

European Network Indicators of Social Quality
- ENIQ -

“Social Quality”
The EAPN Report

by
Mr Fintan Farrell
& Ms Barbara Demeyer

Catholic University of Leuven
European Anti Poverty Network (EAPN)

February 2005



European Foundation on Social Quality

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The European Network Indicators of Social Quality is co-ordinated by the European Foundation on Social Quality in Amsterdam and was Financed under the European Commissions DG Research fifth Framework program; 2001-2004.

European Foundation on Social Quality

Felix Meritis Building

Keizersgracht 324

1016 EZ Amsterdam

Ph: +31 20 626 2321

Fax: +31 20 624 9368

Email: EFSQ@felix.meritis.nl

Website: www.socialquality.org

Preface

This national report and the 13 others that accompany it are published as part of the final report of the European Network on Indicators of Social Quality (ENIQ). The network began in October 2001 and completed its work in January 2005 and was funded under the Fifth Framework Programme of Directorate-General Research. Also published simultaneously are reports by the European Anti-Poverty Network and the International Council of Social Welfare, European Region based on the work of ENIQ. All of these reports and the deliberations of the Network contributed to the final report which contains a comprehensive overview of all of ENIQ's activities both theoretical and practical.

ENIQ has been focussed mainly on the operationalisation of the four conditional factors of social quality: socio-economic security, social cohesion, social inclusion and social empowerment. This huge collective effort has produced a very original and theoretically grounded instrument for comparative research aimed at understanding the nature and experience of social quality in different countries and in assessing the impact of policy changes. These national reports also reveal the highly differentiated character of the European Union (EU) which cannot be captured by reduction to a small number of social models. At the same time there is clearly an intrinsic affinity in the emphasis on equity and solidarity between most of the countries involved. This intrinsic, philosophical affinity is intriguing for future research.

The work presented in the national reports and the Network's final report will contribute substantially to the major book that will be published by the end of this year. There will also be articles based on the national reports in the European Journal of Social Quality.

The preparation of these national reports was an extremely difficult task. Developing a new approach, a new instrument, and analysing important social and economic trends and their consequences entailed considerable efforts for both established scientists and their junior assistants. The whole network had to grapple with the theoretical aspects of social quality as well as the empirical dimensions. Therefore we want to express our deep gratitude, on behalf of the European Foundation for Social Quality, for the work done by all participants in ENIQ. We will endeavour to ensure that this effort is not wasted and that Europe benefits from their expertise. We also want to acknowledge the excellent contributions of the staff of the Foundation - Margo Keizer, Helma Verkleij, Robert Duiveman and Sarah Doornbos - to the successful completion of this project. They made substantial inputs to all stages of the Network. Finally our thanks to the European Commission for funding ENIQ.

Alan Walker, Chair of ENIQ

Laurent van der Maesen, Co-ordinator of ENIQ

Participants

Belgium:	Prof. dr Bea Cantillon, Veerle De Maesschalck; Centre for Social Policy, UFSIA
Finland:	Dr Mika Gissler, Mr Mika Vuori; STAKES
France:	Prof. dr Denis Bouget, Frederic Salladarre, Mourad Sandi; Maison des Sc. De l'Homme Ange Guepin, Universite de Nantes
Germany:	Prof.dr Ilona Ostner, Michael Ebert; Universität Göttingen, Institut für Sozialpolitik
Greece:	Prof. dr Maria Petmezidou, dr Periklis Polizoidis; Democritus University, School of Law / Department of Social Administration
Hungary:	Dr E. Bukodi, Szilvia Altorjai; Hungarian Central Statistical Office, Social Statistics Department
Ireland:	Prof. dr Séamus O'Cinneide, Jean Cushen, Fearghas O'Gabhan; University of Ireland, Centre for Applied Social Studies
Italy:	Prof. dr Chiara Saraceno, dr Susanna Terracina, Ester Cois; University of Turin, Department of Social Sciences
Netherlands:	Prof. dr Chris R.J.D. de Neubourg, Pia Steffens; Universiteit Maastricht, Faculteit Economische Wetenschappen
Portugal:	Prof. dr Alfredo Bruto da Costa, dr Heloïsa Perista, Pedro Perista; CESIS
Slovenia:	Dr. S. Mandic, Ruzica Boskic; University of Ljubljana, Faculty of Social Sciences, Institute for Social Sciences
Spain:	Prof. dr Juan Monreal, Salvadora Titos; Universidad de Murcia, Dept. de Sociología y Política, Social, Facultad de Economía y Empresa
Sweden:	Prof. dr Göran Therborn, Sonia Therborn; SCASS
United Kingdom:	Prof. dr Alan C. Walker, dr David Phillips, dr Andrea Wigfield, Ms Suzanne Hacking; University of Sheffield, Department of Sociological Studies
EAPN:	Mr Fintan Farrel; European Anti Poverty Network. Ms Barbara Demeijer; HIVA, Leuven, Belgium
ICSW:	Mrs Marjaliisa Kauppinen; STAKES, International Council on Social Welfare (ICSW). Mr Aki Siltaniemi; The Finnish Federation for Welfare and Health
EFSQ:	Prof. dr Alan C. Walker, dr Laurent J.G. van der Maesen, drs Margo Keizer, drs Helma Verkleij

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1 Introduction

This paper contains the 'European Anti-Poverty Network'- contribution to the European research- and Network-project on Indicators of Social Quality (ENIQ). The content is built up by the following parts: after this introduction follows the explanation of the four conditional factors as an implication of the social quality-approach. In a third section the European social inclusion strategy, as one of the important policy frames for EAPN is the subject, immediately followed in a fourth section by a presentation of the translation of the European decisions on indicators (Laken 2002) by national governments up till now (NAP1+2) and the consequences for the praxis. A fifth section elaborates the comments by the EAPN on these European based decisions and the nature of the national applications, based the positions adopted following reflections within its own membership. The sixth section includes a presentation of research on qualitative indicators for poverty. The last section gives comments and conclusions by EAPN on the social quality approach.

2 The European social inclusion strategy

In May 1999 EAPN published a widely circulated paper 'A Europe for all: for a European strategy to combat social exclusion' (EAPN, 1999). The paper called for a European strategy against poverty and social exclusion parallel to the employment strategy with common objectives, guidelines and mutual evaluation. It continued with 'the guidelines should be built on three pillars: promote the effective exercise of fundamental rights, promote an integrated approach and action and promote participation and partnership'. Only one year later, in March 2000 in Lisbon the answer to this appeal was launched by the European Union under the form of a European Social Inclusion Strategy. It is clear that EAPN played an important role in lobbying to ensure that the Social Inclusion Strategy was adopted in Lisbon, where a new strategic goal for the EU for the next decade was adopted: *'to become the most competitive and dynamic knowledge-based economy in the world, capable of sustainable economic growth with more and better jobs and greater social cohesion'*. In addition in Lisbon, the Heads of State and Government agreed that a strategy was needed capable of *'making a decisive impact on the eradication of poverty by 2010'*. This strategy was to be adopted on the basis of agreed common objectives, National Action Plans on Inclusion to be submitted by all Member States every two years, and peer review and mutual learning involving all relevant actors. The process for this type of strategic approach is known as the Open Method of Coordination.

Two important European Councils followed which elaborated the strategy to meet the objectives set in Lisbon. The first one held in Nice in autumn 2000, formulated and agreed the following 4 common objectives for the strategy: 1) to facilitate participation in employment and access by all to resources, rights, goods and services, 2) to prevent the risk of exclusion, 3) to help the most vulnerable and 4) to mobilise all relevant actors. EAPN has committed itself to supporting this strategy and in helping realise the potential of this fourth objective (mobilising all relevant actors).

In Laeken in December 2001, the council reached agreement on 18 indicators of social exclusion and poverty. These indicators provide a means to monitor progress towards the goal of making a decisive impact on the eradication of poverty by 2010, to improve the understanding of poverty and social exclusion in the European Union context and to identify and exchange good practice. They were drawn up by a Council body, the 'Social Protection Committee' (SPC). In its final report the SPC argued that a large number of indicators are needed to properly assess the multidimensional nature of poverty and social exclusion. It went on to prioritise these by placing them in three levels (EAPN, 2003c; Steunpunt, 2004):

- *primary indicators* (common) would consist of a restricted set of lead indicators which cover the broad fields that have been considered the most important elements in leading to social exclusion.
- *Secondary indicators* (common) would support these lead indicators and describe other dimensions of the problem.

- *Tertiary indicators* (national) that Member States would include in their National Action Plans to highlight specificities in particular areas, and to help interpret the primary and secondary indicators. These indicators would not be harmonised at EU level.

Because indicators plays an important part in the EU Inclusion Strategy as well as in the theory of social quality, the 18 statistical indicators of poverty and social exclusion are fully noted here¹ (EAPN, 2003c; Steunpunt, 2004):

The primary indicators are:

1. Low income rate after transfers with low income threshold 60% of median income (broken down by gender, age, most frequent activity status, household type and tenure status; as illustrative examples, the values for typical households);
2. Distribution of income (income quintile ratio)
3. Persistence of low income
4. Median low income gap
5. Regional cohesion
6. Long-term unemployment rate
7. Persons living in jobless households
8. Early school leavers not in further education or training
9. Life expectancy at birth
10. Self perceived health status

The secondary indicators are:

11. Dispersion around the 60% of median low income threshold
12. Low income rate anchored at a point in time
13. Low income rate before transfers
14. Distribution of income (Gini coefficient)
15. Persistence of low income (bases on 50% of median income)
16. Long term unemployment share
17. Very long term unemployment rate
18. Persons with low educational attainment

¹ The exact definitions of these 18 indicators are given in the Annexe of the Social Protection Committee's report: http://europa.eu.int/comm/employment_social/soc-prot/soc-incl/indicator_en.thm

3 National action plans and the praxis

As stated above under the strategy national governments have agreed to present biennial National Action Plans to promote social inclusion. In these plans, each Member State presents its priorities and efforts for the coming 2 years in promoting social inclusion and combating poverty and social exclusion. The first wave of plans was published in summer 2001 (July 2001-June 2003), the second wave of plans was published in summer 2003 (July 2003- June 2005). In the 10 new EU Member states the first set of National Action Plans on Inclusion were presented for the period 2004 – 2006. These set of plans in the new Member States were preceded by the publication of Joint Inclusion Memorandums. Under the 'streamlining' initiative it is expected that the next set of plans for the EU 25 will be for the period 2006-2009. In advance of this change there will be an evaluation of the Inclusion strategy, which will be held in the context of a wider evaluation of the Open Method of Coordination.

The formal assessments of the National Action Plans on Inclusion have been brought together in the Joint Inclusion Reports agreed between the Commission and the Council. In this paper we concentrate on the assessment of the plans made by EAPN (EAPN, 2002a). Their assessment of the first round of National Plans was that they provided a useful bringing together of current policies and activities in the member states in relation to poverty and exclusion. But many EAPN National Networks were in general rather disappointed with the content of their countries' plans. In their opinion they have not been the promised impetus for the real change needed to make a decisive impact on poverty by 2010. The Plans put little emphasis on fundamental rights, such as the right to minimum income, to decent accommodation, to health care and to cultural participation. Overall, the gender dimension of poverty and the rights of minorities, including immigrants, refugees and asylum seekers were poorly dealt with in the Plans. There was generally a poor involvement of people affected by poverty or their organisations in drawing up or implementing the plans. EAPN has also expressed its disappointment at the lack of visibility for this important EU strategy even among those in public administration, who are involved in implementing policies related to combating poverty and social exclusion.

From the reactions of the National Networks EAPN drew together some key principles for an effective strategy to combat poverty and exclusion.

Principles for effective strategy for combating poverty and social exclusion:

Values underpinning the strategy:

- universal provision and access, especially with respect to income maintenance,
- a social protection system that links the resources and opportunities of the poor to those of the general population,

- individualisation of rights (which has a positive impact on gender inequality),
- equal treatment for all,
- a 'paid work first' approach that respects human dignity and family life.

An integrated strategy

- Policy coherence: develop the NAPs Inclusion as a means to influence areas of policy (e.g. national budgets, structural funds, employment action plans, asylum systems) which are essential for an effective anti-poverty and exclusion strategy.
- Mainstream equality policies: the gender dimension must be integrated across 'all policy areas'.

An inclusive process of strategy development

- Well established permanent consultation and participation mechanisms on policy design and monitoring and evaluation of impact, which include all actors in the process.
- Within the participation mechanism, means for a clear and individual voice for people experiencing poverty and social exclusion.

Principles of implementation

- A well co-ordinated approach and implementation system. It must include national government departments and different levels of government (national, regional, local), the different actors (government at all levels, social partners and NGOs including faith based organisations, organisations of people experiencing poverty and social exclusion).
- Sufficient long-term, easily accessible, timely and consistent resources for effective implementation of anti-poverty and exclusion strategy and measures. This should include resources for organisations of poor and excluded people and for social NGOs.

Monitoring, evaluation and promotion of impact

- Good, baseline studies of the situation of poverty and exclusion, comparable across space and time and subject to regular updating.
- Clear targets for specific vulnerable groups, whose position is understood as the result of serious research.
- A small number of easily understood, easily measured 'headline' indicators of trends in poverty and exclusion and a short list of more detailed indicators in a broader range of areas including access to health, housing, employment, education, social protection and justice.
- Input by people living in poverty and social NGOs in the development of an appropriate set of indicators and in follow up and evaluation of impact.
- methods to identify innovation, promote better new approaches and learn from best practices across the EU and elsewhere.

- Dissemination that encourages informed understanding and consent to social policy developments amongst the population at large.

The second round of National Action Plans on Inclusion need to be assessed, against the background of a deepening divide between public and private services in areas like education, housing and health, and growing levels of poverty and inequality. Measured against the ambitions set by Heads of State and Government in Lisbon in 2000 it is the opinion of EAPN that most governments have not responded seriously to the commitments they made in Lisbon and Nice, in the development of the second round of Plans. EAPN believes that the political energy needed for this task has not been forthcoming and that the European Social Model is in danger of disintegration. However, EAPN's assessment of the Plans also shows that the existence of the EU Inclusion strategy and the necessity to produce National Action Plans on Inclusion has managed to keep the concern to address poverty on the political agenda. Many people have been engaged in formulating plans and in some countries significant proposals have been developed. In the opinion of EAPN while to date the strategy has not been an adequate tool to lead to the eradication of poverty it does provide an important tool for the exchange of information and practices in the fight against poverty and exclusion. Such an exchange is itself greatly important and can provide a starting point for generating the type of commitment that could deliver the promise made in Lisbon.

The submission of the NAPs Inclusion 2004-2006 by the new Member States (only a few months after their accession) provide an opportunity for new impetus to be given to the fight against poverty and social exclusion in the EU (EAPN, 2004g). NGOs in the new Member States see the NAPs as a huge opportunity to make poverty visible, providing a clear picture of the reality of poverty and what is done to tackle it. As key concerns they would appreciate much greater priority to be given to the improvement of educational systems, concentrating on access to quality education for the most vulnerable groups and for minorities and more tailored policies in relation to particularly vulnerable groups (such as children, migrants, Roma, unemployed, homeless, alcohol and drug abusers, people with disabilities and people living with HIV/AIDS). NGO's consider that the focus on labour market policies is over-emphasized, particularly since there is not enough emphasis on access to work by those furthest removed from the labour market and little recognition of the issue of 'working poor'. For EAPN the NAPs Inclusion in the new Member States as in the EU15 illustrates in many respects that the fight against poverty and social exclusion is still not understood as an urgent concern which has to be at the heart of the EU and Member State policies.

4 EAPN perspective on the Social Inclusion Strategy

EAPN has argued since its foundation for an integrated strategy against poverty and social exclusion across the European Union, which can build from the different traditions and approaches of Member States but work to a common set of objectives. The adoption of the European Social Inclusion Strategy at the Lisbon and Nice Councils is an important step in this direction. On the occasion of the Third European Round Table on Poverty and Social Exclusion in Rotterdam (18-19 October 2004) EAPN produced a position paper with the title: 'Reinforcing the EU Social Inclusion Strategy'. In this paper EAPN expresses continued commitment to making the Social Inclusion Strategy work, in spite of criticisms of some of the ways in which the strategy has been implemented or has not been implemented. It describes EAPN experience to date with the strategy and some proposals to strengthen it.

The potential strengths of the strategy identified in the paper include:

- The strong political commitment at the foundation of the strategy;
- The comprehensive approach taken;
- The ambitious objectives;
- The identification of a rights and cross-cutting approach;
- The emphasis on cooperation and participation;
- The potential of the strategy as a tool for learning.

On the other hand, if EAPN looks at the Social Inclusion Strategy in terms of its own aim '*to make a decisive impact on the eradication of poverty by 2010*' the experience to date has been less encouraging. Four years after the Lisbon Council, in the opinion of EAPN, there are serious doubts about the ability, or at least the will, of the EU leaders to reach this objective.

For the social inclusion strategy to succeed, the most important factor is a serious political commitment at national level. National leader need to raise their ambition again from simply providing better co-ordination and clearer strategies to the original Lisbon objective.

In the opinion of EAPN the second Joint Inclusion Report adopted spells out the more detailed challenges well, both in terms of process and policy.

The Report's main recommendations on process include:

- To continue to promote participation of all stakeholders, "*including marginalised persons themselves*" and civil society
- To ensure that the inclusion and employment strategy are mutually reinforcing
- To ensure more impact on overall spending priorities
- To ensure that the social inclusion priorities are included in the mid-term review of the Structural Funds and the development of new funds post 2006

- To strengthen gender and ethnic minority perspectives
- To maintain and develop common indicators and national indicators and develop national statistical base
- To make targets more developed and precise
- To place more emphasis on monitoring

In terms of policy, they recommend:

1. Investment to meet the needs of people who have the greatest difficulties in accessing employment
2. Ensuring social protection schemes are adequate and accessible for all, providing effective work incentives for those who can work
3. Increased access to decent housing, quality health and life long learning opportunities
4. Concerted efforts to prevent early school leaving
5. Focusing on ending child poverty
6. Reducing poverty and exclusion among immigrants and ethnic minorities

EAPN supports these proposals, but feels that more is needed if the Nice Objectives are to be reached. Some of the areas needing attention at national and sub-national level include:

- More explicit mechanisms for mainstreaming anti-poverty policy and ‘poverty-proofing’ all policy areas
- Much greater visibility for the strategy, among the general public, policy-makers and other stakeholders. At present, the Plan is not even printed and publicly distributed in some countries
- Much more accountability and transparency in the Plans
- Clearer implementation frameworks with timetables and targets which are easily monitored
- Dedicated resources to implement the Plans

The EAPN's view is that on the European level new mechanisms to strengthen the Social Inclusion Strategy need to be developed. In this regard EAPN has recommended three areas for development.

1. A legal basis for the strategy

Article 137 of the Amsterdam Treaty was important in enabling the social inclusion strategy to be developed and this was reinforced by the legal recognition of the Social Protection Committee in the Nice Treaty. Nevertheless, the mandate of the social inclusion strategy comes primarily from political declarations, at Lisbon, Nice and other European Councils, and does not have a strong base in the Treaty. This means that, at EU level, the strategy does not have the same legal force, or the same urgency as, for example, the Maastricht convergence criteria, the broad Economic Policy Guidelines or the Employment Strategy and therefore does not receive the same urgent policy attention.

EAPN has argued for many years for:

- a commitment to the eradication of poverty in the Treaties

- a chapter on inclusion modelled on the chapter on employment to ensure its implementation and a strong charter of fundamental rights.

The Constitutional Treaty reflects these concerns to some extent, even though the wording is weaker than that proposed by the social working group of the Convention. The commitment to social inclusion as an objective of the EU and the inclusion of the Charter of Fundamental Rights in the draft are welcome. However, without policy mechanisms in Part 3 to ensure that social inclusion must be taken into account in all areas of European Union policy, including fiscal and budgetary policy, the commitments in Parts 1 and 2 will remain aspirational. This is why the inclusion of the proposals from the Belgian and Irish Governments to add in the horizontal clauses in part three of the Constitutional Treaty an article to ensure social concerns, including the combat of social exclusion, is taken into account in all EU policies, is so important. This strengthens Treaty basis for EU actions to combat Social Exclusion must be exploited to its fullest.

2. A Stronger and more transparent policy coordination

The Joint Inclusion Report is a relatively weak document compared to the Joint Employment Report or the Broad Economic Policy Guidelines. The Commission and Council need to be given a remit to issue Guidelines and Recommendations, on the lines of those in the employment strategy, to ensure stronger inclusion strategy. The broader recommendations on the future of the strategy need to be presented to the annual Round Tables to form the basis for discussion there. The process of involving the actors in the preparation of the NAPs Inclusion and the Joint Inclusion Report needs to be made universal and systematic. In the case of the Joint Inclusion Report, there should be more clarity on the role of bi-lateral meetings and the involvement of the different actors, particularly a commitment to include anti-poverty NGOs with an independent voice. This should be part of agreed guidelines and codes of practice on participation in the design, implementation and monitoring of policy.

In addition, the process of drafting the Joint Inclusion Report needs to be more open and transparent. The process of Peer Review also needs to be made stronger and more transparent. This should start with greater involvement of the 'actors' in the selection of the areas for Peer Review. The Peer Review should look at how the strategy is contributing to key policy decisions and priorities not just at specific areas for actions. More time should be given to the preparation of the Peer Reviews so that the different actors can have real opportunities for dialogue with their colleagues about the subject for the Peer Review.

As part of the process of making the Strategy more accountable, and in line with the spirit of the draft Constitution, National Parliaments need to have a named role in the development of the NAPs inclusion and monitoring its implementation. The European Parliament should have a much stronger role in the development of the Joint Inclusion Report and the monitoring of its recommendations.

3. Resourcing the strategy

As well as the bigger question of providing dedicated resources for anti-poverty programmes within the Strategy, there is also a need for much greater resources to co-ordinate and implement it. This is particularly true in the context of the enlarged EU. There is a need for an approach that would allow for the potential learning under the exchange element of the programme and the Peer Review to be better harnessed as well as providing greater support to national administrations and experts to develop and implement the inclusion plans. To achieve Objective 4, there is also a need for Member States to agree across Europe to dedicate serious resources to promoting the participation of all stakeholders, including people experiencing poverty and NGOs working with them. The Social Exclusion Programme, which plays a modest but important role in the strategy, must be strengthened and extended. The Programme should be made more available to smaller, grass-roots groups which are vital to its learning element but which are increasingly cut out of trans-national funding programmes because of administrative savings. There is a need for much greater funding to support exchanges of ideas and fact-finding visits between people concerned with the strategy from different countries, particularly anti-poverty NGOs. The strategy needs a much higher public awareness budget, some progress has been made in this direction, to ensure that it becomes genuinely known, understood and owned by people in Europe. All of these extra costs are not only justified but are needed to achieve the ambitious Objectives which the strategy sets itself.

Finally, for EAPN one of the main challenges in the streamlined approach will be to ensure a balance inside the social agenda itself and in particular to ensure that we keep poverty and social inclusion on the "agenda", as well as striving to ensure a balance between social, employment, economic and environmental agendas (EAPN, 2004h).

5 Research on qualitative indicators

The balance of opinion is that the existing list of common indicators in the European social inclusion strategy is not delivering because it does not address all the issues, especially access to health and housing. *A more qualitative approach* is also needed if figures are not to be misinterpreted – or massaged. These indicators need to reflect people's lived realities. So anti-poverty measures must be looking for real, measurable changes (through appropriate indicators), in the living conditions of women, men and children who are at present shut out of society. There is little research available from this qualitative approach to poverty. Two interesting examples may be mentioned here, as inspiration for further elaboration. The first research is a European project on 'poverty indicators' and was run by five national EAPN networks (Germany, France, Italy, Portugal and the Netherlands) (Hacourt, 2003). The second one, named 'Indicators on social inclusion' was supported by the Belgium government and run by NGOs (Steunpunt tot bestrijding van armoede, bestaansonzekerheid en sociale uitsluiting, 2004).

European project on 'poverty indicators' (EAPN)

The aim of this European project was the defining of 'poverty indicators through crossing of knowledge from people living in poverty'. The project completed at the end of August 2003, set out to bring the voices of people living in poverty face to face with the knowledge of other players (scientific community, public services, NGOs, etc.).

The criteria

- The project set out to analyse, clarify and supplement the 18 Laeken indicators using criteria to measure the impact of policies, namely: Do the policies give people living in poverty a choice?
- Do they take account of their capabilities and skills?
- Do they give them better access to rights, goods and services?
- Do they give more security to their lives by making them less vulnerable and more able to plan ahead against problems?

The definition

The project partners set great store by starting off from their own definition of what 'poverty' means. Poverty is a complex and multi-dimensional process that cannot be approached through monetary poverty indicators alone and can be interpreted differently in different countries. Hence the value of a common definition, worded as follows: *'Poverty consists in being unable to or precluded from meeting one or more needs without outside help. These needs relate to aspects of life which enable self-determination, i.e., assuming one's responsibilities and exercising one's rights, or fundamental goods*

(income, education, housing, health, etc.). It is inseparable from the individual's perception of a deterioration in their economic situation, rights, and/or relationships'.

While this lays no claim to be a 'scientific' definition, it did set a framework for the work. The participatory method – the emphasis on involving people living in poverty – is what made it really operational.

The method

The partners' first concern was to set up national groups of people living in poverty. Then, to get dialogue going with this group, they formed other groups drawn from the scientific community, officialdom, the social partners and community-based organisations. Once this had been done, data were collected through individual and group interviews.

So as not to simply overlay the sets of national results, the partners set up genuinely collaborative working to come up with a list of relevant indicators. An ongoing two-way flow took place between field work and consultation at European level.

The outcomes

What clearly emerged was that people living in poverty have different priorities to the experts: they are more deeply affected by affronts to liberty and dignity, being stripped of or regaining self-reliance, feelings of insecurity, etc. As a result, the indicators were divided into three broad areas: income and consumption, social rights (education, health, housing and employment) and citizenship and identity (including culture).

After many months working on this project (December 2001 – August 2003), the partners are in no doubt that people living in poverty are essential to choosing the 'right' indicators, because this makes them more appropriate and sustainable. In other words, the issue of 'indicators' should not just be one for statisticians, but put at the centre of a participatory political debate at all levels.

Key indicators of social exclusion

Below is a selection of the indicators from the European project.

INCOME

- share of people living permanently below the poverty line
- share of people exiting and returning to poverty over a specified period
- share of people claiming minimum income benefits over x years
- number of people moving off unemployment benefit onto welfare benefit
- share of households whose debts equal or exceed their income

- disposable income after housing costs
- social protection: average number of steps needed to claim a benefit, benefit reciprocity and disqualification rate

EMPLOYMENT

- forced fixed-term contracts, temporary agency staff and part-time contracts
- number of people denied access to employment by child care or mobility problems
- unemployment rate among young people of immigrant origin
- rate of access to quality training

HOUSING

- number of homeless
- number of persons in other forms of temporary accommodation
- people dissatisfied with their accommodation
- average waiting time for proper access to quality housing; influence of national/ethnic origin on waiting time
- ratio of total available low-cost housing units to number of people living on or below the poverty line
- ratio of housing costs to household income

HEALTH

- ratio of number of good quality services to size of catchment area
- time required to access these services
- non-take-up rate on financial grounds
- ratio of frequency of medical consultations by people living in poverty to average number of medical consultations

EDUCATION

- number of unqualified 18 year-old school-leavers
- frequency of parent-teacher interviews
- ratio of number of training courses for unemployed people to the total number of unemployed
- number of people on low incomes with no computer skills, no driver's licence, etc. compared to the average
- rate of persons with poor literacy and numeracy skills
- pre-school education provision

PARTICIPATION AND IDENTITY

- percentage of population below the poverty line who are members of (or connected to) a sports club, cultural group, trade union, network, consumer of service user groups, community organization
- presence of neighbourhood social services (doctor, hospital, legal adviser, debt mediator, etc.)
- domestic violence and its impact on poverty and social exclusion

Indicators on social inclusion (BELGIUM)²

Indicators are a key instrument for monitoring and especially evaluating the NAPs Inclusion. The main critique on the proposed indicators is the lack to show the effectiveness of the measures in improving people's lives because they are too specifically targeted and too quantitative. Therefore the Belgium government supported (financed) an ambitious project, dealing with the improvement of indicators of social inclusion, the 'project for action- and training oriented research into poverty indicators through cross-fertilization of knowledge', worked out by the NGOs. The project aimed to set in motion a process to cross-fertilize the different kinds of knowledge about poverty. The knowledge of poverty would come from:

- people living in (extreme) poverty who are members of self-help groups for the poor
- the scientific community
- government agencies and official bodies
- the social partners

Goals:

1. Find those parameters which best take into account reality as experienced by the poor when drawing up the indicators;
2. Enable the very poor to participate in all of the research, in collaboration with others concerned by the problem of poverty

Method:

The method retained to enable the dialogue and participation of the different actors was that of 'knowledge crossroads'. This programme involved those actually living in poverty working together with the scientists and the representatives of the various government bodies and institutions to create the conditions necessary to ensure that the knowledge and experience of each could interact and contribute to a common reflection on the concept and use of poverty indicators.

Results:

1. The dialogue:

A dialogue took place between the participants, permitting a constructive exchange which served as a basis for joint proposals. This is a result in and of itself. Several of the participants remarked at the end of the programme, that this dialogue presented a kind of reciprocal training in which each was able to

² The complete report is available at the site of 'Steunpunt tot bestrijding van armoede, bestaansonzekerheid en sociale uitsluiting': <http://www.armoedebestrijding.be/publicatiesteunpuntindicatoren.htm>

learn from the others. This is without ignoring the difficulties typical of such dialogues; in particular those linked with the participation of persons from poor backgrounds.

2. The choice of subjects requiring closer examination:

The choice of themes which were examined may be considered as a result. Indeed, since the time available for this project was limited, it was impossible, within the context of the method retained, to cover all the subjects connected with poverty. Therefore, even some important themes could not be broached.

Among the subjects chosen – financial aspects, work and employment, the application of rights, human sentiments – some might seem surprising in a project devoted to poverty indicators. The choice arises from the participants' desire to consistently use the experience of poor people as a reference. Despite the obvious difficulties associated with certain themes, they were retained because of their importance to the life of poor people.

3. The content of the various thematic reflections:

Financial aspects:

- Living with a limited income does not permit people to meet all their essential needs and, consequently, imposes choices among these and the renunciation of some of them. Another important characteristic of poor populations is the level of debt. The proportion of the available budget devoted to accommodation is often considerable among the poor. Furthermore, school expenses are also a significant budgetary item.
- In order to complete and add nuance to the existing indicators, the participants recommend:
 - To calculate the proportion of the household budget destined to cover accommodation (including the cost of water, gas and electricity services), that proportion needed to cover all debts and that which is required to cover school expenses (including transport to and from school);
 - To identify, among the total debt, those debts which are linked to fundamental rights;
 - To calculate the 'available budget'. To attempt to give a better account of its value for a given household, it is suggested to compare this sum with the average amount spent by households of the same size. Evaluating the 'available budget' in this way contributes to a realisation of the difficulties experienced by poor households to ensure their essential needs.

Employment and work:

- Employment may be one means by which to improve one's standard of living, but this is not automatically so. Certainly this is not true for the under-employed or those whose working status is precarious. For people living in poverty a job should enable them to plan for the future and to improve their standard of living in a lasting way. But to enable this a 'steady job' is required.

- The ‘administrative’ benchmarks currently used to measure the level of unemployment are rendering a whole class of people invisible; the situation of these people must be taken in to account. One path suggested is the evaluation of the ‘reserve of manpower’.
- A ‘level of stable employment’ should be calculated, with reference to how many criteria are effectively fulfilled by any given job.
- Where social assistance measures are suggested, they should be evaluated with regard to how well they contribute to the autonomy of the worker concerned.
- With regard to *vocational training* poor people are sometimes under the impression that such measures are for the most part intended to ‘occupy’ the unemployed, yet are of little real help with finding or regaining employment. Training courses should be systematically evaluated with the aid of indicators, to determine who has access to them, who truly participates and, above all, what has become – in the short, medium and long-term – of the person who has taken such a course.
- *Employment support* :it is necessary to encourage a rigorous assessment of their effects, through constant systematic evaluation, rather than through occasional studies.
- To better illuminate the link between employment and poverty, the notion of a person’s *employment history* is important.

The application of rights:

- People living in poverty frequently encounter *difficulties in attaining their rights*. This way, instead of opting for a vertical approach to rights (one after another, area by area) the participants have taken a horizontal one (common to the entirety of rights in question) and chosen specifically to deepen the question of the operation of such rights.
- The *obstacle race* which leads to the obtaining of a right is often complex and is not always successful in achieving its goal. The efforts made by poor people to obtain their rights become manifest: they themselves often refer to it as an ‘*ongoing struggle*’. The participants have identified five stages in this obstacle race: information, taking initial steps, proceeding with the intention, the result of these efforts and eventual measures of recourse in the face of a decision taken.
- It is not unusual for poor people to be *erased from administrative archives*. We need to evaluate the scale of this phenomenon inasmuch as it represents a state of absolute denial of rights.
- The participants have laid bare certain situations in which the virtue of *solidarity* comes into conflict with the realisation of rights.

Human sentiments:

- There are two main reasons why this issue is broached in a work devoted to poverty indicators: emotions play an important role in the life of the poor and it is also important to take sentiments into account to understand poor people, their life experience and how they deal with it.
- To describe these sentiments, various approaches were taken. This led the participants to ask themselves the question: are there certain emotions which are characteristic of poverty. The reply was negative: every emotion may be felt by any human being. That which is characteristic of poor segments of society is the intensity and above all the accumulation of such feelings.

- For the participants the importance is not to find a measure: attempts to quantify a feeling of well-being or the use of scales seem inadequate to them when seeking to express human feelings with regard to poverty.

General reflections:

- In the process to construct poverty indicators, and the assessment of the data gathered in relation to these indicators it is necessary to create *watchdog groups* which include the participation of people who actually live below the poverty line.
- The participants highlighted the importance of cross-referring data in order to take the *accumulative cause and effect* into account.
- The utility emerges of looking at poverty in terms of the limitations it imposes on individuals and their ability to make choices and in general, of exercising their *liberty*.

6 EAPN comments and conclusions on the Social Quality approach

In this paragraph a few points of departure between the social quality approach and the approach of EAPN are explored. To start with, both approaches operate from a shared view on the direction in which the European policy has to develop. For both approaches attempts are being made to enforce coherence between economic, employment and social policies, on the theoretical level and on the action level. This view is very present in the social quality theory. The first book's main thesis concerns the supposition that traditional approaches of policymaking in Europe subordinate social policy to economic policy (Beck, van der Maesen en Walker (eds.), 1997). These approaches reflect a top-down form of governance and cannot provide a secure basis for building either a socially just Europe or one that reflects the needs and preferences of citizens. The contributors of the first book on social quality, instead, sought to provide an independent rationale for economic, cultural, juridical and welfare policies at the same time. This also involved the development of a standard with which to measure the extent to which the quality of the daily lives of citizens has attained an acceptable European level, that is social quality. This view of striving towards a balance between economic, employment and social policies is also very important and actual in the work of EAPN. For example, EAPN's critique of, the report of the High Level Group chaired by Wim Kok on the review of the Lisbon Agenda, highlights how in many ways the conclusions of the report contradicts the 'Lisbon Agenda' that was agreed by Heads of State and Governments in 2000 because it ignores the balanced approach between social, employment and economic policies that was at the heart of the Lisbon strategy (EAPN, 2004i). According to EAPN the report relies on an 'inadequate and outdated' model of development which works with the assumption that economic growth is automatically good for everyone.

Similarities and/or complementarities can be discovered in comparing the starting points of EAPN and the foundations of the social quality theory. As already mentioned, for EAPN there are three pillars that form the core content of the lobbying and action work (EAPN, 1999 and EAPN 2000a). The first pillar is the promotion of the effective exercise of fundamental rights by all and poverty is seen to be a denial of fundamental rights. In the opinion of EAPN this is how those affected by poverty experience it themselves: they have no way of exercising those rights recognised in the Conventions and Charters signed up to by the Member States, to which the very great majority of their fellow-citizens have access such as the right to housing, the right to health care, the right to an education giving essential basic knowledge, the right to community life etc. The worse-off individuals and families are the more of their civil, political, economic, social and cultural rights they lose. These situations clearly show, for EAPN, how indivisible and interdependent rights are in daily life.

The promotion of an integrated, multidimensional approach and action at local, national and European level is a second pillar in the EAPN approach. Social exclusion is a complex and multidimensional process which cannot be dealt with in isolation or on the margins. The fight against exclusion must be

mainstreamed as a priority of all public policies, not just social policy. Only long-term, cross-sectoral action within an overall strategy can attack the root causes of poverty and social exclusion. The third pillar for EAPN is the promotion of participation including the participation of people affected by poverty and their advocacy organisations and of partnership by the different players (public and private at all geographical levels).

Many of the elements that are present in the three pillars that form the starting point for action for EAPN are also present in the social quality theory, and in particular the four conditional factors with their domains and sub-domains. For example the notion of 'having access to fundamental rights' takes an important place in operationalising the social inclusion-conditional factor in the Social Quality approach. The multi-dimensional approach of EAPN can be found back in the interdependency of the four conditional factors for social quality. Perhaps a more prominent place for the notion of 'participation' can be advocated in the further elaboration of empowerment as conditional factor in the social quality approach. And finally, the broad scope that is used to define social quality in so many different aspects is a very powerful view that comes close to the broad definition that is used by EAPN of poverty and social exclusion. One more point of exchange between the EAPN approach and the social quality theory can lay in the way indicators are formulated. At this stage of the development of the theory of social quality, indicators for measuring social quality are of a quantitative nature. For EAPN it is clear that besides the quantification of indicators for measuring poverty there is also a need for the development of qualitative indicators. The qualitative approach in understanding and researching poverty and social exclusion is for EAPN very important (cf. § 6 Research on qualitative indicators). A more qualitative approach in the understanding of social quality is perhaps worthy of consideration, supplementary to the quantitative approach.

Because the three pillar approach adopted by EAPN is strongly reflected in the development of the European social inclusion strategy, it has been easy to use this approach in the work of EAPN in following up the strategy. The social quality theory can be stimulating for the future work of the European Social Inclusion Strategy and therefore for the work of EAPN but for this to happen there needs to be a clearer articulation of how the social quality approach can influence the future development of the EU inclusion strategy. This requires a movement from the development of the theoretical approach of social quality to an approach that looks more at its practical application.

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Annex Social Quality indicators

Indicators of Socio-economic Security

Domains	Sub-domains	Indicators
Financial resources	Income sufficiency	1. Part of household income spent on health, clothing, food and housing (in the lower and median household incomes)
	Income security	2. How do certain biographical events affect the risk of poverty on household level.
		3. Proportion of total population living in households receiving entitlement transfers (means-tested, cash and in-kind transfers) that allow them to live above EU poverty level
Housing and environment	Housing security	4. Proportion of people who have certainty of keeping their home
		5. Proportion of hidden families (i.e. several families within the same household)
	Housing conditions	6. Number of square meters per household member
		7. Proportion of population living in houses with lack of functioning basic amenities (water, sanitation and energy)
	Environmental conditions (social and natural)	8. People affected by criminal offences per 10.000 inhabitants
		9. Proportion living in households that are situated in neighbourhoods with above average pollution rate (water, air and noise)
Health and care	Security of health provisions	10. Proportion of people covered by compulsory/ voluntary health insurance (including qualitative exploration of what is and what is not covered by insurance system)
	Health services	11. Number of medical doctors per 10.000 inhabitants
		12. Average distance to hospital, measure in minutes, not in meters
	Care services	13. Average response time of medical ambulance
Work	Employment security	14. Average number of hours spent on care differentiated by paid and unpaid
		15. Length of notice before employer can change terms and conditions of labour relation/contract
		16. Length of notice before termination of labour contract
	Working conditions	17. proportion employed workforce with temporary, non permanent, job contract
		18. Proportion of workforce that is illegal
		19. Number of employees that reduced work time because of interruption (parental leave, medical assistance of relative, palliative leave) as a proportion of the employees who are entitled to these kinds of work time reductions
Education	Security of education	20. Number of accidents (fatal / non-fatal) at work per 100.000 employed persons (if possible: per sector)
		21. Number of hours a full-time employee typically works a week (actual working week)
	Quality of education	22. Proportion of pupils leaving education without finishing compulsory education (early school leavers)
		23. Study fees as proportion of national mean net wage
		24. Proportion of students who, within a year of leaving school with or without certificate, are able to find employment

Source: M. Keizer and L.J.G. van der Maesen: Social Quality and the Component of Socio-economic security 3rd Draft, Working Paper, Amsterdam, September 2003

Indicators of Social Cohesion

Domains	Sub-domains	Indicators
Trust	Generalised trust	25. Extent to which 'most people can be trusted'
	Specific trust	26. Trust in: government; elected representatives; political parties; armed forces; legal system; the media; trade unions, police; religious institutions; civil service; economic transactions
		27. Number of cases being referred to European Court of law
		28. Importance of: family; friends; leisure; politics; respecting parents. parents' duty to children
Other integrative norms and values	Altruism	29. Volunteering: number of hours per week
	Tolerance	30. Blood donation
		31. Views on immigration, pluralism and multiculturalism
	Social contract	32. Tolerance of other people's self-identity, beliefs, behaviour and lifestyle preferences
		33. Beliefs on causes of poverty: individual or structural
		34. Willingness to pay more taxes if you were sure that it would improve the situation of the poor
		35. Intergenerational: willingness to pay 1% more taxes in order to improve the situation of elderly people in your country
Social networks	Networks	36. Willingness to actually do something practical for the people in your community/ neighbourhood, like: picking up litter, doing some shopping for elderly/ disabled/ sick people in your neighbourhood, assisting neighbours/ community members with filling out (fax/ municipal/ etc) forms, cleaning the street/ porch/ doorway
		37. Division of household tasks between men and women: Do you have an understanding with your husband/ spouse about the division of household tasks, raising of the children, and gaining household income?
		38. Membership (active or inactive) of political, voluntary, charitable organisations or sport clubs
		39. Support received from family, neighbours and friends
		40. Frequency of contact with friends and colleagues
Identity	National/ European identity	41. Sense of national pride
	Regional/ community/ local identity	42. Identification with national symbols and European symbols
		43. Sense of regional / community / local identity
	Interpersonal identity	44. Sense of belonging to family and kinship network

Source: Y. Berman and D. Phillips: Indicators for Social Cohesion, 5th Draft, EFSQ Working Paper, Amsterdam, June 2004

Indicators of Social Inclusion

Domains	Sub-domains	Indicators	
Citizenship rights	Constitutional/ political rights	45. Proportion of residents with citizenship	
		46. Proportion having right to vote in local elections and proportion exercising it	
	Social rights	47. Proportion with right to a public pension (i.e. a pension organised or regulated by the government)	
		48. Women's pay as a proportion of men's	
	Civil rights	49. Proportion with right to free legal advice	
		50. Proportion experiencing discrimination	
	Economic and political networks	51. Proportion of ethnic minority groups elected or appointed to parliament, boards of private companies and foundations	
		52. Proportion of women elected or appointed to parliament, boards of private companies and foundations	
	Labour market	Access to paid employment	53. Long-term unemployment (12+ months)
			54. Involuntary part-time or temporary employment
Services	Health services	55. Proportions with entitlement to and using public primary health care	
		Housing	56. Proportion homeless, sleeping rough
			57. Average waiting time for social housing
	Education	58. school participation rates and higher education participation rates	
		Social care	59. Proportion of people in need receiving care services
			60. Average waiting time for care services (including child care)
	Financial services	61. Proportion denied credit differentiated by income groups	
		62. Access to financial assistance / advice in case of need	
	Transport		63. Proportion of population who has access to public transport system
			64. Density of public transport system and road density
Civic / cultural services		65. Number of public sport facilities per 10.000 inhabitants	
		66. Number of public and private civic & cultural facilities (e.g. cinema, theatre, concerts) per 10.000 inhabitants	
Social networks	Neighbourhood participation	67. Proportion in regular contact with neighbours	
	Friendships	68. Proportion in regular contact with friends	
	Family life	69. Proportion feeling lonely/isolated	
		70. Duration of contact with relatives (cohabiting and non-cohabiting)	
		71. Informal (non-monetary) assistance received by different types of family	

Source: A. Walker and A. Wigfield: The Social Inclusion Component Of Social Quality, EFSQ Working Paper, Amsterdam, September 2003

Indicators of Social Empowerment

Domains	Sub-domains	Indicators
Knowledge base	Application of knowledge	72. Extent to which social mobility is knowledge-based (formal qualifications)
		73. Per cent of population literate and numerate
	Availability of information	74. Availability of free media
		75. Access to internet
		76. Provision of information in multiple languages on social services
Labour market	User friendliness of information	77. Availability of free advocacy, advice and guidance centres
		78. % Of labour force that is member of a trade union (differentiated to public and private employees)
	Control over employment contract	79. % Of labour force covered by a collective agreement (differentiated by public and private employees)
		80. % Of employed labour force receiving work based training
	Prospects of job mobility	81. % Of labour force availing of publicly provided training (not only skills based). (Please outline costs of such training if any)
		82. % Of labour force participating in any "back to work scheme"
		83. % Of organisations operating work life balance policies.
Openness and supportiveness of institutions	Reconciliation of work and family life (work/ life balance)	84. % Of employed labour force actually making use of work/life balance measures (see indicator above)
		85. Existence of processes of consultation and direct democracy (eg. referenda)
	Openness and supportiveness of political system	86. Number of instances of public involvement in major economic decision making (e.g. public hearings about company relocation, inward investment and plant closure)
		87. % of organisations/ institutions with work councils
Public space	Openness of economic system	88. % Of the national & local public budget that is reserved for voluntary, not-for-profit citizenship initiatives
		89. Marches and demonstrations banned in the past 12 months as proportion of total marched and demonstrations (held and banned).
	Openness of organisations	90. Proportion of local and national budget allocated to all cultural activities
		91. Number of self-organised cultural groups and events
		92. Proportion of people experiencing different forms of personal enrichment on a regular basis
Personal relationships	Support for collective action	93. percentage of national and local budgets devoted to disabled people (physical and mental)
		94. Level of pre-and-post-school child care
	Support for social interaction	95. Extent of inclusiveness of housing and environmental design (e.g. meeting places, lighting, layout)

Source: P. Herrmann: Discussion Paper on the Domain Empowerment, 3rd Draft, ENIQ October 2003

Annex Collective data

1. Socio-economic security

Domain: Financial resources

Sub-domain: Income security

3. Proportion of total population living in households receiving entitlement transfers (means-tested, cash and in-kind transfers) that allow them to live above EU poverty level.

At-risk-of-poverty rate before and after social transfers: total

The share of persons with an equivalised disposable income below the risk-of-poverty threshold, which is set at 60% of the national median equivalised disposable income

	1997		1998		1999		2000		2001	
	before	after	before	after	before	after	before	after	before	after
EU 15	25	16	24	15	24	15	23	15	24	15
EU 25	:	:	:	:	24	15	:	:	24	15
Belgium	26	14	25	14	24	13	23	13	23	13
Germany	22	12	22	11	21	11	20	10	21	11
Greece	23	21	22	21	22	21	22	20	23	20
Spain	27	20	25	18	23	19	22	18	23	19
France	26	15	25	15	24	15	24	16	24	15
Ireland	32	19	32	19	30	19	31	20	30	21
Italy	22	19	21	18	21	18	21	18	22	19
Hungary	:	:	:	:	:	:	19	9	20	10
Netherlands	23	10	21	10	21	11	21	10	21	11
Portugal	27	22	27	21	27	21	27	21	24	20
Slovenia	17	11	17	12	18	11	17	11	:	:
Finland	23	8	22	9	21	11	19	11	19	11
Sweden	28	9	28	10	28	9	27	11	27	10
UK	30	18	30	19	30	19	29	19	29	17

Source: Eurostat; free data, social cohesion

At-risk-of-poverty rate before and after social transfers: males and females

The share of persons with an equivalised disposable income below the risk-of-poverty threshold, which is set at 60% of the national median equivalised disposable income

	1999		2000				2001					
	males		females		males		females		males		females	
	before	after	before	after	before	after	before	after	before	after	before	after
EU 15	23	15	25	16	22	14	24	16	22	14	25	16
EU 25	23	15	25	16	:	:	:	:	23	14	25	17
Belgium	23	11	26	14	22	12	25	14	21	12	25	15
Germany	20	10	21	12	19	10	22	11	20	10	23	12
Greece	22	20	23	21	22	19	23	20	21	19	24	22
Spain	23	18	23	19	21	17	23	19	22	17	25	20
France	24	15	25	16	24	15	25	16	23	15	24	16
Ireland	28	17	32	20	29	19	33	21	29	20	32	23
Italy	20	18	21	18	20	18	21	19	21	19	23	20
Hungary	:	:	:	:	18	9	19	10	20	10	21	10
Netherlands	21	10	22	11	21	11	21	10	21	12	21	11
Portugal	27	19	28	22	26	19	28	22	25	20	24	20
Slovenia	17	11	19	12	17	10	18	12	:	:	:	:
Finland	19	9	22	12	18	9	21	13	17	9	20	14
Sweden	26	9	29	10	26	10	28	11	25	10	29	11
UK	27	18	32	21	26	16	32	21	26	15	32	19

Source: Eurostat; free data, social cohesion

Domain: Housing and environment

Sub-domain: Housing conditions

7. Proportion of population living in houses with *lack* of functioning basic amenities (water, sanitation and energy)

Percentage of household lacking at least one of the three basic amenities by income group, 1999

	EU	B	D	EL	E	F	IRL	I	NL	P	FIN	S	UK
All households	21	19	10	38	62	11	16	15	12	89	4	-	11
Household income less than 60% compared to median actual current income	35	33	25	70	84	24	33	40	16	96	9	-	16

Source: Eurostat 2003, Living conditions in Europe

Domain: Health and care

Sub-Domain: Health services

11. Number of medical doctors per 100.000 inhabitants

Number of practitioners per 100 000 inhabitants

	EU15	B	D	EL	E	F	IRL	I	NL	P	FIN	S	UK
1997	-	386	345	410	428	325	214	578	-	306	296	278	168
1998	368	395	350	426	436	426	219	583	295	312	300	278	172
1999	375	405	355	438	444	328	227	589	311	318	306	283	176
2000	-	411	359	-	454	329	250	599	321	325	308	-	180
2001	-	419	362	-	-	-	-	-	-	-	-	-	-

Source: Eurostat, Yearbook 2003

12. Average distance to hospital, measure in minutes, not in meters

Proximity to hospitals by income (% having access to a hospital in less than 20 minutes by quartiles of household-equivalence income)

	Total	Lowest quartile	Highest quartile	Difference in percentage points
EU 15	52,8	44,9	60,4	15,5
Belgium	66	53,6	78,9	25,3
Germany	52,7	48	56,8	8,9
Greece	39,9	35,7	44,3	8,5
Spain	41,4	38,4	44,2	5,8
France	54,4	43,4	65,3	21,9
Ireland	44,6	40,5	48,7	8,2
Italy	60,9	47	75,2	28,2
Hungary	31,4	16	46,8	30,8
Netherlands	72,5	66,8	77,8	11
Portugal	37,8	27,2	49	21,9
Slovenia	37,9	30,5	46,2	15,7
Finland	50,9	48	53,8	5,8
Sweden	58	56	60	4,0
UK	45,5	34,2	57,8	23,6

Source: Eurobarometer 52.1

Domain: Work

Sub-domain: Employment security

17. Proportion employed workforce with temporary, non permanent, job contract

Proportion employees with a contract of limited duration (temporary job contracts)

	1999			2000			2001			2002		
	total	females	males	total	females	males	total	females	males	total	females	males
EU 15	13,2	14,2	12,4	13,4	14,5	12,5	13,4	14,5	:	13,1	14,3	12,1
Belgium	10,3	13,7	7,7	9	12,1	6,6	8,8	12,1	:	7,6	10,3	5,5
Germany	13,1	13,4	12,8	12,7	13,1	12,5	12,4	12,7	:	12	12,2	11,8
Greece	13	14,7	12	13,1	15,7	11,5	12,9	15,4	:	11,3	13,4	9,8
Spain	32,7	34,9	31,4	32,1	34,6	12,1	31,6	34,1	:	31,2	34,2	29,2
France	14	14,8	13,3	15	15,7	14,3	14,9	16,3	:	14,1	16	12,5
Ireland	9,4	12,1	7,1	4,6	5,8	3,6	3,7	4,5	:	5,3	6,3	4,5
Italy	9,8	11,8	8,5	10,1	12,2	8,8	9,5	11,5	:	9,9	12,1	8,3
Hungary	:	:	:	:	:	:	7,5	6,8	:	7,4	6,8	8
Netherlands	12	15,4	9,4	14	17,2	11,1	14,3	17,5	:	14,3	17	12,2
Portugal	18,6	20,4	17,1	20,4	22,7	18,4	20,3	22,1	:	21,8	23,4	20,5
Slovenia	:	:	:	:	:	:	13,1	13,3	:	14,7	16,7	12,9
Finland	18,2	21,2	15,2	17,7	20,9	14,5	17,9	22	:	17,3	20,5	13,9
Sweden	13,9	16,6	11,2	14,7	16,9	12,1	14,7	16,9	:	15,7	17,9	13,3
UK	6,8	7,5	6,2	6,7	7,7	5,7	6,7	7,5	:	6,1	6,8	5,5

Source: Eurostat; Statistics in Focus

Sub-domain: Working conditions

20. Number of fatal accidents (fatal / non-fatal) at work per 100.000 employed persons (if possible: per sector)

Incidence rate of accidents at work. Incidence = (number of accidents at work that occurred during the year/number of persons in employment in the reference population) x100000

	1994		1998	
	non-fatal	fatal	non-fatal	fatal
EU 15	4539	3,9	4089	3,4
Belgium	4415	6	5112	3,1
Germany	5583	3,7	4958	3
Greece	3702	4,3	2936	3,7
Spain	6166	7	7073	5,5
France	5515	4,3	4920	4
Ireland	1494	3,9	1433	5,9
Italy	4641	5,3	4105	5
Hungary	:	:	:	:
Netherlands	4287	:	3909	:
Portugal	7361	8,4	5505	7,7
Slovenia	:	:	:	:
Finland	3914	3,6	3435	2,4
Sweden	1123	2,1	1329	1,3
UK	1915	1,7	1512	1,6

Source: Eurostat; Statistics in Focus

Evolution of the accidents at work, 1998 = 100

	1997		1998		1999		2000		2001	
	serious	fatal	serious	fatal	serious	fatal	serious	fatal	serious	fatal
EU 15	100	100	100	100	100	85	98	82	94 (p)	79 (p)
Belgium	96	100	100	100	96	106	82 (b)	100	83	124
Germany	101	90	100	100	99	80	96	70	88	65
Greece	113	76	100	100	93	170	88	73	86	78
Spain	95	115	100	100	107	91	108	85	106	81
France	101	103	100	100	101	85	102	85	98	79
Ireland	115	120	100	100	90	119	72	39	105	43
Italy	100	84	100	100	99	68	99	66	92	62
Hungary	103	97	100	100	93	107	94	95	86	71
Netherlands	107	140	100	100	108 (b)	107	105	106	92	79
Portugal	100	108	100	100	92	79	88	104	:	:
Slovenia	106	130	100	100	102	88	98	83	94	105
Finland	98	117	100	100	91	75	89	88	87 (b)	8 (b)
Sweden	81	169	100	100	107	85	111	85	113	105
UK	102	100	100	100	106	88	106	106	110	92

p) provisional value

b) break in series

Source: Eurostat, free data, employment

Fatal work accidents (per 100 000 employed persons), 2000

	EU	B	D	EL	E	F	IRL	I	NL	P	FIN	S	UK
Total	5	5	4	3	7	6	2	7	2	9	2	2	2
Age group under 25	3	7	3	1	5	4	-	7	1	5	1	3	1
Age group 45 and over	7	6	5	5	10	10	-	10	4	16	3	3	3

Source: Eurostat 2003; Living conditions in Europe

21. Number of hours a full-time employee typically works a week (actual working week)

Hours worked per week of full time employment

	1996	1997	1998	1999	2000	2001	2002	2003
EU 15	42.1	42.1	42.1	41.9	41.7	41.6	41.4	:
Belgium	40.3	40.6	41.2	38.4	38.5	41.2	41.4	41.3
Germany	41.6	41.7	41.7	41.8	41.8	41.6	41.4	41.0
Greece	44.6	44.4	44.5	44.7	44.2	44.2	44.2	44.4
Spain	42.2	42.3	42.3	42.2	42.1	42.0	41.8	41.6
France	41.2	41.1	41.0	40.9	40.2	39.6	38.9	40.7
Ireland	43.9	43.2	42.9	42.1	41.9	41.5	41.2	41.0
Italy	40.6	40.5	40.6	40.5	40.6	40.6	40.5	40.5
Hungary	42.1	42.0	41.8	42.0	41.9	41.5	41.4	41.4
Netherlands	41.5	41.3	41.0	41.0	41.0	40.9	40.7	40.6
Portugal	43.7	43.1	43.1	42.4	42.0	41.9	41.9	41.6
Slovenia	43.6	43.8	43.9	43.6	43.1	43.2	43.1	42.6
Finland	40.5	40.9	40.9	41.0	40.9	40.7	40.6	40.6
Sweden	41.4	41.4	41.3	41.3	41.2	41.0	41.0	40.8
UK	44.8	44.9	44.8	44.4	44.2	44.2	43.9	43.8

Source: Eurostat; free data, long term indicators, people in the labour market

Domain: Education

Sub-domain: Security of education

22. Proportion of pupils leaving education without finishing compulsory education (early school leavers)

Early school-leavers - total - Percentage of the population aged 18-24 with at most lower secondary education and not in further education or training

	1999	2000	2001	2002	2003
EU 25	:	:	17.2 (p)	16.5 (p)	15.9 (b)
EU 15	20.5 (p)	19.4 (p)	18.9 (p)	18.5 (p)	18.0 (b)
Belgium	15.2 (b)	12.5	13.6	12.4	12.8
Germany	14.9	14.9	12.5	12.6	12.6 (p)
Greece	17.8	17.1	16.5	16.1	15.3 (b)
Spain	29.5	28.8	28.6	29.0	29.8
France	14.7	13.3	13.5	13.4	13.3 (b)
Ireland	:	:	:	14.7	12.1 (b)
Italy	27.2	25.3	26.4	24.3	23.5
Hungary	13.0	13.8	12.9	12.2	11.8 (b)
Netherlands	16.2	15.5	15.3	15.0	15.0 (p)
Portugal	44.8	42.9	44.3	45.5	41.1
Slovenia	:	:	7.5	4.8 u	4.3
Finland	9.9	8.9 (b)	10.3	9.9	10.7 (b)
Sweden	6.9	7.7	10.5 (b)	10.4	9.0 (b)
UK	19.7 (p)	18.3 (p)	17.6 (p)	17.7 (p)	16.7 (p)

p) provisional value

b) break in series

Source: Eurostat SC053 IV.5.1

Early school-leavers - males and females - Percentage of the population aged 18-24 with at most lower secondary education and not in further education or training

	1999		2000		2001		2002		2003	
	females	males	females	males	females	males	females	males	females	males
EU 25	:	:	:	:	15.0(p)	19.5(p)	14.2(p)	18.7(p)	13.9(b)	17.9(b)
EU 15	18.4(p)	22.6(p)	17.1(p)	21.6(p)	16.6(p)	21.2(p)	16.1(p)	20.9(p)	15.9(b)	20.2(b)
Belgium	12.7(b)	17.7 b	10.2	14.8	12.3	15.0	9.9	14.9	10.8	14.7
Germany	15.6	14.2	15.2	14.6	12.8	12.2	12.6	12.6	12.6(p)	12.6(p)
Greece	14.8	21.2	12.9	21.8	13.0	20.4	12.3	20.1	11.0 (b)	19.6(b)
Spain	23.6	35.4	23.2	34.3	22.2	34.9	22.3	35.4	23.4	36.1
France	13.4	16.0	11.9	14.8	12.0	15.0	11.9	14.9	11.6 (b)	15.0(b)
Ireland	:	:	:	:	:	:	10.8	18.5	9.2(b)	14.9(b)
Italy	24.2	30.3	21.9	28.8	22.6	30.2	20.7	27.9	20.1	26.8
Hungary	12.7	13.3	13.2	14.3	12.6	13.3	11.8	12.5	11.1(b)	12.4(b)
Netherlands	14.9	17.5	14.8	16.2	14.1	16.5	14.3	15.7	14.3 p)	15.7(p)
Portugal	38.8	50.7	35.4	50.3	37.0	51.6	38.1	52.9	33.8	48.3
Slovenia	:	:	:	:	5.6	9.3	3.3	6.2	2.3	6.2
Finland	7.9	12.0	6.5(b)	11.3(b)	7.7	13.0	7.3	12.6	8.6(b)	12.9(b)
Sweden	6.1	7.7	6.2	9.2	9.7 b	11.3 b	9.3	11.4	8.2(b)	9.8(b)
UK	19.3(p)	20.1(p)	17.8(p)	18.8(p)	16.6(p)	18.6(p)	16.6(p)	18.8(p)	16.4(p)	17.0(p)

p) provisional value

b) break in series

Source: Eurostat SC053 IV.5.1-2

2. Social cohesion

Domain: Trust

Sub-domain: Generalised trust

25. Extent to which 'most people can be trusted'

Proportion of the population who thinks that most people can be trusted

	B	D	EL	E	F	IRL	I	HU	NL	SL	FIN	S	UK
most people can be trusted	29,3	34,8	19,1	38,5	22,2	35,2	32,6	21,8	59,7	21,7	58	66,3	29,9
you cannot be too careful	70,7	65,2	80,9	61,5	77,8	64,8	67,4	78,2	40,3	78,3	42	33,7	70,1

Source: European Values Study; A third Wave (question 8)

Extent to which the population thinks that most people can be trusted, 2002

The table includes the country means in a 0-10 scale, where 0 means the distrust and 10 means the trustfulness

	B	D	EL	E	IRL	I	HU	NL	P	SL	FIN	S	UK
country means	4,81	4,61	3,64	4,86	5,46	4,54	4,08	5,71	4	3,98	6,46	6,09	5,05

Source: European Social Survey (ESS) 2002

Sub-domain: Specific trust

26. Trust in: government; elected representatives; political parties; armed forces; legal system; the media; trade unions, police; religious institutions; civil service; economic transactions

Trust in different institutions in European countries 2002/2003

	Trust in country's parliament	Legal system	Police	Politicians	European Parliament
Belgium	4,99	4,39	5,64	4,28	4,88
Germany	4,47	5,73	6,73	3,5	4,46
Spain	4,83	4,31	5,43	3,37	4,8
Finland	5,79	6,75	7,95	4,78	4,88
UK	4,68	5,03	6,04	3,79	3,61
Greece	4,83	6,27	6,43	3,46	5,69
Hungary	5	5,11	4,91	3,88	5,67
Ireland	4,43	5,14	6,53	3,75	5,11
Italy	4,83	5,49	6,66	3,54	5,51
Netherlands	5,22	5,38	5,82	4,87	4,67
Portugal	4,44	4,26	5,13	2,82	4,76
Sweden	5,92	6,06	6,76	4,72	4,02
Slovenia	4,04	4,28	4,89	3,07	4,65

Source: European Social Survey 2002.

Remarks: The table includes the country means in a 0-10 scale, where 0 means the distrust and 10 means the trustfulness.

28. Importance of: family; friends; leisure; politics; respecting parents. parents' duty to children

Proportion of the population for whom work, family, friends, leisure time, politics is quite or very important in its life (those two answer categories are taken together)

	work	family	friends	leisure time	politics	religion
Belgium	92,8	97,6	89,1	86,2	33,1	47,6
Germany	82,7	96,9	94,5	83,2	39,5	35
Greece	87,2	99,1	85,5	76,9	34,9	79,7
Spain	94,6	98,9	86,6	80,9	19,3	42
France	94,8	98,2	94,4	88,1	35,4	36,9
Ireland	84,7	98,5	97,3	86,9	32,1	70,7
Italy	95	98,6	89,8	81,2	33,8	72,1
Hungary	88,7	97,8	82,3	79,7	18,2	42,3
Netherlands	86,5	92,7	96,3	94	57,7	39,8
Portugal	95,1	98,7	87,9	83,7	27,1	75,5
Slovenia	95,8	97,2	88,3	79,7	14,5	36,6
Finland	89,2	96,2	95,2	90	19,8	45,1
Sweden	91,1	97,9	97,6	93,9	55	35
UK	78,6	98,8	96,6	92,5	34,3	37,4

Source: European Values Study; A third Wave (question 1)

Domain: Other integrative norms and values

Sub-domain: Altruism

29. Volunteering: number of hours per week

Volunteer work and informal help among persons aged 20-74 (Hours and minutes per day)

	B	D	F	HU	SI	FIN	S	UK
Volunteer work and help among women aged 20-74	0:10	0:15	0:14	0:08	0:06	0:16	0:12	0:14
Volunteer work and help among men aged 20-74	0:11	0:17	0:18	0:13	0:11	0:16	0:12	0:10

Source: How Europeans spend their time everyday life of women and men – Luxembourg

30. Blood donation

Blood donation (%), 2002

	EU	B	D	E	F	IRL	I	NL	P	FIN	S	UK
Yes	31	23	31	25	38	32	24	26	22	39	25	32

Source: « Le don de sang », Eurostat, 2003, p.2, Eurobarometer 58.2

Sub-domain: Tolerance

31. Views on immigration, pluralism and multiculturalism

Proportion of different opinions according to the inclusion of immigrants in different countries, 2000

Country	Let anyone come who wants to	Let people come as long as there jobs available	Put strict limits on the number of foreigners who can come here	Prohibit people coming here from other countries
Belgium	7,4	33,5	50,5	8,6
Germany	4,5	32,6	56	7
Greece	3,5	40,9	41	14,6
Spain	19,1	56,2	22,4	2,3
Ireland	8,3	46,7	42,1	2,9
Italy	9,7	47,4	38,3	4,6
Hungary	2	12	59,1	26,8
Netherlands	3,9	35,9	55,6	4,7
Portugal	11,5	61,4	23,2	3,9
Slovenia	4,6	48,1	38,9	8,4
Finland	10,4	34,7	51,9	3
Sweden	16,3	54,4	28,7	0,5
UK	4,3	34,1	48,5	13,1

Source: European Values Survey 1999/2000, Q74

Proportion of different opinions in connection with the cultural identity of immigrants in different countries

Country	For the greater good of society it is better if immigrants maintain their distinct customs and traditions	For the greater good of society it is better if immigrants do not maintain their distinct custom and traditions but take over the customs of the country
Belgium	28,1	71,9
Germany	23,8	76,2
Greece	68,7	31,3
Spain	52	48
Ireland	56,7	43,3
Italy	59,7	40,3
Hungary	33,4	66,6
Netherlands	29,1	70,9
Portugal	48,9	51,1
Slovenia	30,8	69,2
Finland	32	68
Sweden	36	64
UK	44,7	55,3

Source: European Values Survey 1999/2000, Q75

32. Tolerance of other people's self-identity, beliefs, behaviour and lifestyle preferences

Typology of people according to their attitudes towards minorities

Proportion of the population that is intolerant, ambivalent, passively tolerant and actively tolerant by country

	Intolerant	Ambivalent	Passively tolerant	Actively tolerant
EU15	14	25	39	21
Belgium	25	28	26	22
Germany	18	29	29	24
Greece	27	43	22	7
Spain	4	18	61	16
France	19	26	31	25
Ireland	13	21	50	15
Italy	11	21	54	15
Netherlands	11	25	34	31
Portugal	9	34	44	12
Finland	8	21	39	32
Sweden	9	15	43	33
UK	15	27	36	22

Source: Eurobarometer 2000 survey

Tolerance of other people's self-identity, beliefs, behaviour and lifestyle preferences

	B	D	EL	E	F	IRL	I	HU
Claiming state benefits which you are not entitled to	2,57	1,91	3,64	2,67	3,39	1,9	1,88	1,7
Cheating on tax if you have the chance	3,64	2,36	2,88	2,35	3,06	2,35	2,39	2,12
Taking and driving away a car belonging to someone else (joyriding)	1,2	1,24	1,39	1,64	1,38	1,11	1,46	1,14
Taking the drug marihuana or hashish	1,72	1,91	2,04	2,16	2,15	1,99	2,03	1,26
Lying in your own interest	3,62	3,32	2,58	2,93	3,71	2,32	2,41	2,53
Married men/women having an affair	2,72	2,85	2,12	2,48	3,52	1,84	2,75	2,1
Someone accepting a bribe in the course of their duties	2	1,8	1,66	1,68	2,08	1,42	1,5	2,67
Homosexuality	5,22	5,69	3,39	5,51	5,27	4,4	4,83	1,45
Abortion	4,45	4,61	4,18	4,34	5,64	2,9	4,04	3,92
Divorce	5,64	5,86	5,42	6,1	6,32	4,8	5,14	4,5
Euthanasia (terminating the life of the incurably sick)	5,83	4,34	3,49	4,73	6,16	3,31	3,86	3,83
Suicide	3,27	2,61	2,26	2,77	4,34	2,07	2,28	1,56
Throwing away litter in a public place	1,48	2,22	1,88	1,86	1,62	1,81	1,58	1,72
Driving under the influence of alcohol	1,64	1,45	1,49	1,52	1,88	1,4	1,43	1,16
Paying cash for services to avoid taxes	4,29	2,89	3,46	3,35	4,18	2,89	2,5	2,62
Having casual sex	2,86	3,15	3,6	3,92	3,91	2,71	3,07	2,74
Smoking in public buildings	2,92	4,05	4	3,74	3,38	3,33	3,46	2,85
Speeding over the limit in built-up areas	2,39	1,99	2,19	1,93	2,84	1,85	2,61	1,98
Avoiding a fare on public transport	2,39	2,13	2,89	:	2,71	:	2,17	:
Sex under the legal age of consent	:	2,64	4,57	:	:	1,45	:	:
Prostitution	:	4,19	2,37	3,25	:	2,54	2,4	:
Political assassinations	:	1,49	1,93	:	:	:	:	:
Scientific experiments on human embryos	2,07	1,52	1,38	1,74	:	1,92	1,95	:
Genetic manipulation of food stuff	2,42	2,21	2,32	2,05	:	:	2,31	:

Tolerance of other people's self-identity, beliefs, behaviour and lifestyle preferences (continued)

	NL	P	SL	FIN	S	UK	Total
Claiming state benefits which you are not entitled to	1,51	2,03	2,82	2,3	2,08	1,99	2,28
Cheating on tax if you have the chance	2,67	2,45	2,34	2,46	2,41	2,42	2,63
Taking and driving away a car belonging to someone else (joyriding)	1,34	1,62	1,68	1,31	1,29	1,21	1,41
Taking the drug marihuana or hashish	3,06	2,02	2,3	1,65	1,77	3,1	1,83
Lying in your own interest	3,14	2,45	2,54	2,71	2,56	3,01	2,85
Married men/women having an affair	2,69	2,47	3,47	2,36	2,38	2,31	2,56
Someone accepting a bribe in the course of their duties	1,58	1,77	1,78	1,43	1,83	1,77	1,82
Homosexuality	7,8	3,19	4,62	4,94	7,65	4,89	4,3
Abortion	5,4	3,81	6,19	5,42	7,38	4,54	4,58
Divorce	6,54	5,46	6,58	6,64	7,8	5,57	5,51
Euthanasia (terminating the life of the incurably sick)	6,65	3,5	5,37	5,4	6,07	4,99	4,82
Suicide	4,34	2,2	3,54	3,04	4,12	3,16	2,63
Throwing away litter in a public place	1,7	1,83	1,94	2,27	2,72	2,61	1,88
Driving under the influence of alcohol	1,44	1,83	2,04	1,35	1,35	1,51	1,54
Paying cash for services to avoid taxes	4,2	2,25	3,28	3,48	3,78	3,53	3,25
Having casual sex	3,7	2,76	4,08	3,75	4,8	3,44	3,15
Smoking in public buildings	3,81	3,34	3,57	3,1	3,18	4,02	3,51
Speeding over the limit in built-up areas	1,8	2,38	2,93	2,82	2,72	2,3	2,33
Avoiding a fare on public transport	2,72	:	:	2,36	:	2,68	2,82
Sex under the legal age of consent	:	:	5,78	3,31	:	1,96	2,53
Prostitution	:	:	3,31	3,2	:	3,42	2,84
Political assassinations	:	:	:	1,44	:	1,99	1,63
Scientific experiments on human embryos	2,5	:	1,86	2,47	:	2,35	2,08
Genetic manipulation of food stuff	3,07	:	2,83	2,6	:	2,3	2,42

Source: European Values Survey 1999/2000, Q65, 1-10 scale

Sub-domain: Social contract

33. Beliefs on causes of poverty: individual or structural

Proportion of the population which considers (respectively) unfortunateness, laziness, injustice and the modern progress as the most important reason for living in need

	unlucky	laziness or lack of willpower	injustice in society	part of the modern progress	none of these
Belgium	26,8	16	35,3	20	1,9
Germany	11,7	28,4	36,9	19,6	3,5
Greece	14,3	29,8	18,2	34,4	3,3
Spain	19,8	19,6	48,4	10,4	1,9
France	14,4	11,4	44,3	26,9	2,9
Ireland	23,2	20,6	33	19,3	3,9
Italy	19,5	23	37,7	15,6	4,2
Hungary	13	27,6	37,7	18,8	2,9
Netherlands	32,8	14,3	25,8	17,5	9,7
Portugal	23,3	41,9	21,6	11,6	1,6
Slovenia	10,4	33,2	35,4	17,3	3,7
Finland	14,8	23	23,8	35,3	3,1
Sweden	10,2	7,1	49,5	33,1	0
Great Britain	16,4	24,6	30,5	24,4	4,1

Source: European Values Study : A third Wave (question 11)

38. Membership (active or inactive) of political, voluntary, charitable organisations or sport clubs

Proportion of people member of non-governmental organizations (NGO's) in different countries, 2002/2003

	B	D	EL	E	IRL	I	HU	NL	P	SL	FIN	S	UK
Male	65,1	72	24,8	36,7	68,6	37	27,9	84,4	31,1	51,3	64,6	82,8	71,4
Female	57,1	61,7	16,4	29,5	59,3	24,9	17,7	77,4	18,6	33,3	57,2	78,8	62

Source: European Social Survey 2002/2003

Proportion of population which belongs to....

	B	D	EL	E	F	IRL	I
social welfare services for elderly, handicapped or deprived people	11,4	3,9	10,2	3,7	5,6	5,9	6,4
religious or church organisations	12,2	13,5	11,8	5,8	4,3	16,2	10,3
education, arts, music or cultural activities	18,9	7,9	11,2	7,3	7,8	10,1	9,9
trade unions	15,7	7,2	6,5	3,5	4	10	6,2
political parties or groups	7	2,8	4,9	2	2	4,4	4,1
local community action on issues like poverty, employment, housing, racial equality	5	0,7	2,8	2,2	2,3	5,6	2,4
third world development or human rights	9,8	0,6	1,8	2,4	1,4	2,4	2,9
conservation, the environment, ecology, animal rights	10,4	2,7	5,8	2,5	2,2	2,8	3,8
professional associations	8,3	4,4	7,7	2,6	3,1	7,7	7,1
youth work	7,5	1,9	2,5	2,6	2	7,1	4,2
sports or recreation	23,8	28	9,6	8,5	16,4	27,6	11,5
women's groups	8,7	3,6	2,2	2,3	0,4	4,4	0,4
peace movements	2,3	0,2	2,9	1,6	0,5	1,7	1,4
voluntary organisations concerned with health	5	2,5	3,6	2,7	2,5	4,1	4,7
other groups	10,6	3,9	6,8	3,7	6,9	5,4	2,6

Proportion of population which belongs to.... (continued)

	HU	NL	P	SL	FIN	S	UK
social welfare services for elderly, handicapped or deprived people	1,9	21,6	2	5,4	10,4	20,8	6,7
religious or church organisations	12,1	35,1	5,6	6,7	47	71,5	4,9
education, arts, music or cultural activities	3,4	46,2	3,1	9,2	14,3	26,4	9,7
trade unions	7	23,4	1,7	16,9	32,3	64	8,2
political parties or groups	1,6	9,5	0,9	3	6,6	10,6	2,5
local community action on issues like poverty, employment, housing, racial equality	1	7,4	1	9,2	2,6	9,5	3,8
third world development or human rights	0,3	24,6	0,8	0,8	5,9	15	2,6
conservation, the environment, ecology, animal rights	1,7	44,3	0,5	3,3	4,4	11,3	1,5
professional associations	3,7	18,5	1,1	6,7	5,6	14,5	1,6
youth work	0,8	7,3	1,2	4,5	6,7	6,9	5,7
sports or recreation	3,8	50,3	8,6	16,9	23,7	37	3
women's groups	0,3	4		1,9	4	3,5	1,7
peace movements	0,3	3,4	0,6	0,8	1,3	1,5	0,6
voluntary organisations concerned with health	2	9,6	2,2	2,9	9,2	6,7	3
other groups	2,6	9,7	3,2	9,9	11,8	25	5

Source: European Values Study; A third Wave (question 5)

40. Frequency of contact with friends and colleagues

Frequency of spending time with friends

	B	D	EL	E	F	IRL	I	HU	NL	P	SL	FIN	S	UK
every week	50,2	49,3	62,1	67,5	58,5	72,1	61,9	37,0	66,7	63,6	57,7	60,3	66,5	74,2
once a week	30,9	36,7	23,6	18,5	28,0	21,1	20,2	29,1	25,5	14,5	25,7	27,7	28,2	18,5
few times a year	14,1	12,3	11,3	10,1	11,0	5,3	13,3	22,0	6,5	16,3	14,0	11,0	5,0	5,2
not at all	4,9	1,7	3,1	3,9	2,5	1,6	4,6	11,9	1,3	5,6	2,6	1,0	0,3	2,1

Source: European Social Survey (Q6A)

Frequency of spending time with colleagues

	B	D	EL	E	F	IRL	I	HU	NL	P	SL	FIN	S	UK
every week	12,9	11,3	24,1	27,0	12,5	25,0	16,8	13,6	14,7	35,4	24,4	23,3	17,8	18,6
once a week	22,5	27,0	23,3	18,7	18,7	27,5	21,9	17,3	29,2	17,8	25,6	23,8	35,9	24,2
few times a year	33,4	39,9	21,6	18,8	24,0	20,4	26,4	20,5	38,3	16,5	28,2	33,8	37,0	26,8
not at all	31,2	21,8	30,9	35,4	44,7	27,0	35,0	48,5	17,7	30,2	21,9	19,1	9,3	30,3

Source: European Social Survey (Q6B)

Domain: Identity

Sub-domain: National / European pride

41. Sense of national pride

Sense of pride : proportion of the population which is proud of being (country) / European

	EU15	B	D	EL	E	F	IRL	I	NL	P	FIN	S	UK
national pride	85	83	66	96	92	86	96	93	84	92	96	90	90
european pride	61	64	49	64	74	58	75	81	62	66	73	70	47

Source: Standard Eurobarometer 6;: full report (categories very and fairly proud taken together)

Sense of national pride

	B	D	EL	E	F	IRL	I	HU	NL	P	SL	FIN	S	UK
very proud	24,3	16,8	65	44,1	39,7	71,8	39,3	50,9	19,5	79,1	55,7	56,1	41,4	50,5
quite proud	50,9	50,8	25,6	45,2	49,6	26,2	49	38,4	60,5	17,7	34,9	37,5	45,6	39,5
not very proud	17,5	24,3	8,6	7,8	7	1,7	9,8	8,5	14,8	2,3	7,4	5,6	11,6	7,9
not at all proud	7,3	8,1	0,9	3	3,7	0,3	1,9	2,3	5,2	0,9	2	0,9	1,4	2,1

Source: European Values Study; A third Wave (Q71)

Sub-domain: Regional / community / local identity

43. Sense of regional / community / local identity

Which of these geographical groups would you say you belong to first of all?

	B	D	EL	E	F	IRL	I	HU	NL	P	SL	FIN	S	UK
locality or town	32,1	55,2	44,8	45,6	43,7	56,6	53,4	67,3	39,1	36,3	52,8	48,9	58,7	48,9
region of country	20,3	29,6	12	16,5	12,1	15,8	10,6	6,3	7,7	16	8,7	12,3	9,5	13,7
country as a whole	27,9	10,1	33,2	26,8	28,5	24	23,3	20,1	41,2	41,6	32,1	31,2	22,4	28,4
Europe	9,3	2,9	1,2	1,7	4,3	2,2	4,2	2	4,8	1,6	2,4	3,2	4,2	1,9
world as a whole	10,4	2,2	8,8	9,4	11,4	1,4	8,5	4,3	7,2	4,5	3,9	4,4	5,3	7,2

Source: European Values Study; A third Wave (Q67)

3. Social inclusion

Domain: Citizenship rights

Sub-domain: Constitutional / political rights

46. Proportion having right to vote in local elections and proportion exercising it

Proportion voting in national elections (as the percentage of the voting age population)

	B	D	EL	EL	F	IRL	I	HU	NL	P	SL	FIN	SL	UK
1995-1999	83,2	:	83,9	80,6	59,9	66,7	87,4	:	:	79,1	:	71,1	:	69,4

Source: IDEA (1997), Voter Turnout from 1947 to 1997 and OECD : Society at a glance 2001

Sub-domain: Social rights

48. Women's pay as a proportion of men's

Gender pay gap

as the difference between average gross hourly earnings of male paid employees and of female paid employees as a percentage of average gross hourly earnings of male paid employees.

	1997	1998	1999	2000	2001
EU (15 countries)	16	16	15	16	16
Belgium	10	9	11	12	12
Germany	21	22	19	21	21
Greece	13	12	13	15	18
Spain	14	16	14	15	17
France	12	12	12	13	14
Ireland	19	20	22	19	17
Italy	7	7	8	6	6
Hungary	22	18	19	20	19
Netherlands	22	21	21	21	19
Portugal	7	6	5	8	10
Slovenia	14	11	14	12	11
Finland	18	19	19	17	17
Sweden	17	18	17	18	18
United Kingdom	21	24	22	21	21

Source: Eurostat; free data, employment

Earnings of men and women

Annual gross earnings of women as a percentage of men's, 2000

	EU15	B	D	EL	E	F	IRL	I	NL	P	FIN	S	UK
Industry and services	75	83	-	80	77	82	-	-	73	71	79	86	68
Industry	77	83	78	83	73	84	-	-	77	67	82	89	69
Mining and quarrying	75	99	91	81	-	92	-	-	-	94	77	90	68
Manufacturing	75	79	76	74	-	79	-	-	75	65	80	89	68
Electricity, gas and water supply	78	68	82	81	-	83	-	-	81	89	77	83	70
Construction	88	99	91	94	102	100	-	-	82	90	82	90	76
Trade and repairs	72	79	74	76	-	77	-	-	68	71	73	83	63
Hotels and restaurants	79	91	-	77	-	85	-	-	82	74	90	90	72
Transport	84	91	-	64	-	90	-	-	74	98	87	92	81
Financial intermediation	62	70	75	73	-	64	-	-	62	80	57	66	46
Real estate	70	76	-	91	-	72	-	-	70	71	75	78	66

Note: The share refers to full-time earnings.

Source: «Living conditions in Europe», Eurostat, 2003, p.60

Sub-domain: Economic and political networks

52. Proportion of women elected or appointed to parliament, boards of private companies and foundations

Proportion of women in national governments and parliaments, 2001

	B	D	EL	ES	F	IRL	I	NL	P	FIN	S	UK	Total
government	22,2	38,6	12,5	17,6	29,4	21,9	10,3	36	9,8	38,9	50	32,9	24,7
parliament	24,6	29,8	8,7	27,1	8,3	14,2	10,2	32,4	20	37	44,3	17	20,5

Source: Europäische datenbank Frauen in Führungspositionen (www.db-decision.de)

Domain: Labour market

Sub-domain: Access to paid employment

53. Long-term unemployment (12+ months)

Total long-term unemployment

	1997	1998	1999	2000	2001	2002	2003
EU 15	4.9	4.4	4.0	3.5	3.1	3.1	3.3
Belgium	5.4	5.5	4.9	3.7	3.2	3.5	3.7
Germany	4.9	4.7	4.3	3.9	3.8	4.1	4.6
Greece	5.3	5.8	6.4	6.0	5.4	5.1	5.1
Spain	8.9	7.6	5.9	4.7	3.9	3.9	3.9
France	4.8	4.6	4.2	3.6	3.0	3.0	3.4
Ireland	6.0	3.9	2.6	1.6	1.2	1.3	1.5
Italy	7.5	7.0	6.8	6.4	5.8	5.3	4.9
Hungary	4.5	4.2	3.3	3.0	2.5	2.4	2.4
Netherlands	2.3	1.5	1.2	0.8	0.7	0.7	1.0
Portugal	3.3	2.2	1.8	1.7	1.5	1.8	2.2
Slovenia	3.4	3.3	3.2	4.1	3.5	3.4	3.4
Finland	4.9	4.1	3.0	2.8	2.5	2.3	2.3
Sweden	3.1	2.6	1.9	1.4	1.0	1.0	1.0
UK	2.5	1.9	1.7	1.5	1.3	1.1	1.1

Source: Eurostat;; free data, social cohesion

Long-term unemployment: females and males (1997-2000)

	1997		1998		1999		2000	
	females	males	females	males	females	males	females	males
EU 15	5.8	4.2	5.4	3.7	4.7	3.3	4.2	2.9
Belgium	7.1	4.2	7.0	4.5	5.9	4.1	4.6	3.0
Germany	5.6	4.3	5.3	4.2	4.7	4.0	4.2	3.7
Greece	9.3	2.8	9.9	3.1	10.5	3.7	9.8	3.5
Spain	14.1	5.7	12.4	4.8	9.4	3.7	7.6	2.8
France	5.7	4.0	5.5	3.9	5.1	3.5	4.4	2.9
Ireland	5.1	6.5	2.8	4.6	1.9	3.2	1.0	2.0
Italy	10.5	5.7	9.5	5.4	9.3	5.2	8.8	4.9
Hungary	4.0	4.9	3.9	4.5	2.9	3.6	2.5	3.4
Netherlands	3.1	1.8	1.8	1.3	1.5	0.9	1.0	0.6
Portugal	3.6	3.0	2.7	1.9	2.1	1.5	2.1	1.4
Slovenia	3.3	3.6	3.3	3.3	3.0	3.4	4.1	4.0
Finland	4.9	4.9	4.0	4.3	2.8	3.2	2.7	2.8
Sweden	2.0	4.0	1.8	3.2	1.4	2.2	1.0	1.7
UK	1.5	3.3	1.2	2.5	1.0	2.2	0.9	1.9

Long-term unemployment: females and males (continued) (2001-2003)

	2001		2002		2003	
	females	males	females	males	females	males
EU 15	3.7	2.7	3.6	2.7	3.7	2.9
Belgium	3.6	3.0	4.1	3.2	4.0	3.4
Germany	4.1	3.7	4.2	4.0	4.6	4.6
Greece	8.6	3.1	8.3	3.0	8.5	2.8
Spain	6.3	2.3	6.3	2.3	6.0	2.4
France	3.7	2.4	3.5	2.6	3.9	3.1
Ireland	0.8	1.6	0.7	1.7	0.9	1.9
Italy	8.0	4.5	7.2	4.1	6.7	3.9
Hungary	2.1	2.9	2.1	2.7	2.3	2.5
Netherlands	0.8	0.5	0.8	0.6	1.1	1.0
Portugal	1.9	1.2	2.2	1.4	2.6	1.8
Slovenia	3.6	3.4	3.4	3.4	3.6	3.3
Finland	2.3	2.7	2.0	2.5	2.0	2.6
Sweden	0.8	1.2	0.8	1.2	0.8	1.2
UK	0.8	1.7	0.7	1.4	0.7	1.4

Source: Eurostat; free data, social cohesion

Domain: Social networks

Sub-domain: Neighbourhood participation

67. Proportion in regular contact with neighbours

Percentage of population aged 16 and over talking to neighbours, 1999

	EU	B	D	EL	E	F	IRL	I	NL	P	FIN	S	UK
At least once a week	81	71	-	96	90	-	89	80	70	86	79	-	78
Once or twice a month	10	17	-	2	5	-	7	10	14	8	12	-	13
Less than once a month or never	9	12	-	2	5	-	4	10	16	6	9	-	9

Source: Eurostat 2003, Living conditions in Europe

Sub-domain: Friendships

68. Proportion in regular contact with friends

Percentage of the population aged 16 and over meeting people (at home or elsewhere), 1999

	EU	B	D	EL	E	F	IRL	I	NL	P	FIN	S	UK
At least once a week	81	78	-	90	92	66	97	81	85	74	80	-	87
Once or twice a week	14	18	-	9	6	26	3	13	13	16	17	-	10
Less than once a month or never	5	4	-	2	2	8	1	6	2	9	4	-	3

Source: Eurostat 2003, Living conditions in Europe

4. Social Empowerment

Domain: Knowledge base

Sub-domain: Availability of information

73. Per cent of population literate and numerate

Competence poverty: proportion of educationally „poor” individuals in different countries based on literacy competences

	B	D	EL	F	IRL	I	HU	P	FIN	S	UK
students aged 15	19	22,6	24,4	15,2	11	18,9	22,7	26,3	6,9	12,6	12,8
Population aged 16-65	15,3	9	-	-	25,3	-	32,9	49,1	12,6	6,2	23,3

Source: PISA2000; Adult Literacy Survey, 1994-98

75. Access to internet

Internet use in different European countries (% of individuals aged 14 and over)

	B	EL	E	IRL	I	HU	NL	P	SL	FIN	S	UK
Never use	56,3	86,6	75,1	58,3	69,8	80,4	40,7	69,9	64,1	43,9	33	51,4
Everyday use	18,1	4,2	9,3	13	9,9	5,7	21,7	14,8	10,6	18,8	27,8	17,7

Source: European Social Survey, 2002/2003

Domain: Labour market

Sub-domain: Prospects of job mobility

80. % of employed labour force receiving work based training

Continuing vocational training (CVT) in enterprises (1999)

	EU	B	D	EL	E	F	IRL	I	NL	P	FIN	S	UK
Training enterprises as a % of all enterprises	62	70	75	18	36	76	79	24	88	22	82	91	87
Employees in training enterprises as a % of employees in all enterprises	88	88	92	56	64	93	92	56	96	52	95	98	97
Participants in CVT courses as a % of employees in all enterprises	40	41	32	15	25	46	41	26	41	17	50	61	49
Hours in CVT courses per employee (all enterprises)	12	13	9	6	11	17	17	8	15	7	18	18	13
Hours in CVT courses per participant	31	31	27	39	42	36	40	32	37	38	36	31	26

Source: Eurostat 2003, Living conditions in Europe

Distribution of companies and enterprises that provide vocational training, 1999 (%)

Branch	B	D	E	HU	NL	P	SL	FIN	S
Industry	68	73	38	34	90	19	53	77	90
Commerce	72	83	41	39	87	24	30	85	94
Finanacial services	100	100	74	79	97	67	66	100	100
Economic services	86	87	41	48	90	43	60	86	90
Other public and personal services	75	89	33	35	88	29	69	93	100
Other	63	65	29	31	86	18	46	79	84

Source: Eurostat 2002, Statistics in Focus

Annex Social Quality theory

1 Introduction

In the 1990s representatives of universities from different European countries started to elaborate the theory of social quality. Stimulated by neo-liberal globalisation and the dominance of economic interests and herewith related economic thinking and policies in the process of European integration, they were searching for an alternative. Important was to develop international standards with which to counteract the downward pressure on welfare spending (the race to the bottom). But which standards were acceptable, which theoretical criteria could be applied and why? The social quality initiative addressed these questions and could be seen as a possible theoretical foundation upon which judgements for acceptable standards could be made. The initiative was launched formally under the Dutch Presidency of the European Union in 1997. The European Foundation on Social Quality, localised in Amsterdam was founded and presented its first study; *The Social Quality of Europe* (Kluwer Law International, 1997; paperback version by Policy Press, 1998). Social quality is a new standard intended to assess economic, cultural, and welfare progress. One that can be used at all levels to measure the extent to which the daily lives of citizens have attained an acceptable level. It aspires to be both a standard by which people can assess the effectiveness of national and European policies and a scientific yardstick for evidence-based policy making. Its ambition is to contribute to public policies that improve the democratic relations on European and national levels and that enhance social justice and equity in the cities and regions of Europe.

From the beginning the theory's aims has been to contribute to a comprehensive understanding of societal processes and to develop an interdisciplinary approach. The social quality approach is a strategy for analysing the reciprocity between societal structures and actions of citizens. The most renewing aspect of this approach – and especially in this respect social quality differs from the traditional (passive) welfare policies – is the addition of the concept of empowerment; a concept that strengthens the roles of citizens in their communities. The goal is to contribute to the personnel development of citizens to enable them to elaborate their own conditions for social quality in daily circumstances.

The first study delivered the points of departure for the Amsterdam Declaration of Social Quality (June 1997) which opens with the words; *“Respect for the fundamental human dignity of all citizens requires us to declare that we do not want to see growing numbers of beggars, tramps and homeless in the cities of Europe. Nor can we countenance a Europe with large numbers of unemployed, growing numbers of poor people and those who have only limited access to health care and social services. These and many other negative indicators demonstrate the current inadequacy of Europe to provide social quality for all citizens”*. This Declaration was finally signed by thousands scientists all over Europe and presented solemnly to the President of the European Parliament in October 1997.

In this appendix to the national reports about the indicators of social quality we will not present the whole theory, but only the aspects relevant for the application of this theory and for the analysis of societal trends and processes in the European Union. The project, for which these national reports

are made, tries to determine and compare the nature of social quality in the different European countries.

2 The European Network on Indicators of Social Quality (ENIQ)

2.1 The Foundation's second book as point of departure

The policy of the European Foundation on Social Quality is based on five pillars: (i) theorising social quality, (ii) developing its measurement instruments, (iii) applying these instruments to policy outcomes as well as circumstances in cities and regions, (iv) disseminating the Foundation's outcomes, and (v) stimulating public debates. In January 2001 the Foundation published the outcomes of the 'permanent symposium' about social quality and the outcomes of its projects in a second book; *Social Quality, A New Vision for Europe* (Kluwer Law International, 2001). In the Foreword of this book Mr. R. Prodi, the former President of the European Commission, says that "*The concept of quality is, in essence, a democratic concept, based on partnership between the European institutions, the Member States, regional and local authorities and civil society. Quality conveys the sense of excellence that characterises the European social model. The great merit of this book is that it places social issues at the very core of the concept of quality. It promotes an approach that goes beyond production, economic growth, employment and social protection and gives self-fulfilment for individual citizens a major role to play in the formation of collective identities. This makes the book an important and original contribution for the shaping of a new Europe*".

Thanks to this work the Foundation was rewarded for a manifold of grants. The most important were, first, a grant by DG Employment and Social Affairs for analysing employment policies from a social quality perspective. The main theme concerned the way the social quality approach may underpin flexibility and security in employment. The outcomes were published by Berghahn Journals in the double issue of the European Journal of Social Quality in 2003. The second important grant was rewarded by DG Research to develop a robust set of indicators with which to measure the conditional factors of social quality. This resulted in the start of the European Network on Indicators of Social Quality in October 2001. Representatives of fourteen universities in Europe and of two European NGOs participated in this network (see page iv of the national report). They were funded to appoint part-time junior scientists as assistants.

2.2 The challenge of the Network Indicators

The network had to deal with a couple of challenges. Within the network people, firstly, used different interpretations of the social quality theory. Secondly, they used different research methodologies. Thirdly, they had different cultural backgrounds (including different scientific backgrounds; like economics, political science, sociology, social policy), and fourthly, they had to deal with the language problem for proper communication. Therefore one of the major objectives of this network was to develop a common understanding. This goal was reached by a combination of deductive and inductive analysis in different stages of the project. In the first stage a preliminary consensus about the theory – discussed during plenary sessions - was tentatively applied in the fourteen national contexts. It concerned the first assessment of data availability in national and European databases for one conditional factor of social quality. The outcomes stimulated to deepen the common understanding and relationship between the four different conditional factors of social quality. The next stage was used for a second tentative application, now for all factors. The outcomes of the second exploration of data availability paved the way for the elaboration of the commonly accepted interpretation of the conditional factors (see below).

Especially thanks to the input by the network, the co-ordinating team and its advisors could specify and clarify the theory by defining the essence of the four conditional factors from a new interpretation of 'the social'. This was done also by analysing the general scientific and European policy debates about the concepts. The outcomes of this theoretical work paved the way for the third (and last) exploration of data availability in the fourteen countries, resulting in the national reports about indicators of social quality. In other words, the work by the network stimulated an incessant reciprocity between empirical exploration and theoretical work. The outcomes of this theoretical work and the interpretation of the outcomes of the national reports will be published in the Foundation's third study, forthcoming at the end of 2005.

3 Some aspects of the theory and its indicators

In this section a short overview will be given of the theoretical research of the project. This theoretical background is essential to understand the choice of the indicators for social quality on which the empirical research of the national reports is based.

3.1 The reciprocity between structure and action

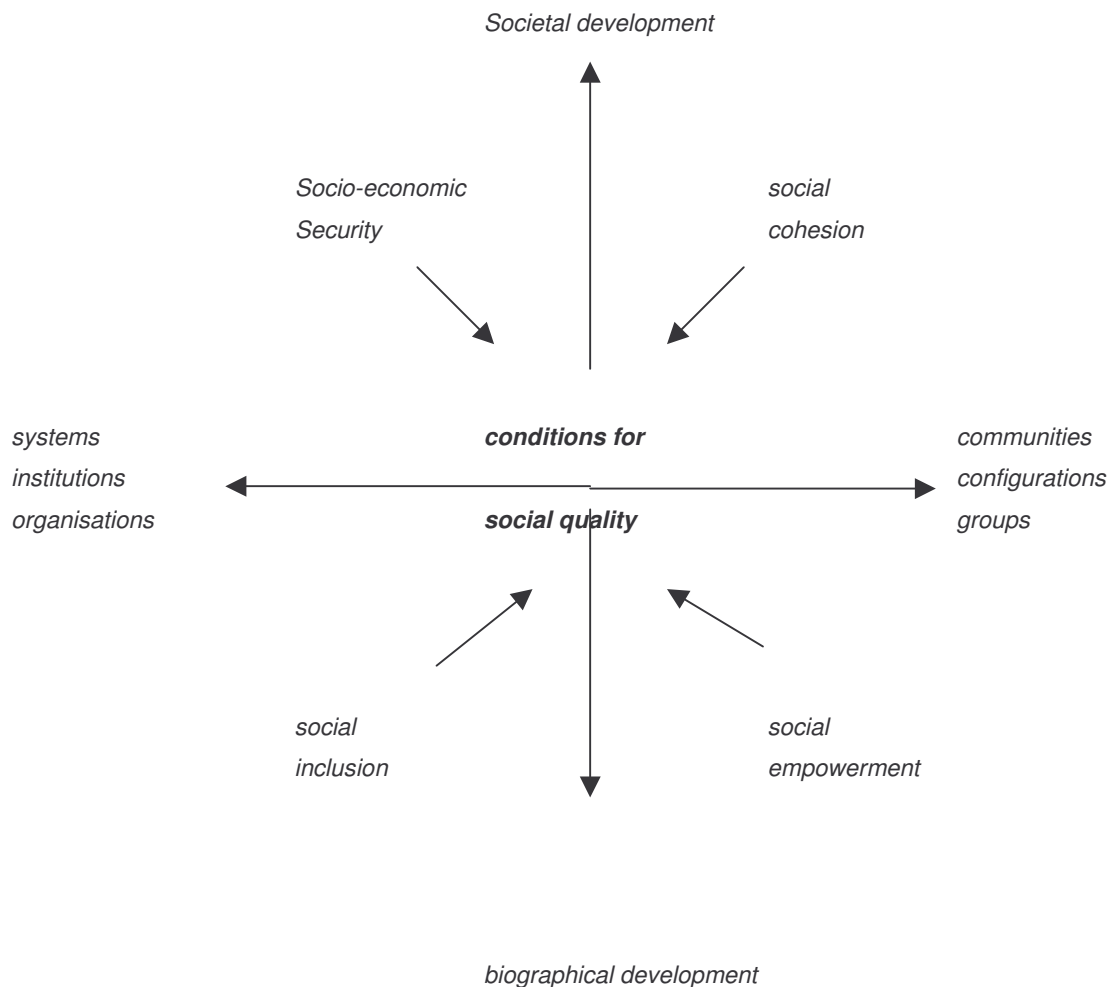
A fundamental problem of any comprehensive theoretical approach is to grasp the structural and dialectical interdependence of what Emile Durkheim called 'social facts'. The reason for mentioning Durkheim here is that in his definition of 'social facts' he explicitly showed the supposed independence of 'the social'. We should however remark that 'the social' can only accurately be understood by reference to the individual as actor. The actual problem can be seen in the fact that we are challenged to think the seemingly impossible – the simultaneity of independence and dependence. Furthermore, we have to accentuate the position of individual people as social actors in order to realise the goal of social quality, namely understanding the reciprocity between social structures and actions of citizens.

The social quality approach tries to resolve the actual tension behind action and structure in a dialectical way. Social science is by definition a theory of action (this is not the same as the so-called 'action theory'), as the social cannot be imagined without actions or interventions by individual people. Instead of leaving this to spontaneous and voluntarist assessments it is proposed to search for criteria that allow the analysis of the developmental interconnectedness of both, the biographical and societal momentum of interaction; (i) amongst individual people, (ii) between individual people and society, (iii) amongst societal subsystems and not least (iv) between the various social actors and the natural environment. The social quality approach can serve as a comprehensive or meta-theory for addressing this interconnectedness. Rather than referring to actors and structure, this approach refers on the one hand to biographical and on the other hand to societal development. At the very same time, another reference is made to systems on the one hand and communities on the other hand.

3.2 The four conditional factors

Starting point of developing such a perspective is to look at a common denominator, i.e. criteria which are necessary for their constitution. This is not achieved by looking for minimal standards. Rather, the idea is that there should be a strong commonality in terms of the recognition of all four angles of the social fabric. This is meant to be a substantial dimension of the relationship between action and structure. We recognise four conditional factors of social quality, namely: (i) socio-economic security, (ii) social cohesion, (iii) social inclusion, and (iv) social empowerment. These four conditional factors define the concrete qualitative frame, in which society, individuals and their interaction develop.

Figure-1 The quadrangle of the conditional factors



This frame refers to the institutional level and the space for direct interaction. Furthermore it refers to the development of the actual interaction and the behavioural framework for this interaction. Each of these conditional factors has a different meaning, specific for what could be called 'elements of the social', i.e. for societal processes, biographical processes, systems and institutions, and communities and configurations. However, at the same time all of them are – individually and by their interaction – crucial as conditional factors.

3.3 A referral to the four constitutional factors

As important as this is, it is necessary to go a step further. Namely, to be able to go further into detail of analysing the actual interaction between people, we have to look as well for constitutional factors that realise the individual's competence to act. These factors are derived from the first basic assumption of the theory of social quality. It says, that individual people are essentially social beings.

They interact with each other and these interactions constitute the collective identities as contexts for their actions, resulting in processes of self-realisation.

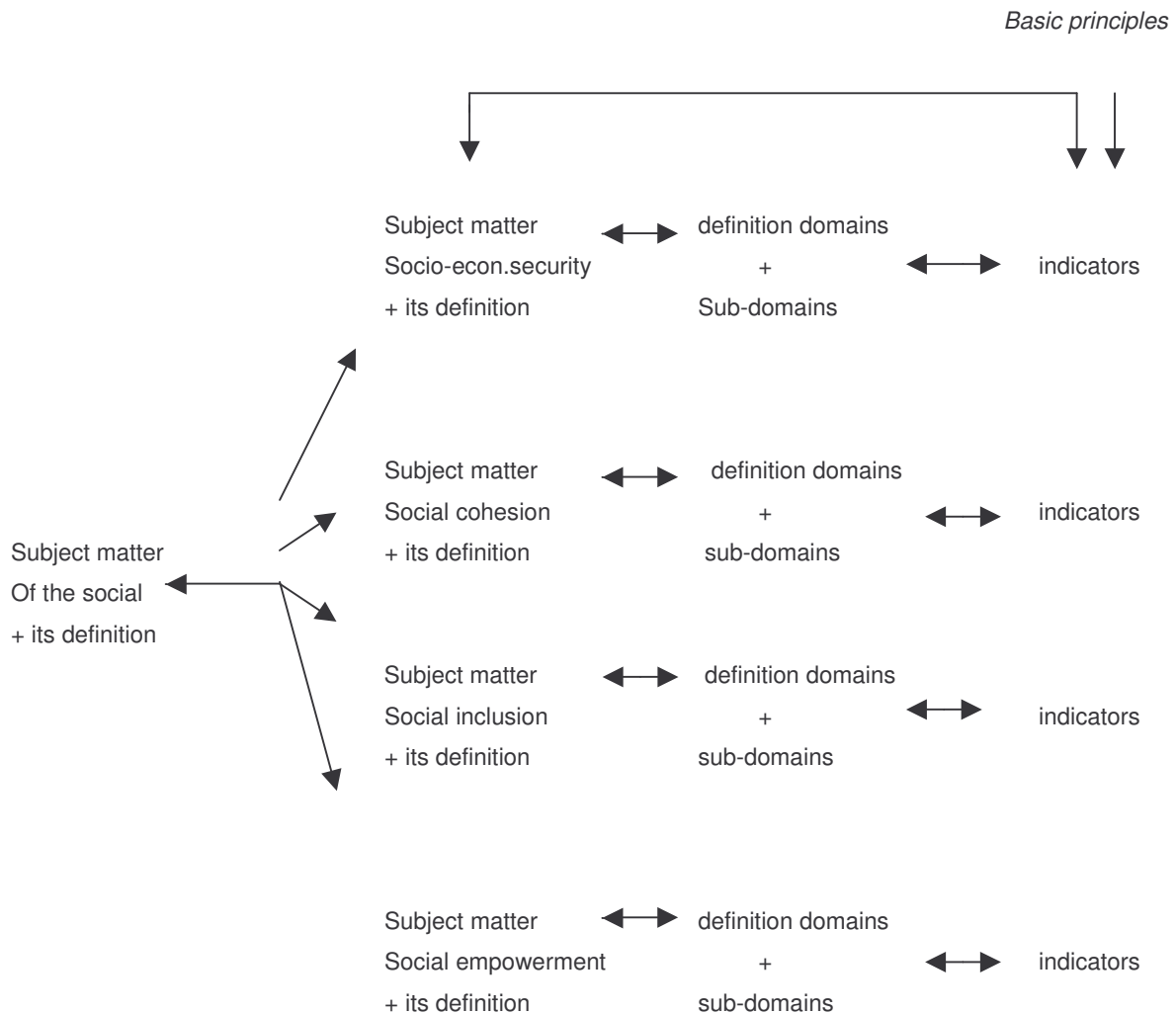
This theme is presented for the first time in the Foundation's second book of January 2001 and will be elaborated in the Foundation's third book. The relationship between the constitutional factors and the conditional factors – theoretically and practically – will be analysed. For the European Network on Indicators of Social Quality the nature of the conditional factors in the fourteen national countries is the 'heart of the matter'.

4 The national reports about the indicators of social quality

4.1 The steps made by the network

The measurement tools of the conditional factors are indicators. Indicators of social quality are thus – to be precise – 'indicators of the conditional factors of social quality'. As said, the network's challenge was to develop a robust set of these indicators. A condition was to clarify and to elaborate the social quality theory. This was done by applying deductive and inductive approaches that increased the understanding of the nature of the four conditional factors substantially. Thanks to four plenary sessions of the network's participants and three plenary sessions of their assistants, all those engaged could reach an agreement on the final definition of the four conditional factors, and recognise their domains and sub-domains. This delivered the consensus necessary for the development of indicators for all sub-domains that are relevant for the understanding of the nature of the conditional factor in question. The outcomes of this process are presented in the national reports. The following steps are made to syntonize all relevant concepts and to define the set of indicators: firstly, to determine the subject matter and definition of the conditional factors; secondly, to relate these definitions to each other as well as to the subject matter of 'the social'; thirdly, to determine the conditional factors' most essential domains; fourthly, to determine the nature of the sub-domains. As argued already these steps were based on the reciprocity between empirical explorations in the different countries and theoretical elaboration of the conditional factors of social quality, thus between inductive and deductive approaches. It may be illustrated as follows:

Figure-2 Determination of related concepts

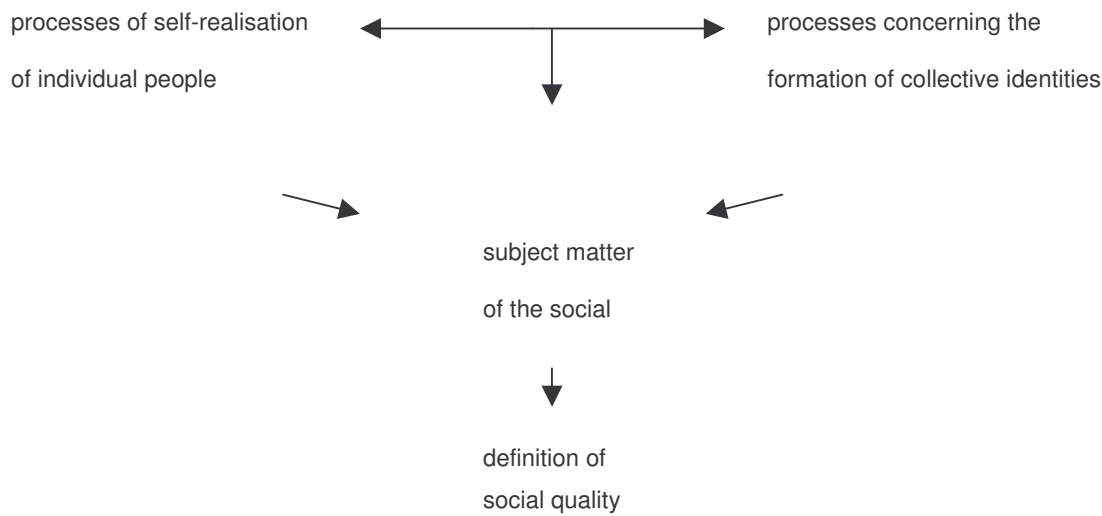


4.2 The definitions of the four conditional factors

The process resulting in the definitions of the relevant concepts will be extensively described in the network's Final Report. At this stage we will only present the consensus about the definitions of 'the social' and the four conditional factors.

The social will come into being thanks to the outcomes of reciprocal relationships between processes of self-realisation of individual people as social beings and processes leading to the formation of collective identities. Its subject matter concerns the outcomes of this reciprocity. The definition of social quality is based and derived from this reciprocity. **Social quality** is the extent to which people are able to participate in the social and economic life of their communities under conditions which enhance their well-being and individual potentials.

Figure-3 Subject matter of 'the social' and the definition of social quality



The herewith related definitions of the four conditional factors are:

- Socio-economic security is the extent to which individual people have resources over time.
- Social cohesion is the nature of social relations based on shared identities, values and norms.
- Social inclusion is the extent to which people have access to and are integrated in different institutions and social relations that constitute everyday life.
- Social empowerment is the extent to which personal capabilities of individual people and their ability to act are enhanced by social relations.

We mean by individual people, 'social beings' that interact with each other and influence the nature of collective identities. These collective identities on their turn influence the possibilities for self-realisation of the individual people. Thus this theory is oriented on social life, not on individuals potentials only. The theory rejects individualistic oriented propositions. Furthermore, there exists a form of overlap between the four conditional factors. This plays a role on the level of defining domains for the factors. In some cases domains can play a role in two or three different conditional factors. But the way of analysing these domains will differ by their sub-domains and indicators, because they are determined by the specificity of the conditional factor in question.

5 Conclusions

In all national reports the domains, sub-domains and indicators are presented in order to assess the data availability for these indicators. At this stage we will summarise some results of this approach:

- The indicators reflect processes of interacting social beings. In comparison with other approaches, the social quality approach has paid a lot more attention to the theoretical foundation of the indicators. It distinguishes ‘the social’ from the economic. Or more precise, the economic is seen as an aspect of ‘the social’ as is the cultural, the juridical etc. This prevents the trap of explaining social policy (or welfare policy) as a productive factor for economic policy and economic growth. The social has its own *raison d’être*.
- For the first time in the academic world concepts as socio-economic security, social cohesion, social inclusion and social empowerment are theoretically related with each other. The social quality theory demonstrates the intrinsic affinity of these four conditional factors. Herewith it addresses the existing scientific and policy-making fragmentation.
- Thanks to the applied method we have the possibility to analyse the nature and relationships between different policy areas. For example the relationship between economic policy, social policy and employment policy – see the Lisbon strategy – cannot be properly analysed without an intermediary. Social quality and the knowledge about the nature and changes of the four conditional factors deliver the points of departure for such an intermediary.
- The network has constructed indicators for measuring the nature and changes of the four conditional factors. By applying these indicators we dispose of a new tool for international comparison that is based on theoretically grounded concepts. Thanks to the application of this tools we are able to analyse the convergence and divergence between the Member States of the European Union with regard to these conditional factors of social quality. This could have added value for international comparison.
- Thanks to the assessment of the data availability of the indicators – as is done in each national report – we recognise the highly differentiated character of the countries of the European Union. This differentiated character cannot be captured by a reduction to a small number of social models. At the same time we recognise an intrinsic affinity in the emphasis on equity and solidarity between most of the countries involved. This outcome of the national reports will deliver good points of departure for future research on the comparison of the essence of the developmental approach of the European Union, the USA and the Asian countries.