

***A Frame of Reference for the Final Joint Report of ENIQ, the National Reports and both European Oriented Reports (by EAPN and ISCW). Outcomes of the fourth ENIQ meeting in Amsterdam, February 2004.***

*Amsterdam, 18th March 2004*

**1. Introduction**

This paper presents the consensus about the frame of reference from the fourth ENIQ-meeting in February 2004. It will be the basis for the Final Joint Report, the National Reports and the European Oriented Reports. The purpose is to present the definitions of the four conditional factors, their domains, sub-domains and related indicators. Also some important questions and general issues of all four conditional factors will be addressed in this paper.

The Final Joint Report of ENIQ will consist of:

- Chapter-1: general introduction,
- Chapter-2: theoretical issues concerning the elaboration the social quality approach, based on the outcomes of the ENIQ project thus far,
- Chapter-3: methodological issues concerning the elaboration and application of indicators for measuring the four conditional factors,
- Chapters 4, 5, 6 and 7: four conditional factors, respectively (i) socio-economic security, (ii) social cohesion, (iii) social inclusion, and (iv) social empowerment,
- Chapter-8: summaries of fourteen national reports on indicators of social quality,
- Chapter-9: summaries of two European oriented reports on indicators of social quality,
- Chapter-10: conclusions about the outcomes of the ENIQ project, the theoretical, the methodological and the practical ones,
- 14 appendices, namely the National Reports,
- 2 appendices, namely both European Oriented Reports.

The ENIQ-partners are engaged in an iterative process. They try to develop and to legitimise the indicators as instruments for measuring the nature of the four conditional factors of social quality. This development is a first step in applying the social quality theory to practice and in paving the way to make the social quality approach instrumental for processes of policy-making in Europe. The point of orientation is the position of citizens of Europe, their rights, challenges, duties and possibilities.

## **2. Five basic points of departure**

(i) The ENIQ project is oriented to one dimension of social quality, namely the elaboration of indicators for measuring the nature, extent, or degree (= 'qualitas') of the four conditional factors in society.

(ii) The conditional factors are related to each other because all of them are derived (in deductive sense) from the subject matter of the social. In other words, 'social cohesion' is not defined as an entity sui generis, but should be regarded in relation to the other three factors. And this will be the case for the other conditional factors as well. It regards the topic of their mutual relationships and their intrinsic affinity (see section-6).

(iii) The domains of the conditional factors as well as their sub-domains are related to the subject matter of the social, because they are derived from the subject matter of the conditional factors. The choice for domains and sub-domains is based on the argument that they demonstrate aspects of the conditional factors. Thus they too will be related to the subject matter of the social.

(iv) The ENIQ-partners are looking for indicators as measurement instruments which reflect the nature of the conditional factors of social quality. That means that we have to ask which aspects of the conditional factors will contribute to social quality. It concerns aspects which will stimulate the enhancement of conditions for human subjects as acting social beings. Therefore they have to address the subject matter of the social (see below).

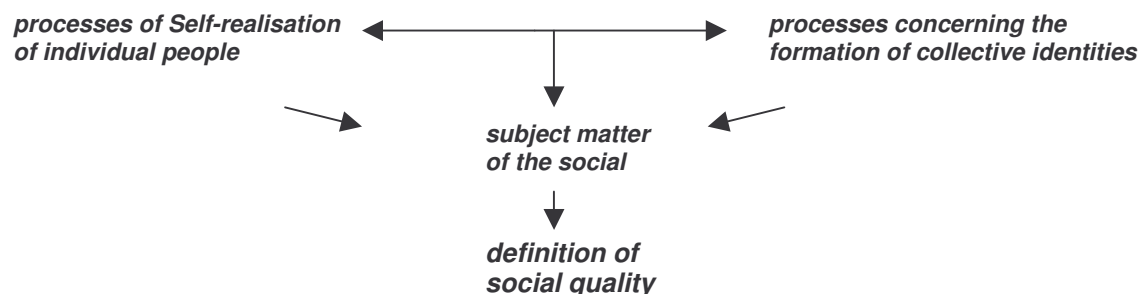
(v) Indicators for measuring the conditional factors of social quality have to address the above described social quality principles, but should also address at least some of the principles, presented in the study by Atkinson et al (social inclusion and its social indicators), see below.

## **3. The subject matter of social quality and its definition**

The social will come into being ('verwirklicht') thanks to the outcomes of reciprocal relationships (dialectic) 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. This theme is presented in the Foundation's second book, Chapter-17.

The definition of social quality is based on 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 potential.*

**Figure-1: Subject matter of 'the social' and the definition of social quality**

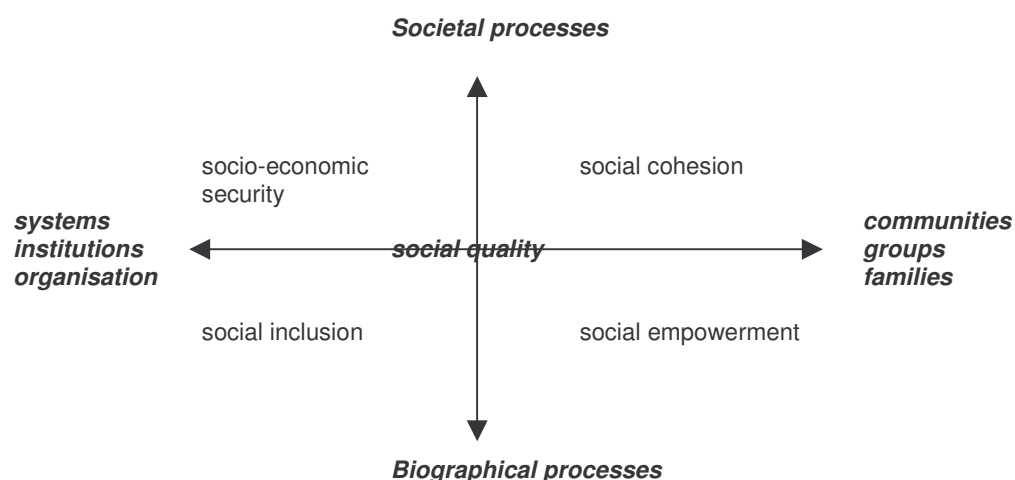


**4. The four conditional factors of social quality**

The four conditional factors of social quality - (i) socio-economic security, (ii) social cohesion, (iii) social inclusion, and (iv) social empowerment - determine the opportunities of 'the social'.

- Socio-economic security regards the necessary material and other resources which are available for the enhancement of the interaction of individual people as social beings,
- Social cohesion regards the necessary collectively accepted values and norms which will enable community building,
- Social inclusion regards the accessibility of the institutional and infrastructural context of these people,
- Social empowerment regards conditions for developing the capacities of people to act.

**Figure-2: The quadrangle of the conditional factors of social quality**



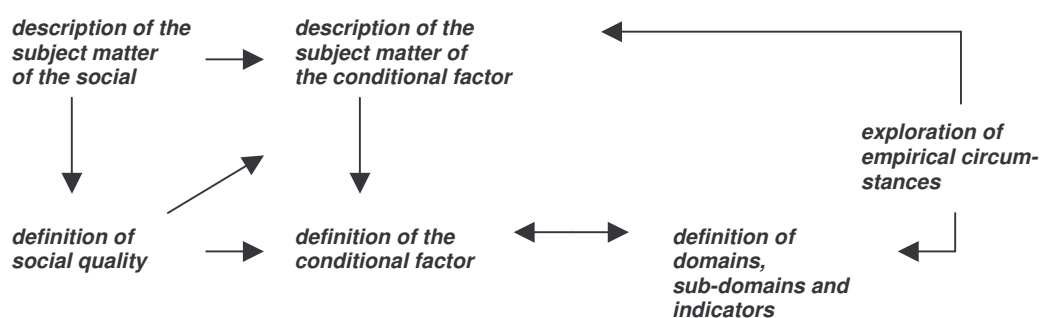
We mean by individual people, 'social beings' that interact with each other and influence the nature of collective identities. These collective identities on their turn influence the possibilities for self-realisation of the individual people. Thus this theory is oriented on social life, not on individuals potentials only. The theory rejects individualistic oriented propositions.

There exists a form of overlap between the four conditional factors. This plays a role on the level of defining domains of the conditional 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 (see below).

### **5. The subject matters and definitions of the conditional factors**

The subject matters and definitions of the conditions are determined by two processes (see figure-3). Firstly, the process from left to right is the process of defining the subject-matter of the social and the hereupon based subject matter of the conditional factor. In other words, this is the process of theoretical logic. This process will be described in detail in the four chapters about the conditional factors. Secondly, the process from right to left is the process of exploration by the ENIQ-partners of the empirical world (see the explorations in the preparatory reports by the partners up till now) for testing and developing the deductive based theses and hypotheses. This two-sided process, we followed, differs from inductivism and the methods of logical positivism. The integration of both processes (inductive and deductive) resulted in the consensus about the definition of the four conditional factors, as well as its theoretical relationships with the subject matters of these factors.

**Figure-3: The coming into being of the definitions**



Based on both processes ENIQ-partners developed the following consensus about the description of the **subject matters** of the four conditional factors:

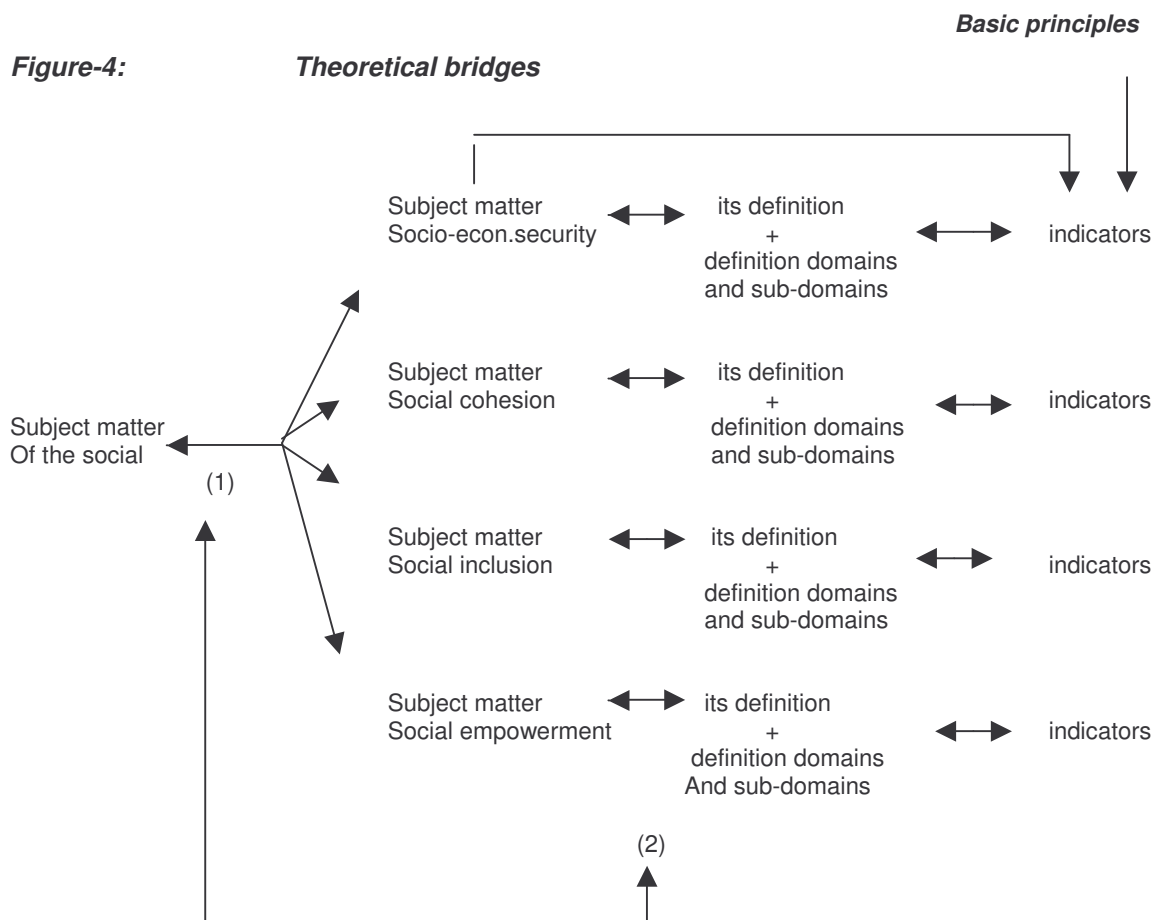
- the subject matter of socio-economic security concerns the outcomes of the provision of protection by collective identities as conditions for processes of self-realisation,
- the subject matter of social cohesion refers to solidarity as the basis of collective identities,
- the subject matter of social inclusion refers to processes of being included in collective identities and the relations that determine self-realisation,
- the subject matter of social empowerment refers to being enabled to engage in collective identities and as an essential preconditions for self-realisation.

The outcomes of the consensus about the **definitions** of the conditional factors are as follows:

- socio-economic security is the extent to which individual people have sufficient 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 institutions and social relations,
- social empowerment is the extent to which the personal capabilities of individual people and their ability to act are enhanced by social relations.

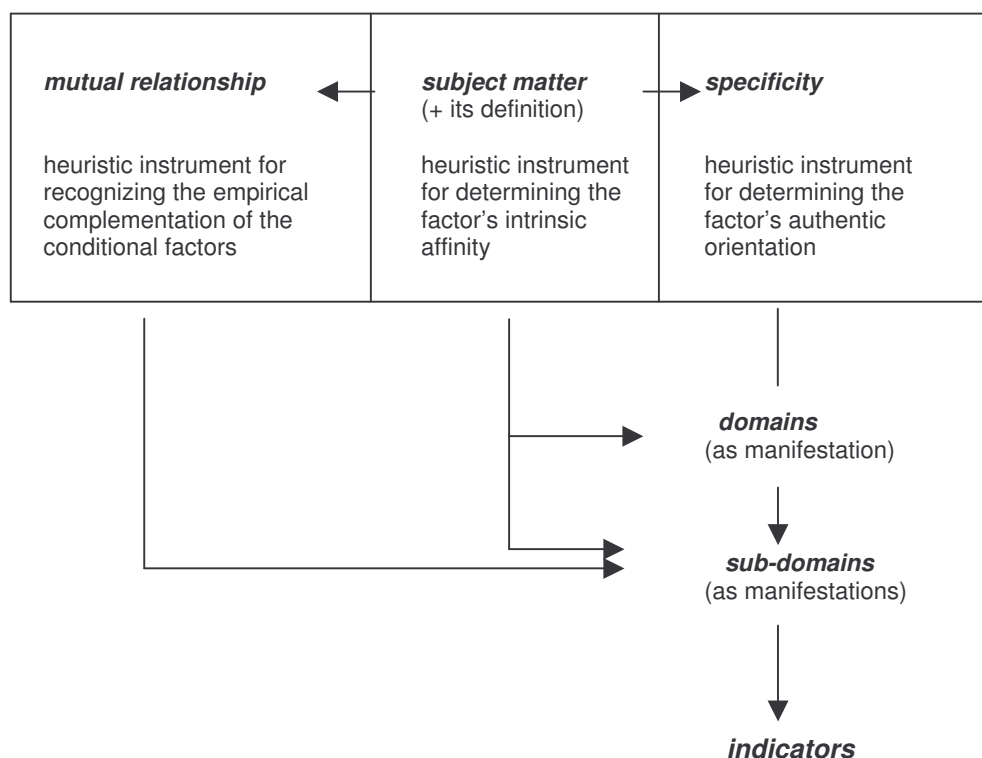
## **6. The trinominal nature of the conditional factors**

The conditional factors are characterised by a trinominal nature. Firstly, they are characterised by their subject matter, secondly, by their specificity and thirdly, by their mutual relationship with each other (see figure-5). First of all we will discuss the role of the subject matter. As said before, the subject matters of the four conditional factors are intrinsically related to the subject matter of 'the social'. Therefore the conceptualisation of these **subject matters** will function as a heuristic instrument for understanding the intrinsic affinity of the four conditional factors. Furthermore they function as an instrument to determine the definition of the conditional factors and their domains. With this relation between the subject matters of the conditional factors and the 'social' we may explain and legitimise the consensus about two theoretical bridges (see figure-4). This topic of legitimisation will be elaborated extensively in the four chapters about the conditional factors. We may illustrate both bridges as follows:



The second aspect of the trinomial nature is the **specificity**. The specificity comes from the definition of the conditional factor and indicates the core aspects the conditional factor is oriented to. It determines the way sub-domains are derived from domains. The third aspect of the trinomial nature, the **mutual relationships**, are determined by the subject matters of the conditional factors. As these subject matters are all related to the subject matter of the social, the mutual relationships can function as a heuristic instrument for determining how the conditional factors empirically complement each other. This trinomial or tripartite nature of all conditional factors is presented for the first time in Chapter-17. It will be elaborated in the chapters about the four conditional factors.

**Figure-5: The trinomial (or tripartite) nature of all conditional factors**



### 7. The domains and their specificities

We may define a **domain** in an abstract way as follows: it is a manifestation of the specificity of the conditional factor in question. In the operationalisation of this definition of domain two influences have to be explained: first, the relationship between the chosen domain and the subject matter of the conditional factor, and second, the orientation of the domain to the specificity. This regards the methodology for determining the domains as aspects of the social quality approach.

As will be empirically demonstrated in Chapters-4, 5, 6 and 7 the specificity of the four conditional factors in the context of the social quality theory are as follows:

- the specificity of the conditional factors of socio-economic security is: having **resources** for coping with aspects of daily life (including risks),

- the specificity of the conditional factor of social cohesion is: **solidarity** as the primary source of developing inter-human conditions and connections,
- the specificity of the conditional factor of inclusion is: **access to and participation in** institutions, organisations and systems and of social relations,
- the specificity of the conditional factor of social empowerment is: **enabling**.

**Figure-6: The domains of the conditional factors**



In section-10 we will present the list of domains, sub-domains and indicators for each conditional factor. The choice and meaning of the domains (as well as the sub-domains and indicators) are the outcome of the Network's fourth meeting and will be explained in detail in Chapters-4, 5, 6 and 7.

## **8. The sub-domains**

We define a **sub-domain** in the context of the social quality theory as a subset of its domain and therefore also as a particular manifestation of the specificity of the conditional factor in question. In these specific manifestations it becomes clear how the four conditional factors complement each other. In other words decisive criteria for the choice of sub-domains is their function for explaining its affinity with the domains of the same conditional factor and its affinity with the domains and sub-domains of the other conditional factors.



## 9. Indicators

Indicators are derived from the domains and sub-domains of the conditional factors and are illustrative for the sub-domains and specificity of the conditional factor. At this stage indicators are not intended to set a standard. Furthermore, indicators measuring the conditional factors of social quality are not necessarily new ones that cannot be found in mainstream approaches. They will measure conditions “which exist as empirical facts”. They will measure the degree to which people as social actors may dispose of these conditions that enable them to play a role as citizens in the formation and operation of collective identities for enhancing the quality of the social. Therefore the choice of indicators has been subject to the qualification that they clarify the conditions necessary for developing social quality. That means, they have to be related, in theoretical sense, to the subject matter of the conditional factor in question, and thus to the subject matter of ‘the social’. Finally these indicators should also address some general methodological conditions: (i) the indicator should identify the essence of the question, (ii) it should be robust and in principle statistically validated, (iii) the indicator should clarify trends and processes related with policy-making, (iv) the indicator should be measurable in a sufficiently comparable way across countries and regions, (v) an indicator should be timely and susceptible to revision Atkinson et al).

## 10. The lists of domains, sub-domains and indicators

In the following tables we present the consensus about the domains, sub-domains and indicators for the four conditional factors.

**Table-1: Socio-economic security**

Domain	Sub-domains	Indicators
Financial resources	Income sufficiency	i) Part of household income spent on health, clothing, food and housing (in the lower and median household incomes)
	Income security	i) How do certain biographical events* affect household income in relation to previous income ii) Proportion of total population living in households receiving entitlement transfers that allow them to live above EU poverty level

Housing and environment	Housing security	<ul style="list-style-type: none"> <li>i) Qualitative description of national housing security situation: certainty that people have of keeping their homes</li> <li>ii) Living with family or friends in case of emergency</li> </ul>
	Housing conditions	<ul style="list-style-type: none"> <li>i) Number of square meters per household member differentiated to income class</li> <li>ii) Proportion living in houses with functioning basic amenities (water, sanitation and energy)</li> </ul>
	Environmental conditions (social and natural)	<ul style="list-style-type: none"> <li>i) Proportion living in households that are situated in neighbourhoods with above average crime-rate</li> <li>ii) Proportion living in households that are situated in neighbourhoods with above average pollution rate (water, air and noise)</li> </ul>
Health and care	Security of health provisions	<ul style="list-style-type: none"> <li>i) Proportion of people covered by compulsory/ voluntary health insurance (including qualitative exploration of what is and what is not covered by insurance system)</li> </ul>
	Health services	<ul style="list-style-type: none"> <li>i) Number of clients per medical doctor</li> <li>ii) Average distance to hospital, measure in minutes, not in meters</li> <li>iii) Average response time of medical ambulance</li> </ul>
	Care services	<ul style="list-style-type: none"> <li>i) Number of hours spent on care** per 10.000 citizens, differentiated by paid and unpaid and by gender</li> </ul>
Work	Employment security	<ul style="list-style-type: none"> <li>i) People having paid employment as percentage of labour force</li> <li>ii) Proportion employed workforce with permanent job contract</li> <li>iii) Proportion of workforce that is illegal</li> </ul>
	Working conditions	<ul style="list-style-type: none"> <li>i) Absolute use made of work leave for care, sabbatical, maternity, paternity as proportion of accessibility (contractual rights to work leave)</li> <li>ii) Proportion work related injuries to category of work (including exploration of trends in work related injuries)</li> </ul>
Education	Security of education	<ul style="list-style-type: none"> <li>i) Proportion of drop outs in compulsory education</li> <li>ii) Study fees as proportion of national mean net wage</li> </ul>
	Quality of education	<ul style="list-style-type: none"> <li>i) Proportion of students who, within a year of leaving school with or without certificate, are able to find employment</li> </ul>

\* certain biographical events have been defined as the following transitions:

from health	to illness,
employment	unemployment,
employment	retirement,
dual parent	single parent family

\*\* care for four specific groups: disabled, children from 0-3, children from 3-6, and care for the elderly.

**Table-2: Social cohesion**

**I** – Institutional (political) – macro  
**C** – Community – meso  
**F** – Family and neighbourhood – micro

<b>Domains</b>	<b>Sub-domains</b>	<b>Sub-sub-domains</b>	<b>Indicators</b>
Trust	Generalised trust		i) Extent to which 'most people can be trusted' <b>I, C, F</b>
	Specific trust	Institutional	i) Trust in: government; elected representatives; political parties; armed forces; legal system; the media; trade unions, police; religious institutions; civil service; economic transactions <b>I</b>
		Personal	i) Importance of: family; friends; leisure; politics; respecting parents. parents' duty to children <b>F</b>
Other integrative norms and values	Altruism		i) Volunteering: number of hours per week <b>I, C</b> ii) Blood donation <b>I</b>
	Tolerance		i) Views on immigration, pluralism and multiculturalism <b>I, C</b> ii) Tolerance of other people's self-identity, beliefs, behaviour and lifestyle preferences <b>C, F</b>
	Social contract		i) Beliefs on causes of poverty: individual or structural <b>I, C</b> ii) Intergenerational: willingness to pay more taxes to provide higher pensions and/or better educational services <b>I, C</b> iii) Communal: willingness to pay more local taxes to provide better community services <b>C</b>
Social Networks	Networks		i) Membership (active or inactive) of political, voluntary or charitable organisations. <b>I, C</b> , ii) Support received from family, neighbours and friends <b>F</b> iii) Importance of friends in daily life <b>F</b>
Identity	National / European		i) Sense of national pride <b>I</b> ii) Identification with national symbols and European symbols <b>I</b>
	Regional / community / local		i) Sense of regional / community / local identity <b>C, F</b>
	Interpersonal		i) Sense of belonging to family and kinship network <b>C, F</b>

**Table-3: Social inclusion**

At 3 levels: International/Societal (Ma); Institutional (me) and Neighbourhood/Interpersonal (Mi)

<b>Domain</b>	<b>Sub-domains</b>	<b>Indicators</b>
Citizenship rights (Ma)	Constitutional/Political rights	i) Proportion of residents with citizenship ii) Proportion voting in local elections
	Social rights	i) Proportion with right to a public pension (i.e. a pension organised or regulated by the government) ii) Women's pay as a proportion of men's
	Civil rights	i) Proportion with right to free legal advice ii) Proportion experiencing discrimination
	Economic and Political Networks	i) Proportions of ethnic minority groups and women in highest socio-economic groups (SEG) ii) Proportions of above elected to national and regional parliaments and appointed to boards of private companies and foundations
Labour Market (Me)	Access to paid employment	i) Long-term unemployment (12+ months) ii) Underemployment (part-time, discontinuous, informal)
Services (Me)	Health services	Proportions with entitlement to and using public primary health care
	Housing	i) Proportion homeless, sleeping rough ii) Proportion in decent housing (using standard housing conditions criteria)
	Education	Proportions in primary, secondary or higher education
	Social Care*	Proportions receiving (public and private) care services
	Financial services	i) Proportion with a bank account ii) Proportion denied credit
	Transport	Proportion with access to preferred mode of transport
	Civic/Cultural Services	i) Availability of sports and related facilities (eg. swimming baths) ii) Availability of cultural and civic facilities (eg. cinema, theatre, concerts)

Social Networks (Mi)	Neighbourhood participation	Proportion in regular contact with neighbours
	Friendships	Proportion in regular contact with friends
	Family life	i) Proportion feeling lonely/disabled ii) Level and duration of contact with relatives (cohabiting and non-cohabiting) iii) Informal (non-monetary) assistance received by different types of family.

\* Defined as assistance in kind by formal agencies to families and individuals as a result of frailty, disability or other need.

**Table-4: Social empowerment**

Domains	Sub-domains	Indicators
Knowledge base	Application of knowledge	Extent to which social mobility is knowledge-based (formal qualifications)
	Availability of information	i) Per cent of population literate ii) Number of free access points: <ul style="list-style-type: none"> <li>• public libraries</li> <li>• internet</li> <li>• newspapers</li> </ul>
	User friendliness of information	i) provision of information on primary health care in multiple languages ii) availability of free advice and guidance centres
Labour market	Control over employment contract	i) civil right to join a trade union ii) proportion of workplaces covered by collective agreement
	Prospects of job mobility	entitlement to work-based training
	Reconciliation of work and family life (work/life balance)	proportion of year spent in paid employment
Supportiveness of institutions	Openness of the political and economic systems	i) existence of processes of consultation and direct democracy (eg. referenda) ii) level of community involvement in economic decision making (eg. company relocation, inward investment, plant closure)

	Openness of organisations	level of consultation with staff in public and private organisations
Public space	support for collective action	<ul style="list-style-type: none"> <li>i) proportion of local budgets allocated to voluntary (not-for-profit) sector</li> <li>ii) freedom to demonstrate in all public spaces</li> </ul>
	Cultural enrichment	<ul style="list-style-type: none"> <li>i) proportion of local budgets allocated to cultural activities</li> <li>ii) level of self-organised cultural groups and events</li> <li>iii) proportion of people experiencing different forms of personal enrichment on a regular basis</li> </ul>
Personal relationships	Provision of services supporting physical and social independence	level of support services for disabled people (physical and mental)
	Personal support services	level of pre-and-post-school child care
	Support for social interaction	extent of inclusiveness of housing and environmental design (eg. meeting places, lighting, layout)