

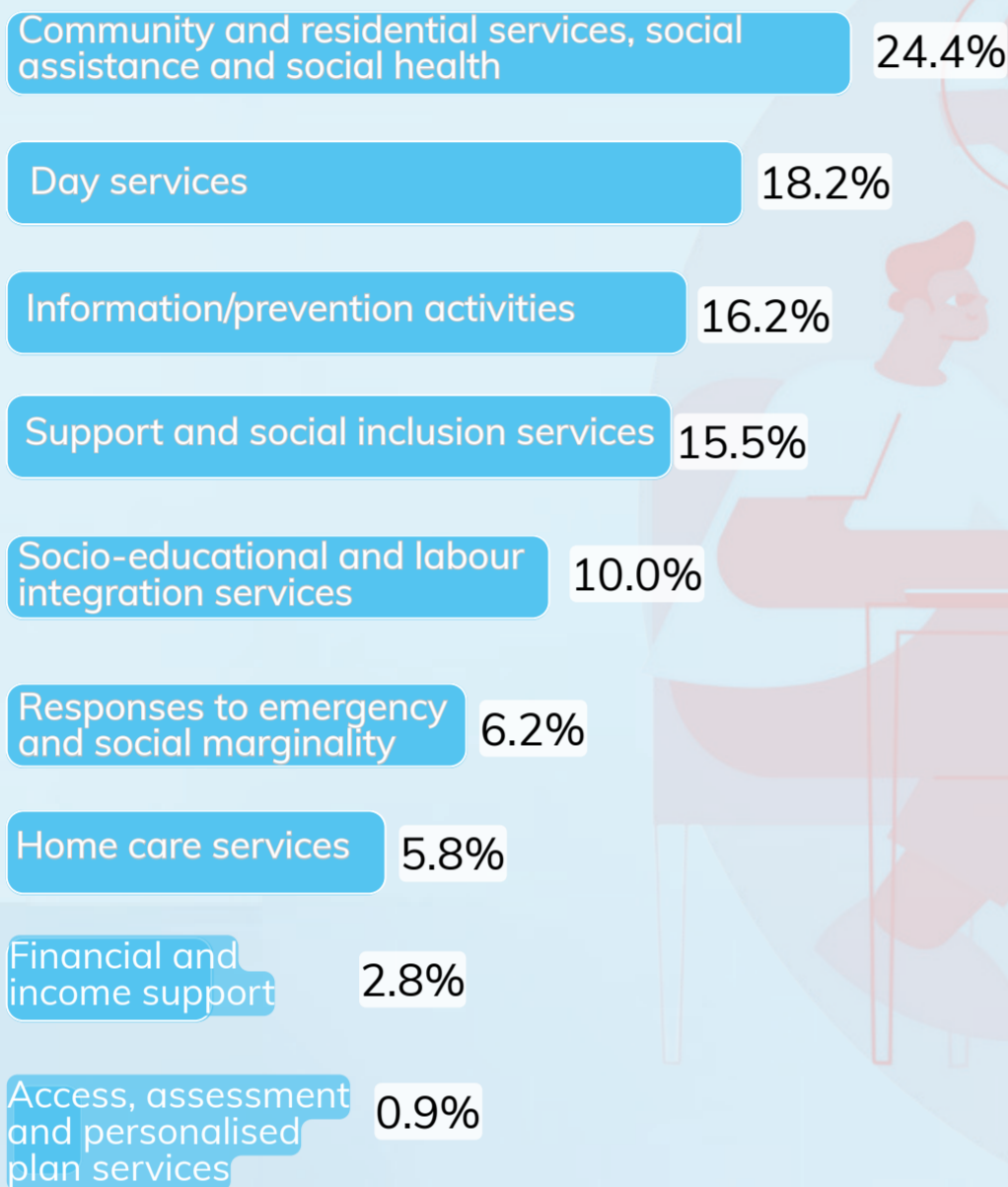
# COMMUNITY ORGANISATIONS KEY ROLE IN LOCAL WELFARE ROOM

## 1 The contest of the provision of social services in Italy

This presentation provides data from a recurrent survey on social services in Italy and is part of the activities of the Social Inclusion Unit of INAPP that develops analysis on the evolution of the territorial welfare system and the governance of social policies.

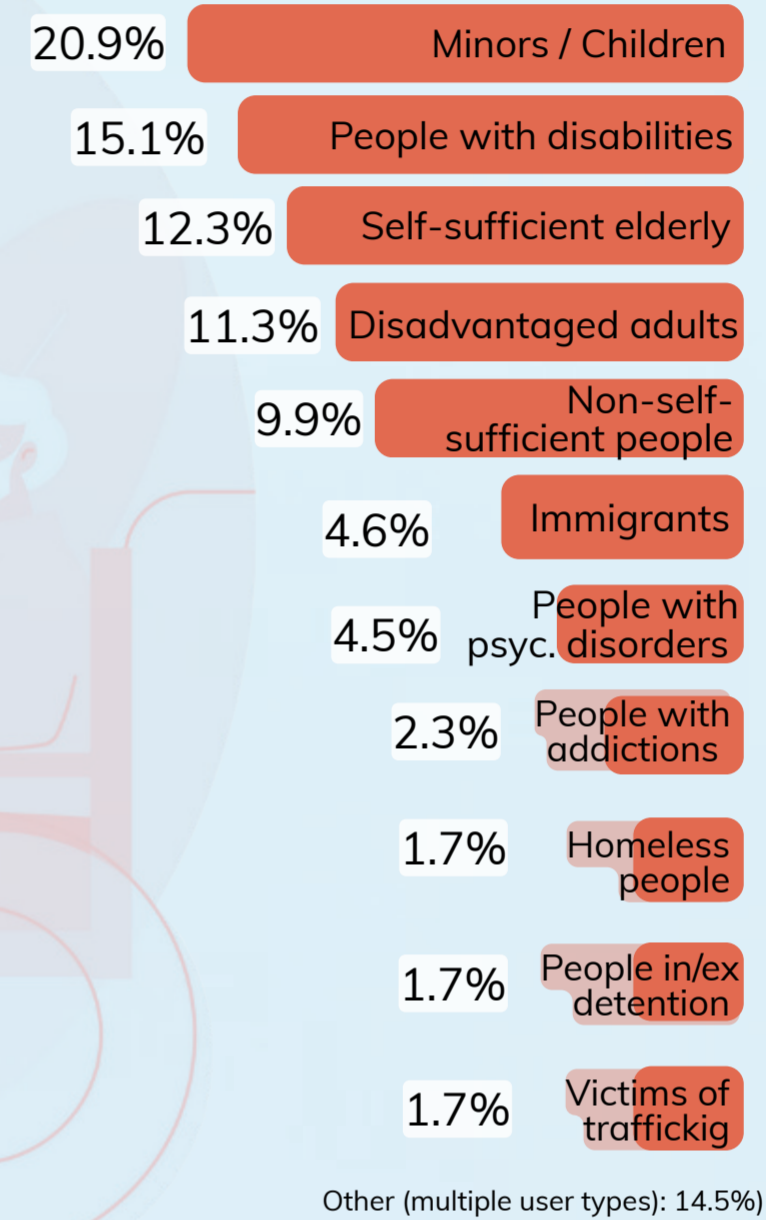
### Area of predominant social service \*

\* Where more than 50% of the basic services are provided



### Main types of users \*\*

\*\* Accounting for over 50% of the services provided

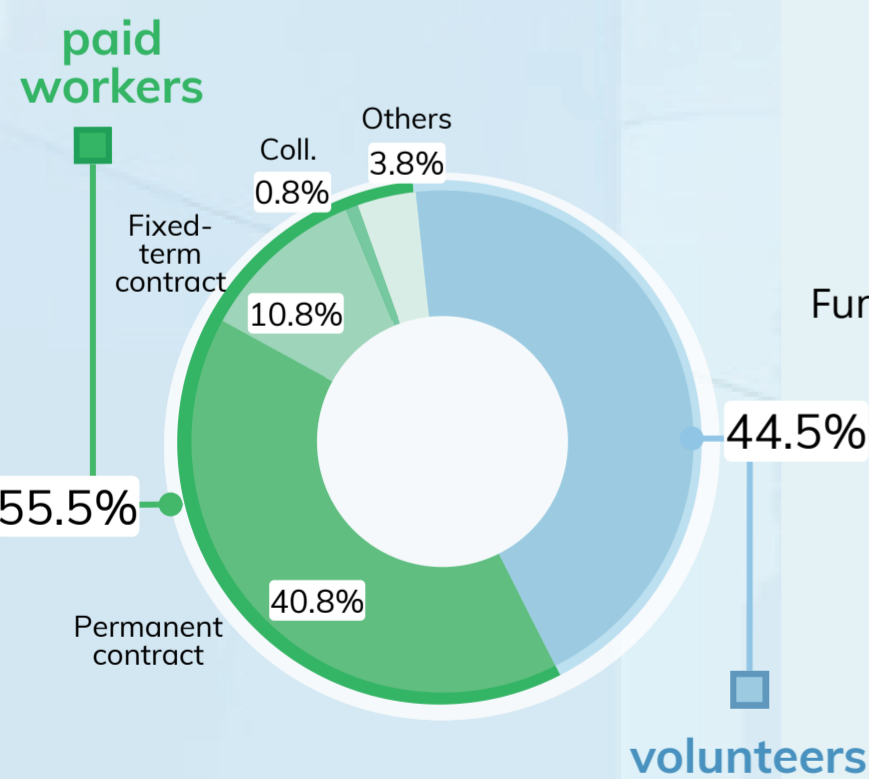


The empirical results allow us to focus on the transformations and dynamics of the social infrastructure for the provision of services, where a plurality of actors emerges in the ecosystem of the social economy.

DATA-DRIVEN: provision of social services by non-profit organizations.

### Employees and volunteers

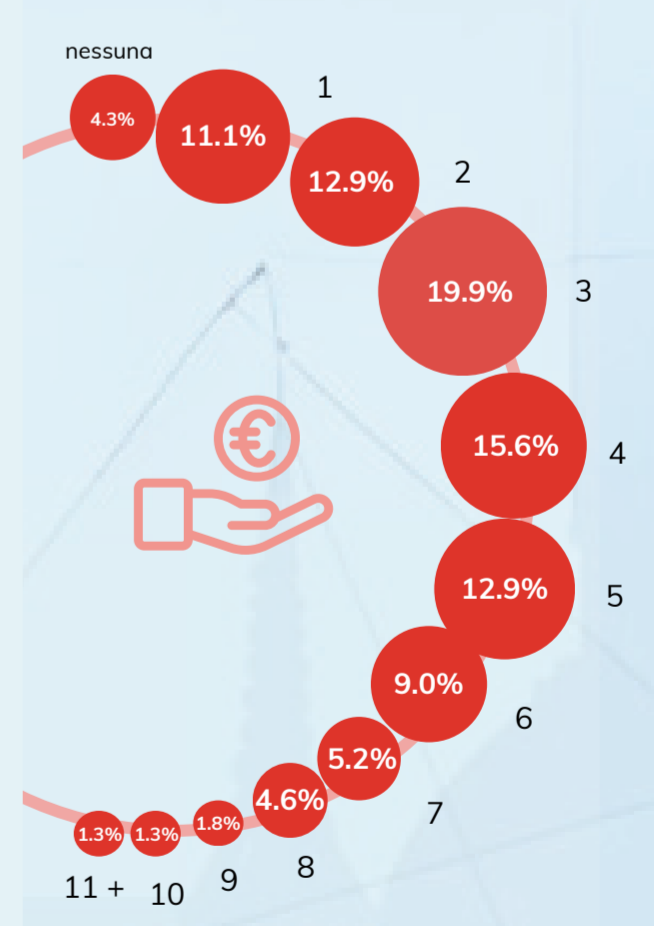
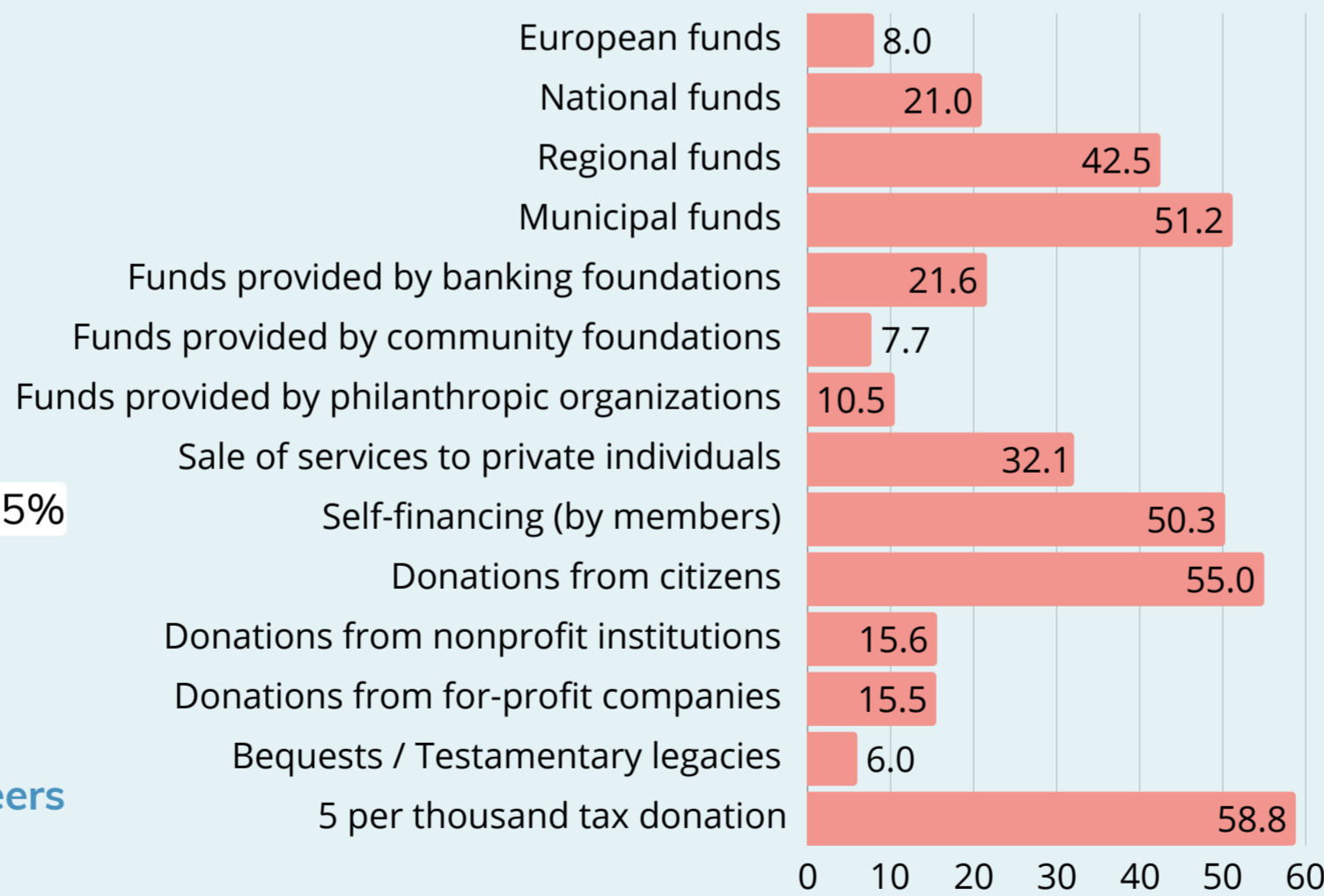
Total 1.302.117



### Funding sources

Type %

N. source of financing



The development of social services delivered by actors in the social economy reflects and reinforces a scenario of innovations within the welfare system, such as those of process and relationships with new actors. This analysis aims to understand the role of the community—including families, user groups, and individual citizens in collaborating with non-profit organizations to provide social services.

### Authors

Federica Mancini Inapp ESN delegate, Cristiana Ranieri, Annalisa Turchini | Inapp Social Inclusion Unit |

f.mancini@inapp.gov.it - c.ranieri@inapp.gov.it - a.turchini@inapp.gov.it



More information



Survey

Cite as: F. Mancini, C. Ranieri, A. Turchini, Community Organisations Key Role in Local Welfare Room, Scientific poster presented to 33rd European Conference on Social Services, Aarhus 22-26 giugno 2025

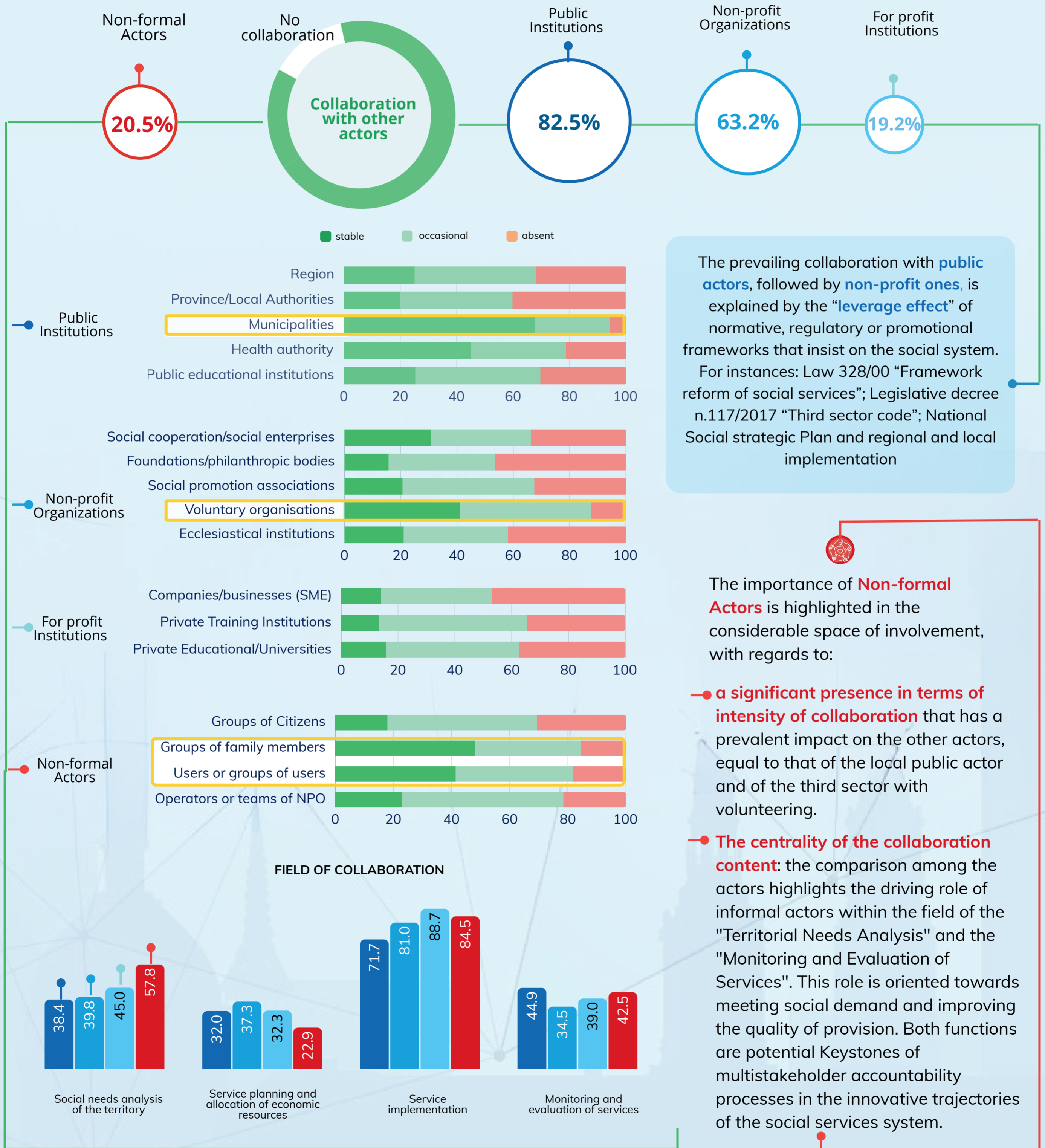
Infographic elaboration: Valeria Cioccolo Inapp Communications Unit | CC-SA-BY

# Community Organisations Key Role in Local Welfare Room

## 2 The Social Services Network and the Role of Non-Formal Actors

DATA-DRIVEN: The collaboration of different actors in the provision of social services with a specific focus non-formal actors\*

\*: subjects, organised or not, who are interested, directly or indirectly, in the provision of social services without their role being embedded in formalised processes (such as families, user groups, committees, individual citizens, etc.)



The prevailing collaboration with **public actors**, followed by **non-profit ones**, is explained by the "leverage effect" of normative, regulatory or promotional frameworks that insist on the social system. For instances: Law 328/00 "Framework reform of social services"; Legislative decree n.117/2017 "Third sector code"; National Social strategic Plan and regional and local implementation

The importance of **Non-formal Actors** is highlighted in the considerable space of involvement, with regards to:

- a significant presence in terms of **intensity of collaboration** that has a prevalent impact on the other actors, equal to that of the local public actor and of the third sector with volunteering.
- **The centrality of the collaboration content**: the comparison among the actors highlights the driving role of informal actors within the field of the "Territorial Needs Analysis" and the "Monitoring and Evaluation of Services". This role is oriented towards meeting social demand and improving the quality of provision. Both functions are potential keystones of multistakeholder accountability processes in the innovative trajectories of the social services system.



More information

Authors  
Federica Mancini Inapp ESSN delegate, Cristiana Ranieri, Annalisa Turchini  
| Inapp Social Inclusion Unit |

f.mancini@inapp.gov.it - c.ranieri@inapp.gov.it - a.turchini@inapp.gov.it



Survey

Cite as: F. Mancini, C. Ranieri, A. Turchini, Community Organisations Key Role in Local Welfare Room, Scientific poster presented to 33rd European Conference on Social Services, Aarhus 22-26 giugno 2025

Infographic elaboration: Valeria Cioccolo Inapp Communications Unit | CC-SA-BY

