saw in last paragraph stakeholders think that this is an important indicator to measure poverty and social exclusion.

Graph 13- Perception of social exclusion by areas – inequality

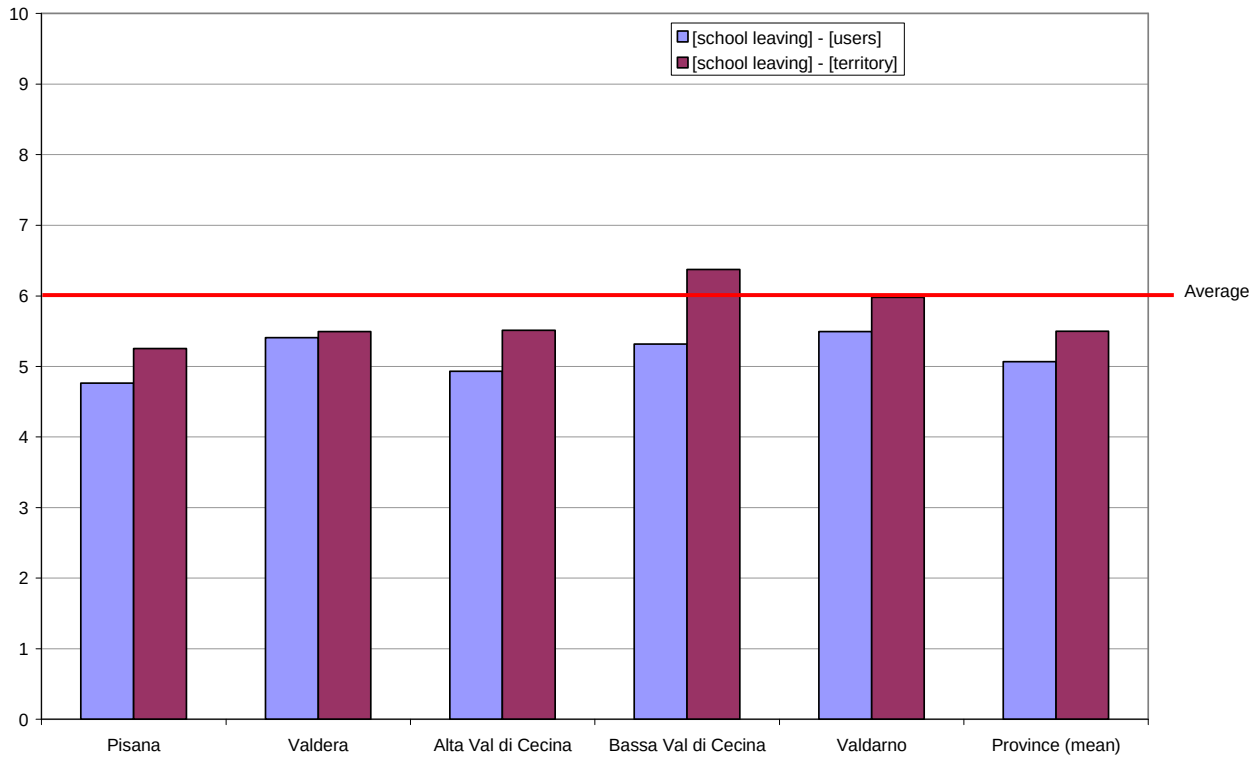


2.4.2. Early School Leaving

The question was: "*In Tuscany, around 58% of population over 15 years old doesn't get a degree of Secondary School; young people between 20 and 24 years old that leaved school without a degree are the 22%. According to your experience, comparing to regional mean, your users in which point of this scale may be inserted*?" and after "*And your territory*?"
The scale goes from 1 to 10 with this graduation:
1 = very much lower
2 = lower
5 =near under the average
6 = in the average
8 = higher
10 = very much higher
As we can see from Graph 12, according to the stakeholders' opinions, the territories of Bassa Val di Cecina seem to have higher levels of users that don't complete studies followed by Valdarno Inferiore. For Bassa Val di Cecina, this phenomenon may be caused by the distance of the schools,

because here there is a problem of population dispersion. In Valdarno this is an historical phenomenon caused also by the industrial vocation of the area.
Area Pisana is the area with the lowest level (for users and for territory) and this may be related to the presence of a lot of school and of the University.

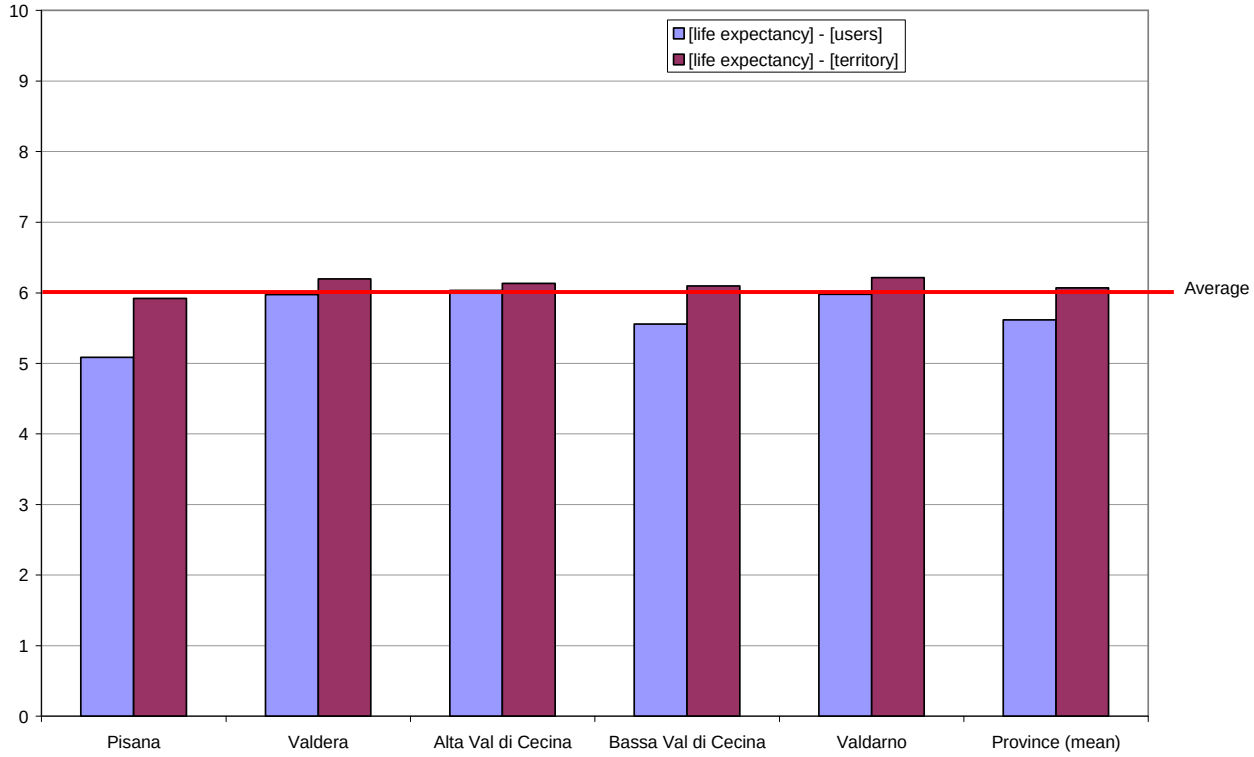
Graph 14- Perception of social exclusion by areas – early school leaving



2.4.3 Life expectancy

Concerning life expectancy, after an explication of the concept and of Laeken indicators that measure this aspect, we asked to the stakeholders: "*Life expectancy in the province of Pisa is 79,3 years for men and 84,5 years for women. Comparing to these mean indicators, according to your experience, the state of health of your users in which point of this scale may be inserted*?
The scale was the same of the last question.
As we can see from graph 13 all the territories seem to be near to the average. The only exception is for Area Pisana but the difference is not relevant.

Graph 15- Perception of social exclusion by areas – life expectancy



2.4.4 Housing hardship

The quality of the home is a complementary indicator that permits to evaluate indirectly the poverty conditions. This indicator is not included in Laeken Indicators, but in Eu-Silc surveys there are some questions concerning these aspects that permit to measure it. The question was: "*In Tuscany around a person on 10 lives in homes that have some lacks (dampness, crumbling structures, crowding, problems of brightness, etc). According to your experience and comparing to the regional level, in which point of this scale your users may be inserted*? And after "And what about your territory?

The scale was the same of the last question.

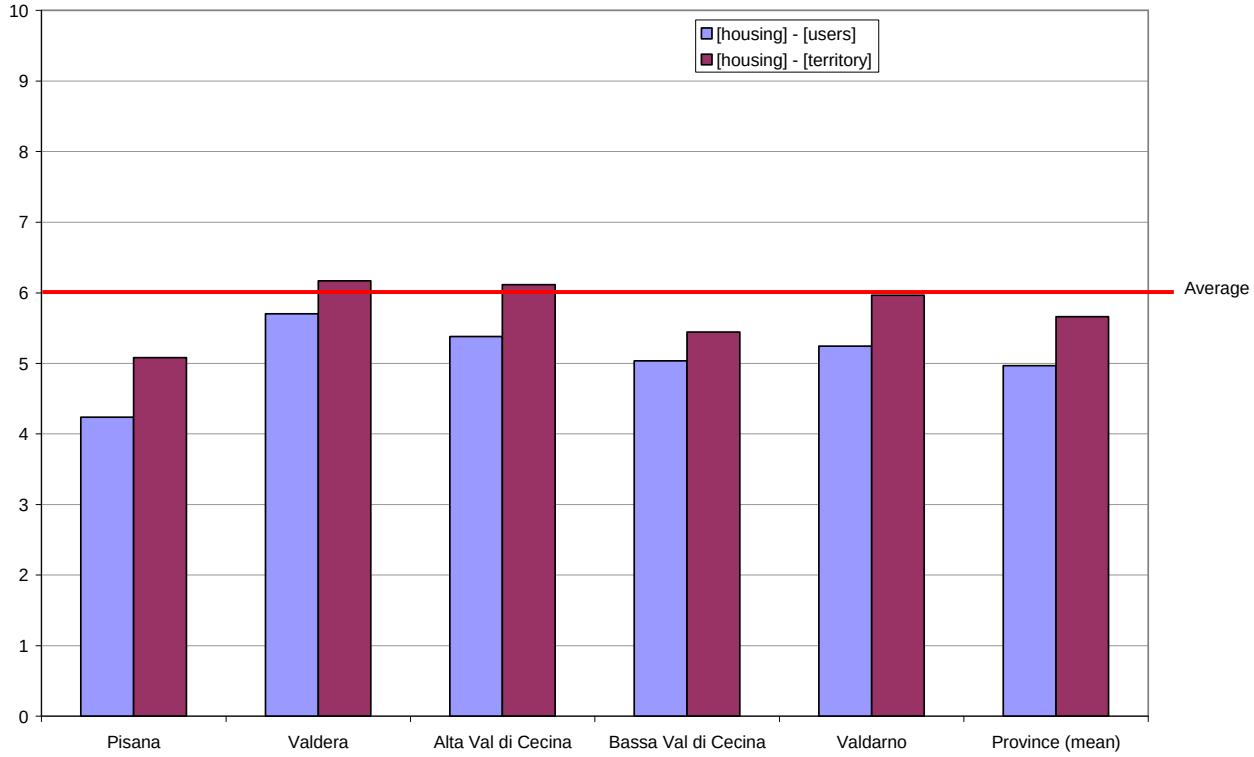
The situation seems to be better in the areas more urbanised like Area Pisana; the Provincial mean is near the average (Graph 14).

Concerning housing hardship we tried to measure also the perception about another aspect of this phenomenon like:

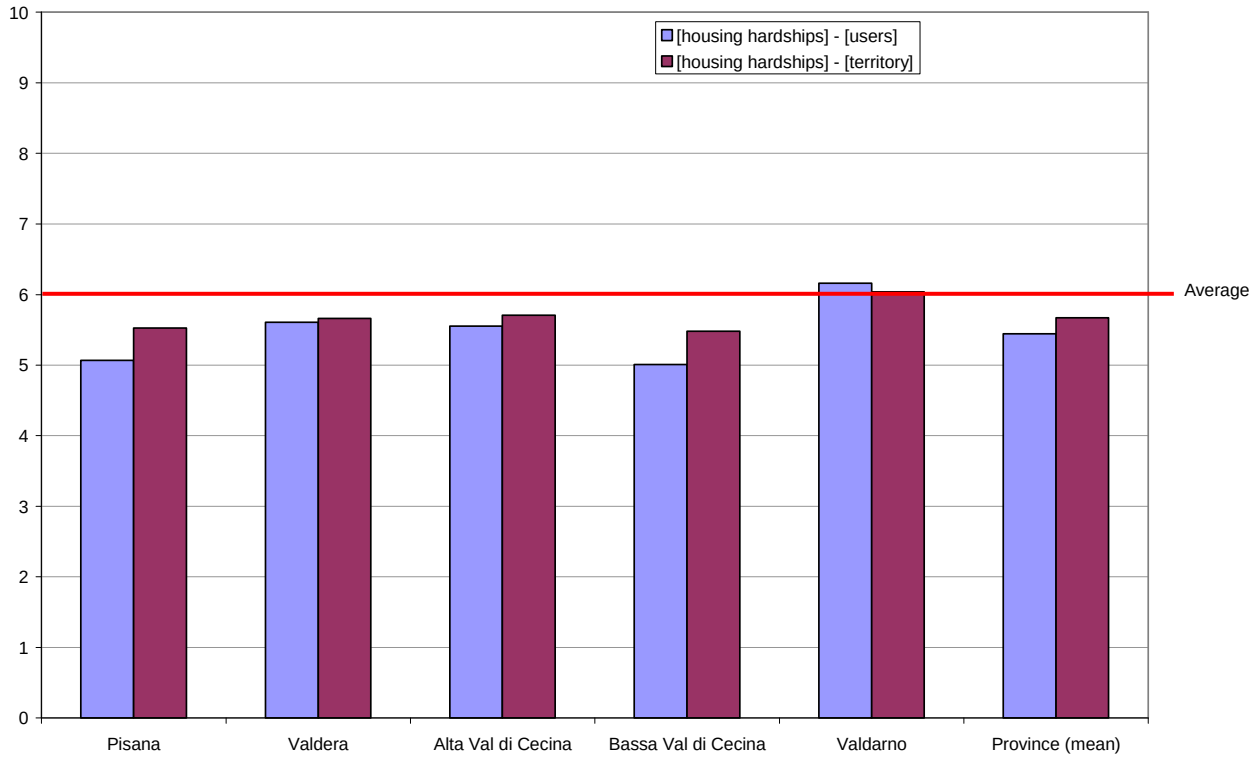
- the lack of houses
- problems in the district (pollution, noises, etc.)
- high costs

About this aspects we can see that all the areas are near the average, only Valdarno is a little above the average (graph 15).

Graph 16- Perception of social exclusion by areas – housing quality



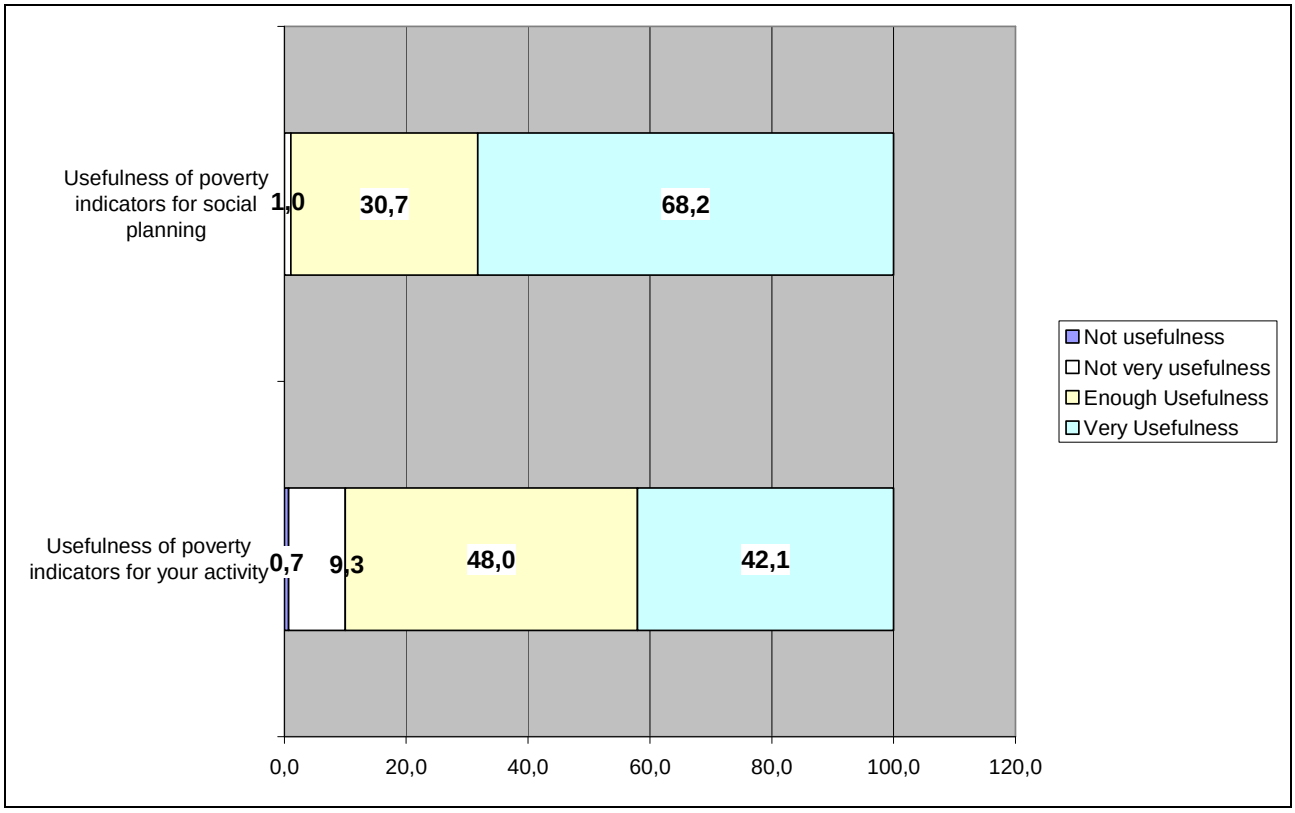
Graph 17 - Perception of social exclusion by areas – housing hardships



3. Stakeholders involvement in the construction of a Observatory to monitor poverty and social exclusion

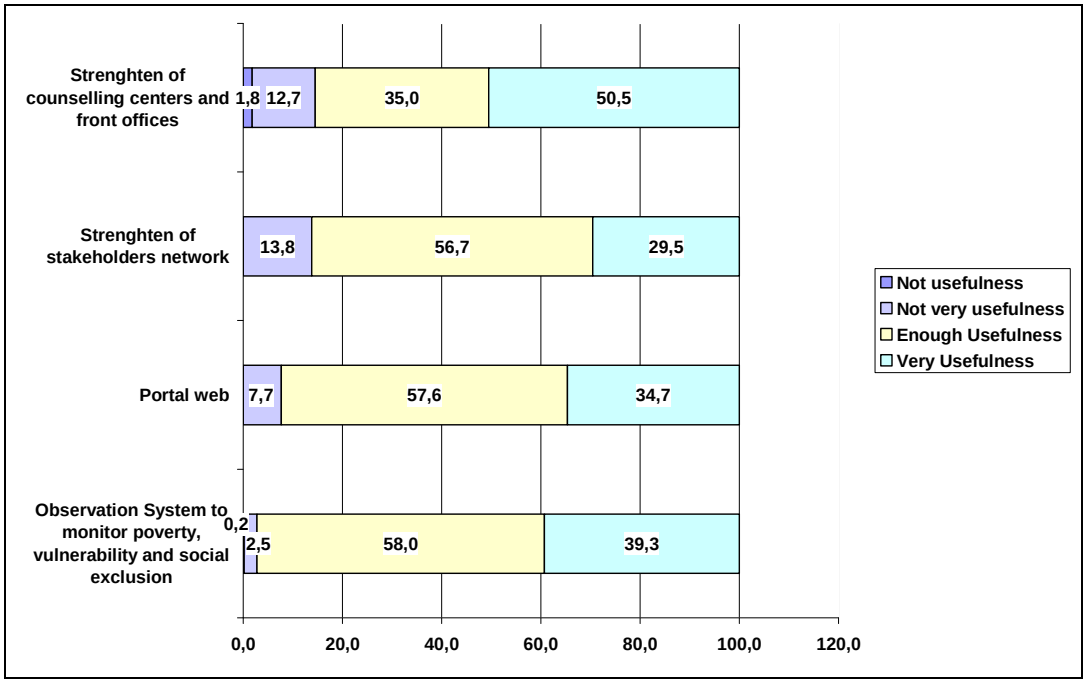
In the last section of the questionnaire we asked them their opinion about the aims of Sample Project, about the creation of a Permanent Observatory on poverty and social exclusion and about the creation of a web site.
In the first question we explain that one of the main results of Sample Project will be to have good estimates of poverty indicators at local level and we asked them their opinion about the relevance and the utilities of these estimates. Most of them (68,2%) judge the indicators very usefulness for the planning of social policies. The 42,1% says that this is also very useful for the realisation of his activity.

Graph 18- Usefulness of poverty indicators for stakeholders activities and for planning

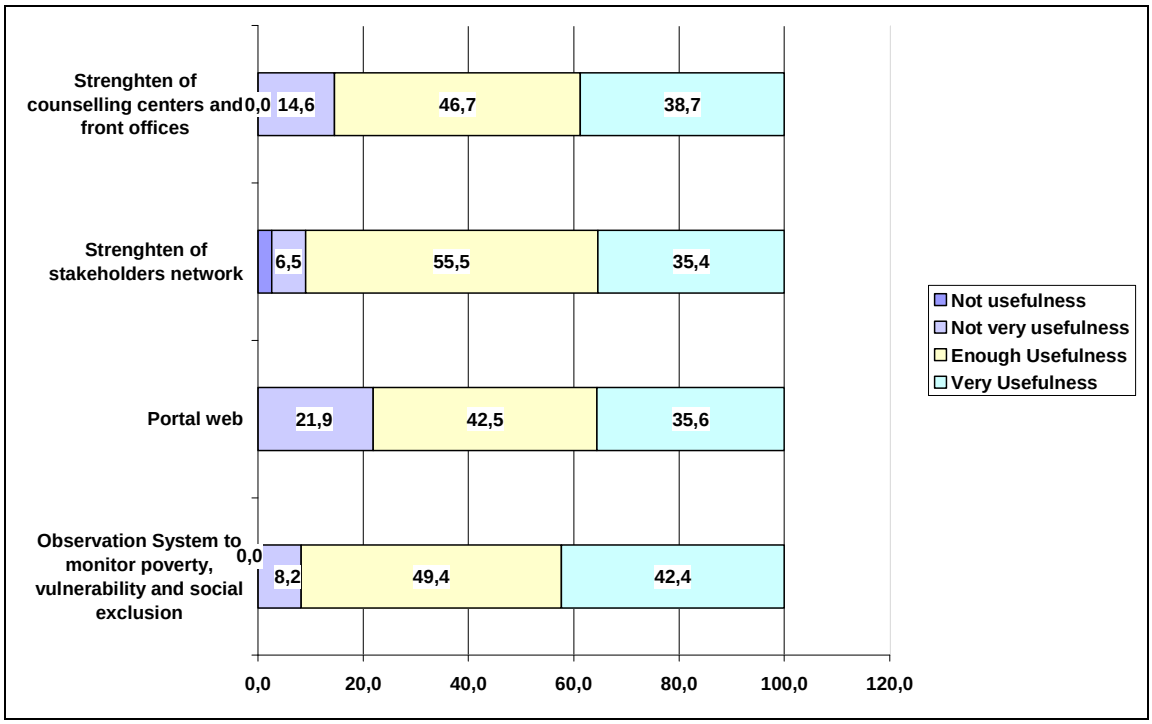


In another question we asked them also their opinion about some instruments to develop and to strengthen a local network against poverty and social exclusion. We report here the results for Health Societies.

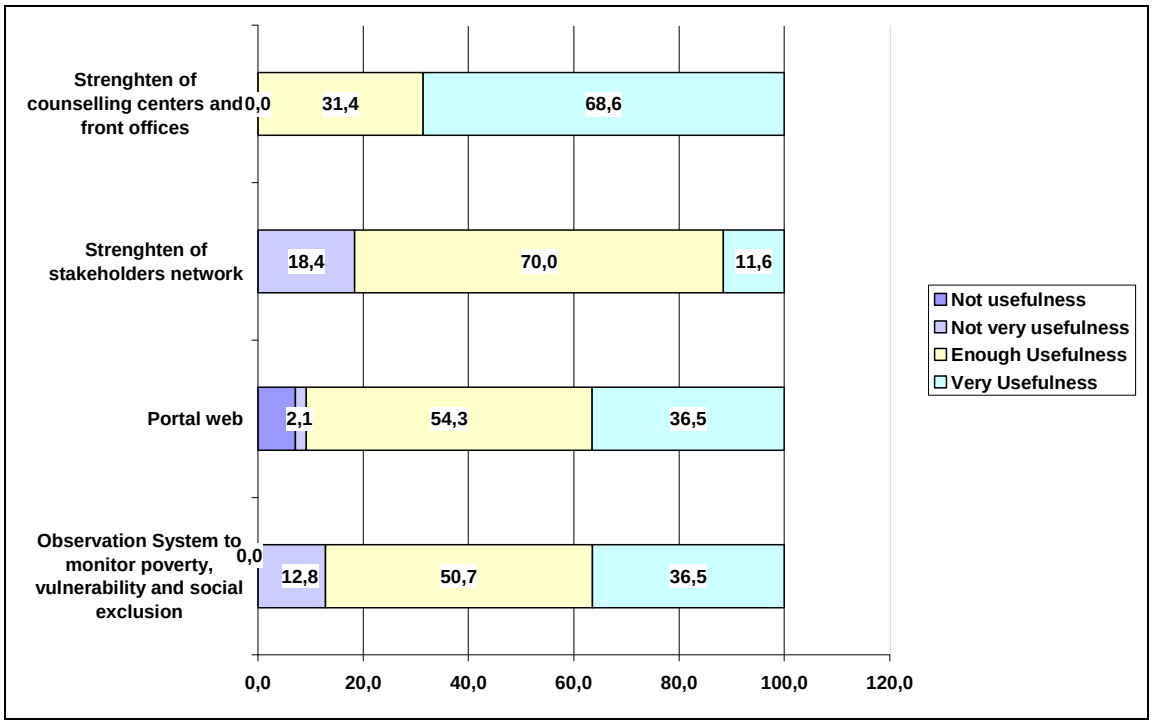
Graph 19- Utility of different instruments to develop local network against poverty and social exclusion – Health's Society *Area Pisana*



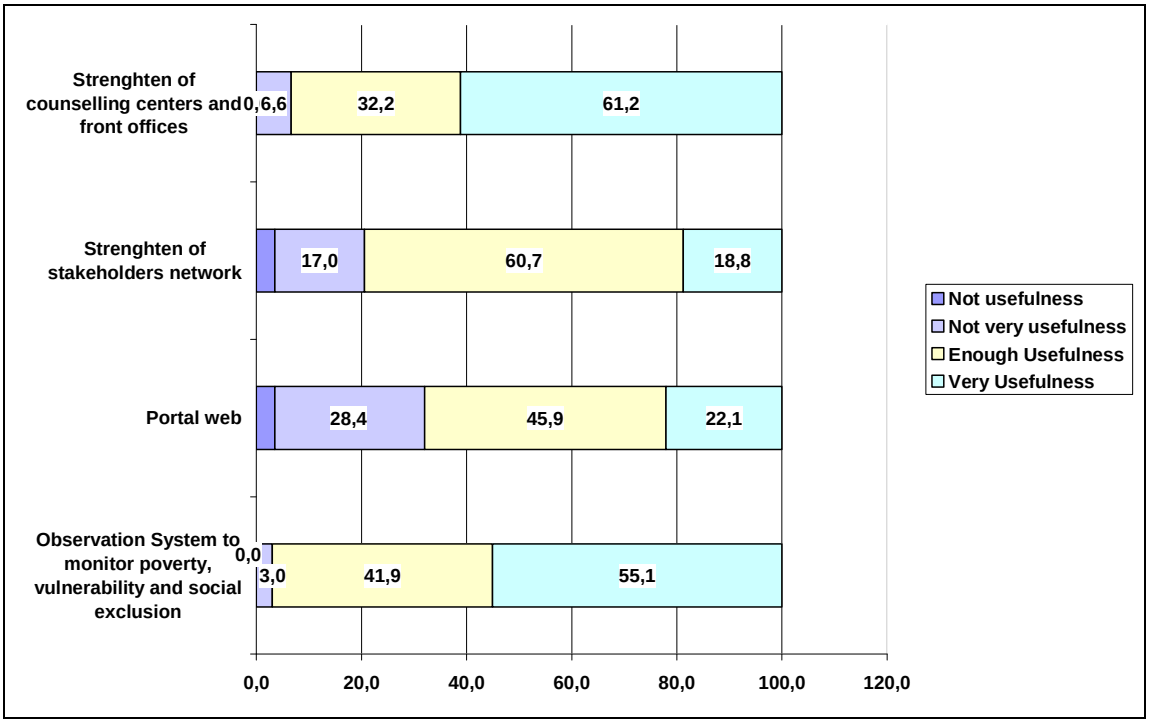
Graph 20- Utility of different instruments to develop local network against poverty and social exclusion – Health's Society *Valdera*



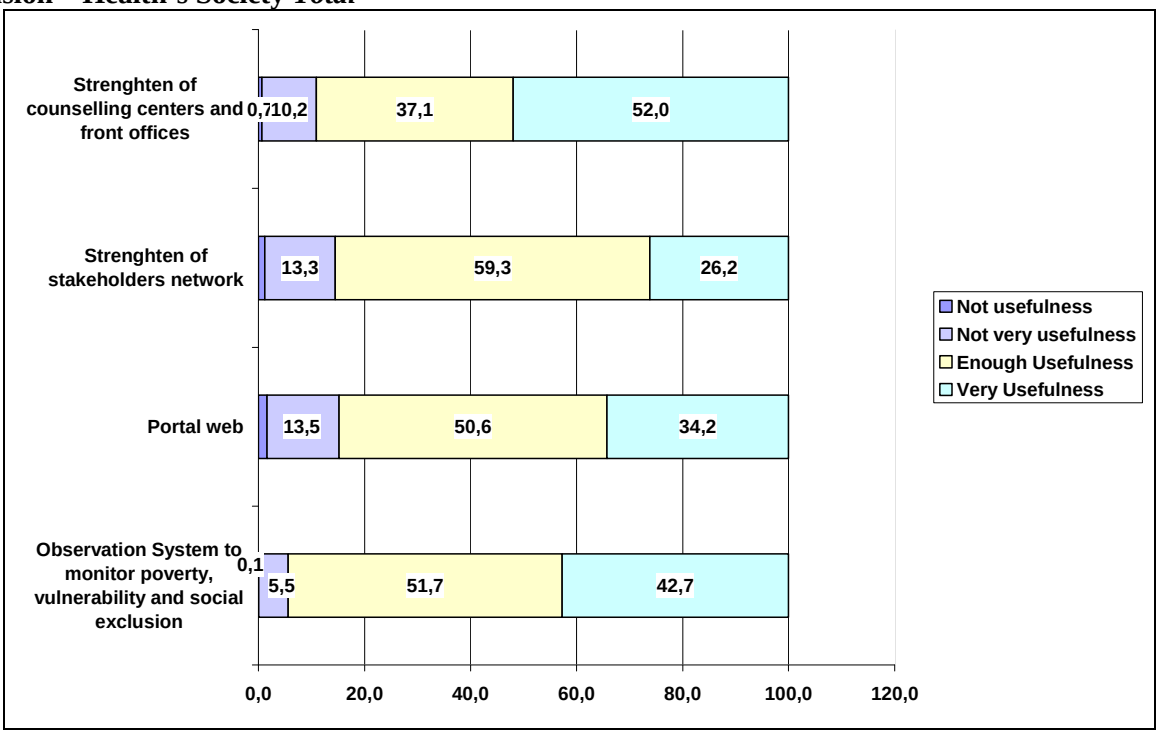
Graph 21- Utility of different instruments to develop local network against poverty and social exclusion – Health's Society *Alta Val di Cecina*



Graph 22- Utility of different instruments to develop local network against poverty and social exclusion – Health's Society *Valdarno Inferiore*



Graph 23- Utility of different instruments to develop local network against poverty and social exclusion – Health's Society *Total*



As we can see from these graphs the instrument that we proposed are generally considered enough or very usefulness. At provincial level 52% judges important the strengthen of counselling centers and front offices and more than 90% judges enough (51,7%) ore very usefulness (42,7%) the construction of the Observation System to monitor poverty, vulnerability and social exclusion that is one of the main objectives of Sample Project.

There are some differentiations at territorial level. For example in Alta Val di Cecina and in Valdarno there are higher percentages for the strengthen of counselling centers and front offices than in Area Pisana and Valdera. Maybe it is because here there is already a good network of counselling centers.