


















12. Quality of services¹




The indicators of the Quality of Services domain show a general slight improvement compared to the previous year, in particular the availability of social services for children and the elderly, accessibility to essential services and satisfaction with local transport system; indicators on infrastructure remain stable (Table 1). The indicator on irregularity in water supply continues to provide negative signals, with a steady increase since 2014.

The long-term analysis highlights more critical issues, with a deterioration for services for children, for the accessibility of basic services and the availability of urban public transport, while there is a slight reduction in irregularities in water supply and the electrical service. Local transport satisfaction is better than in 2010.

The indicators of this domain show a remarkable regional heterogeneity (Figure 1).

Table 1. Quality of Services indicators: value for the latest available year. Percentage variations on previous year and on 2010.

INDICATOR	Latest available year value	% variation (compared with the previous year)	% variation (compared with 2010)
1. Beds in residential health care facilities (%., 2016) (a)	6.8		
2. Children who benefited of early childhood services (%., 2016-2017)	13.0		
3. Integrated home assistance service (%., 2018) (b)	2.7		—
4. Composite index of service accessibility (mean 3 yaers, 2016-2018) (c)	7.3		
5. Broadband coverage (%., 2015) (d)	26.4		—
6. Irregularities in water supply (%., 2018)	10.4		
7. Irregularities in electric power distribution (mean number, 2018)	2.1		
8. Seat-Km of public transport networks (valore per ab., 2017)	4587.0		
9. Time devoted to mobility (minutes, 2013-2014) (e)	76.0	—	
10. Satisfaction with means of transport (%., 2018)	17.8		

— Comparison not available  Improvement  Stability  Deterioration

(a) 2010 data not available, variation based on 2011;
 (b) 2010 data not available;
 (c) Comparison with 2010 based on 2009-2011 average;
 (d) Variation with previous year based on 2013 data; 2010 data not available;
 (e) 2010 data not available, variation based on 2008-2009.

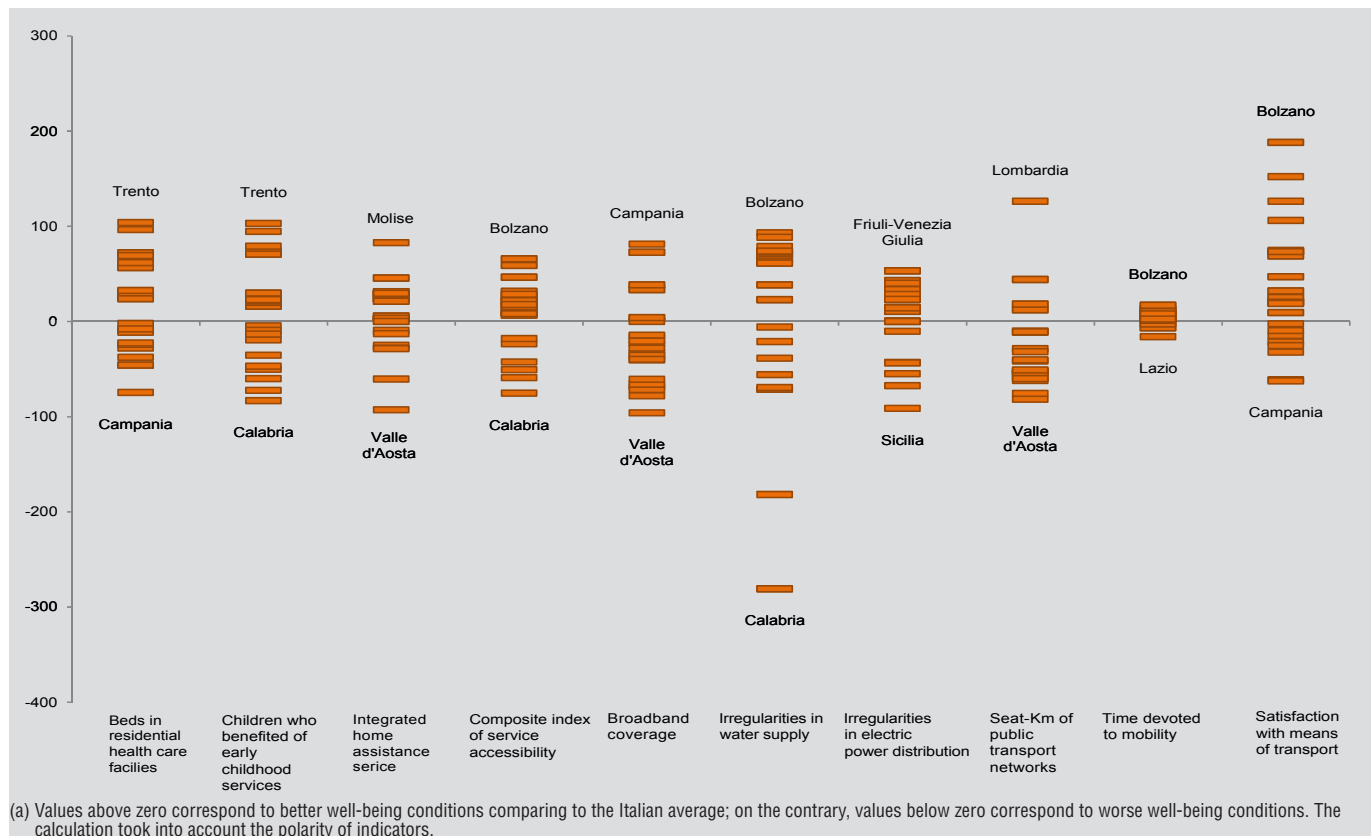
Note: Variations between two points in time above 1% are considered positive (in green), below -1% are considered negative (in red). Variations between -1 and +1% refer to stability (in grey).

There is a strong regional variability for all indicators, which confirms the traditional North-South gradient. Campania has the lowest number of beds in residential health care facilities with only 1.7 beds for every 1,000 inhabitants, while the provinces of Trento and Bolzano show levels that are more than twice as much the Italian average (13.9 and 13.4 respectively).

¹ This chapter was edited by Manuela Michellini with contributions from: Alessandra Battisti, Luigi De Iaco, Marianna Mantuano, Giulia Milan.

A strong variability is also recorded for the indicator on children who benefited from early childhood services: in Calabria, they are 83% less than the average figure for Italy; in the province of Trento, the indicator doubles compared to the Italian average (26.4% versus 13%). Families living in Calabria register also the greatest difficulties in access to essential services (12.8%), with a proportion that is much higher than the average; furthermore, they

Figure 1. Percentage variation for Quality of Services indicators comparing to the value for Italy by region. Latest available year (a).



report the most irregularities in the water supply (39.6%) with a level which is 3 times higher than the Italian average. Electricity service interruptions happen 4.1 times a year per inhabitant in Sicilia while in Friuli-Venezia Giulia it happens only once a year per inhabitant. The indicator of integrated home assistance service shows the highest value (4.9%) in Molise.

Even the broadband coverage indicator does not follow the traditional North-South dichotomy assuming maximum values in Campania and Lazio.

For the local public transport services measured in the capital cities of the Italian provinces, there is a strong unbalance between Valle d'Aosta, which has only 843.3 seat-km per inhabitant, and Lombardia, which has more than 10,000 seat-km per inhabitant.

Lombardia has a much larger endowment than all the other regions: the number of seat-Km is more than double (2.3 times) the average number of seat-km in Italy and is one and a half times that of Lazio, which is the region occupying the second place in the ranking of seat-Km of public transport networks.

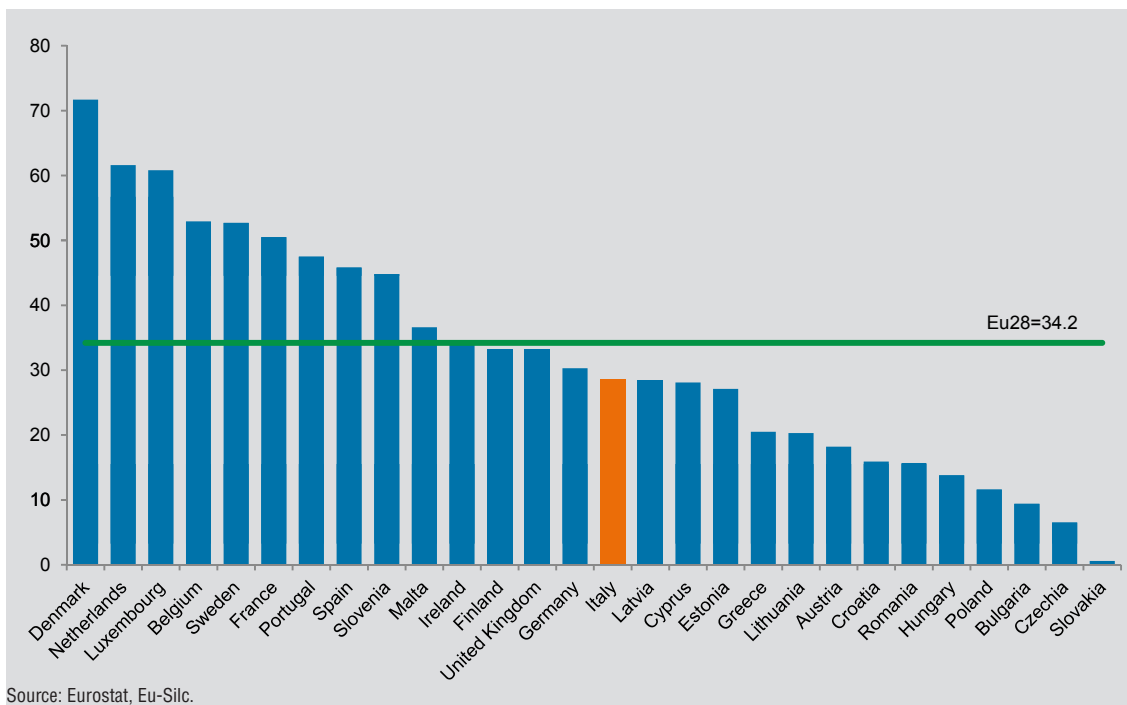
Territorial heterogeneity is even more accentuated for the satisfaction for local transport. In the province of Bolzano the satisfied users are 3 times more than the Italian average: the share of users who gave a mark of at least 8 is 51.3%, only 6.7% in Campania. Only the time spent on daily trips indicator is quite homogeneous on the territory: on average, in a weekday, one person travels for 1 hour and 13 minutes, 1 hour and 23 minutes in Lazio, about 1 hour in the province of Bolzano.

International comparison

The indicators used to monitor developments in the quality of services are not immediately comparable at European level. The available measures considered in this paragraph refer to the type of services observed but are assessed differently. In particular, updated data are available for two indicators.

About the childcare services, in Italy, the percentage of children aged 0-3 years using these services in formal care facilities is 28.6% compared to 34.2% of the Eu28 average (Figure 2).

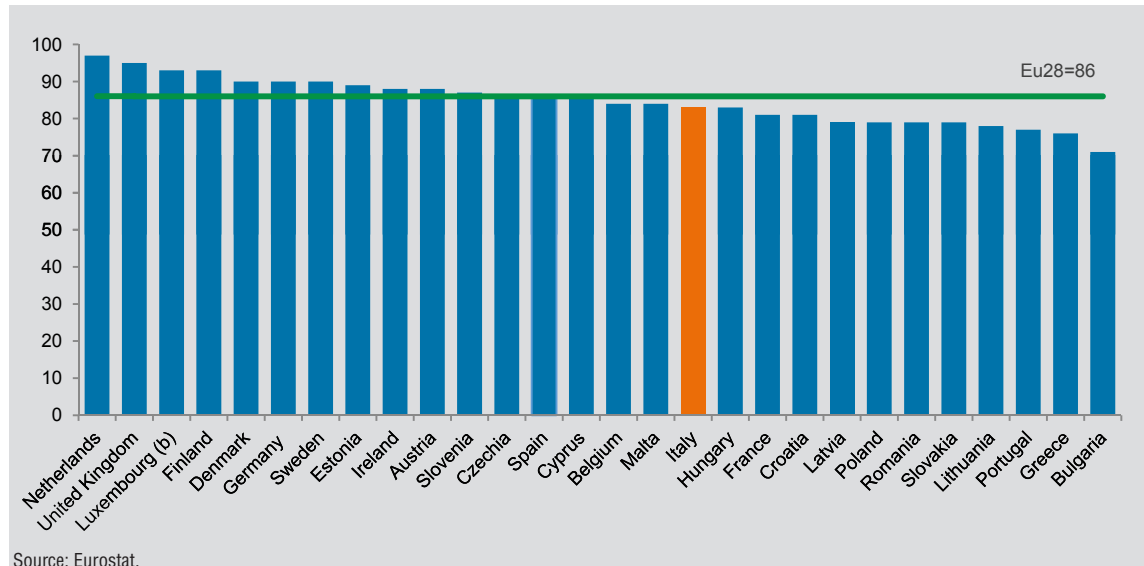
Figure 2. Children (under 3 years of age) cared for by formal arrangements other than by the family in the Eu28 countries. Year 2017. Percentage values



In Italy, the proportion of children using childcare services decreased significantly compared to 2016 when it was still above the European average (34.4% compared to 32.9% in the Eu28).

In the European comparison, the positive signals are linked to the percentage of household with a fast connection, an indication of the provision of infrastructure in the various European countries: in Italy, the diffusion of broadband is constantly increasing, reaching, in 2018, a level which is close to the European average (83% and 86% respectively, Figure 3).

Figure 3. Households that are connectable to an exchange that has been converted to support xDSL-technology, to a cable network upgraded for internet traffic, or to other broadband technologies in the Eu28 countries. Year 2018. Percentage values.



Analysis of national data

Despite the heterogeneity of the phenomena characterising the quality of services, the set of indicators analysed provides an articulated picture of social services, infrastructures, and mobility services, both from equipment and accessibility of the service provided points of view.

Significant territorial differences in residential health care facilities

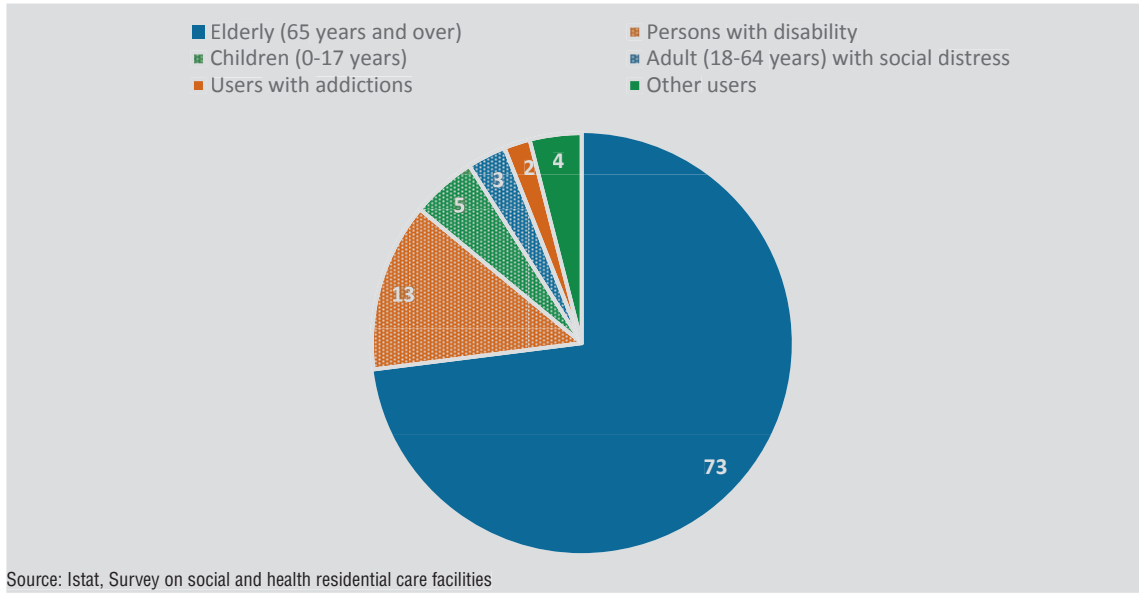
In 2016, there were 12,501 social welfare and socio-medical residential care facilities operating in Italy, with a total of 412,971 beds, equal to 6.8 per 1,000 inhabitants. The beds are mainly in facilities dedicated to the elderly (73%), while significantly lower shares refer to facilities hosting people with disabilities or people with mental health problems (13%), children (5%), adults with social distress (3%), people with addictions (2%) or other types of distress (4%) (Figure 4).

Significant territorial differences remain: the supply reaches the highest levels in the northern regions with 9.6 beds per 1,000 inhabitants, while in the South this is 3.8.

Increasing children who benefited of early childhood services

The provision of early childhood services has been promoted for several years at both national and European level to support the reconciliation of family and working life and to promote greater participation of women in the labour market. Since 2002, the Barcelona European Council defined as a target for the Member States to reach by 2010 that available places in early childhood services should cover at least one-third of potential demand, i.e. 33% of children under 3 years of age.

Figure 4. Beds in residential health care facilities by target users. Years 2016. Percentage values

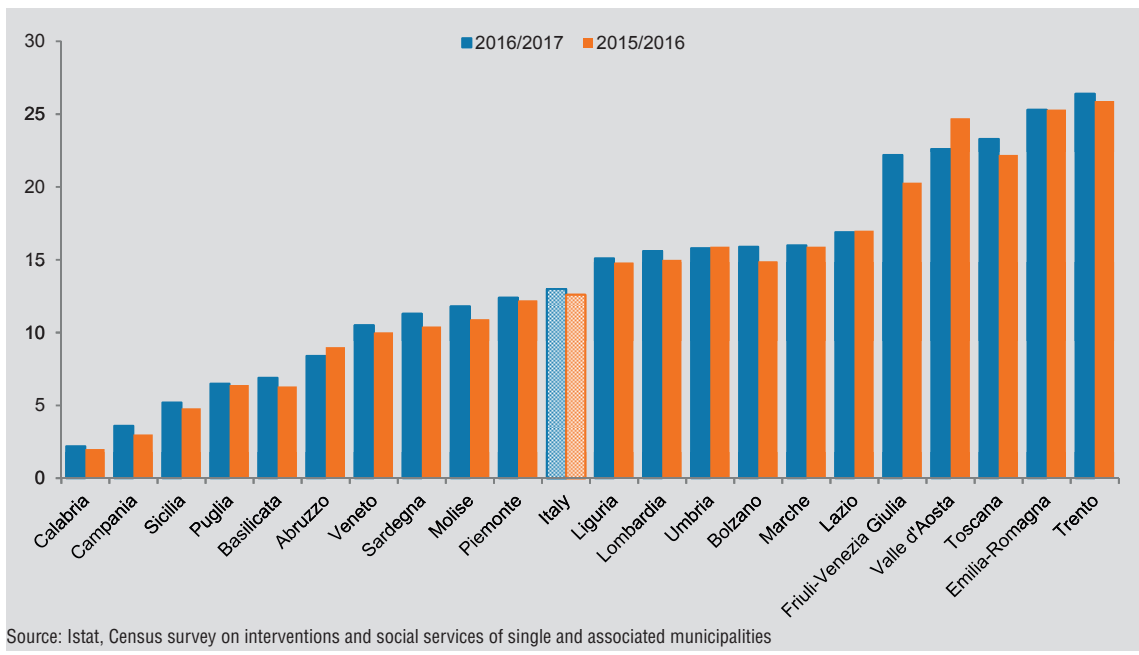


Source: Istat, Survey on social and health residential care facilities

Children aged 0-2 who have benefited from early childhood services offered by the municipalities, both through municipal and contracted structures, have slightly increased compared to the previous available year (from 12.6% to 13.0% in 2016/17). The territorial differences are still very high: 16.3% in the North; 18.6% in the Centre and only 5.4% in the South and Islands.

The improvement compared to the previous year is generalized, but more consistent for the more virtuous regions such as Friuli-Venezia Giulia and Toscana (which increased respectively by 1.9 and 1.0 percentage points). The only regions where there is a worsening are Valle d'Aosta (-2 percentage points) and Abruzzo (-0.6 percentage points) (Figure 5).

Figure 5. Children aged 0-2 years who benefited from early childhood services by region. Years 2016/2017 and 2015/2016. Percentage value.

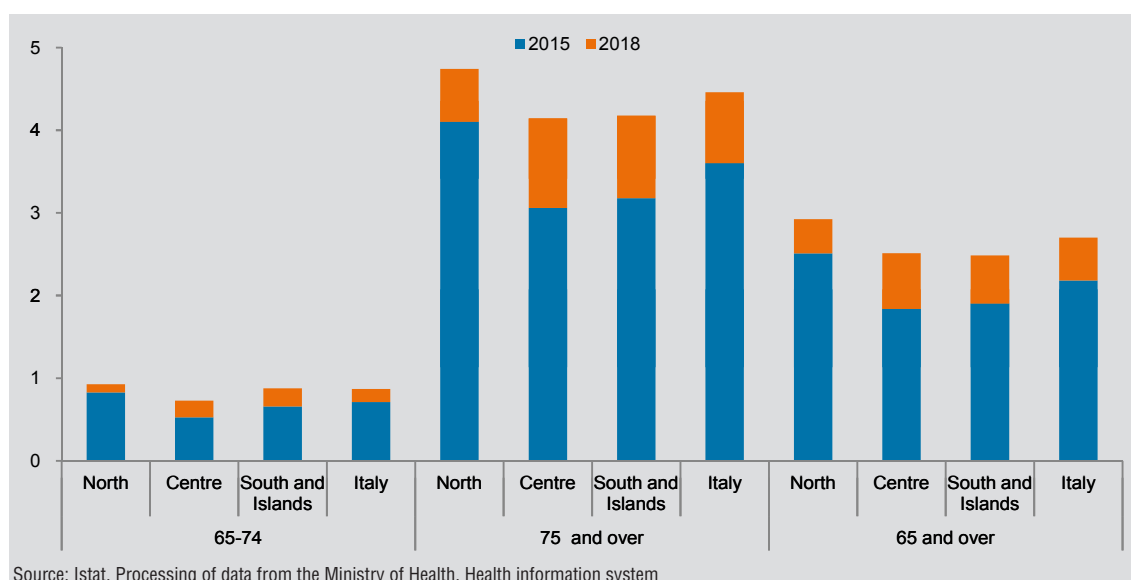


Source: Istat, Census survey on interventions and social services of single and associated municipalities

Decreases territorial differences in integrated home assistance service

Integrated home assistance service provides medical, nursing and rehabilitation treatments integrated with social welfare and family support services. In 2018, the number of elderly people aged 65 and over using this service is 2.7%: specifically, considering people aged 65-74, the incidence is only 0.9%, while for the over-65s the proportion rises to 4.5% (Figure 6). This service is provided throughout the territory with homogeneous intensity. This result is linked to the strong increases in home assistance service in the South and Islands: the territorial differences narrowed down especially among those aged 75 and over, going from one percentage point less in the South and Islands compared to the North in 2015, to half a point in 2018 (4.2% in the South and Islands compared to 4.7% in the North).

Figure 6. People aged 65 and over who benefited from integrated home assistance service by age and geographic area. Years 2015 and 2018. Percentage values.



In the South and Islands the share of population finding it very difficult to reach basic services is double than in the North

In 2018, the accessibility of public utilities remains stable, with 7.3% of households finding it very difficult to reach three or more essential services (including pharmacies, first aid, post or municipal offices, armed forces and schools). Access to essential services presents strong territorial differences, with a higher percentage of households in difficulty in the South and Islands (10.5%), lower in the Centre and the North (7.4% and 5.1% respectively).

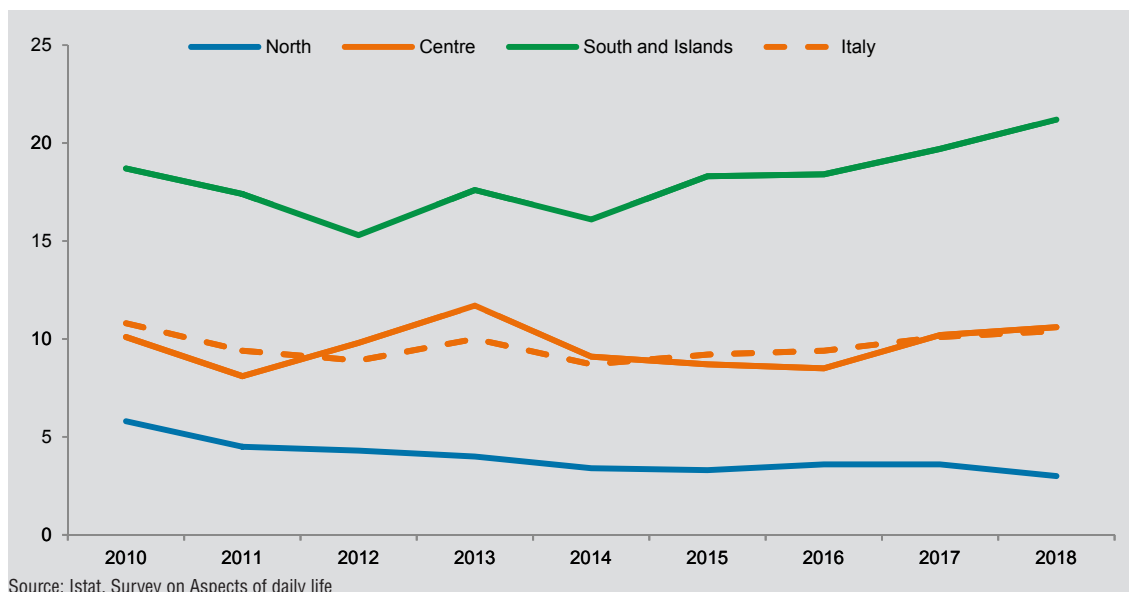
Population covered with ultra-broadband is low

The objectives of the “Italian strategy for ultra-broadband”, which had to guarantee by 2020 to all citizens access to the Internet at a speed of at least 30 Mbps (fast broadband) and to 50% of users a speed of at least 100 Mbps, are still far from being achieved. In 2018, only 53.8% of households had a fixed broadband internet connection. The figure differs on the territory, with a share that exceeds 60% of households in Lombardia and Trentino Alto Adige, while it is about 40% in Calabria and Sicilia.

Critical the quality of services for water supply

In 2018, 10.4% of households reported irregularities in the water supply in their homes, a stable level compared to the previous year but steadily increasing over the last 5 years. The disservice affects almost 2 million 700 thousand households, about two out of three households live in southern regions. The most disadvantaged region is Calabria, where 39.6% of households complain about this inefficiency; the situation in Sicilia is also serious (29.3%), but significantly improved compared to the previous year (35.9%). Overall, in the South and Islands, 21.4% of households declare irregularities, 3.0% in the North, while the inefficiency concerns little more than one family out of ten in the Centre (Figure 7). The worsening situation in the South and Islands has increased the North-South gap, from 11 percentage points in 2012 (minimum value reached in the period considered) to the current 18.2 percentage points.

Figure 7. Households who report irregularities in water supply by geographic areas. Years 2010 and 2018. Percentage values



Source: Istat, Survey on Aspects of daily life

Remain irregularities in electric power distribution

With regard to accidental long-lasting electric power cuts, the average number of cuts per user is stable at 2.1. Territorial differences remain, with an average number of interruptions equal to 3.3 for users in the South against 1.4 for those in the North.

Stable Seat-Km of public transport networks

In the capital cities of the Italian provinces, local public transport services (LPT) offer, on average, 4,587 seat-km per inhabitant. The size of the offer is, of course, influenced by the size of the cities and their ability to attract commuting or tourist flows. There is a more capillary diffusion in the North (6,008.8 seat-km) and in the Centre (5,083.4 seat-km). On the demand side, local public transport services have been used at least once during the year by about a quarter of the population aged 14 and over (24.1%): buses, trolleybuses,

and trams are mainly used to travel in the Centre and the North and in particular in the municipalities in the centre of metropolitan areas, where users reach more than two-thirds of the resident population.

Slight improvement in satisfaction with means of transport

In 2018, satisfaction with mobility services increased: 17.8% of regular users were very satisfied with the service (compared to 16.4% the previous year).

Satisfaction levels are higher in the North and lower in the Centre and South and Islands. In particular, in Campania and Lazio only 6.7 and 6.9% of regular users of public transport declared a degree of satisfaction higher or equal to 8 (over 10).

Indicators

1. **Beds in residential health care facilities:** Beds in residential health care facilities per 1,000 inhabitants.
Source: Istat, Survey on social and health residential care facilities
2. **Children who benefited of early childhood services:** Users of nurseries and other educational services for the first childhood managed or financed by municipalities, as a percentage of children aged 0-2 years
Source: Istat, Census survey on interventions and social services of single and associated municipalities
3. **Integrated home assistance service:** Percentage of people aged 65 and over who benefited from integrated home assistance service.
Source: Istat, Processing of data from the Ministry of Health, Health information system
4. **Composite index of service accessibility:** Percentage of households who find very difficult to reach some basic services (pharmacy, emergency room, post office, police, carabinieri, municipal offices, crèches, nursery, primary and secondary school, market and supermarket). The indicator is a three-year average.
Source: Istat, Survey on Aspects of daily life
5. **Broadband coverage:** Population covered with ultra-broadband (at least 30 Mbps) as a percentage of resident population.
Source: Istat, Processing of data from the Ministry of Economic Development
6. **Irregularities in water supply:** Percentage of households who report irregularities in water supply on total number of households.
Source: Istat, Survey on Aspects of daily life
7. **Irregularities in electric power distribution:** Frequency of accidental long lasting electric power cuts (cuts without notice longer than 3 minutes) (average number per consumer).
Source: Istat, Processing of data from the Italian Regulatory Authority for Energy, Networks and Environment (Arera)
8. **Seat-Km of public transport networks:** Seat-Km of public transport networks per capita.
Source: Istat, Survey on urban environmental data
9. **Time devoted to mobility:** Minutes devoted to mobility on an average weekday by people aged 15 and over.
Source: Istat, Time use survey
10. **Satisfaction with means of transport:** Percentage of users aged 14 and over who rated 8 or more (over 10) for all means of transport used regularly (more than once a week), over the total number of regular users aged 14 and over.
Source: Istat, Survey on Aspects of daily life

Indicators by region and geographic area

REGIONS AND GEOGRAPHIC AREAS	Beds in residential health care facilities (a)	Children who benefited of early childhood services (b)	Integrated home assistance service (c)	Composite index of service accessibility (d)	Broadband coverage (e)
	2016	2016/2017	2018	2016-2018	2015
Piemonte	11.7	12.4	2.8	5.5	26.4
Valle d'Aosta/Vallée d'Aoste	10.7	22.6	0.2	6.6	1.1
Liguria	11.5	15.1	3.3	5.7	35.3
Lombardia	8.6	15.6	2.5	3.9	22.2
Trentino-Alto Adige/Südtirol	13.7	20.9	2.7
<i>Bolzano/Bozen</i>	<i>13.4</i>	<i>15.9</i>	<i>....</i>	<i>2.5</i>	<i>17.7</i>
<i>Trento</i>	<i>13.9</i>	<i>26.4</i>	<i>2.9</i>	<i>3.0</i>	<i>8.3</i>
Veneto	8.8	10.5	3.5	6.1	20.1
Friuli-Venezia Giulia	11.0	22.2	3.4	5.0	22.6
Emilia-Romagna	8.4	25.3	3.5	6.8	36.6
Toscana	6.2	23.3	3.3	6.2	27.5
Umbria	6.7	15.8	2.0	5.7	17.1
Marche	9.0	16.0	2.8	5.2	15.8
Lazio	4.3	16.9	1.9	9.0	45.6
Abruzzo	4.9	8.4	3.5	6.6	7.5
Molise	6.0	11.8	4.9	6.0	5.8
Campania	1.7	3.6	2.4	11.6	47.9
Puglia	3.7	6.5	1.9	10.4	15.9
Basilicata	6.3	6.9	3.5	8.6	9.0
Calabria	3.7	2.2	1.1	12.8	19.0
Sicilia	5.2	5.2	3.9	11.0	21.0
Sardegna	5.3	11.3	6.7	10.4
North	9.6	16.3	2.9	5.1
Centre	5.6	18.6	2.5	7.4
South and Islands	3.8	5.4	2.5	10.4
Italy	6.8	13.0	2.7	7.3	26.4

(a) Per 1,000 inhabitants;

(b) Per 100 children aged 0-2;

(c) Per 100 persons aged 65 and over;

(d) Per 100 household;

(e) percentage of resident population;

(f) average number per user;

(g) Seat-Km per inhabitant. Data measured in the capital cities of the Italian provinces;

(h) minutes devoted to mobility in weekday;

(i) percentage of regular users aged 14 and over.

12. Quality of services

Irregularities in water supply (d)	Irregularities in electric power distribution (f)	Seat-Km of public transport networks (g)	Time devoted to mobility (h)	Satisfaction with means of transport (i)
2018	2018	2017	2013-2014	2018
3.9	1.6	5,151.5	77.0	14.0
3.5	1.6	843.3	66.0	40.3
3.2	1.4	4,132.3	81.0	12.1
3.0	1.2	10,390.9	81.0	23.5
1.5	1.4	3,698.7	70.0	48.9
0.7	3,287.0	63.0	51.3
2.2	4,073.4	78.0	44.9
2.8	1.6	5,429.4	73.0	22.3
1.2	1.0	4,097.1	70.0	36.7
2.7	1.3	2,683.4	75.0	21.4
8.0	1.9	2,741.6	72.0	15.2
6.4	1.8	2,079.7	69.0	30.1
4.0	1.5	2,166.8	71.0	31.1
14.4	2.4	6,614.4	88.0	6.9
16.2	2.1	2,211.1	69.0	19.5
17.8	1.8	1,883.6	68.0	26.2
17.8	3.1	2,116.6	74.0	6.7
11.0	3.3	2,250.4	75.0	17.4
12.6	1.6	1,122.2	71.0	21.2
39.6	3.6	1,741.2	73.0	13.3
29.3	4.1	1,838.5	70.0	16.1
17.6	3.1	3,134.7	74.0	30.9
3.0	1.4	6,008.8	77.0	22.2
10.6	2.1	5,083.4	79.0	11.5
21.2	3.3	2,079.1	73.0	14.2
10.4	2.1	4,587.0	76.0	17.8