

LD.net Webinar Series

In partnership with RSA, ELARD and AEIDL

Thursday 22nd April 2021 - 18:00 CEST

**New exclusions:**

**How communities are combating digital, Food and health exclusions**



Rosalba La Grotteria  
*CODEX*

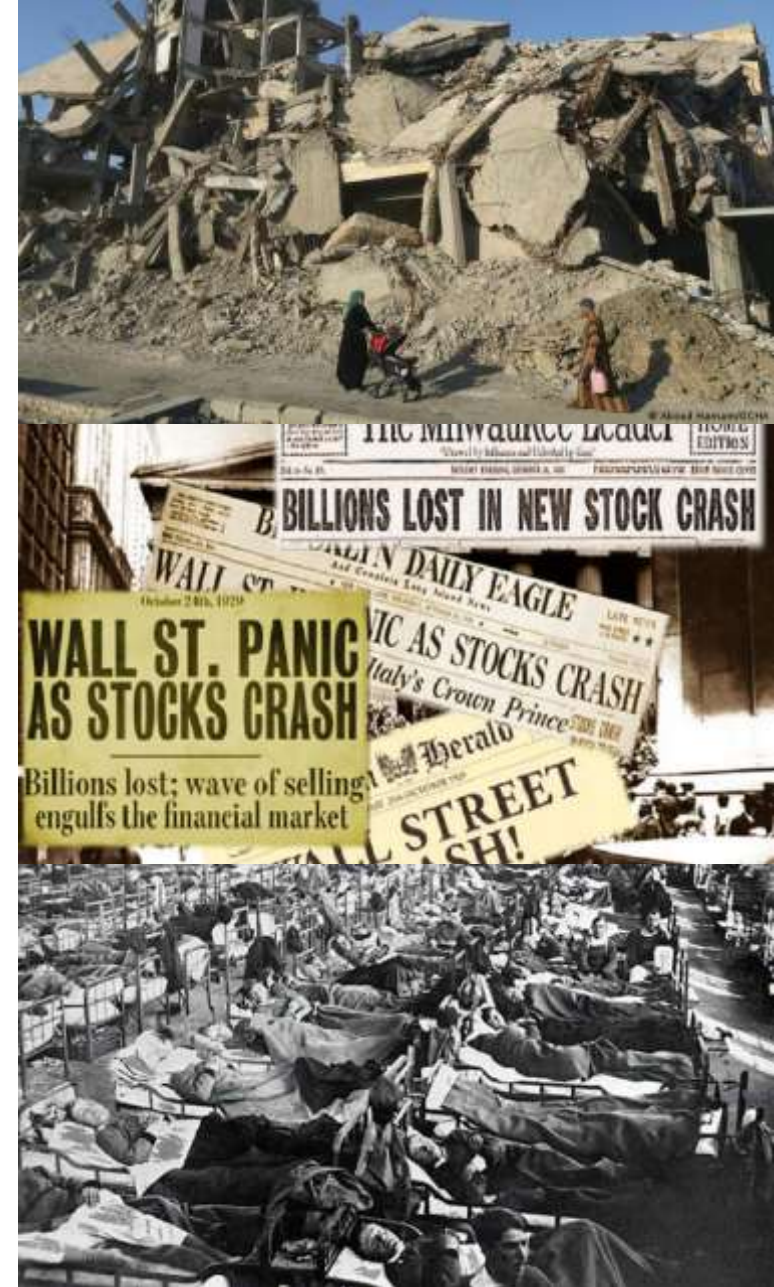
Giuseppe Pace  
*ISMed-CNR*

# LOCAL SOCIAL INITIATIVES DURING PANDEMIC TIMES

*How governance change  
Italian cases compared*

# 1. INTRODUCTION

- A common thought: **every disaster (natural and anthropic) brings to additional exclusions**
- These exclusions can be **temporary or permanent**
- They can influence **general history** or have a **localised effect**, depending on measures used to mitigating them
- The current covid-19 pandemics created new **social exclusion** and **poverty**
- Which instruments and **local initiatives** did the **public and third sector** implement to fight them?
- Did they give birth to **emerging social practices** and **new governance models**?



## 2. METHODOLOGY

- Comparison of **two different Italian economic and social contexts, Turin and Naples**
- Initiatives addressed to support excluded and fragile population and increase local resilience
- Different stakeholders' involvement, target population, and size
- Are there recurrent patterns of approaches and instruments used?
- How do these initiatives meet target groups needs?
- What strategies and organisational principles, values and ethics, and type of leadership that emerge?



# 3. TURIN

## The City of Turin

A solidarity territorial network to support and protect people and households in situations of personal, social and economic fragility, often linked to solitude and absence of family networks. The actions that the city system implements are manifold and they are implemented with the support of Associations, NGOs and the social services.

### 1. GENERAL NEEDS

- Toll-free number available for all those who have various needs (delivery of groceries, walking the dog, going to the pharmacy) and are unable to move from home or lean on other people.
- Calls from citizens are sent to voluntary associations available to meet the requests.

### 2. PSYCHOLOGICAL SUPPORT

- Psychological support offered by an Association on a phone number to people who are alone in the house and live in difficult moments.
- A specific protocol - "I stay at home" - regulates the ways in which to approach vulnerable people who do not have the possibility of receiving adequate assistance from the family or from the reference network.

# 3. TURIN

## 3. HELP THE ELDERLY, PEOPLE WITH DISABILITIES

- The Social Services, Social Health, Housing and Work Division have expanded the Elderly Help Service, extended to people with disabilities and fragility, with a dedicated call center, in conjunction with the Civil Protection number.
- There is a logistic center, opened in collaboration with the associations of the **Elderly Aid Service** and the Council for people in difficulty, also for the storage of food and the possibility of distributing food at home.
- Collaboration with the **Piedmont Food Bank**.

## 4. FOOD EMERGENCY

- Network **Torino Solidale**: free supply of food and basic necessities based on the identification of intermediate distribution hubs throughout the municipal area, in collaboration with Arci Torino, the Arcidiocesi, the Terza Settimana Association, the Sermig, the Rete Case del Quartiere association, the Educare cooperativa and the Eufemia association, the Gruppo Abele, etc.



# 3. TURIN

## DONATIONS

The Municipality has opened a “solidarity” current Bank account to collect donations to be allocated to people in economic difficulty to allow them to be able to shop for food and basic necessities.

## HOW TO DO IT: AN EMERGENCY GUIDE

On the [Informagiovani website](#), the “How to do” page has been prepared: an emergency guide, a collection of questions and answers on the support and services available during the emergency.

## TURIN CITY LOVE FREE RESOURCES FOR CITIZENS, SCHOOLS AND BUSINESSES

The Department of Innovation finally activated [Torino City Love](#); an initiative of solidarity and open innovation aimed at the partners of Torino City Lab and beyond to offer free resources, actions and skills to support citizens, schools and businesses in the area during the COVID-19 emergency.

## BANK FOUNDATIONS

The banking foundations of Piedmont reacted to the Covid providing an important social support: overall they have made more than 24 million euros available, without counting the operation of the temporary hospital at the Turin OGR. The projects funded provide interventions for fragile people, minors or families in difficulty due to the crisis



## 4. THE «TERZA SETTIMANA» EXPERIENCE



# THE «TERZA SETTIMANA» EXPERIENCE

Terza Settimana is a voluntary organization that was born in 2011, following the economic-financial crisis that from 2008 starting from the United States had landed in Europe, to respond to the needs for food aid to those nuclei that had suffered the negative effects. The name chosen evokes time when it was reported that families were no longer able to reach the third week of the month. We interviewed Bruno Ferragatta who is the founder. He's a teacher, with a long experience in welfare.

<https://www.terzasettimana.org/>

## **Starting point**

In 2013 he developed the first national model of Social Market. The Social Market, essentially a model transformed into a software and therefore replicable, works as a collective purchasing group in which people can access only if they possess the requirements of necessity certified by public and private welfare organizations.

Today Terza Settimana has 67 volunteers, is open every day for 48 weeks a year, has enrolled about 12,000 families and pays out over 10,000 expenses a year.

## **The Covid experience**

The Covid experience initially generated a lot of confusion which soon translated into an increase of about 30% in requests which, especially for some categories, forced us to organize a home delivery logistics organization of 100 expenses per day throughout the most rigid closing period. Many people were appearing for the first time to ask for help and often represented those who had a job that was reduced or completely stopped when the anti-Covid measures arose. They have gone from 10,000 expenses paid each year to 14,000 expenses in 2020.



# 4. THE «TERZA SETTIMANA» EXPERIENCE

## THE MODEL

### What does the initiative consist of?

People can access the Terza Settimana contact services by shopping online which allows you to reduce waiting times in social markets also according to the Covid restrictions or simply request the list of products to be delivered at home.

### Main results

To date, the social markets based on the Third Week model annually reach about 1300 households. These beneficiaries altogether reach about 5000 units, of which 30% are under the age of 18.

The experience has required to change the model hitherto based on contact in the presence of people, thus converting to using digital systems. In short, **more and more welfare in digital format.**

For the online expenses established since May 2020, they have reached over 700 users who, due to disability and / or illness, have been able to have the "support" expense at their home, without the need for additional mediation times.

### A slogan for the future

**Bruno:** *I believe that the consequences of the pandemic from a social point of view have not yet revealed themselves in all their energy. In the future the real virus to fight will be the risk of falling into a kind of loneliness and therefore we will increasingly need to be infected by the search for social cohesion.*

*Only in this way will we get out of it. In short, we must **move from the virus pandemic to the cohesion pandemic.***

# THE «GRUPPO ABELE» MODEL



# 5. THE «GRUPPO ABELE» EXPERIENCE

Gruppo Abele is a non-governmental organization founded in Turin in 1965 with the purpose to share and find solutions to problems and issues of social exclusion.

<https://www.gruppoabele.org/>

## The street

- Gruppo Abele has been interpreting the condition of being a citizen starting from the contradictions we can notice *in the street*. The street can be a place of isolation but at the same time a space where relationships and meetings take place.

## Genitori e Figli

- **Family is an area of intervention:** addressed to Italian and migrants' families with activities such as language courses, childcare and support groups. In this area, they distribute food and digital device to the most fragile families to face the Covid emergency. *We interviewed Lucia Bianco, responsible of the project "Genitori e Figli".*

## The Covid emergency

- This period has made more evident social problems: **families without networks**, with precarious jobs, with small houses. They suddenly lost their incomes coming from the shadow economy, and their children faced distance learning with no support.
- Gruppo Abele collaborates with local association «Eufemia» in the **Food Pride** project, is in the network «Torino Solidale» for providing food to needy families. Today 10.000 families are part of the network, Gruppo Abele collects and distributes food «packages» to 800 families.

***The challenge for the future is to understand the evolution of this type of support. What project can the local community make in order to combat the new poverty and help these fragile groups?***

# 6. NAPLES

## The City of Naples

The municipality coordinated three type of actions, addressed to students, people with phycological difficulties, and families with subsistence problems

1. **The “ DAD Solidale” – solidarity distance learning**, addressed to students, teachers, and families
2. Telephone psychological support project “**e tu sai ca nun si sùle**” (and you know of not being alone – from a Pino Daniele song)
3. **Food support** for persons and/or families in conditions of economic and social hardship caused by the emergency



# 7. DAD SOLIDALE

Promoted by the Department of School and Education, in agreement with the Department of Youth and Social Policies (website <https://sites.google.com/view/connessialla-scuola/home-page?authuser=0/>)

**SPAZI EDUCATIVI DIFFUSI PER COMBATTERE LA DISUGUAGLIANZA:  
PERCHÉ LA DISTANZA È L'ECCEZIONE, NON LA REGOLA.**

**APPELLO PERCHÉ LA SCUOLA SIA PRESENTE A FRONTEGGIARE LE DIFFICOLTÀ DEI BAMBINI E  
DELLE BAMBINE, DELLE FAMIGLIE E DELL'INTERO PAESE**

La nostra Costituzione dedica ben 3 articoli al diritto all'istruzione.

L'istruzione è strumento per combattere le disuguaglianze e per il pieno sviluppo della persona umana; la scuola è aperta a tutti e l'insegnamento è libero; la Repubblica detta le norme generali sull'istruzione ed istituisce scuole statali per tutti gli ordini e gradi.

In tempi di pandemia queste consolidate certezze appaiono in crisi: il diritto all'istruzione si è relativizzato e regionalizzato fortemente, in relazione alle misure di contenimento sanitario: così in questi giorni le regioni del Nord si stanno confrontando con quanto qui in Campania è accaduto dal 16 ottobre e sta riaccadendo dallo scorso lunedì: a scuola chiuse e con la DAD, come garantire l'uguaglianza sostanziale?

[Leggi e firma l'appello](#)

- Support disadvantaged families who are not able to ensure the complete and correct use of distance learning (both for logistical problems, for material conditions, and for previous difficulties of the students)

- Tutoring activities by qualified operators and educators, possibility for children and young people to:
  - follow the DAD in places "other" than those cramped or non-existent in which they find themselves cohabiting
  - help to decode and support the path of learning
- SOLIDARITY DAD is NOT the school, nor can it replace it, but tries to support the school paths of those in more fragile conditions and risks slipping into disaffection towards the school
- Promoters are the existing networks working with the Municipality in the co-design paths between schools and private social for school dispersion, but also bodies and projects that with their own funding

## 8. E TU SAI CA NUN SÌ SULE

- A network of skills and solidarity, coordinated by the Department of Health, to welcome and support the psychological discomfort of citizens was created in Naples
- Initiative of young psychotherapists who have proposed themselves to the Department to make their skills available to citizens free of charge
- They offer psychological support at a difficult time like this and during the Christmas holidays when absences are felt more.

<https://youtu.be/5seADN7NKuE>

**#E TU SAI CA NON SI SULO**

HAI DELLE DIFFICOLTÀ A GESTIRE  
QUESTO MOMENTO E NON SAI CON  
CHI PARLARNE?  
EMERGENZA PSICOLOGICA  
CAUSA COVID

SPORTELLO TELEFONICO  
GRATUITO  
**081 795 4444**

DAL LUNEDÌ AL VENERDÌ  
DALLE 10:00 ALLE 12:00 E DALLE 16:00 ALLE 20:00  
IL SABATO  
DALLE 14:00 ALLE 18:00

CIVILTÀ DI NAPOLI

## 9. NAPLES THIRD SECTOR

**At the neighbourhood level**, Naples had a flourishing of solidarity initiatives, without a coordination and often an adequate and stable financial support

- 1. La spesa sospesa (suspended shopping):** Initiative born in the wake of the so-called suspended coffee, very famous in Naples. Difficult to know when, where, and who initiated that, but many Naples neighbourhoods activated it just after the pandemics started.  
**The concept:** *in shops and pharmacies*, those who can leave a sum of money which is then used for the shopping of those who really need it  
Difficult to verify the impact
- 2. Social support:** Social welfare workers organized themselves to collect medical certificates, buy medicines, distribute masks and sanitizing gels at municipal assistance centers and carry out home delivery of food. These activities are in support of the families who are already in charge of Osa staff during the school year.



**LA SPESA  
SOSPESA**

**FAI QUI LA TUA  
DONAZIONE**

**QUESTO ESERCIZIO COMMERCIALE ADERISCE  
ALLA "SPESA SOSPESA"**

- 1** LASCIA ALLA CASSA UNA DONAZIONE ECONOMICA O UN PRODOTTO (ALIMENTI, FARMACI, DETERSIVI, ECC..) ACQUISTATO. Il commerciante lo metterà da parte come "spesa sospesa"
- 2** MANDA UN MESSAGGIO WHATSAPP AL NUMERO 3601064792 CON NOME DEL NEGOZIO E DONAZIONE PER COMUNICARE IL TUO DONO. Oppure telefona ai numeri 081 7951360 - 081 5627027
- 3** Puoi tornare a casa sereno i nostri assistenti sociali e gli operatori della cooperativa GESCO faranno recapitare il tuo dono alle persone in difficoltà

**Grazie**  
La Qualità è un'emozione che si rinnova ogni giorno

# 9. NAPLES THIRD SECTOR

## Voluntary associations

1. **Elderly protection:** Young people from Asso.Gio.Ca (<https://www.assogioca.org/i-nostri-obbiettivi/>) made themselves available to help the over 70s of the territory of the II Municipality, shopping for necessities of food and drugs. They also make sure they are okay by talking to them on the phone and explaining the latest news to them
2. **Increasing commitment of soup kitchen:** Elia Alleva reception center at the Basilica Santuario del Carmine Maggiore, with a canteen service for the poor and homeless, which has seen the number of meals tripled to distribute up to 450 a day.
3. **Solidarity shopping at home:** between Montesanto and Quartieri Spagnoli, organized by the Sgarrupato District Committee (<https://www.facebook.com/VicoLepre17/>) and by the Damm di Vico Avellino in Tarsia.



Interview to Oksana, activist of Sgarrupato: *"If in the spring the families we followed weekly had reached more than six hundred, today the numbers are increasing again, we have already exceeded three hundred. Unfortunately, there is no longer media attention on these issues, and it is difficult to recover the necessary resources. On the other hand, social discomfort has even increased if possible! Fortunately, now Emergency is also giving us a hand"*.



# 9. NAPLES THIRD SECTOR

## Voluntary associations

4. The **Centro Ester's expenseonlus.it** initiative, a fundraiser to provide basic necessities for the families of Barra and Ponticelli in difficulty. Fundraising takes place on the Gofundme platform where more than € 5,000 were raised.
5. **ROM:** The **Chi rom ... e chi no** Association is active in Scampia (<https://www.chiromechino.it/>) and raises funds on [buonacausa.org](http://buonacausa.org), money used to purchase basic necessities to guarantee the survival at least one month for local communities, starting from Roma but without excluding anyone.
6. **Panaro solidale** is spreading above all in the Historic Center (In the historic city center, in via Santa Chiara, two panari lowered from a building have appeared, with the inscription "Who can put, who can't take" - cit. From San Giuseppe Moscati ).
7. **Mutual aid with home shopping:** the initiative to help with shopping appeared in March 2020 by the youngsters of the Iskra Political Laboratory, in Naples. Now the initiative seems to be widespread throughout the country (source: <https://covid19italia.help/issues/281/>)



# 10. FINAL REMARKS

- In Turin, municipality has a more coordinating role, compared to Naples whereas neighbourhoods' level bodies (municipalità) have a more active role
- In Naples, the initiatives are mainly voluntary and based on charity or crowdfunding. In Turin, the support of financial institutions and foundations guarantee the survival and the implementation
- However, no clear image of the real impact these initiatives have in local welfare systems
- Interconnections between initiatives and local contexts, which play a key role in the ways are developed as projects and processes
- These initiatives highlight a dangerous advancement of new excluded, such as isolated people without family, informal workers, and youngsters unable to participate to distant learning.
- They call also for more visibility and coordination, especially considering that their targets are the ones characterized by digital gaps

Rosalba La Grotteria

+39 333 7698750  
*rosalba.la.grotteria@codex.it*  
*www.codex.it*

Giuseppe Pace

+39 340 4772675  
*giuseppe.pace@cnr.it*  
*www.ismed.cnr.it*