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GUIDANCE NOTE

FEAD STRUCTURED SURVEY ON END RECIPIENTS OF OPI

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This document aims at providing guidance on the implementation of the structured survey on end recipients as defined by the Commission Implementing Regulation (EU) 2016/594, supplementing Regulation (EU) No 223/2014 of the European Parliament and of the Council on the Fund for European Aid to the Most Deprived laying down the template of the structured survey on end recipients.

It builds on the definitions provided in the FEAD Regulation (Regulation (EU) No 223/2014 of the European Parliament and the Council), Eurostat and on the guidance fiche "Monitoring under FEAD" ([link](#)).

DISCLAIMER: *This is a document prepared by the Commission services. On the basis of the applicable EU Law, it provides technical guidance to the attention of public authorities, practitioners, beneficiaries or potential beneficiaries, and other bodies involved in the monitoring, control or implementation of the FEAD policy on how to interpret and apply the EU rules in this area. The aim of this document is to provide Commission's services explanations and interpretations of the said rules in order to facilitate the implementation of operational programmes and to encourage good practice(s). However this guidance note is without prejudice to the interpretation of the Court of Justice and the General Court or evolving Commission decision making practice.*

Definitions provided by the FEAD regulation

Art. 2 (1) 'basic material assistance' means basic consumer goods of a limited value and for the personal use of the most deprived persons for example clothing, footwear, hygiene goods, school material and sleeping bags;

Art. 2 (2) 'most deprived persons' means natural persons, whether individuals, families, households or groups composed of such persons, whose need for assistance has been established according to the objective criteria set by the national competent authorities in consultation with relevant stakeholders, while avoiding conflicts of interest, or defined by the partner organisations and which are approved by those national competent authorities and which may include elements that allow the targeting of the most deprived persons in certain geographical areas;

Art. 2 (3) 'partner organisations' means public bodies and/or non- profit organisations that deliver food and/or basic material assistance, where applicable, combined with accompanying measures directly or through other partner organisations, or that undertake activities aiming directly at the social inclusion of the most deprived persons, and whose operations have been selected by the managing authority in accordance with point (b) of Article 32(3);

Art. 2 (5) 'food and/or basic material assistance operational programme' (also referred to as 'OP I') means an operational programme supporting the distribution of food and/or basic material assistance to the most deprived persons, combined where applicable with accompanying measures, aimed at alleviating the social exclusion of most deprived persons;

Art. 2 (10) 'end recipient' means the most deprived person or persons receiving support as defined in Article 4 of this Regulation;

Art. 2 (11) 'accompanying measures' means activities provided in addition to the distribution of food and/or basic material assistance with the aim of alleviating social exclusion and/or tackling social emergencies in a more empowering and sustainable way, for example guidance on a balanced diet and budget management advice.

Definitions provided by Directive 2011/95EU of the European Parliament and of the Council

A **refugee** means a third-country national who, owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, political opinion or membership of a particular social group, is outside the country of nationality and is unable or, owing to such fear, is unwilling to avail himself or herself of the protection of that country, or a stateless person, who, being outside of the country of former habitual residence for the same reasons as mentioned above, is unable or, owing to such fear, unwilling to return to it.

Definitions provided by EUROSTAT

A **household**, in the context of surveys on social conditions or income such as EU-SILC or the Household budget survey (HBS), is defined as a housekeeping unit or, operationally, as a social unit:

- having common arrangements;
- sharing household expenses or daily needs;
- in a shared common residence.

A household includes either one person living alone or a group of people, not necessarily related, living at the same address with common housekeeping, i.e. sharing at least one meal per day or sharing a living or sitting room.

An **asylum seeker** is an asylum applicant awaiting a decision on an application for international protection, granting or refusing a refugee status or another form of international protection.

Other explanation

In the absence of a single food package definition, a food package can also consist of food items.

1. Background

Following Article 17 (4) of the FEAD Regulation the managing authority of an OP I shall carry out a structured survey on end recipients in 2017 and 2022, in accordance with the template adopted by the Commission on 18 April 2016 by the Commission Implementing Regulation (EU) 2016/594.

This survey is targeted towards end recipients of FEAD assistance and aims at gaining insights into their socio-economic background, current and past situation and their views on FEAD assistance.

This survey will thus allow Managing Authorities to draw lessons on the implementation of FEAD assistance. It will also allow aggregating results at EU level, which can be used by the Commission in the context of the FEAD mid-term and ex post evaluations.

2. Selection of end-recipient for the structured survey and timing

The survey carried out by MA should seek to be as much representative as possible of the population of end recipients of the FEAD, while being proportionate.

To calculate a sample size the Commission is proposing to apply the following parameters: a confidence level of 95% and a confidence interval of 3%. Figures reported with an estimated maximum margin of error exceeding 3% and not exceeding 5 % are deemed less reliable, implying that with a view to ensuring the overall reliability of the monitoring and information system, improvements could be considered. Estimations with a margin of error exceeding 5 % are considered not sufficiently reliable.

An example of the sample size calculation is provided in Annex I. This example is based on a methodology for the statistical sampling for unknown populations. Alternative methods such as statistical sampling for known populations with similar parameters also may be used.

Non statistical sampling may be used in appropriately justified circumstances such as very low sampling population. In all cases sampling method chosen should be described when reporting the results of the survey (Annex II of this guidance note).

It is expected that the survey is carried out on the premises where food/goods are delivered and covers the various types of assistance provided in 2017 and 2022. It is not necessary to carry out surveys in all locations but the sample should cover various types of partner organisations and types of assistance being delivered.

The structured survey has to be carried out in 2017 and in 2022 respectively. However if the MS already implemented all interventions before 2022, the structured survey does not have to be carried out in 2022.

The MA is encouraged to plan the survey well in advance to obtain the required number of comprehensive responses, taking account of the planned distribution of assistance throughout the year. The effect of nonresponse or partial response should be offset by increasing the respective number of respondents receiving similar support.

However there is a risk of selection bias if this results in specific groups under- or over-represented in the survey. Therefore it is recommended that additional samples would have same or similar characteristic to those of non- or partially responding.

It is expected that the MA will provide a summary of the methodology applied together with the results of the survey to the Commission using template outlined in the Annex II.

3. The survey process

Article 17 (4) of the FEAD Regulation determines that the Managing Authority shall carry out the survey. This means that the MA is responsible for carrying out the survey but the survey may be carried out by staff of the MA, by external contractors or in cooperation with partner organisations (and, in this case, through their staff). The latter option might generate a better response rate, as end recipients are familiar with the staff of partner organisations, however it also carries a risk of influence on the end recipients' responses. Guidelines should thus be provided by the MA on the conduct of the survey. If survey is performed by the partner organizations, it should take in account the principle of proportionality having regard to the level of support allocated and the limited administrative capacity of organisations that often rely on volunteers.

It should be borne in mind that deprivation is a complex concept of a multi-dimensional nature and all evaluations and surveys should respect the privacy and dignity of end recipients and be carried out in such a way so as not to stigmatise the most deprived persons (see also recital 20 of the FEAD regulation). In case the end recipient is a child, the responses should be obtained from parent(s) or from an authorised representative. In case an authorised third party collects food/goods on behalf of an end recipient, this third party may fill the survey on behalf of the end recipient.

It is essential that interviewers are properly trained, and familiar with the functioning of the FEAD in the Member State. The survey may be completed on paper or electronically, and procedures should be in place that allow for checking the quality of the survey results and of the aggregation. The records of the individual interviews, which are anonymised may also be used for evaluation purposes by MS or the Commission.

4. Detailed guidance on the template

This section provides detailed guidance on the template for the FEAD structured survey as approved by the implementing regulation of Commission (EU) 2016/594.

Part A of the survey - Questions for Partner Organisation at the level of distribution point

In some MS, partner organisations have several distribution points. Therefore for the purpose of the survey, the distribution point is a place where the assistance is distributed to the end recipients.

If a distribution point is the same for several end-recipients, the response can be pre-filled by the partner organisation and/or interviewer.

Part B of the survey - Questions for FEAD end recipient

It is expected that the survey will be carried out through a face-to-face interview with the FEAD end-recipient. The interviewer will transcribe the oral responses of the end-recipient into the written survey form.

The survey can be also carried out as a questionnaire and filled directly by the end-recipient if the MA considers it as a relevant and reliable method for data gathering. One survey form should be used for each individual end-recipient.

In all cases, end recipients should first be informed of the purpose of the survey: e.g. *"This assistance has been funded by funds of the European Union. We would like to know from those that receive support, if this assistance is useful in order to improve it"*, and asking for collaboration. It should be explained that participation is voluntary, and underline that it is not a condition to get assistance. It should also be explained that the survey is anonymous and confidential and that data collected will be used solely for purposes of monitoring and evaluation of the FEAD. Also, that information on the personal situation will be asked solely to inform about the needs of the recipients.

The interviewers should in principle follow the order of the questions proposed. Providing more detailed guidance if these are of benefit to the survey is possible. Interviewers shall read out each question and wait for the response from the end recipients. Reporting of results of the survey must be done in accordance with the layout set in the Annex II of this guidance note.

To reduce the burden of data collection, if data and responses requested by the survey are already available from up-to-date, reliable and robust sources, or if the responses are obvious (e.g.: for B4 if only one type of support is provided), it is possible to reply to

these questions without asking the end recipients. The list of pre-filled questions and sources used should be provided together with the aggregated results of the survey.

Most answers can be recorded by the interviewer by ticking "✓" in the corresponding case. However, some require more detailed answers (usually when the response category requires it as for Question A1, A2, B10a, B11a, etc.). Multiple answers are allowed in most cases (e.g. question A1, A2, A3, B4, B5, B6, B10a, etc.).

In some instances, an end-recipient may still not understand the question. In such cases, the answer to record should be "Doesn't know or does not understand the question"

If the end recipient does not want to provide an answer, then the answer to record should be "Does not wish to answer".

The categories "Does not wish to answer" and "Doesn't know or does not understand the question" should not be read to the respondents. The interviewer will select them only if the respondent spontaneously says so. This is done to encourage respondents to answer most questions fully.

In some cases, it would be appropriate that an interviewer does not spell out categories of answers, and waits for a response to receive unbiased reply (e.g. question B10a, B11a, B13a, B23a, etc.)

Although the structured survey focuses on FEAD end-recipients, in some cases the responses might not be linked directly with FEAD assistance, for the purpose of assessing the level of deprivation (e.g. questions B13, B13a, B23a, etc.) or to characterise the target groups (e.g. questions B3, B16, B17, etc.)

For questions marked "other (to be specified)", the answers should be recorded in a way that allows subsequent aggregation of the most reoccurring categories.

5. Data protection

National data protection rules implementing Directive 95/46/EC on the protection of individuals with regard to the processing of personal data and on the free movement of such data shall apply to the processing of survey data.

The data collected, entered and stored shall be processed solely for management, evaluation and audit purposes. The Commission does not require nor receive the micro data but only aggregated data sets of FEAD survey. It may however ask to have access to this microdata, when carrying out evaluations.

The Member State/managing authority shall ensure the physical protection of confidential data by regulatory, administrative, technical and organisational measures (statistical disclosure control). These measures should however not limit the use of the

data for the purposes set out in the Regulations and this guidance. Member States should take appropriate measures to prevent and sanction any violation of statistical confidentiality.

6. Data aggregation and transmission to the Commission

The MA is responsible for data collection, validation, aggregation and reporting to the Commission. The data from the survey should be aggregated at the OP level in the format provided in Annex II.

To have a meaningful aggregated data, any selected recipient who decides not to respond should be replaced by another one with the same characteristics – type of assistance received, type of target group, period of collection of assistance,

In the context of shared management of the FEAD and in view of the FEAD mid-term and ex post evaluations, this aggregated data should be made available to the Commission, and uploaded in SFC2014 during the first quarter of 2018 and the first quarter of 2023 respectively (using the menu "evaluation") together with a summary of the methodology applied to carry out the survey. In addition a short summary of the structured survey shall be reported also in Annual Implementation Report submitted by the end of June 2018 and June 2023 respectively.

Annex I Example of sample size calculation

Annex II Reporting of results

FEAD Structured survey of end recipients

Guidance note

Annex I Calculation of the sample size for unknown population

Where the population is unknown, the sample size can be derived by computing the minimum sample size required for accuracy in estimating proportions by considering the standard normal deviation set at specific confidence level, percentage picking a choice or response and the confidence interval (margin of error).

The following formula can be used for the sample size calculation:

$$n = \frac{Z^2 \times P \times (1 - P)}{s^2}$$

where :

n = sample size;

Z values represent standard normal deviation set at specific confidence level (e.g. 1.96 for 95% confidence level);

P is percentage picking a choice. If **P** is unknown (for example, before research is done) the maximal possible value of $(P \times (1-P))$ should be used in the formula = $0.5 \times 0.5 = 0.25$;

s = margin of error (it is the positive and negative deviation you allow on your survey results for the sample).

For the FEAD structured survey, we are proposing to apply the following parameters: a confidence level of 95% and a confidence interval of 3% and percentage picking a choice 0.25.

When using these parameters, the sample size is 1.068 units.

FEAD Structured survey of end recipients of OP I

Guidance note

Annex II Reporting of aggregated 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.

Country: [country]
Period when the structured survey was carried out: [MM/YYYY-MM/YYYY]
Sample size and method used for a calculation of the sample: [please, provide the number of end recipients sampled, describe the methodology used for calculating the sample size and explain how non responses and incomplete answers were dealt with]
Name of the partner organization and number of surveys carried out: 1. [name of partner organisation] – [number of surveys] 2. [name of partner organisation] – [number of surveys] 3. [name of partner organisation] – [number of surveys] * * x. [name of partner organisation] – [number of surveys] TOTAL number of survey forms aggregated:
Description of the structured survey process and selection of end recipients: [who carried out the survey – external/internal, how the end recipients have been selected; in case when some questions were prefilled, please provide list and a sources of evidence instead; in cases when some questions were not asked, please provide list and justification; the MA should also describe difficulties and lessons learned on the survey process]
Main results and conclusions: [The results and conclusion can be structured in following subsections: <ul style="list-style-type: none">• Results and conclusions of the survey at the level of partner organisations;• Profile and characteristics of end recipients;• Assessment of the interventions by category of assistance (food/material/accompanying measures) and by target group• Improvement areas identified by the survey and how they are intended to be addresses• Overall conclusion....]

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
Food packages ²				(specify)
Meals				(specify)
Goods distributed to children				(specify)
Goods distributed to the homeless				(specify)
Other (to be specified)	[specify type]	[specify type]	[specify type]	[specify type and period]

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	
Personal cleanliness advice	
Redirection to competent services (e.g. social/administrative)	
Individual coaching and workshops	
Psychological and therapeutic support	
Advice on managing a household budget	
Other (to be specified)	[Text box to be filled in]
None	

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.

A3. Does the partner organisation also provide material assistance to end recipients that is not co-financed by the FEAD?

Yes	No

A3a. If yes, which kind of assistance does the partner organisation provide beyond the FEAD?

Food packages	
Meals	
Goods distributed to children	
Goods distributed to the homeless	
Other goods	[specify type]

B. Questions for the end recipient

B1. Are you male or female?	
Male	Female

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

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

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				
Meals				
Layette (baby essentials)				
School bags				
Stationery, exercise books, pens, painting equipment and other equipment required in school (non-clothes)				
Sports equipment (sport shoes, leotard, swimsuit, etc.)				
Clothes (winter coat, footwear, school uniform, etc.)				
Sleeping bags/blankets				

Kitchen equipment (pots, pans, cutlery, etc.)				
Household linen (towels, bedclothes)				
Hygiene articles (first aid kit, soap, toothbrush, disposable razor, etc.)				
Other categories of goods	[Text box to be filled in]			

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

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		
6-15		
16-24		
25-49		
50-64		
65 or above		
Does not wish to answer		
Does not know or does not understand the question		

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

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

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

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

B10a. If yes, please tell me which kind of difficulties you faced?

Need to get some papers from some national, regional or local office	
Need to travel a long distance	
Psychological hurdles	
Other (to be specified)	[Text box to be filled in]
Does not wish to answer	
Does not know or does not understand the question	

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

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

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

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

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			
Meals			
Layette (baby essentials)			
School bags			
Stationery, exercise books, pens, painting equipment and other equipment required in school (non-clothes);			
Sports equipment (sport shoes, leotard, swimsuit, etc.)			

Clothes (winter coat, footwear, school uniform, etc.)			
Sleeping bags/blankets			
Kitchen equipment (pots, pans, cutlery, etc.)			
Household linen (towels, bedclothes)			
Hygiene articles (first aid kit, soap, toothbrush, disposable razor, etc.)			
Other	[Text box to be filled in]		

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	
Personal cleanliness advice	
Redirection to competent services (e.g. social/administrative)	
Individual coaching and workshops	
Psychological and therapeutic support	
Advice on managing a household budget	
Other (to be specified)	[Text box to be filled in]
Does not wish to answer	
Does not know or does not understand the question	

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

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

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

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

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

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

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

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

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

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	
Shared dwelling with friends and other people	
Institutional long-term home (home for elderly, single mothers, asylum seekers)	
Sheltered housing	
Ruined house or slum	
Mobile home/caravan	
Refugee camp	
Other (to be specified)	[Text box to be filled in]
Does not wish to answer	
Does not know or does not understand the question	