

FEAD Structured survey of end recipients of OP I

Guidance note

ANNEX II Reporting of Results

Aggregated results of the survey as per Commission Implementing Regulation 2016/594 can be reported by filling a preformatted template to be made available in SFC2014 (under the tab "evaluation"). It should be accompanied by the completed cover sheet presented below.

Cover Sheet

Country: Luxembourg
OP n° (CCI number) : 2014 LU05FMOP001
Period when the structured survey was carried out: [08/2017-11/2017]
Sample size and method used: The interviews with 479 end recipients were conducted face-to-face (using a tablet computer) during a regular visit. Besides the response rate, we collected further information about the non-respondents (gender and language they responded in). These data were exploited using simple descriptive statistics. The interviews with 5 partner organizations were conducted by telephone.
Name of the partner organisation and number of surveys forms filled: 1. Cent-Buttek Bettembourg – 1 2. Cent-Buttek Beggen – 1 3. Caritas – 1 4. Croix-Rouge – 1 5. Cent-Buttek Lamadelaine – 1 TOTAL number of survey forms aggregated: 5
Description of the structured survey process and selection of end recipients: The following external national research institute carried out the fieldwork: TNS Ilres, 46 rue du Cimetière, L-1338 Luxembourg. They organized the fieldwork in close collaboration with the partner organizations. Their experienced interviewers interviewed the end recipients during one of their regular visits using a tablet computer. No specific difficulties were reported by the interviewers and/or the partner organizations, the chosen methodology has proven its worth. No pre-selection has been applied, every end recipient was therefore an eligible respondent. The questionnaire contained no prefilled answers.

Main results and conclusions:

- **Description of the sample:** a good balance between men and women and different age groups (majority being between 25 and 64 years old), at least 25 interviews per partner organization. Most of the participants don't have the Luxemburgish nationality, many of them have however a EU citizenship. We also have quite a few single parents who allowed us to review a few results from their perspective.
- **Situation of the end beneficiaries:** 35% of them have a paid job, 96% of them have an accommodation, their precarious situation is often related to a recent change in their social conditions (half of them could afford to buy the items they just received a year ago).
- **Help they receive:** A clear focus on food and hygienic products! In this context it must be noted that not all the partner organizations offer every product listed in the questionnaire, the results therefore are also clearly related to their respective offer and the chosen sample. The products are required (and supplied to) on a weekly basis, many of them even come several times a week. 76% of the end beneficiaries also indicate that other household members profit from the help they just received, this can be interpreted as an indicator for a precarious situation of the whole household rather than only the end beneficiary (despite their housing situation and the fact that every third end beneficiary has an income). The assumption of a highly precarious situation is supported by the fact that 67% benefit from multiple allocations. Besides the free products payed with the money from the EU, all partner organizations offer other products which have been collected at the supermarkets or which have been bought by the organizations. End beneficiaries may not always clearly distinguish between FEAD products and other products.
- **Our conclusions:** The distribution model as applied in Luxembourg works! Even those who rapidly fell into a precarious situation are being helped accordingly. The fact that 85% of the respondents indicate a positive impact of the assistance received should be interpreted as a key indicator in this context, the few problems they encountered are often related to administrative barriers.

If we were asked to give a recommendation we would suggest extending the advice/support offer (in collaboration with the partner organizations who are often depending on the skills and abilities of their volunteers), recipients evaluate the received advice as very helpful/useful.

Structured Survey Report

For each question below, please indicate number of responses given by the end recipients for each predefined response box.

Sections under category "other" where large number of responses are provided should be specified. Number of remaining responses reported under section "other" without specification should be marginal as not to affect interpretation of the results.

A. Questions on the scope of assistance provided to end recipients by the partner organisation¹

A1. What type of FEAD assistance is distributed to end recipients and how often is it distributed?				
	Daily	Weekly	Monthly	Other (specify)
Food packages ²	1			2: twice a week 2: depending on the needs of the end recipients
Meals				2: several times a week
Goods distributed to children	1			2: several times a week
Goods distributed to the homeless				1: twice a week
Other (to be specified)	1: depending on the collected items from other organizations			1: twice a week

A2. What are the types of accompanying measures offered to end recipients when they receive FEAD assistance?	
Advice on food preparation and storage, cooking workshops, educational activities to promote healthy nutrition, or advice on how to reduce food waste	3
Personal cleanliness advice	2

¹ Questions concern assistance provided at distribution point where interviews take place.

² The definition of what is to be understood as a food package can be provided at the level of the partner organisation/operation/managing authority. Packages do not need to be standardised in size or content.

Redirection to competent services (e.g. social/administrative)	4
Individual coaching and workshops	1
Psychological and therapeutic support	0
Advice on managing a household budget	0
Other (to be specified)	<i>3: leisure activities, specific courses and workshops</i>
Other	not applicable
None	1

A3. Does the partner organisation also provide material assistance to end recipients that is not co-financed by the FEAD?	
Yes	No
4	1

A3a. If yes, which kind of assistance does the partner organisation provide beyond the FEAD?	
Food packages	4
Meals	2
Goods distributed to children	3
Goods distributed to the homeless	1
Other goods [specify main types if relevant]	<i>3: animal products, general non-food products, hygiene products</i>
Other	not applicable

B. Questions for the end recipient

B1. Are you male or female?	
Male	Female
183	296

B2. Could you please tell me how old you are?						
15 or less	16-24	25-49	50-64	65 or above	Does not wish to answer	Does not know or does not understand the question
1	23	297	141	17	0	0

B3. Could you please tell me whether you are a single parent?			
Yes	No	Does not wish to answer	Does not know or does not understand the question
162	317	0	0

B4. Could you please tell me what type of assistance you received just now (or you will receive now)?				
	Yes	No	Does not wish to answer	Does not know or does not understand the question
Food packages	450	29	0	0
Meals	133	346	0	0
Layette(baby essentials)	47	432	0	0
School bags	30	449	0	0
Stationery, exercise books, pens, painting equipment and other equipment required in school (non-clothes)	45	434	0	0
Sports equipment (sport shoes, leotard, swimsuit, etc.)	40	436	0	3
Clothes (winter coat, footwear, school uniform, etc.)	106	372	0	1
Sleeping bags/blankets	23	455	0	1

Kitchen equipment (pots, pans, cutlery, etc.)	51	426	1	1
Household linen (towels, bedclothes)	59	419	0	1
Hygiene articles (first aid kit, soap, toothbrush, disposable razor, etc.)	387	92	0	0
Other categories of goods [Text box to be filled in]	33	439	0	7
Other	not applicable	not applicable	not applicable	not applicable

B5. Could you please tell me who is receiving this assistance?			
Yourself	Other people in your household	Does not wish to answer	Does not know or does not understand the question
461	363	1	0

B6. Could you please tell me whether other people will also benefit from this assistance? And if so, could you say how many (not including yourself), and what is their age and their gender?		
	Male	Female
5 or less	80	58
6-15	137	114
16-24	89	86
25-49	110	78
50-64	34	23
65 or above	4	6
Does not wish to answer	0	0
Does not know or does not understand the question	0	0

B7. Could you please tell me whether this is the first time that you have come to get this assistance?			
Yes	No	Does not wish to answer	Does not know or does not understand the question
28	451	0	0

B8. Could you please tell me how often you come to get this assistance?					
Daily	Weekly	Monthly	Other	Does not wish to answer	Does not know or does not understand the question
10	297	28	113	0	3

B9. Do you know when you will need the same assistance again?					
Tomorrow	Within next week	Within next month	Other	Does not wish to answer	Does not know or does not understand the question
18	319	79	34	1	28

B10. Could you please tell me whether you faced any difficulties in getting this assistance?			
Yes	No	Does not wish to answer	Does not know or does not understand the question
90	374	0	15

B10a. If yes, please tell me which kind of difficulties you faced?	
Need to get some papers from some national, regional or local office	40
Need to travel a long distance	12
Psychological hurdles	23
Other (to be specified) [Text box to be filled in]	20
Other	not applicable
Does not wish to answer	1

Does not know or does not understand the question	1
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B11. Could you tell me whether the assistance provided by the FEAD has made a difference to you or to the members of your household?				
Yes	Partially	No	Does not wish to answer	Does not know or does not understand the question
406	36	31	0	6

B11a. If 'No' or 'Partially', could you please tell me why?	
Insufficient quantity of food/goods	21
Insufficient frequency of food/goods distribution	4
Insufficient quality of food/goods	3
Other type of assistance required (to be specified) [Text box to be filled in]	22
Other	<i>not applicable</i>
Does not wish to answer	2
Does not know or does not understand the question	23

B12. A year ago, could you or your household afford to purchase the food/goods you just received?			
Yes	No	Does not wish to answer	Does not know or does not understand the question
248	213	2	16

B13. Could you please tell me whether you and/or other members of your household are receiving assistance from other organisations?			
Yes	No	Does not wish to answer	Does not know or does not understand the question
24	446	0	9

B13a. If yes, could you please tell me what type of assistance you receive from other organisations?			
	Yes	Does not wish to answer	Does not know or does not understand the question
Food packages	8	16	0
Meals	4	20	0
Layette (baby essentials)	1	23	0
School bags	2	22	0
Stationery, exercise books, pens, painting equipment and other equipment required in school (non-clothes);	1	23	0
Sports equipment (sport shoes, leotard, swimsuit, etc.)	1	23	0
Clothes (winter coat, footwear, school uniform, etc.)	3	21	0
Sleeping bags/blankets	1	23	0
Kitchen equipment (pots, pans, cutlery, etc.)	2	22	0
Household linen (towels, bedclothes)	3	21	0
Hygiene articles (first aid kit, soap, toothbrush, disposable razor, etc.)	2	22	0
Other [Text box to be filled in]	16	8	0
Other	not applicable	not applicable	not applicable

B14. If you have received (now or in the past) advice or guidance through this organisation, please could you tell me what it was about?	
Advice on food preparation and storage, cooking workshops, educational activities to promote healthy nutrition, or advice on how to reduce food waste	34
Personal cleanliness advice	4
Redirection to competent services (e.g. social/administrative)	35
Individual coaching and workshops	26

Psychological and therapeutic support	40
Advice on managing a household budget	14
Other (to be specified) [Text box to be filled in]	19
Other	not applicable
Does not wish to answer	1
Does not know or does not understand the question	16

B15. Could you please tell me whether you found this advice or guidance useful or not?

Very useful	Somewhat useful	Not very useful	Not useful at all	Does not wish to answer	Does not know or does not understand the question
115	15	2	1	1	2

B16. Could you please tell me whether you have any income from work?

Yes	No	Does not wish to answer	Does not know or does not understand the question
167	312	0	0

B17. Could you please tell me whether you get any other income or benefits?

Yes	No	Does not wish to answer	Does not know or does not understand the question
321	157	0	1

B18. Could you please tell me whether any members of your household have any income from work?

Yes	No	Does not wish to answer	Does not know or does not understand the question
135	342	0	2

B19. Could you please tell me whether any members of your household get any other income or benefit?

Yes	No	Does not wish to answer	Does not know or does not understand the question
98	376	0	5

B20. Could you please tell me whether you have the nationality of this country?

Yes	No	Does not wish to answer	Does not know or does not understand the question
138	340	0	1

B21. If no, could you please tell me whether you have the nationality of another EU country?

Yes	No	Does not wish to answer	Does not know or does not understand the question
234	106	0	0

B22. Could you please tell me if you are an asylum seeker or a refugee?

Yes	No	Does not wish to answer	Does not know or does not understand the question
35	305	0	4

B23. Could you please tell me whether you have a place to live?

Yes	No	Does not wish to answer	Does not know or does not understand the question
460	48	0	4

B23a. If you do have a place to live, could you please tell me what type of place this is?	
Owned or rented dwelling or house, either alone or with the family	432
Shared dwelling with friends and other people	4
Institutional long-term home (home for elderly, single mothers, asylum seekers)	7
Sheltered housing	2
Ruined house or slum	1
Mobile home/caravan	0
Refugee camp	1
Other (to be specified) [Text to be filled in]	9
Other	<i>not applicable</i>
Does not wish to answer	1
Does not know or does not understand the question	3

B24

Other questions introduced by the MA (if applicable)

Question [Text to be filled in]	
Response 1 [Text to be filled in]	<i>not applicable</i>
Response 2 [Text to be filled in]	<i>not applicable</i>