

Economic and humanitarian crisis in urban neighbourhoods*

Myrto Penessi, Archaeologist

Senior Investigator at the Greek Ombudsman

Daphne Philippaki, Attorney at Law,

Senior Investigator at the Greek Ombudsman

Konstantinos Sgagias, Attorney at Law,

Senior Investigator at the Greek Ombudsman

Metaxia Martsoukou, Attorney at Law,

Senior Investigator at the Greek Ombudsman

Vasiliki Trianti, Archaeologist,

Deputy Ombudsman's Office, Quality of Life Department

John Sayas, Associate Professor NTUA, Deputy Ombudsman

isayas@mail.ntua.gr

SUMMARY

The Greek Ombudsman investigated in 2015 social exclusion and multiple deprivation problems which have arisen due to the economic and humanitarian crisis in Greece. The case study areas were hot-spots of multiple deprivation in Athens. The main issues investigated included quality of life problems and in particular housing conditions, housing loss, access to public spaces and services as well as availability of information regarding social policies aimed at vulnerable groups.

The aim of the project was to examine the impact of urban and social planning policy and measures in ameliorating the social exclusion of vulnerable groups. More specifically, the aim of the research was the identification of the area – based social exclusion/ segregation problems and the role of existing social support networks (local authority and other local initiatives). A special emphasis was placed on the role of mediation by the Ombudsman and of NGOs. The survey included collection of complaints to the Ombudsman as well specially designed questionnaires.

The presentation will focus on the results of the spatial analysis of the survey and a comparison to the data of total Ombudsman complaints in those areas.

* This article is based on the field research launched by the senior investigators of Greek Ombudsman (GO) and analyzes its results concerning matters of quality of life. This research under the title "Economic and humanitarian crisis in urban neighbourhoods" is presented in the GO site [http://www.synigoros.gr/resources/160121-
apotelesmata.pdf](http://www.synigoros.gr/resources/160121-
apotelesmata.pdf)