Mapping Paper

Summary overview of types and characteristics of institutions and community-based services for persons with disabilities available across the EU

**Country: Italy**

**2014 and 2015**

**FRANET contractor: COSPE - Cooperazione per lo Sviluppo dei Paesi Emergenti and Giacomo Brodolini Foundation**

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| DISCLAIMER: This document was commissioned under contract as background material for a comparative analysis by the European Union Agency for Fundamental Rights (FRA) for the project ‘[The right to independent living of persons with disabilities](http://fra.europa.eu/en/project/2014/rights-persons-disabilities-right-independent-living)’. The information and views contained in the document do not necessarily reflect the views or the official position of the FRA. The document is made publicly available for transparency and information purposes only and does not constitute legal advice or legal opinion. |

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| FRA asked its research network FRANET to collect information on types of institutional and community based services for persons with disabilities available in each EU Member State. The data collection focused on the main features of the service types (the type of the structure, the provider and funder of support) and the population provided for (age group, type of impairment, level of support provided). In addition, the data collection on institutional services included information on typical size, length of admissions, and length of time that institutions/services of that type have been operating. The data collection on community-based services included information on availability of the type of CBS in the country, eligibility and user control over the support provided).More information is available in FRA’s [Summary overview of types and characteristics of institutional and community-based services for persons with disabilities available across the EU](http://fra.europa.eu/en/project/2014/rights-persons-disabilities-right-independent-living). |

# Overview of institutional services for persons with disabilities (2014)

**Table 1: Typology of institutions[[1]](#footnote-1)**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| TYPE OF[[2]](#footnote-2) SERVICE | SIZE | AGE GROUP | TYPE OF IMPAIRMENT | LEVEL OF SUPPORT PROVIDED | TYPICAL PROVIDER | TYPICAL FUNDER | LENGTH OF ADMISSION | AGE OF INSTITUTION/ SERVICE |
| *Centro residenziale per disabili* -Residential structure for persons with disabilities (this structure provides residential services to persons with disabilities requiring particular social assistance services when home care is not possible) | 11-30 places | Adult (18-65 years) and children (14-18 years) | Mixed | 24-hour support provided | Voluntary/Not-for-profit  | Regional authority | Over 2 years (the length depends on the specific needs of the user; a specific needs assessment is required for each patient) | 5-10 years |
| *Strutture protette per disabili* -Sheltered housing for people with mental health problems (residential service) | 30 - 100 places | Children and adult | Mental health problem | 24-hour support provided | Private company | Regional authority | Over 2 years (the length depends on the specific needs of the user; a specific needs assessment is required for each patient) | Over 50 years |
| *Gruppo appartamento* - Small group home (residential service) | 6-10 places | Adult | Mixed | Support provided varies, depending on the resident’s needs | Voluntary/Not-for-profit | Regional authority | 6 months to 2 years (please note that the length depends on the specific needs of the user; a specific needs assessment is required for each patient. It follows that in some cases the length of admission could be unlimited) | 5-10 years |
| *Centri diurni per disabili* -Day care centres for People with Disabilities (semi-residential service) | 11-30 places | Children (on an exceptional basis) and adult (on average between 18-65 years) | Mixed | Daytime support provided; no night time staff  | Voluntary/Not-for-profit | Regional authority | Mixed lengths of admission (the length depends on the specific needs of the user; a specific needs assessment is required for each patient) | 5-10 years |
| *Convitto*-Boarding school (residential service) | Over 100 places | Children | Sensory disability – in some cases, children without disabilities may be admitted | 24-hour support provided | National | Regional and local authorities | 5-10 years | Over 50 years |
| *Scuola statale per disabili* -State School /Institute for persons with disabilities (semi-residential service) | 30-100 places | Children | Sensory disability - in many cases, children without disabilities are admitted | Daytime support provided; no night time staff | National | Regional and local authorities | Over 2years | Over 50 years |
| *Servizio psichiatrico di diagnosi e cura –* Psychiatric wards in general hospital (residential service; this structure may also offer a semi-residential service (day hospital service for people with mental health problems)) | 11-30 | Adult | Mental health problem | 24-hour support provided | Local authority | Regional and local authorities | Up to 6 months | 10-50 years |
| *Reparto di osservazione psichiatrica per detenuti–*Psychiatric wards in detention centres (residential service) | 11-30 | Adult | Mental health problem | 24-hour support provided  | National | National government | Up to 6 months | 5-10 years |
| *Residenze per anziani non autosufficienti*–Residential structures for non self-sufficient elderly people (residential service) | 30-100 | Elderly people (over 65 years) | Mixed | 24-hour support provided | Private and non-profit organizations | Regional and local authorities | Over 2 years | 10-50 years |
| *Centro diurno integrato per anziani* –Day care centres for elderly people (semi-residential service; in some cases, this service may be provided by the residential structures for non self-sufficient elderly people (see above) | 11-30 | Older people | Mental health problem | Daytime support provided; no night time staff | Private and non-profit organizations | Regional and local authorities | Over 2 years | 5-10 years |

**Table 2: data sources**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| TITLE/ REFERENCE | ORGANISATION COLLECTING DATA | YEAR OF DATA COLLECTION | PERIOD COVERED BY THE DATA[[3]](#footnote-3) | METHODOLODY FOR DATA COLLECTION | GEOGRAPHICAL SCOPE OF DATA COLLECTION | SERVICE SCOPE OF DATA COLLECTION |
| Please include: title of the survey, data set, study, report, administrative document etc, including full reference with URL if available | Name of organisation/ institution that collected the data.Type of organisation e.g. government ministry, local authority, national statistical office academia, NGO | Year when data was collected | Time period covered by the data/ report | Desk research, questionnaire, visits to institutions, design, sampling, administrative data | Local authority area, region, federal state, national | Services for people with mental health problems, services for people with intellectual disabilities, services for older people, services for children, large residential homes etc |
|  ‘Centri diurni e strutture residenziali’ [Day centres and residential structures], <http://sociale.regione.emilia-romagna.it/disabili/temi/assistenza/centri-diurni-e-strutture-residenziali>  | Emilia-Romagna Region (Regional Authority) | 2014 | N.A. | Administrative data | Region | Typologies of daytime and residential services for persons with disabilities |
| ‘Strutture di accoglienza’ [Service structures], [www.famiglia.regione.lombardia.it/cs/Satellite?c=Page&childpagename=DG\_Famiglia%2FDGLayout&cid=1213476625608&p=1213476625608&pagename=DG\_FAMWrapper](http://www.famiglia.regione.lombardia.it/cs/Satellite?c=Page&childpagename=DG_Famiglia%2FDGLayout&cid=1213476625608&p=1213476625608&pagename=DG_FAMWrapper)  | Lombardia Region (Regional authority) | 2014 | N.A. | Administrative data | Region | Typologies of structures for persons with disabilities |
| ‘Elenco dei servizi residenziali per i disabili Regione Piemonte’ [List of residential services for people with disabilities in Piedmont Region], [www.terzaeta.com/disabili-adulti/mappa-dei-servizi/mappa-regioni/indexPiemonte.asp](http://www.terzaeta.com/disabili-adulti/mappa-dei-servizi/mappa-regioni/indexPiemonte.asp) | La terza età (Journal) | 2014 | N.A. | Desk research | Region | Typologies of residential services for persons with disabilities |
| ‘Strutture’ [Structures], [www.regione.vda.it/servsociali/disabilita/strutture/default\_i.asp](http://www.regione.vda.it/servsociali/disabilita/strutture/default_i.asp)  | Valle d’Aosta Region (Regional authority) | 2014 | N.A. | Administrative data | Region | Typologies of structures available for persons with disabilities |
| ‘Il nomenclatore degli interventi e servizi sociali della Regione Toscana’ [List of social services provided in Tuscany Region], <http://allegati.po-net.prato.it/dl/20100524111248713/z-all-drt-580-2009.pdf> | Toscana Region (Regional authority) | 2009 (it is the year of adoption of the document) | 2009 | Administrative data | Region | General survey of social services provided at regional level |
| ‘Guida ai servizi per disabili’ [Guide on services for people with disabilities], [www.trentinosociale.it/index.php/Servizi-ai-cittadini/Guida-ai-servizi/per-destinatari/Disabili](http://www.trentinosociale.it/index.php/Servizi-ai-cittadini/Guida-ai-servizi/per-destinatari/Disabili)  | Provincia di Trento (Local authority which enjoys, according to the Italian Constitution, the same status of Italian Regions) | 2014 | N.A. | Administrative data | Province | Services provided to persons with disabilities |
| ‘Servizi per persone con disabilità ed invalidi civili’ [Services provided to persons with disabilities], [www.provincia.bz.it/politiche-sociali/disabili-invalidi/strutture.asp](http://www.provincia.bz.it/politiche-sociali/disabili-invalidi/strutture.asp)  | Provincia di Bolzano (Local authority which enjoys, according to the Italian Constitution, the same status of Italian Regions) | 2014 | N.A. | Administrative data | Province | Services provided to persons with disabilities |
| ‘Governo del sistema sociale e sanitario’ [Health and social governance], [www.regione.fvg.it/rafvg/cms/RAFVG/salute-sociale/governo-sistema-sociale-sanitario/](http://www.regione.fvg.it/rafvg/cms/RAFVG/salute-sociale/governo-sistema-sociale-sanitario/)  | Friuli Venezia Giulia Region (Regional authority) | 2014 | N.A. | Administrative data | Region | Services provided to persons with disabilities |
| ‘Osservatorio regionale delle politiche sociali’ [Regional Observatory of social policies], <http://orps.regione.marche.it>  | Marche Region (Regional authority) | 2014 | N.A. | Administrative data | Region | Services provided to persons with disabilities |
| ‘Disabilità’ [Disability], [www.socialelazio.it/prtl\_socialelazio/?vw=contenutiElenco&idarg=47](http://www.socialelazio.it/prtl_socialelazio/?vw=contenutiElenco&idarg=47)  | Lazio Region (Regional authority) | 2014 | N.A. | Administrative data | Region | Services provided to persons with disabilities |
| ‘Linee di indirizzo sull’assistenza residenziale, semiresidenziale per anziani, disabili e cittadini affetti da demenza ai sensi della L.R. 22 aprile 2003 N° 8’ [Guidelines on both residential and semi-residential assistance for elderly people, people with disabilities, and citizens with mental health problems according to Regional Law No 8 of 22 April 2003], [www.sito.regione.campania.it/burc/pdf04/burcsp02\_12\_04/del2006\_04alllineeguida.pdf](http://www.sito.regione.campania.it/burc/pdf04/burcsp02_12_04/del2006_04alllineeguida.pdf)  | Campania Region (Regional authority) | 2006 (it is the year of adoption of the document) | N.A. | Administrative data | Region | Guidelines on r residential and semi-residential structures for elderly persons and persons with disabilities |
| ‘Servizi per le persone disabili’ [Services for persons with disabilities], [www.sardegnasociale.it/index.php?xsl=342&s=37539&v=2&c=3062](http://www.sardegnasociale.it/index.php?xsl=342&s=37539&v=2&c=3062)  | Sardegna Region (Regional authority) | 2014 | N.A. | Administrative data | Region | Typologies of services offered to persons with disabilities |
| ‘I servizi di salute mentale’ [Mental health services], [www.salute.gov.it/portale/temi/p2\_6.jsp?lingua=italiano&id=168&area=salute%20mentale&menu=rete](http://www.salute.gov.it/portale/temi/p2_6.jsp?lingua=italiano&id=168&area=salute%20mentale&menu=rete)  | Ministry for Health | 2014 | N.A. | Administrative data | National | Typologies of services provided at national level for mental health problems |

# Overview of community-based services for persons with disabilities (2015)

In Italy Community-based care is not regulated by a unified national law but there are many overlapping regulations on health and social services (national and regional). As a consequence there is not a unique source of funding but various sources for funding that fit in the concept of community-based care: Health fund, fund social policies, provision for long-term care, recent allocations for independent living in the Non-Self-sufficiency Fund (*Fondo per le non autosufficienze*)[[4]](#footnote-4), which makes very hard to map the services, the corresponding regulations and resources for community-based care.

More properly, the Italian system of social services is regulated by the Law No. 328 of 8 November 2000 Framework law on the implementation of the integrated system of social interventions and services (*Legge n. 328 dell’ 8 novembre 2000, Legge quadro per la realizzazione del sistema integrato di interventi e servizisociali*)[[5]](#footnote-5).Moreover according to the constitutional reform law n.3 of 2001, art.3[[6]](#footnote-6), regions have the responsibility to regulate the social services. In Italy, therefore we have 20 different regulations on social services. Community-based care is also regulated by the National Health System. As already mentioned the National Health system is also organised on a regional basis so many regional different directives regulate the provision of Community-based care services.

For this reason it would be very complex to include for every type of services all legal sources.

We have also considered the opportunity to provide a table with the legal sources available for one region only. But the result would not be representative of the whole country given the wide differences among regions. Therefore we have included in the table the services that are more easily found in the majority of regions.

To complete the table interviews with experts in the field have been conducted[[7]](#footnote-7).

Since 2009[[8]](#footnote-8), the regions have begun to include in their regulations on social policies and health services the possibility to provide resources for Community-based care services.

**Table 3: community-based services for persons with disabilities**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **no Type of community-based service***Please provide the name of the type of service in the national language and a translation into English* *Please indicate if the types of services presented below are given a different name in your country*  | **Yes/ No***Please indicate if this type of service is available in your country*  | **Profile of the users*** *age (children, adults or older persons)*
* *type of disability (physical disability, intellectual disability, psycho-social disability, deaf or hard of hearing, blind)*
 | **Explanatory information***For each type of service, please provide a short description of:* * *the type and level (i.e. 24 hour, daytime, weekends, etc.) of support the service provides;*
* *location of the service (i.e. city, town, rural areas);*
* *who is eligible for the service*
* *who is typically the provider and funder of services (i.e. national government, local government, municipality, NGO, private company, etc.)?*
 | **Extent to which support is self-directed***For each type of service, please provide information about the extent to which users control the support provided. Can individuals using the service:** *recruit and manage staff providing support;*
* *determine the activities for which support is needed;*
* *determine how the budget for services and supports is used;*
* *choose types of equipment and adaptations to meet their needs?*
 | **If data are available, please specify number of services operating in the country and the number of users***Please provide a full reference for this data, including information about the period covered by the data.**Please indicate, if data is available, if there has been decrease / increase in the last five years*  |
| **The disability pension (pensione di invalidità)****Direct payments / personal budgets/individual budget** (cash payment enabling service users to employ personal assistants or freely choose using various service providers) | Yes  | Adults 18-65 age (with total inability to work and who are in financial need). All types of disabilities  | MonthlyAll national level Eligible criteria: People with disabilities with total inability to work and who are in financial need. Provider: INPS (national institute for social security)Funder: INPS (national institute for social security)  | Users totally control the support provided. There is no control on how budget is used. | n. of users: 1.223.951in 2013), 1.314.467 in 2012) [[9]](#footnote-9), 1.408.429 in 2011, 1.500.531 in 2010[[10]](#footnote-10) |
| **The accompanying allowance (indennità di accompagnamento)** **Direct payments / personal budgets/individual budget** (cash payment enabling service users to employ personal assistants or freely choose using various service providers) | Yes  | *children, adults and older persons*All types of disabilities | MonthlyAll national level Eligible criteria: total invalids who, for physical or mental illnesses, are in the inability to walk without the permanent aid of a companion or not being able to carry out daily tasks of life, requiring further assistance continues. Provider: INPS (national institute for social security)Funder: INPS (national institute for social security)  | Users totally control the support provided. There is no control on how budget is used. | Number of beneficiaries: 1.967.381 in 2013[[11]](#footnote-11)1.923.896 in 2012[[12]](#footnote-12)1.892.245 in 2011[[13]](#footnote-13)  |
| **Care allowance (assegno di cura)****Direct payments / personal budgets/individual budget** (cash payment enabling service users to employ personal assistants or freely choose using various service providers) | Yes  | *children, adults and older persons*All types of disabilities | MonthlyRegional level Eligible criteria: defined at regional level.Provider: municipalities Funder: National Funds for long term care.  | It depends on regional regulations.  | NA |
| **Regional care allowance** **(assegno di cura finanziati con fondi non autosufficienza regionali)****Direct payments / personal budgets/individual budget** (cash payment enabling service users to employ personal assistants or freely choose using various service providers) | Yes | *children, adults and older persons*All types of disabilities | MontlyRegional level Eligible criteria: defined at regional level.Provider: municipalitiesFunder: Regional Funds for long term care where they are available. | It depends on regional regulations. | NA |
| **Personal assistance**(typically purchased through earmarked cash allocations, the purpose of which is to pay for any assistance needed) | NO |  |  |  |  |
| **Housing communities****Comunità alloggio****Residential** (usually small scale residential services in the community – such as group homes, protected homes, family type arrangements, etc.) | Yes  | *children, adults and older persons*All types of disabilities | **24 hours****All national level** Eligible criteria: defined at national level Provider: local government / Third sectors **Funder: National health services, Municipalities, users.**  | It depends on regional regulations. | NA |
| **Domiciliary assistance****Assistenzadomiciliare SAD****In-home (home help, home care service)**(home help consists of assistance with household tasks, such as shopping, cleaning, cooking, etc. Home-care services include assistance with daily routine tasks such as getting up, dressing, bathing and washing or taking medicines) | Yes  | *children, adults and older persons*All types of disabilities | Some hours every week. No minimum or maximum hours per week is definedAll national level Eligible criteria: defined by municipalitiesProviders: municipalities /third sectors organisationsFunder: municipalities.  | It depends on regional regulations. | NA |
| **Centridiurni****Day care centres** (service provided during set periods of the day; includes support, meals and some aspects of personal care, as well as social and cultural activities) | Yes | *adults and older persons*All types of disabilities | Daily All national level, but with severe differences among geographical areas. Eligible criteria: defined by regional health services Providers: municipalities /third sectors organisationsFunder: regional health services  | It depends on regional regulations. | NA |
| **Supportoallefamiglie****Family support / Respite care**(provides supports to carers in their caring role and allows them to have a break, may be formal or informal, and may be provided in the home or out of the home) | Yes, but just in some regions and municipalities  | *children, adults and older persons*All types of disabilities | OccasionallyPresent just in some regions and municipalitiesEligible criteria: defined at regional /municipal level.Providers: municipalities /third sectors organisationsFunder: regions  | It depends on regional regulations. | NA |
| **Affido familiare****Foster care** (where children are placed in the domestic environment of a family that is not their own) | Yes  | *Children*All types of disabilities | All national level, but with severe regional and municipal differences. Eligible criteria: defined at regional level.Funder: regions | It depends on regional regulations. | NA |
| **Supporto informale****Informal support**(help provided by another person close to the user - family members, relatives and friends - without any official forms of support) | Yes  | *children, adults and older persons*All types of disabilities | No data  | It depends on regional regulations. |  |
| **Gruppi di mutuo auto aiuto****Peer support/counselling** (provided by non-professionals with the counsellor and the client having equal status, and sharing experience and assistance in gaining independence and self-confidence) | Yes  | *children, adults and older persons*All types of disabilities | Severe regional and municipal differences on this typology of service. All national level, but with severe regional and municipal differences. Eligible criteria: defined at regional level.Funder: regions | It depends on regional regulations. | NA |
| **Circoli di support (i.e. Alzheimer caffè)****Circles of support**(informal group of people close to the user to whom she/he can turn for support) | Yes  | *children, adults and older persons*All types of disabilities | This typology of services is not formally regulated, therefore no data are availablethe provider and funder of services are DPOs/third sectors organisations | NA | NA |
| **NA Italian translation****Be friending** (service provided by trained volunteers to help overcome isolation and enable full involvement in the community and social life) | Yes  | *children, adults and older persons*All types of disabilities | Services offered by voluntaries organsations, no data available. the provider and funder of services are DPOs/third sectors organisations | NA. | NA |

1. Please consider that nursing home and care home services are not provided in Italy. Psychiatric hospitals have been dismantled after the adoption of Law 180/1978 (Italian Official Journal No. 133 of 16 May 1978; <http://www.normattiva.it/atto/vediMenuHTML?atto.dataPubblicazioneGazzetta=1978-05-16&atto.codiceRedazionale=078U0180&currentSearch=ricerca_semplice>. Forensic psychiatric hospitals have been dismantled after the adoption of Law 9/2012 (Italian Official Journal No. 42 of 20 February 2012; <http://www.normattiva.it/atto/vediMenuHTML?atto.dataPubblicazioneGazzetta=2012-02-20&atto.codiceRedazionale=012G0026&currentSearch=ricerca_semplice>. All hyperlinks were accessed on 21 August 2014. [↑](#footnote-ref-1)
2. Art. 117 of the Italian Constitution (<http://www.quirinale.it/qrnw/statico/costituzione/pdf/costituzione_inglese.pdf>) includes health protection among the concurrent competences, in which the legislative power is vested on the regions, except for the determination of the fundamental principles, which are determined by the law of the state. Italy is divided into 20 regions, each with its own health care system, and, as a result, country-wide data on institutional services are difficult to obtain. There are indeed several regional solutions to meet the needs of people with disabilities. The typologies of institutions listed in Table 1 have been identified by carrying out a comparison between the different regional health care systems. All the sources listed in Table 2 have been used for defining the main features of each institution listed in Table 1. [↑](#footnote-ref-2)
3. Please note that the great majority of sources listed in Table 2 only mention the typologies (and the essential features) of services provided at regional level to both elderly people and people with disabilities. In other words, the sources do not cover a specific time period, limiting to show the state of the art in the region at stake, as of the date of their publication. [↑](#footnote-ref-3)
4. Italy, Law on long term care funds (*Legge 27 dicembre 2006, n. 296 Disposizioni per la formazione del bilancioannuale e pluriennaledelloStato -leggefinanziaria 2007*) ‘Dispositions for the annual and multiannual budget of the State-Financial law 2007 of 27 december 2006, No. 296 (article 1 paragraph 1264). The fund is expected to guarantee the basic levels care for people with disabilities. Available in Italian at: [www.indire.it/lucabas/lkmw\_file/obbligo\_istruzione/Legge296\_2006.pdf](http://www.indire.it/lucabas/lkmw_file/obbligo_istruzione/Legge296_2006.pdf) . [↑](#footnote-ref-4)
5. Italy, Law on Framework law concerning the implementation of an integrated system for social initiatives and services (Legge 8 novembre 2000, n. 328, Legge quadro per la realizzazione del sistema integrato di interventi e servizi sociali,) 8 November 2000, No 328. Available in Italian at: [www.parlamento.it/parlam/leggi/00328l.htm](http://www.parlamento.it/parlam/leggi/00328l.htm) . [↑](#footnote-ref-5)
6. Italy, Law on Constituonal refor (Modifiche al titolo V della parte seconda della Costituzione". pubblicata nella Gazzetta Ufficiale n. 248 del 24 ottobre 2001) Constitional Law 18 October 2001, n. 3. [www.parlamento.it/parlam/leggi/01003lc.htm](http://www.parlamento.it/parlam/leggi/01003lc.htm). [↑](#footnote-ref-6)
7. Information obtained from an interview with a representative of the Health Services Liguria Region held on 21 April 2015. Information obtained from a representative of Liguria Region on Social Policies on 23 April 2015. Interview with an expert in social and health services organisation (Professor at the University of Genua) interrviewed on 16 April 2015. [↑](#footnote-ref-7)
8. With the ratification of the UNRPD Convention. [↑](#footnote-ref-8)
9. ISTAT (2014) Anno 2013 Trattamenti pensionistici e beneficiari (Pensions and beneficiaries) [www.istat.it/it/archivio/141275](http://www.istat.it/it/archivio/141275) . [↑](#footnote-ref-9)
10. ISTAT (2014) Statistiche della previdenza e dell’assistenza sociale, I – I trattamenti pensionistici – anno 2011 (Security and Welfare Statistics, I - pension – 2011) [www.istat.it/it/files/2014/03/Statistiche-previdenza\_I.pdf](http://www.istat.it/it/files/2014/03/Statistiche-previdenza_I.pdf) . [↑](#footnote-ref-10)
11. INPS (2013) Bilancio Sociale, p.50. Available in Italian at: [www.inps.it/docallegati/DatiEBilanci/bilanciosocialeinps/Documents/BS2013\_Integrale.pdf](http://www.inps.it/docallegati/DatiEBilanci/bilanciosocialeinps/Documents/BS2013_Integrale.pdf) . [↑](#footnote-ref-11)
12. INPS (2012) Bilancio Sociale, p. 61. Available in Italian at: [www.inps.it/docallegati/News/Documents/BilancioSociale2012.pdf](http://www.inps.it/docallegati/News/Documents/BilancioSociale2012.pdf) . [↑](#footnote-ref-12)
13. INPS (2011) Bilancio Sociale, p. 97. Available in Italian at: [www.inps.it/docallegati/Mig/Doc/Bilanci/BilancioSociale2011/Bilancio\_Sociale%202011.pdf](http://www.inps.it/docallegati/Mig/Doc/Bilanci/BilancioSociale2011/Bilancio_Sociale%202011.pdf) . [↑](#footnote-ref-13)