



***Symbios Project
Local Administrations Consultation
Final results***

2015 May



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XUNTA
DE GALICIA

1. PARTICIPANTS

Firstly, an initial phase was designed and developed. In this phase a questionnaire was electronically sent to local development agents and people in charge of social services departments in councils, provincial councils and federations. This phase was developed between November and December in 2014 and it involved a total of 120 people.

In this first questionnaire we approached the following topics:

- To validate concepts incorporated into Symbios's acquis, such as territorial exclusion, or to identify the elements that form the territorial exclusion circle.
- To identify innovative initiatives to promote social and territorial inclusion.
- To identify recommendations in order to improve the provision of services and the development of initiatives to fight against territorial exclusion.

After gathering all the recommendations issued by the participants, and analysing and systematizing them by our technical team, we designed a second questionnaire that was sent to the same people in a second round. This second questionnaire also included the Coastal Action Groups and Rural Development Groups. This second phase involved a total of 178 people.

The results of the 2nd questionnaire made it possible to calibrate the degree of importance given by each survey respondent to each of the recommendations issued.

Below is indicated the participants according to the population node or territorial area:

	1st round			2nd round		
	Answers	Invitations	% answers	Answers	Invitations	% answers
A Coruña province	44	174	25,3%	72	188	38,3%
A Coruña	4	19	21,1%	8	21	38,1%
Arzúa	1	9	11,1%	5	10	50,0%
As pontes	3	8	37,5%	2	9	22,2%
Carballo	3	15	20,0%	8	18	44,4%
Costa da Morte	2	10	20,0%	4	11	36,4%
Costa de Barbanza	2	9	22,2%	2	9	22,2%
Curtis	2	17	11,8%	4	17	23,5%
Ferrol	4	21	19,0%	9	22	40,9%
Melide	4	7	57,1%	3	7	42,9%
Muros-Noia	2	11	18,2%	3	11	27,3%
Negreira	0	4	0,0%	2	4	50,0%
Ordes	4	10	40,0%	6	11	54,5%
Ortigueira	2	5	40,0%	2	5	40,0%
Padrón	1	4	25,0%	2	5	40,0%
Santa Comba	2	3	66,7%	1	3	33,3%
Santiago	5	17	29,4%	7	18	38,9%
Vimianzo	3	5	60,0%	4	7	57,1%
Lugo province	25	83	30,1%	39	91	42,9%
A Fonsagrada	2	3	66,7%	0	4	0,0%
A Mariña	5	14	35,7%	8	15	53,3%
Becerreá	1	7	14,3%	3	8	37,5%
Chantada	2	4	50,0%	1	5	20,0%
Guitiriz	2	3	66,7%	3	3	100,0%
Lugo	3	11	27,3%	6	12	50,0%
Meira	1	4	25,0%	1	4	25,0%
Mondoñedo	1	5	20,0%	3	6	50,0%
Monforte	1	7	14,3%	3	8	37,5%
Monterroso	1	3	33,3%	1	3	33,3%
Quiroga	2	3	66,7%	1	3	33,3%
Sarria	1	9	11,1%	4	9	44,4%
Vilalba	3	10	30,0%	5	11	45,5%
Ourense province	24	77	31,2%	31	82	37,8%
A Pobra de Trives	1	4	25,0%	2	5	40,0%
Allariz	1	7	14,3%	3	8	37,5%
Bande	2	3	66,7%	2	3	66,7%
Castro Caldelas	1	4	25,0%	1	2	50,0%
Celanova	3	4	75,0%	3	5	60,0%
Maceda	1	2	50,0%	1	2	50,0%
O Barco de Valdeorras	5	11	45,5%	3	12	25,0%
O Carballiño	0	7	0,0%	2	7	28,6%
Ourense	4	13	30,8%	6	14	42,9%
Ribadavia	0	7	0,0%	1	7	14,3%
Verín	2	4	50,0%	3	5	60,0%
Viana do Bolo	0	3	0,0%	0	3	0,0%

Xinzo de Limia-Baixa Limia	4	8	50,0%	4	9	44,4%
Pontevedra province	27	104	26,0%	36	113	31,9%
A Cañiza	0	4	0,0%	1	5	20,0%
Baixo Miño	4	14	28,6%	2	14	14,3%
Caldas de Reis	2	9	22,2%	4	9	44,4%
Lalín-A Estrada	3	15	20,0%	3	17	17,6%
O Salnés	5	18	27,8%	8	19	42,1%
Pontevedra	4	15	26,7%	6	16	37,5%
Vigo	9	29	31,0%	12	33	36,4%
Total	120	438	27,4%	178	474	37,6%

	Answers	Invitations	% answers
People surveyed in the 1st round and 2nd round	158	436	36,2%
On councils	139	398	34,9%
On Consorcio Galego de Servizos de Igualdade e Benestar	14	22	63,6%
On province councils and FEGAMP	3	7	42,9%
On commonwealths	2	9	22,2%
Entities consulted only in 2nd round	20	38	52,6%
On GAC	4	7	57,1%
On GDR	16	31	51,6%
Total	178	474	37,6%

2. CONCEPT OF TERRITORIAL EXCLUSION

Question: On Symbios Project we refer to territorial exclusion when, in a particular territory, its population is excluded from certain essential services, or has problems to have access to them due to a territorial imbalances. Do you find the term territorial exclusion appropriate?

Level of agreement with the concept of territorial exclusion

	Answers	Percentage
Agree	102	85,0%
Disagree	14	11,7%
DK/NA	4	3,3%
Total	120	100,0%

Reasons for not being in agreement with the definition:

Exclusion is experimented by the people who occupy the territory, not the territory itself.
Lack of opportunities in a territory is caused by the distribution of resources, especially where small municipalities barely have jurisdiction, so that citizens won't have access to these services in their own area.
Depending on the area, exclusion factors can be determined by other elements.
It's better to speak of social, educative and employment exclusion due to territorial factors.
It's better to speak of social exclusion, as the unequal accessibility to resources affects all groups living in a territory.
It's better to speak of deprivation, as we are talking about difficulties to have access to essential services due to live in a particular territory.
I consider it more appropriate to call it social exclusion; talk about territorial exclusion in rural areas would not be entirely correct. Although, it is true that there are few employment opportunities, but there is also a poor resource management.
There is no exclusion caused by the territory but by poor management.
I do not think that is the same concept excluded population than people who have difficulties to access certain services.
The territorial concept can lead to an exclusively geographical interpretation and limit other views. Access difficulties to services and opportunities are a consequence of government actions, not of the territory in which a particular population has to live.
The term exclusion is "exclusive", when, in fact, I think it refers to the difficulties that this territorial imbalance causes on the population.

3. TERRITORIAL EXCLUSION CIRCLE

Question: Demographic change in Galicia is evolving with different intensity in different municipalities, regions or provinces. How do demographic change impacts in your territory manifest? (Factors are: depopulation, reduced economic activity, lack of employment opportunities, exodus of young people, reduction of the birth rate, aging, impossibility of services, low accessibility to first necessity services, lack of vital opportunities).

	Answers	Percentage
They identify all the factors	12	10,0%
They don't identify all the factors	108	90,0%
Total	120	100,0%

Level of identification of different factors of the territorial exclusion circle.

	Positive answers	Percentage
Aging	108	90,0%
Lack of job opportunities	100	83,3%
Reduction of economic activity	84	70,0%
Reduction of birth	83	69,2%
Exodus of young people	82	68,3%
Depopulation	71	59,2%
Lack of vital opportunities	37	30,8%
Low accessibility to first necessity services	33	27,5%
Unviable services	30	25,0%

Other identified factors.

Loss of health (WHO) and loss of participation in development.
Deficient public transport communications.
Poor transport network in villages.
Insulation.
Underestimation of the countryside.
Immigration and cultural minorities.
Limitations of road mobility.
Difficulties to have a development perspective.

4. INNOVATIVE INITIATIVES FOR SOCIAL AND TERRITORIAL INCLUSION

Description of the initiatives.

The outlined initiatives by the technical staff of local administrations include a series of actions, programs, and innovative actions aimed towards improving social and territorial inclusion. Their innovative nature derives from multiple factors, among which it is worth pointing out the type of service, its delivery form, the relationship between agents, the use of technologies, adaptation to the context, and the efficient use of resources, among other items.

To classify the different initiatives we will indicate their most relevant aspects. Thus, the mentioned initiatives refer to the following:

1. Accessibility to services.

The initiatives included in this category try to improve access of the population in two complementary ways: to provide services at the place of residence of the population, or to facilitate transport to population centres where services are provided.

The provision of services in the place of residence is performed in multiple ways, such as

setting points of attention in rural districts (parishes), by making appointments for individual access to information, by offering proximity services, or by the decentralization of social and leisure activities of urban centres are some of the most significant examples.

The way to facilitate displacement to city centres is carried out in two ways. It can be done by the transport payment by users outside the reference council when the need to access to services related to the program of family education, or assistant service at home, or attending to social, education or health resources. Another option is to make available to the population a free minibus service to access health care services and to ensure transport adapted to certain dependent persons.

A unique initiative to facilitate access to services is to fund tuition, so that they take the driver's licence exam. This action it's aimed for people who suffer territorial exclusion and lack of resources and it aims to facilitate in an indirect way the access to population centres where services they need can be provided.

2. Customization and specialization of services provided for the population.

There are initiatives to adapt training, as well as employment-oriented activities for individual characteristics, or the characteristics of a group of the population. In addition, there are municipalities that carry out reports, and manage in a comprehensive manner different services for people in their territory, without deriving them to other specific services.

There are several initiatives to facilitate technical specific resources to the population by the system of free loan. Provided resources are technical tools that improve the quality of life of older people and dependent persons (articulated beds, orthopaedic material...).

3. Organization and provision of services.

A commitment to provide joint services between municipalities and employment workshops is also reflected in some of the initiatives. This is can be done by using structures created 'ad hoc' as the federations of municipalities and local resources as agents of local employment.

On the other hand, it was also observed that some initiatives are aimed to provide specific services in rural districts (parishes) to ensure the fixation of population in the territory. They are prepared to provide these services as they are equipment to carry out cultural and sports activities, improvement of the road network, enabling free computer networks, and in some parishes spaces for conducting business activities.

4. Networking and relations between agents.

Coordination between departments of the municipal administration with different social organizations that have resources and provide services in the territory is a factor featuring various indicated initiatives.

This collaboration can be extended to other agents of the territory, such as other administrations and/or companies. Sharing resources to meet the specific groups who suffer social and territorial exclusion, implementing procedures for coordination and collaboration between organizations to improve the management of available resources, and the pursuit of an improvement in the quality and responsiveness to the real needs are elements that characterize this type of initiatives.

These actions can cover the whole of social services offered to the whole population, or they can be counselling networks for specific population groups such as the homeless persons.

5. Promotion of the use of information and communication technologies

Initiatives included within this area try to improve population access to resources and tools related to ICT by two key ways:

- By improving and to enhancing the infrastructure and technological equipment, whether using specific spaces (CEMIT classrooms, libraries) or making available wireless internet (wifi availability at low price).
- By improving the capabilities of the population through digital literacy programs and training in social networks and Web 2.0.

Moreover, there are initiatives that make use of new technologies to achieve a greater social integration of the population. So, there are initiatives to create virtual spaces for population collaboration.

It also includes any initiative to encourage collaboration between artisans for the promotion and marketing of their products. In addition, it also includes, the use of new technologies for active job search groups at risk of exclusion, with the support of volunteers and coordinated by the social and labour inclusion team.

6. Citizen's participation and community-based interventions.

Within this field we include two initiatives to develop participation activities in two distinct ways. One is the creation of a school of citizen participation aimed at formation of political representatives and agents of associations movement to boost public and institutional life of the council.

Another initiative has to do with the implementation of a participatory budgets in the council. Through meetings in the rural districts (parishes) they facilitate the participation of neighbours in setting the budgets of the council.

7. Age management.

There are initiatives that were designed to promote active aging of the elderly population. Through a program of activities ranging from memory workshops, gymnastics for the elderly, to digital literacy and group dynamics, they achieved an improved physical activity and a quality of life for the elderly, as well as to enhance their social participation and communication level.

There are another series of initiatives aimed at facilitating senior volunteer to carry out activities aimed at the elderly people. In this case actions aimed towards improving the quality of life of the elderly persons are held by people over 50 years of age. In one of the initiatives outlined (ActiveX project), there is an exchange of volunteers between two countries with the aim of exchanging experiences and expertise to improve the provision of services by the senior volunteers from both countries.

8. Promotion of social agriculture.

There are two initiatives that promote sustainable models of agriculture in the countryside, involving the population in its development. One consists on a workshop in which the population is given basic knowledge of horticulture and land for the implementation of learning, the goal is to create gardens for private consumption.

The other initiative (*Proxecto Amorodo*) promotes sustainable agriculture in rural areas linked to the promotion of this model among women and young people from the countryside. Moreover, it seeks to establish a more direct relationship between the producer and the consumer by creating a network of local markets for these products. To achieve these objectives, it carries out training aimed at both potential producers and the general population, outreach and dissemination, and work accompanying the project.

9. Strengthening the community base.

There is an initiative of territorial intervention with community base in, which promotes the participation of people in activities that promote personal autonomy and prevention of dependency.

There are two other initiatives that arise from the residents association of Cabreiros, municipality of Xermade, who aimed at the realization of cultural and leisure activities in this parish and that aims to strengthen community relations and decentralize services and leisure and recreation. In one of the initiatives they employed cinema as central reason to initiate discussions on a specific topic.

In the second initiative it's promoted intergenerational dialogue through some conferences about different themes to arise the interest of the population, always leaving room for recreational activities such as traditional games.

5. RECOMMENDATIONS.

The recommendations issued are crossed by the variable of habitat type. This variable is taken from the Order 99/2012, of March 16, which regulates community social services. The number of responses by type of habitat was the following:

Habitat	Total
Urban	31
Semiurban	29
Rural	118
Total	178

Recommendations in the political and administrative areas. Number of mentions collected (the 5 most important underlined in green).

	Urban	Semiurb.	Rural	Total
To ensure the provision of services by the administration closer to citizens.	<u>19</u>	<u>18</u>	<u>81</u>	<u>118</u>
To raise awareness and political consensus on the need to maintain social services.	<u>15</u>	<u>14</u>	<u>69</u>	<u>98</u>
To ensure an appropriate provision of services to the needs of each territory.	<u>17</u>	<u>19</u>	<u>61</u>	<u>97</u>
To encourage collaboration and coordination between institutions and agents present in the territory, so that they share resources and services	<u>18</u>	<u>17</u>	<u>58</u>	<u>93</u>
To improve interadministrative coordination for a more efficient management of available resources.	<u>14</u>	13	<u>56</u>	<u>83</u>
To increase support of supramunicipalities administrations (state, regional, provincial) to municipalities for the provision of services.	<u>14</u>	11	<u>56</u>	81
To avoiding duplication of services, programs and initiatives between administrations.	11	<u>15</u>	46	72
To conduct a strategic planning of the territory.	<u>14</u>	9	32	55
To increase the transversal actions between different administrations and departments.	7	8	28	43
To delegate responsibilities of the regional administration to municipalities.	6	8	24	38
To provide basic services at supramunicipalities levels when there is shortage of resources at the local level.	11	2	23	36
To support the decentralization of services.	4	4	22	30
To plan a network of different services for each territory.	3	4	19	26
To set the regionalization of services.	2	2	11	15
To take by different administrations the distribution of responsibilities established by regulations.	0	1	4	5

Recommendations in the area of planning, monitoring and processing services. Number of mentions collected (The 4 most important underlined in green).

	Urban	Semiurb.	Rural	Total
To take into account the high number of scattered population when planning services.	<u>19</u>	<u>15</u>	<u>83</u>	<u>117</u>
To improve agility in the process and to ensure established deadlines of grants and social benefits.	<u>20</u>	<u>20</u>	<u>77</u>	<u>117</u>
To ensure the participation of local agents and technicians in the design of programs and services.	<u>14</u>	<u>17</u>	<u>76</u>	<u>107</u>
To provide assessments on the needs of the population and to set priorities based on these needs.	<u>14</u>	<u>15</u>	<u>64</u>	<u>93</u>
To plan normative changes in a long way to avoid continuous adaptations of regulations by the municipal technicians.	10	12	38	60
To define a catalogue of services tailored to each territory.	8	8	35	51
To make the full payment of subsidies in advance.	7	6	30	43
To increase regulations' flexibility in order to adapt them to the needs of the territory.	4	6	26	36
To transform needs into opportunities (for instance tourism for dependent persons).	7	5	14	26
To create offices for information and processing of benefits and services.	7	5	14	26
To improve the mechanisms of monitoring and control between the different administrations.	9	3	9	21
To improve the evaluation of services.	5	4	6	15

Recommendations in the area of services management. Number of mentions collected (the 4 most important underlined in green).

	Urban	Semiurb.	Rural	Total
To ensure the permanence of services against their temporality in terms of calls.	<u>19</u>	<u>18</u>	<u>90</u>	<u>127</u>
To ensure direct public management services.	<u>15</u>	<u>14</u>	<u>69</u>	<u>98</u>
To improve the agility to respond to the needs of the citizens.	<u>21</u>	<u>20</u>	<u>54</u>	<u>95</u>
To prioritize projects and services for the most disadvantaged groups.	<u>16</u>	<u>18</u>	<u>47</u>	<u>81</u>
To assume other criteria beyond the economic situation of the person at the time of the granting of certain benefits or services.	10	13	38	61
To increase the communication with the reality of the people instead of office work.	9	9	41	59
To prioritize to proximity to the place of residence in the allocation of vacancies.	7	9	38	54
To pool services between nearest municipalities.	5	7	26	38
To optimize resources through collective formulas of social economy.	7	3	27	37
To introduce services co-payment systems according income.	4	1	22	27

To highlight the benefits generated by the different political organizations and for the whole population.	6	2	10	18
To support the initiatives with proactive public policies.	4	2	9	15
To conditions the subsidies to birth according to the length of residence in the municipality.	1	0	1	2

Recommendations in the area of services coordination. Number of mentions collected (the 3 most important underlined in green).

	Urban	Semiurb.	Rural	Total
To improve counselling to technical staff to provide services.	<u>12</u>	10	<u>58</u>	<u>80</u>
To define coordination protocols for different areas.	<u>15</u>	<u>13</u>	<u>50</u>	<u>78</u>
To have a network of shared information to monetize existing resources.	<u>15</u>	<u>12</u>	<u>45</u>	<u>72</u>
To create workspaces sets and to maintain regular meetings (for example between the unit of addictive behaviours and information centres for women).	<u>12</u>	<u>13</u>	<u>45</u>	70
To prevent the saturation of work of technical staff to better coordinate services.	9	11	43	63
To incorporate collaborative work and networking.	8	9	37	54
To establish resources coordination centres and to ensure coordination between centres (health, education...).	7	6	33	46
To develop coordination by qualified technical staff.	6	9	15	30
To establish some interoperable systems between service platforms to ensure a complete service.	4	1	15	20
To establish through regulations the obligation of coordination.	4	1	11	16
To take into consideration in decision-making the spaces of inter-administrative cooperation.	1	2	2	5

Recommendations in the management of resources. Number of mentions collected (the 4 most important underlined in green).

	Urban	Semiurb.	Rural	Total
To ensure a sufficient endowment to the provision of services.	<u>26</u>	<u>24</u>	<u>91</u>	<u>141</u>
To ensuring the labour stability of the technical staff.	<u>16</u>	<u>13</u>	<u>59</u>	<u>88</u>
To increase funding for programs and services whose purpose is to fix the population in the territory.	6	<u>14</u>	<u>61</u>	<u>81</u>
To increase budgets for programs for elderly and dependents.	8	4	<u>52</u>	<u>64</u>
To set salaries according to the responsibilities of the office technical staff.	7	7	44	58
To raise funds for Galician RISGA.	<u>15</u>	10	28	53
To improve and expand infrastructures and equipment.	4	<u>11</u>	33	48
To increasing budgets for emergency social programs.	8	10	28	46
To increase the supply of specialized technical staff.	9	7	23	39
To improving specialized technical training to local technical staff.	7	6	23	36
To increasing budgets for programs for juvenile people.	6	7	12	25
To improving the ICT training of local technicians.	<u>10</u>	3	11	24
To define the training of technicians based from the action.	2	0	7	9

Recommendations related to dissemination and social invigoration. Number of mentions collected (the 3 most important underlined in green).

	Urban	Semiurb.	Rural	Total
Improving the dissemination and promotion of services among the population.	<u>14</u>	<u>18</u>	<u>59</u>	<u>91</u>
To promote initiatives of active inclusion.	<u>17</u>	<u>13</u>	43	<u>73</u>
To advertise the positive side of rural areas and put rural areas into value.	7	8	<u>56</u>	<u>71</u>
To provide a sustainable funding for territorial agents through grants and subsidies.	8	4	<u>45</u>	57
To improving the participation of agents and the population of the territories.	<u>11</u>	7	39	57
To encourage the emergence of innovative experiences.	8	<u>13</u>	33	54
To encourage the relationship and exchange of innovative experiences.	<u>11</u>	<u>14</u>	25	50
To encourage associations and social entities.	5	5	26	36
To enable local entities as points of social care for people with punctual needs.	7	4	19	30
To advertise in newspapers the economic cost of services.	5	1	9	15

Recommendations on services accessibility and new technologies. Number of mentions collected (The 2 most important underlined in green).

	Urban	Semiurb.	Rural	Total
To improve infrastructures and technological equipment of territories.	<u>14</u>	<u>11</u>	<u>45</u>	<u>70</u>
To harness the potential of new technologies for the provision and management of services.	<u>20</u>	<u>13</u>	32	<u>65</u>
To improve and expand public transport.	8	10	<u>45</u>	63
To encourage the use of new technologies among the population.	6	7	<u>46</u>	59
To promote service's approach to citizenship through the method of home support: care points mobiles and flexible, traveling services, etc.	7	7	36	50
To improving the accessibility to adapted transport services.	2	6	21	29
To adapt the services schedules to work schedules.	5	4	11	20

Recommendations for the economic development and employment. Number of mentions collected (the 5 most important underlined in green).

	Urban	Semiurb.	Rural	Total
To promote local business network and support the implementation of new companies.	<u>18</u>	<u>23</u>	<u>71</u>	<u>112</u>
To adapt employment policies to local realities.	<u>16</u>	<u>14</u>	<u>69</u>	<u>99</u>
To improve economic use of local resources linked to forestry and farming sector.	9	<u>13</u>	<u>69</u>	<u>91</u>
To improve the access of young people to employment.	<u>17</u>	<u>15</u>	<u>53</u>	<u>85</u>
To improve and adapt to local needs training programs for employment.	<u>15</u>	<u>17</u>	<u>46</u>	<u>78</u>
To promote sustainable development projects.	<u>18</u>	12	43	73
To promote the return of workers to the countryside.	4	8	<u>46</u>	58
To support and to encourage the cooperation among population.	8	7	38	53
To improve the use of natural and artistic heritage resources.	6	8	31	45
To increase employment policies for vulnerable groups.	12	8	25	45
To back the search for new employment deposits.	6	6	30	42
To create regional employment agencies.	7	7	18	32
To increase unemployment benefits.	7	0	15	22
To increase technical staff in the public employment services.	7	4	8	19
To facilitate access to the labour market of family caregivers.	0	1	18	19
To increase the provision of training grants.	5	2	10	17

Recommendations in the area of childhood, youth, women and family. Number of mentions collected (the 3 most important underlined in green).

	Urban	Semiurb.	Rural	Total
To increase support services for families, including single parents.	<u>23</u>	<u>19</u>	<u>75</u>	<u>117</u>
To ensure education and family support services.	<u>17</u>	<u>16</u>	<u>60</u>	<u>93</u>
To increase aid to families to promote births, increasing them to the level of other European Union countries.	9	11	<u>60</u>	<u>80</u>
To have more specialized resources to avoid truancy.	<u>19</u>	<u>15</u>	34	68
To increase staffing vacancies and to facilitate access to care centres for children.	8	8	31	47
To increase the offer of regulated education in rural municipalities.	6	5	32	43
To ensure services for women.	3	5	31	39
To make more leisure activities for young people.	6	4	21	31
To increase coordination of women information centres with the courts.	2	4	10	16

Recommendations in the area of elderly and dependents. Number of mentions collected (the 2 most important underlined in green).

	Urban	Semiurb.	Rural	Total
To increasing money for programs of home support.	<u>21</u>	<u>18</u>	<u>82</u>	<u>121</u>
To reorient home care service with a wider range of complementary services.	11	8	<u>52</u>	<u>71</u>
To increase staff, equipment and vacancies of residential centres.	<u>12</u>	<u>14</u>	36	62
To increase budget, equipment and vacancies on day centres.	9	8	33	50
To promote supervised apartments for the elderly and dependents.	6	6	8	20
To turn day care centres into referral centres for dependency care.	0	4	13	17
To improve the access to certain medical specialties.	3	0	12	15

Recommendations in the area of access to housing. Number of mentions collected (the 2 most important underlined in green).

	Urbano	Semiurb.	Rural	Total
To establish lines of subsidies to facilitate the rental of people with financial difficulties, with special attention to families with children and/or dependents.	20	22	68	110
To improve access and rehabilitation of abandoned houses.	9	9	59	77
To give information of rental housing at a local level.	9	10	31	50
To build a public promotion housing scheme in co-property with the public administration, and to let acquire the part of public property at any time.	6	7	30	43
To enable houses in public ownership as care homes or transient accommodation resources, in collaboration with social initiative entities.	12	4	27	43
To prioritize large families, single-parent families, families with a member with a disability/dependency and women who are victims of violence against women in procedures for allocation of subsidized housing.	6	6	21	33

Proposals that receive the most votes.

Next we show the proposals which received more than half of the votes. We highlight both the recommendations that obtained a majority in the total of participants, as for each of the social strata. The majority of votes according social strata is as follows:

Most urban area	16
Most semi-urban area	15
Most rural	56
Majority total	89

	Urban	Semiurb.	Rural	Total
To ensure a sufficient funding to the provision of services.	26	24	91	141
To ensure the permanence of services against their temporality in terms of calls.	19	18	90	127
To increase the budget for home support programs.	21	18	82	121
To ensure the provision of services by the administration closer to the citizen.	19	18	81	118
To increase support services to families, including single parents.	23	19	75	117
To improve agility in the process and to ensure the established deadlines for grants and social benefits.	20	20	77	117
To take into account the large number of scattered population when planning services.	19	15	83	117
To promote local business networks and to support the implementation of new companies.	18	23	71	112
To establish lines of subsidies to facilitate the rental of people with financial difficulties, with special attention to families with children and/or dependents.	20	22	68	110
To ensure the participation of local agents and technicians in the design of programs and services.	14	17	76	107
To adapt employment policies to local realities.	16	14	69	99
To raise awareness and political consensus on the need to maintain social services.	15	14	69	98
To ensure direct public management services	15	14	69	98
To ensure the provision of services according to the needs of each territory.	17	19	61	97
To improve agility to respond to the needs of citizens.	21	20	54	95
To encourage collaboration and coordination between institutions and agents presents in the territory to share resources and services.	18	17	58	93
To ensuring the education and family support service.	17	16	60	93

To provide assessments on the needs of the population and to set priorities based on these needs.	14	15	64	93
To improve the dissemination and promotion of services among the population.	14	18	59	91
To improve economic use of local resources linked to forestry and farming sector.	9	13	69	91
To ensure the labour stability of the technical staff.	16	13	59	88
To improve the access of young people to employment.	17	15	53	85
To improve the inter-administrative coordination for more efficient management of available resources.	14	13	56	83
To prioritize projects and services for the most disadvantaged groups.	16	18	47	81
To increase support of supramunicipalities administrations (state, regional, provincial) to municipalities for the provision of services.	14	11	56	81
To increase funding for programs and services whose purpose is to fix the population to the territory.	6	14	61	81
To improve counselling to technical staff to provide services.	12	10	58	80
To increase support for families to promote births, increasing them to the level of other European Union countries.	9	11	60	80
To improve and to adapt to local needs training programs for employment.	15	17	46	78
To improve access and rehabilitation of abandoned houses.	9	9	59	77
To promote sustainable development projects.	18	12	43	73
To promote active inclusion initiatives.	17	13	43	73
To avoid duplication of services, programs and initiatives between administrations.	11	15	46	72
To advertise positively and to value the rural world.	7	8	56	71
To have more specialized resources to avoid truancy.	19	15	34	68
To harness the potential of new technologies for the provision and management of services.	20	13	32	65

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