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+RESPECT

Increasing
Roma Peoples' Participation
and Citizenship Rights:
Campaign and Tools

Combating Anti-Roma Discrimination

Knowledge and Policies



Consorzio per la
Ricerca e la
Formazione

Combating Anti-Roma Discrimination

Knowledge and Policies

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+Respect

Increasing Roma Peoples' Participation and Citizenship rights: Campaign and Tools
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Contents

Preface	7
Presentation	9
Presentazione	11
O Angluno Lav	13
Presentación	15
Prezentare	17
Présentation	19
Foreword	21
Introduction	25
Data Collection and measuring discrimination	31
Gathering data on ethnicity and discrimination measures	31
Observations on the experience of gathering data	35
<i>Profiles of the key experiences of data collection by regional partners</i>	<i>37</i>
Recommendations	43
Good Practices. What can we learn from them?	49
<i>Anti-discrimination initiatives in favour of the Roma peoples</i>	<i>54</i>
References	75
Annex	77

Preface

On 9 September 2010, the European Parliament adopted an important resolution expressing concern about the increasing frequency of episodes of discrimination against the Roma peoples and deploring the mass expulsions that have been carried out by some of the Member States. The lack of progress made in improving the Roma's living conditions, a resurgence in the number of episodes of discrimination on ethnic grounds within the European Union and Roma peoples' low level of participation in the democratic processes of the Member States in which they live and of which they are citizens, represent a growing cause for concern also for the European Commission. As a result, the Commission is intensifying its efforts to combat these problems, paying particular attention to the issue of racial discrimination that puts the pathway to integration at risk.

The research carried out by COSES as part of the +Respect project, co-financed by the European Commission's Fundamental Rights and Citizenship Programme - of which Cittalia is the Lead Partner – represents a valuable contribution to the current European debate. In virtue of this research, institutions (local, national and European), experts in the sector and those operating within Roma communities are now supplied with the analytic instruments necessary for creating more effective initiatives, strategies and policies to oppose xenophobia and improve the living conditions of Roma peoples in the EU, to help the Roma exercise their rights as citizens and increase their level of participation in the civic and democratic life in the Member States to which they belong.

The research study, to which other partners in the +Respect also contributed, in a lively exchange of information in which qualitative aspects predominated, is extremely valid in that it gives methodological recognition to data currently available on the topic on the one hand, and on the other, it reports on good practices and formulates recommendations for experts and policy makers to stimulate the development of actions to fight discrimination against Roma peoples. In a frame of reference that is often uncertain and characterised by a widespread lack of data, the research conducted by COSES does not represent a point of arrival, but rather the starting point for a much wider cognitive and proactive

approach towards which the +Respect partners intend to continue their co-operation and involvement.

Finally, the work carried out by COSES prompts reflection on the role local actors play in relation to the subject in question: combating racism and discrimination against Roma peoples in order to foster greater access to and exercise of rights and citizenship, is a responsibility that lies first of all with the local stakeholders, both institutional and non-institutional. This is demonstrated very clearly by the good practices reported in the study that highlight how the fight against racism and the support to exercise citizens' rights can only be achieved if they begin at a local level.

With many thanks to COSES for the invaluable contribution made to the project, we sincerely hope you will find much of interest to read in this report.

Pierciro Galeone
General Secretary
Cittalia – ANCI Research Foundation

Presentation

There are 10 partners actively involved in the +Respect project as well as the Italian Lead Partner Cittalia (Italy). Spanning a wide geographical area the regional partners are represented by the Extremadura Region and the Municipality of Puerto Lumbreras in Spain and the Veneto and Puglia regions in Italy. Other participants in the project include ERIO (European Roma Association Office, Belgium), RomSinti@politica (Italy) and Sucar Drom (Italy), organisations that work specifically to represent the interests of the Roma peoples. Another partner, the ENTP (European New Towns Platform) has a more general function, representing and supporting new towns and suburban centres, while the FDP (Foundation for People Development, Romania) concerns itself with social issues and is a member of ESAN (European Social Action Network). The remaining partner is COSES (Italy), a research institute whose work also comprehends studies on the Roma peoples.

The +Respect project is one of a series of actions aimed at giving the Roma increased citizenship rights and fuller participation in society. It is hoped to achieve enhanced integration and greater respect of citizenship rights (particularly with regards to equal opportunities), by promoting social inclusion policies and fighting discrimination.

The Roma presence in Europe signifies that the Member States should strive to encourage Roma social inclusion and foster peaceful co-habitation within the wider community. On a pan-European level, comparative studies can tell us more about the different situations within individual countries and the policies adopted by their governments to deal with these situations. However, it is only by observing what is happening at a local level that we can understand better the problems concerning co-habitation between the communities. It is therefore crucial to have a clear picture of what is happening at a local level in order to programme effective policies against discrimination and to promote social inclusion. As a result, the project has been developed to observe and take into account the specific set of circumstances and situations to be found in different local contexts and the diverse difficulties experienced with regards to co-habitation.

The first phase of the project involves analysing what data is currently available with regards to the Roma peoples in order to understand the kind of research that has been carried out so far, or to determine what research instruments need to be put in place to study and monitor the conditions in which the Roma peoples live and the kinds of discrimination they are subject to. This preliminary phase before the project becomes fully operational, includes identifying a set of good practices already in place at European level directed at combating ethnic discrimination.

Our studies confirm that it is necessary to obtain and gather data in a systematic way, using research methodologies that can be shared between the individual EU Member States. Preparatory to this, there is also the all-important question of gathering information with regards to ethnic belonging. Collecting data on ethnic belonging, as the 10 recommendations set out in our document explain more clearly, principally entails revising and improving research methodology to obtain information, a commitment on the part of national governments and local authorities to put in place strategies and measures that encourage the Roma peoples to give rather than omit information about their ethnic origins and the participation of experts of Roma identity in planning appropriate research instruments to monitor discrimination.

The examples of good practice that have been identified can be used to fight discrimination in completely different local contexts from the ones they were originally designed for. One of the most innovative elements that has emerged from these examples is the importance of giving greater visibility to the Roma culture, which can help break down prejudices and stereotypes. Mixed participation in cultural initiatives and events by both Roma and non-Roma peoples and projects that focus on the importance of the Roma's ancient crafts, relevant even today in terms of sustainable development, are all elements that can lead to a greater understanding of the Roma and promote social inclusion of this ethnic minority in our society.

Presentazione

Il progetto +Respect coinvolge, oltre al Lead partner (Cittalia, Italia), altri 10 partner. Con significato geografico possiamo parlare di regioni partner per Extremadura Region e Puerto Lumbreras municipalità in Spagna, regione Veneto e regione Puglia in Italia. Il partenariato si completa con la presenza di organismi che si occupano delle popolazioni rom come attività caratteristica, è questo il caso di ERIO (European Roma Association Office, Belgio), RomSinti@politica (Italia) e Sucar Drom (Italia), altri partner che svolgono compiti più generali, ENTP (European New Towns Platform, rete di Paesi europei) o operano nel sociale, FDP (Foundation for people development (Romania) e, infine, istituti di ricerca che realizzano tra i loro studi analisi sulle popolazioni rom, è il caso del COSES (Italia).

Il progetto +Respect si inserisce nel filone delle azioni volte ad accrescere i diritti di cittadinanza e la partecipazione dei rom nelle nostre società. L'allargamento della partecipazione e il rispetto dei diritti di cittadinanza (diritti innanzitutto di pari opportunità) passano per la promozione di politiche per l'inclusione sociale e la lotta ai comportamenti discriminanti.

La presenza dei rom in Europa pone a tutti i Paesi l'obiettivo del miglioramento della loro inclusione e della convivenza con la società maggioritaria. Sul piano Europeo è il livello nazionale a cui si guarda per un'analisi e comparazione delle situazioni e politiche tra Paesi, ma è a livello locale che si possono meglio osservare i problemi di convivenza tra le comunità. La dimensione territoriale locale acquisisce così un'importanza cruciale nella programmazione degli interventi, delle politiche contro la discriminazione e per l'inclusione sociale. Per questi motivi nel progetto e nel suo sviluppo viene data molta rilevanza alla dimensione territoriale dei fenomeni osservati.

Il primo passo per la realizzazione del progetto è costituito da un fase di studio e analisi sulla disponibilità dei dati relativi alle popolazioni rom al fine di capire quali sono gli strumenti messi in atto o che sarebbe opportuno attivare per indagare e monitorare le

condizioni vissute dai rom e le discriminazioni operate nei loro confronti. Questa fase preliminare alle attività più operative del progetto, include una selezione di buone pratiche individuate a livello europeo e dirette a combattere la discriminazione verso la minoranza etnica.

La necessità di rilevare dati in modo sistematico e con metodologie condivise tra i singoli Stati membri dell'Unione Europea viene confermata dallo studio qui condotto. Propedeutica si pone la questione dell'importanza di acquisire l'informazione sull'appartenenza etnica nelle raccolte dati. Tener conto nelle rilevazioni del dato di appartenenza etnica, come meglio specificano le 10 raccomandazioni stese in questo documento, comporta principalmente una revisione delle principali metodologie di rilevazione, un impegno da parte dei governi nazionali e locali per la messa in atto di mezzi e strategie che incentivino le popolazioni rom a non omettere l'informazione nelle dichiarazioni e una partecipazione di esperti di etnia rom alla progettazione di strumenti idonei al monitoraggio della discriminazione.

Le buone pratiche selezionate, che possono costituire esempi di interventi contro la discriminazione da attuare in contesti territoriali diversi da quelli in cui sono state realizzate, indicano nei loro versanti più innovativi l'importanza della valorizzazione della cultura rom come elemento che può facilitare l'abbattimento dei pregiudizi e degli stereotipi. La partecipazione mista, popolazioni rom e non rom, ad iniziative di promozione culturale in senso stretto e la realizzazioni di progetti incentrati sulla rivalutazione di antichi mestieri, utili in un processo di sviluppo eco-sostenibile e appartenenti da sempre alle comunità dei rom, sono elementi da cui apprendere per favorire l'inclusione sociale della minoranza etnica nei nostri Paesi.

O Angluno Lav

Andre o projecto +Respect a len kotor 10 organizacia taj o serutno associatia: Cittalia, Italia. Asi regionalno organizacia i Extremadura taj Puerto Lumberas ande Spagna, o Veneto taj i Puglia ande Italia. Maskaral e organizacia a len kotor professionalno associatia te keren buci pe roma sar ERIO (European Roma Association Office, Belgio), RomSinti@politica associatia taj Sucar Drom katar Italia. A cen vaver organizatia te keren generalno buci: ENTP (European New Towns Platform, vaver ta keren socialno buci: FDP (Foundation for people development (Romania) taj insituzia te keren rodipen opral Romà: COSES ande Italia.

O +Respect projecto a kerel maj baro e partecipazia katar e Roma ande gagikane themeske. Te keren mai baro e partecipazia taj o respecto aven palar lila te keren promozia taj ketanipè ta na discriminazia opre roma.

E Roma a cen ande sasti Europa ta ma given tekane ke gagè, ande Europa, a si o nazionale nivel ta a phenel sar a cen e roma ande Europa, ta sar a cen tekane ke gage, O thanesqo nivelo asi o jecto taj phenel sar a cen le roma taj del vaxt taj zor ta keren lachè maj fedder butia pe e roma. A si o tikno nivelo ta kerel baro o projecto.

O angluno a si ta dicken sar cen e roma ande Europa ta so a kerie e serutne gene pe e roma. Sa le lache butia te len kotor and e Europa. Le zene te dicken maj fidder e Roma.

A si but importante te len e informazia but lachè, ta sa tekane, prisoske a tekane te diken s si o fidder pe e roma. Ande Europa. E roma te keren collaborazia ta romani intelligenzia te keren buci tekane pe ta keren Europako projecto pi ta diken sar si i discriminazia and e Europa.

Ta keren lachè butià kala te keren modelo pe vaver. O maj fidder asi i cultura, ta le gagè te bigikaren e Romani cultura ta sti den palè e stereotipi. Te keren projecto pe ta riven bare e purane butia, pi ta bigigaren e rom ara keren integrazia.

Presentación

Hay 10 socios activamente implicados en el proyecto +Respect así como el líder italiano Cittalia (Italia). Comprendiendo una amplia area geográfica, los socios regionales estan representados por la Región de Extremadura y el Ayuntamiento de Puerto Lumbreras en España y las Regiones de Puglia y Veneto en Italia. Otros participantes en el proyecto incluyen ERIO (European Roma Association Office, Bélgica), RomSinti@politica (Italia) y Sucar Drom (Italia), organizaciones que trabajan específicamente representando los intereses de la población Romaní. Otro socio, ENTP (European New Towns Platform) ostenta una función más generalista, representando y apoyando ciudades de nueva creación y zonas sub-urbanas, mientras que FDP (Foundation for People Development, Rumanía) se centra en temas sociales y es miembro de ESAN (European Social Action Network). El último socio es COSES (Italia), un centro de investigación cuyo trabajo comprende estudios sobre la población Romaní.

El proyecto +Respect comprende una de la serie de acciones dirigidas a proporcionar relevancia a los derechos de ciudadanía y plena participación en la sociedad de los Romanís. Se espera alcanzar una mayor integración y un mayor respeto en relación a los derechos de ciudadanía (particularmente a aquellos relacionados con la igualdad de oportunidades), mediante la promoción de las políticas de inclusión social y la lucha contra la discriminación.

La presencia de los Romanís en Europa significa que los Estados Miembros deben luchar para animar a la inclusión social de los Romanís y promover una convivencia pacífica en el seno de la comunidad. A nivel pan-europeo, los estudios comparativos pueden informarnos más sobre las diferentes situaciones dentro de cada uno de los países y las políticas adoptadas por sus gobiernos para tratar estas situaciones. Sin embargo, sólo mediante la observación de lo que sucede a nivel local podremos entender mejor los problemas relativos a la coexistencia entre comunidades. Es por lo tanto crucial tener una idea clara de lo que está sucediendo a nivel local para programar políticas efectivas contra la discriminación y promover la inclusión social. Como resultado, el proyecto se ha

desarrollado para observar y tomar en consideración el conjunto específico de circunstancias y situaciones que se han encontrado en diferentes contextos locales y las diversas dificultades experimentadas en relación a la coexistencia.

La primera fase del proyecto incluye el análisis de los datos actualmente disponibles en relación a la población Romaní de manera que se comprenda el tipo de investigación que se ha realizado hasta el momento presente o para determinar qué instrumentos de investigación necesitan utilizarse para estudiar y monitorizar las condiciones en las que los Romaníes viven y el tipo de discriminaciones a las que se ven sujetos. Esta fase preliminar al inicio del proyecto es totalmente operativa, incluye la identificación de una serie de buenas prácticas ya implementadas a nivel europeo dirigidas a combatir la discriminación por motivos étnicos.

Nuestro estudio confirma la necesidad de obtener y conseguir datos de forma sistemática, utilizando metodologías de investigación que pueden compartirse entre los propios Estados Miembros. Como preparación a esto, tenemos la importante cuestión de compilar información relativa a la pertenencia étnica. La compilación de datos sobre la pertenencia étnica así como las 10 recomendaciones fijadas en nuestro documento explican más claramente, que principalmente se necesita revisar y mejorar la metodología de investigación para obtener información, un compromiso por parte de los gobiernos nacionales y las autoridades locales para poner en práctica estrategias y medidas que animen a la población Romaní a proporcionar en lugar de omitir información sobre sus orígenes étnicos y la participación de expertos en identidad Romaní en la planificación de instrumentos de investigación apropiados para monitorizar la discriminación.

Los ejemplos de buenas prácticas que han sido identificados pueden utilizarse para luchar contra la discriminación en contextos locales completamente distintos de aquellos para los que fueron diseñados. Uno de los elementos más innovadores que han aparecido a través de éstos ejemplos es la gran importancia de dar mayor visibilidad a la cultura Romaní, que puede ayudar a desbancar prejuicios y estereotipos. La participación conjunta en iniciativas culturales y eventos de población Romanís y no Romaní y proyectos que se centren en la importancia de las tradicionales artesanías Romanís, relevantes incluso hoy en día en términos de desarrollo sostenible, son todo elementos que pueden conducir a un mayor entendimiento de los Romanís y a promover la inclusión social de ésta minoría étnica en nuestra sociedad.

Prezentare

Există 10 parteneri implicați activ în proiectul +Respect, alături de Partenerul Principal Cittalia (Italia). Partenerii regionali provin din mai multe regiuni geografice și sunt reprezentați de Extremadura Region și Autoritatea municipală din Puerto Lumbreras, Spania, și regiunile Veneto și Puglia din Italia. Printre partenerii proiectului se mai numără ERIO (European Roma Association Office, Belgia), RomSinti@politica (Italia) și Sucar Drom (Italia), organizații a căror activitate specifică este aceea de a reprezenta interesele populației de romi. Un alt partener, ENTP (European New Towns Platform) îndeplinește atribuții cu caracter preponderent general, reprezentând și sprijinind orașele noi și centrele suburbane, în timp ce FDP (Fundatia Dezvoltarea Popoarelor, Romania) se ocupă de probleme sociale și este membră ESAN (European Social Action Network). Ultimul partener este COSES (Italia), reprezentând un institut de cercetări a cărui activitate cuprinde, de asemenea, studii cu privire la romi.

Proiectul +Respect constituie doar una dintr-o serie întreagă de acțiuni menite să crească drepturile cetățenești și participarea romilor în societate. Se dorește ca acesta să consolideze integrarea romilor și să sporească respectarea drepturilor cetățenești ale acestora (mai ales în ceea ce privește egalitatea de șanse), prin promovarea politicilor de incluziune socială și combaterea discriminării.

Prezența romilor în Europa semnifică faptul că Statele Membre trebuie să depună toate eforturile necesare pentru a încuraja incluziunea socială a acestora și pentru a sprijini coabitarea lor pașnică alături de comunitate. La nivel paneuropean, studiile comparative ne pot furniza mai multe informații cu privire la diferitele situații prezente în fiecare țară și politicile adoptate de fiecare guvern pentru a face față acestora. Cu toate acestea, numai observând ceea ce se petrece la nivel local putem înțelege mai bine problemele legate de coabitarea comunităților. Prin urmare, este esențial să avem o imagine de ansamblu clară despre ceea ce se petrece la nivel local, pentru a elabora astfel politici eficiente de combatere a discriminării și pentru a promova incluziunea socială. Astfel, proiectul a fost dezvoltat pentru a identifica și ține seama de împrejurările și situațiile specifice existente

în diferite contexte locale, dar și de diferitele dificultăți întâmpinate în procesul de coabitare.

Cea dintâi etapă a proiectului implică analiza datelor actualmente disponibile cu privire la populația de romi, pentru a putea înțelege ce tip de cercetare s-a realizat până în prezent sau pentru a stabili ce instrumente de cercetare trebuie implementate pentru a studia și monitoriza condițiile în care trăiesc romii și tipul de discriminare cu care se confruntă. Această etapă preliminară devine pe deplin operațională înainte de desfășurarea proiectului și include identificarea unui sistem de bune practici deja aplicate la nivel european, menite să combată discriminarea etnică.

Studiile noastre confirmă necesitatea ca datele să fie obținute și colectate într-o formă sistematică, utilizând metodologiile de cercetare care pot fi preluate de fiecare Stat Membru UE în parte. Mai întâi de toate va fi important să fie strânse informațiile cu privire la apartenența etnică. Așa cum o explică pe larg și cele 10 recomandări din documentul nostru, colectarea datelor referitoare la apartenența etnică facilitează în primul rând revizuirea și îmbunătățirea metodologiei de cercetare pentru obținerea de informații, precum și un angajament luat de guvernele naționale și autoritățile locale de a implementa strategii și măsuri care încurajează romii să ofere și nu să omită informații cu privire la originile lor etnice, respectiv participarea experților de origine romă în vederea gestionării instrumentelor de cercetare corespunzătoare pentru monitorizarea discriminării.

Exemplele de bune practici care au fost identificate pot fi folosite pentru a combate discriminarea în contexte complet diferite de cele desemnate inițial. Unul dintre elementele cele mai inovatoare care a fost evidențiat de aceste exemple este importanța faptului de a conferi o vizibilitate crescută culturii rome, ceea ce poate ajuta la eliminarea prejudecăților și stereotipurilor. Participarea combinată la inițiativele culturale și la evenimente, venită atât din partea persoanelor de etnie romă, cât și a celor de alte etnii, precum și proiectele care se concentrează asupra impotanței vechilor meșteșuguri ale romilor, importante chiar și astăzi din perspectiva dezvoltării durabile, toate acestea constituie elemente care pot conduce la o mai bună înțelegere a romilor și la promovarea incluziunii sociale a acestei minorități etnice în cadrul societății noastre.

Présentation

10 partenaires sont actifs dans le projet +Respect, en plus du chef de file italien (le réseau Cittalia). Couvrant une aire géographique étendue, les partenaires régionaux sont représentés par la région de Extramadure, et la municipalité de Puerto Lumbreras en Espagne les régions de Venise et des Pouilles en Italie. Les autres participants incluent : ERIO (L'association européenne de représentation des populations Rom) à Bruxelles, RomSiti@politica et Sucar Drom (en Italie) qui sont des organisations de représentation des intérêts des populations Rom. La plate forme européenne des villes nouvelles (ENTP) a une fonction plus générale de représenter et aider les villes nouvelles et nouveaux centres urbains, alors que la FDP (fondation pour le développement du peuple) en Roumanie se concentre sur les questions sociales liées au projet et participe au réseau ESAN (réseau européen d'action sociale). Le dernier partenaire est COSES (en Italie) un centre de recherché qui appréhender l'étude des populations Rom.

Le projet +Respect propose une série d'actions qui vise à garantir aux populations Rom plus de droits citoyens et une plein participation à la société civile. Nous espérons atteindre un meilleur respect des droits des populations Rom (en particulier en matière d'opportunités égales) grâce à la promotion de politiques d'inclusion et un combat contre la discrimination.

La présence de populations Rom en Europe signifie que les Etats membres devraient encourager l'inclusion sociale des populations Rom, et renforcer une coexistence pacifique avec la communauté au sens large. Au niveau européen, les études comparatives peuvent nous enseigner davantage sur les situations dans les différents pays, et sur les politiques adoptées par les gouvernements. Cependant, ce n'est qu'en observant ce qui se passe au niveau local que nous pouvons comprendre les problèmes de coexistence entre les communautés. Il est donc crucial d'avoir une représentation claire de se qui se passe au niveau local de manière à mettre en place des politiques efficaces de lutte contre les discriminations et de promouvoir l'inclusion sociale. Le projet a été conçu pour

appréhender et prendre en compte les circonstances spécifiques et les situations différentes que l'on retrouve dans les contextes locaux en Europe.

La première phase du projet implique l'analyse des données disponibles sur la population Rom, de manière à faire un état des lieux de la recherche, et pour identifier quels sont les nouveaux outils à développer de manière à étudier et évaluer les conditions dans lesquelles vivent les populations Rom, et de quel(s) genre(s) de discrimination elles sont victimes. Cette phase préliminaire, avant le développement opérationnel du projet inclue l'identification d'un set de bonnes pratiques relatives à la lutte contre les discriminations au niveau européen.

Nos études confirment qu'il est nécessaire d'obtenir des données de manière systématique en utilisant des méthodologies de recherche qui peuvent être partagées entre les Etats de l'Union européenne. En préparation pour ceci, il est aussi nécessaire de recueillir des données sur l'appartenance ethnique des populations. Récueillir des données sur l'appartenance ethnique, est l'une des 10 recommandations de ce document, et comprend des recommandations pour améliorer la méthodologie des différentes Etats et collectivités locales pour la collecte de ces données. Ces données et méthodologies qui pourront être utilisées par la suite pour évaluer l'état des discriminations dont les populations Rom sont victimes.

Les exemples de bonnes pratiques que nous avons identifiées peuvent être utilisées pour combattre les discriminations dans des contextes variés. L'un des éléments les plus innovants qui a émergé de ces exemples est l'importance de donner plus de visibilité à la culture Rom, ce qui peut aider à combattre les stéréotypes. La participation mixte dans des initiatives culturelles et événements qui associent des populations Roms et non Roms, et les projets qui valorisent l'artisanat Rom ancien, sont des bonnes pratiques qui doivent amener à une meilleure compréhension de la culture Rom, et promouvoir l'inclusion sociale de cette communauté dans la société.

Foreword

[...] in the hands of policy-makers statistics
could become an inexhaustible
arsenal of double-edged weapons
(A. De Candolle, 1830, quoted in P. Ball, 2005).

[...] there was little point in assembling numbers
if one was not going to interpret them.
But interpretation immediately became
politically charged.

P. Ball, 2005, *Critical Mass. How one thing leads to another*,
Arrow Books, Random House, London.

In the course of our research for the +Respect project we had to deal with what could be classified as sensitive data in that they relate to very delicate issues in people's lives: identity, belonging, co-habitation, having a sense of self and of the community, cultural roots and respect. *Handle with care*: data that need to be treated with care by experts.

For this very reason, COSES, as one of the European partners, brought its skills and competencies to the project underscoring its work as a research institute, that for some time now, has been carrying out in-depth research on migrants and on Roma peoples.

Consolidated experience in data collection whether from institutional sources or more atypical sources is the cornerstone of our work, together with setting up original databases and organizing and analysing the data collected. A further element is our experience in setting up permanent observatories, in which ongoing *dialogues* between different sources help us to know more and understand better.

This know-how is particularly useful with regard to the collection of sensitive data in which the difficulty of accessing and gathering information is in direct proportion to the sensitivity and delicacy of the issues involved. As Part One illustrates, and the Report demonstrates and confirms, in different regions and situations inside Europe, data on ethnic belonging are *uncertain* due to the sensitive nature of the matter. Furthermore, a distinct lack of knowledge and awareness makes it difficult to formulate effective policies

to help foster ethnic integration. This is due to the wariness of the parties involved when giving information, the *politically correct* stance of some authorities that do not ask for information with regard to ethnicity and because of data protected by privacy laws.

We need to know in order to not discriminate, but those who fear discrimination believe that making it known is a risk and prefer not to come out into the open.

Some Member States have more experience than others with co-habitation and conflict between different ethnic groups: we are all familiar with the History of Nation States, composed of once autonomous states and ethnic or religious enclaves compelled by force to come under the domination of a majority group with different cultural roots or religious beliefs.

The experience of COSES with respect to specific studies on ethnic groups, and in particular Roma peoples, puts us in a position where we are able to use a general understanding of data sources and reading of statistics towards highly sensitive matters, as we have already said: We are not dealing with the number of mobile phones sold each year or the number of rooms in a hotel. The statistics in Part One of the Report are to do with individuals, many of whom live on the margins of society, at times even stigmatised and rejected; they also refer to relationships between groups of people that have a profound impact on the quality of life of the single individual, on the community and on civil life as a whole.

A further key element lies in the capacity of COSES to collocate this sensitive data to examples of good practice, as it is on this information that good practice is based - according to the criteria of 'to know is to act' - or, vice versa, because in the implementation of good practices, new and unexpected data emerge that otherwise would have remained inexistent.

Good practices as data sources.

Those who are concerned with the education or health of Roma youth can create – if they follow examined and accepted recommendations – extremely valid qualitative databases that will continue to be of use in the future and that will give birth to a virtuous circle of knowledge and policy-making. Genuine knowledge will only come about if relationships with the interested parties are built on trust, so that any information given is direct and true without any perception of risk, and if operators verify in the course of their work the usefulness of standard data that otherwise would be in danger of lying dormant (even when complete and correct) or interpreted in a biased manner.

To know means to break down prejudice.

Finally, this study confirms at a European level some of the observations that COSES has already put forward in a volume on the Roma peoples, “E per Patria una lingua straniera” that focuses on the culture of the Roma as a meeting point for different ethnic groups. Cultural *ecology* is a good practice on which to establish the future of Europe and beyond. Through the +Respect project, COSES has significantly broadened its horizons of observation, thanks to the other European regional partners, and this is one of the main goals of European projects. Our research centre has benefited enormously as a result of the criteria of exchange and transferability of practices.

There are benefits too for the Venetian Community, in wishing to maintain the city’s reputation as a cosmopolitan and welcoming place, not only for the thousands of tourists that visit the city each day but for all those who choose to settle in the city and its environs, with their attendant rights and duties as citizens.

Isabella Scaramuzzi
Director of COSES

Introduction

This report contains the results of the project known as WP2 “The Roma peoples’ observatory. Quality knowledge-base for anti-Roma discrimination policies and actions” that is divided into two parts. In the first part, both qualitative and quantitative data collected by the partner regions are analysed, with the aim of putting forward recommendations to improve methodologies used when gathering information and conducting research on the Roma peoples. The second part is concerned with examples of Good Practices taking place in European countries with regards to anti-Roma discrimination actions particularly in the areas of education and welfare and in the labour market.

The research study, that involved all the project partners, was planned and conducted according to the following methodology:

- a Data Collection Template was used as a basis for seeking out information that had already been collected in surveys and studies carried out in the partner regions on Roma peoples residing within their respective areas;
- using a second template (Good Practices Template), examples of Good Practices were collected, which were identified by the project partners (including those of associate project partners) and through online research.

The research tools, (with supporting guidelines for compiling the templates) can be found at the end of this report, and have been organised by COSES with the approval of the Scientific Board of the project.

Before going ahead with the study, some important aspects with regard to research methods were outlined. The first was to do with the question of terminology. In the project the use of the term ‘Roma peoples’ refers to all the different ethnic groups, Rom, Sinti, Cam(m)inanti, Ashkali etc.. In all the documents produced, the term ‘Roma peoples’ has exactly the same meaning as used in the project. Secondly, it was decided not to

place restrictions a priori with regards to identifying different initiatives for data collection nor for the good practices. It was felt that if we had limited the field of observation to statistics/surveys/Good Practices purely concerned with discrimination, as in actual fact the title of phase WP2 suggests, not only would we have obtained a limited amount of material, we would, above all, have established a priori a framework of sources and methods to understand the discrimination measures and the anti-discrimination policies and actions. In reality, the framework does not always have clearly identifiable boundaries. For example, a survey that only concentrates on the occupational focus of a group of workers on equal terms (gender, age, level of education, etc.) and compares this with another group of different ethnic origin, indicates occupational segregation that could be read as an indicator of differential treatment, but it is not undisputable evidence that it is so.

Some criteria were selected for the research on Good Practices. Initiatives (e.g. methodologies, projects, activities etc.) that had already proved to be effective in obtaining a determined result in one area and had the potential to be transferred to a different geographic context or had been successful to the point that some factors of the initiative could be reproduced in different sectors ¹ were all considered to represent examples of Good Practice. What is more, the Good Practices selected refer to clearly identifiable actions taking place at a local level aimed at eradicating or preventing discrimination, in particular (but not exclusively) in the areas of education, the labour market and healthcare. To sum up, Good Practices had principally to respect two criteria:

- the implementation of anti-discrimination policies designed to promote equal opportunities, break down social exclusion and encourage greater integration of the Roma peoples;
- the creation and organisation of actions carried out at a local level.

The research study was developed over the first 8 months of 2010 and the information contained in this report refers to this timeframe.

The first part of the report focuses on the results of the research carried out on data collected from observation studies on Roma peoples. The amount of available information is rather limited, and represents the difficulties and restrictions faced when gathering data based on ethnicity. Forms of discrimination are also discussed as well as methods for assessing the measure of discrimination. Finally, the first part of the report ends with 10

¹ Definition by INTERREG IVC Operational Programme.

Recommendations for experts and policy makers offering suggestions on how to improve monitoring ethnic discrimination.

The second part of the report is dedicated to relating the outcome of our research on Good Practices with regard to anti-discrimination policies. A full description of each example of Good Practice has been set out, as well as a number of ideas and suggestions that could be useful starting points for developing actions and initiatives aimed at fostering social inclusion of ethnic minorities.

Part One

Data Collection

1

Data Collection and measuring discrimination

Gathering data on ethnicity and discrimination measures

The advisability and necessity of compiling data on ethnic belonging in order to be able to conduct research analysis on discrimination are discussed in various documents produced within the European arena by organisations dealing with Roma issues. An equal amount of attention is given to research tools in monitoring discrimination.

Our aim here is to summarize some cardinal rules that should be applied when collecting data on ethnic belonging on the one hand, and discrimination measures on the other. The importance of data collection has already been mentioned by the European Roma Information Office (ERIO, 2009): "Data collection is increasingly seen by international and European bodies as a necessary tool in the fight against discrimination." The more unaware we remain about the incidence of discrimination, the more difficult it is to develop effective and efficient policies to combat racism and discrimination in our society. Being aware and having an accurate picture of how and why discrimination occurs, implies having reliable data to refer to, with proven methods of data collection and accurate analysis. If the objective is to measure discrimination on the basis of ethnicity, and in this particular case discrimination against the Roma peoples, we must be able to draw on reliable data with regard to ethnic belonging. First of all, we should clarify what is meant by the term 'ethnicity'. We can define it as thus: "ethnicity is usually understood in terms of common descent and culture, although lately the importance of the latter has been emphasised at the expense of the former. Yet, just like the concept of race, ethnicity is a social construct. Often people who understand themselves to belong or are generally understood to belong to the same ethnic group, have different ideas about what constitutes the group and who exactly qualify as its members" (Makkonen, 2006). Belonging to a particular ethnic group can therefore be seen as a subjective element for which the principle of self-identification applies.

The findings that have emerged after consulting documents during the course of our research demonstrate that there are situations throughout Europe where a lack of reliable data on ethnic origin is impeding effective monitoring and analysis of living conditions, and in particular, discrimination against the Roma. There are many reasons for this lack of information, but the principle reason is linked to people's fear of declaring their ethnic origins. They are deeply concerned that such information could be distorted and used against them. The memories of the persecution suffered by the Roma during the Second World War are still very much alive, and the fact that they are unaware of the existence of European and national directives to protect people's rights with regards to privacy and data protection, has limited the amount of available data. This is in spite of the fact that information given during data collection for statistical purposes remains anonymous. There are only a few cases where personal reference is necessary, e.g. in the case of personal information obtained for administrative registers, and even then, any information used for research purposes is subject to privacy laws.

The lack of a shared ethical code of practice for data collection is another element of concern for the Roma peoples who tend to believe that it is better to keep their ethnic origins hidden. As ERIO (2009) so neatly puts it: "another common concern focuses on the use of statistics to stigmatize groups. Examples include intentionally confirming stereotypes by using statistics or publishing numbers without explaining and analyzing elements behind the differences. The best example is illustrated by the use of crime statistics where figures show that certain groups more often commit crimes. This spreads the stereotype that these groups have a more natural tendency to commit crimes. Ethnicity should be seen as an indicator to other features, such as social exclusion, low income etc. associated with crime and not as a threat in itself."

Nevertheless, there are some Roma, the most consistent group being those who live in Central and Eastern Europe, who support the need to give information, including reference to ethnic belonging, as a way of fighting discrimination (ERIO, 2009). The fact that the Roma are afraid to declare their ethnic origins means that statistics concerning them tend to be underestimated even when data on ethnic belonging is included in research studies or administrative records. For this reason, available data is not always reliable enough to carry out meaningful statistical analysis on the Roma peoples. Furthermore, many European countries, as we will see, do not normally collect data with regard to ethnic belonging. In these particular countries, there is an almost total absence of any information to do with the presence of Roma peoples within their borders.

Data on ethnic belonging can be obtained from four principle sources:

- official socio-economic statistics, such as census data and data from official surveys;

- administrative registers;
- research, such as sociological surveys, attitudes surveys;
- complaints data, such as statistics emanating from police, NGO reports.

Information on ethnic affiliation obtained from Census data collected on a population as a whole, would permit us to conduct comparative studies on people from different ethnic groups and, in so doing, highlight any eventual cases of marginalisation, such as low employment rates, high rates of unemployment, poor living conditions, etc., that are concentrated in particular groups.

Only some countries include data collection on ethnic affiliation when carrying out a national census. According to Makkonen, these countries are: Cyprus, Czech Rep., Estonia, Greece, Hungary, Ireland, Latvia, Lithuania, Poland, Slovakia, Slovenia and the UK. Austria, Belgium, France, Germany, Italy, Luxemburg, Malta, Portugal and Spain are not included on the list. Giving a response to a question on ethnic affiliation is generally optional. As a result of the Roma's reluctance to openly declare their true ethnicity, survey data tends to underestimate the presence of Roma peoples in Member States.

Information on ethnic belonging is collected in official surveys, such as the Labour Force Surveys, although not in all countries as it should be. However the sample is not always representative of the minority group within a population, making it impossible to carry out a comparative study based on ethnicity.

With regard to data available from administrative sources, and in particular administrative records, particular attention must be given to assessing information reliability. Above all, it must be stressed that the compiling of records is for administrative purposes and not for statistical reasons, and as such could influence the quality of the data.

To sum up, the reasons for the lack of reliable information on ethnic affiliation are to be found in the limited amount of precise and accurate data available to us, as we have explained above, by the Roma's reluctance to openly declare their true ethnicity, and by the total absence in some countries' administrative sources or statistical data of data relating to ethnic belonging. Not having a database on ethnic affiliation, or not having accurate information with regard to people's ethnic origins makes it extremely difficult to monitor discrimination, and as a consequence, to draw up effective measures to combat it. Anti-discrimination policies and actions require appropriate data and methods. The methods adopted depend to some extent on the type of discrimination that is being practised.

On the basis of The Council of Europe Directive 2000/78/CE direct and indirect discrimination can be defined as follows.

Direct discrimination shall be taken to occur where one person is treated less favourably than another is, has been or would be treated in a comparable situation on grounds of racial or ethnic origin, religion or belief, disability, age or sexual orientation.

Indirect discrimination shall be taken to occur where an apparently neutral provision, criterion or practice would put persons of a racial or ethnic origin, or those having a particular religion or belief, a particular disability, a particular age, or a particular sexual orientation, at a particular disadvantage compared with other persons, unless:

- that provision, criterion or practice is objectively justified by a legitimate aim and the means of achieving this aim are appropriate and necessary, or
- as regards persons with a particular disability, the employer or any person or organisation is obliged to take appropriate measures to provide reasonable accommodation in order to eliminate disadvantages entailed by such provision, criterion or practice.

The two forms of discrimination, direct discrimination when an individual is overtly discriminated against and indirect discrimination occurring under apparently neutral practices, are generally monitored by different methods. Complaints data relating to discriminatory practices provide us with information on direct discrimination. "Complaints data may come from various sources, such as police crime report files, prosecution files, court case files, and files of various bodies handling complaints, such as equality commissions and ombudsmen" (Makkonen, 2006). The statistical findings are generally used to confirm overt discrimination treatment towards a group displaying certain characteristics. Indeed, it is worth mentioning at this point a test used to verify discriminatory situations. The application of methodology as used by the International Labour Office (ILO), tests whether there is any difference in the types of treatment given, for example in accessing employment, services, housing etc., to people belonging to two groups that are only distinct from each other because of an individual characteristic that could possibly lead to discrimination. In our case, the groups to be set up and observed for the purposes of the test, would be formed by the Roma on one hand and non-Roma peoples on the other. In conclusion, "situation testing is a form of social experiment in a real life situation" (Makkonen, 2006).

Evidence of indirect discrimination usually emerges from data analysis allowing us to identify through comparative statistical methods any difference in treatment between

groups of people. Being able to count on data with regard to ethnicity is of fundamental importance when analysing discrimination because it enables us to apply methods and techniques to verify the statistical significance of different forms of treatment between groups, whose main distinguishing feature is their ethnic origin. Taking all this into account, it is hoped that all Member States rectify the way they collect statistical data to include ethnic data.

Observations on the experience of gathering data

The project partners contributed to this phase of the study by sending information on any work to do with data collection that they knew about. The research studies and surveys were described by the partners using the Data Collection Template developed by COSES that can be found at the end of this report. For the sake of brevity the information received from the partners has been summarized. The description is certainly not exhaustive, but it does contain reference to the principal surveys the partners were aware of.

Our research brought to light the fact that, especially in Romania (which has the highest concentration of Roma peoples), there are a number of organisations whose work is concerned (some exclusively so) with Roma issues. These organisations develop and/or carry out research studies or collect data on the communities residing within their country's borders or regional areas. In some Member States, it is the national government or a local authority that is responsible for commissioning a survey. The diverse experiences in Italy demonstrate a growing attention to the importance of monitoring Roma settlements and to some of the issues connected to the problem of social inclusion (in particular in the labour market and education). In Italy, as in Spain, surveys and monitoring are carried out thanks to co-operation between the authorities and local non profit organisations that work for and with the Roma peoples. Having a close relationship with the target population represents a great advantage as it facilitates reciprocal trust that is essential if a survey is to be successful.

The sources drawn upon and the research methods used to collect data vary according to the type of experience under analysis. Information from census-related data resources (a population census is usually conducted every ten years) in countries where ethnic data² has been collected is extremely important. Some research studies on the other hand focus on specific sample surveys on the Roma peoples, or more generically, surveys carried out

² Please see previous paragraph.

on the population as a whole without making any distinction, but with the inclusion of ethnic data. Both census-related data and sample surveys are important for the significance of their statistical findings. In fact, some studies have highlighted the importance of carrying out surveys on all the population, making a distinction in relation to ethnic affiliation, as it allows for making an interesting comparison between the same factors and variables detected in Roma and non-Roma peoples.

Administrative records are another source of data (e.g. local population or family registers, employment records etc.), in which, for the units of analysis, ethnic data appears. Within this set we can also include records of complaints made with regard to discrimination.

As far as temporal frequency is concerned, the majority of analytic studies do not seem to have been repeated, although there are instances of annual surveys or monitoring surveys occurring every few years. Romania stands out amongst the regions involved in the project, as reports exposing instances of discrimination towards Roma and non-Roma peoples are compiled fairly frequently. Italy (Mantova) is also moving in this direction. An Observatory on Discrimination is being developed that will collect data on discriminatory actions or practices.

From the material received and the analyses carried out, it appears that the surveys/monitoring have been conducted using both quantitative methods and qualitative surveys with semi-structured interviews and focus groups.

Leaving aside the question of whether the target population is exclusively Roma or whether the target is clearly considered as simply part of the population, the surveys and findings are concerned with different aspects of daily life, with particular emphasis on scholastic inclusion and employment integration, as well as analysing discrimination as monitored by complaints observatories or as expressed through people's opinions. Less attention seems to be given to the use of public services and in particular, healthcare and welfare services.

Finally, it should be stressed that when it comes to reporting the findings of a survey, it is not unusual to find that the report is only published in the language of the country where it has been written and produced. This obviously creates difficulties in understanding the different methods used, especially when it comes to making comparisons between different situations and experiences across Europe, which could be useful for single Member States to improve their methods of analysis and monitoring of their Roma communities.

We have set out below the descriptions of the principal characteristics of the surveys, analyses and monitoring collected together with the help of the project partners.

Profiles of the key experiences of data collection by regional partners

Annual Report (on the Roma peoples). Extremadura Region - Spain

Universe of reference/Observation and Geographic coverage

The Roma peoples of Extremadura.

Type of data gathering and source

Data regarding the Roma peoples are indirectly gathered from two sources: non profit associations working with the Roma peoples and public associations (administrative registry offices). These activities are included in the areas of the Plan Extremeño for the advancement and social integration of the Roma peoples. The Regional Government of Extremadura gives grants to Roma Development Programmes that are co-financed by the Spanish Minister of Health and Social Policy.

Once a year, the associations deliver a report to the Regional Government of Extremadura on the Roma peoples who they have been working with. The data are then passed on to the Spanish Minister of Health and Social Policy by the Regional Government of Extremadura.

Data has been collected annually since 1989.

Research on Ethnic Minority populations at primary schools in Puerto Lumbreras and Murcia Region - Spain

Universe of reference/Observation and Geographic coverage

The primary school population in Puerto Lumbreras and its rural areas.

Type of data gathering and source

Data are indirectly gathered from the following sources: local government census, population analysis based on the information contained in the databases of social services, FSG (Foundation Roma Secretariat) in the Region of Murcia, Observatory Lungo drom. The aim is to find out the percentage and distribution of pupils from ethnic minorities enrolled in the four primary schools in Puerto Lumbreras. The main characteristics observed are:

- gender;
- age;
- nationality;
- level of school integration;
- socio-family situation;
- degree of knowledge of the Spanish language;
- area of settlement within the municipality (urban/rural area).

The study was carried out in 2009 by the social services and statistics departments of the Puerto Lumbreras Municipality.

Roma Inclusion Barometer - Romania

Universe of reference/Observation and Geographic coverage

Roma and non-Roma peoples in Romania. Two samples.

Type of data gathering and source

Questionnaire surveys in 2006. Sample of 1.387 persons aged 18 and over self-identified as Roma; sample of 1.215 non-Roma persons aged 18 and over. Data collection period was 2006.

The measurement variables for both samples concern:

- State of mind, confidence regarding institutions, choice of leaders and political parties;
- Dwelling conditions and financial problems;
- Formal exclusion of Roma citizens;
- Residential segregation;
- Perception of tolerance and discrimination;
- Family life;
- Human capital and social capital.

It is possible to conduct a comparative study of Roma and non-Roma peoples.

The study was carried out in 2006-2007 and repeated after a 2-3 year period by the Soros Foundation.

Activity Annual Reports of the National Council for Combating Discrimination (NCCD) - Romania

Universe of reference/Observation and Geographic coverage

People discriminated against according to different criteria, including ethnicity.

Type of data gathering and source

Register data from the National Council for Combating Discrimination (NCCD) documents. Complaints on discrimination treatment received during the year. The reports were issued in 2005, 2007 and 2008.

Opinions regarding perception of discrimination in Romania - Romania

Universe of reference/Observation and Geographic coverage

The population of Romania in urban and rural localities.

Type of data gathering and source

Four studies (2004, 2005, 2008, and 2009) by the National Council for Combating Discrimination (NCCD) have been considered. They consist of sample surveys of about 1.200 people, representative of the Romanian population. Face-to-face interviews and focus group interviews have been carried out, to detect opinions regarding discrimination, including discrimination related to the Roma peoples.

The studies were conducted by INSOMAR, CURS-SA, and the Gallup Organisation on behalf of NCCD.

Come Closer - Romania

Universe of reference/Observation and Geographic coverage

Roma and non-Roma peoples living in close proximity to Roma households in Romania.

Type of data gathering and source

A survey of 2000 households (1000 Roma and 1000 non-Roma), sociological surveys and community studies in 36 communities of Roma. The aim was to provide an in-depth study of the specific needs of Roma citizens, and the inclusion and exclusion of the Roma in today's Romanian society. The current study sheds some light not only on Roma communities but also on the non-Roma population living in close proximity.

The study "Come Closer", was published in 2008, under the Phare 2004 Programme, "Strengthening institutional capacity and developing partnerships for Improving Roma Perceptions and Conditions".

The study was carried out by NAR (National Agency for Roma) on behalf of the General Secretariat of the Government of Romania.

Roma Social Mapping. Targeting by a community poverty survey - Romania

Universe of reference/Observation and Geographic coverage

Roma peoples in Romania.

Type of data gathering and source

A survey of 848 Roma communities larger than 19 households. Indirect data gathering through questionnaires filled in by local authorities and experts from county offices. The aim of survey was to find out:

- Roma population by community size and poverty;
- Roma poor population by locality types;
- main problems of Roma communities.

The study was carried out in 2005 by NAR (National Agency for Roma) and the University of Bucharest on behalf of the World Bank.

Observatory on Roma and Sinti population settlements in the Poderaccio area of the municipality of Florence - Italy

Universe of reference/Observation and Geographic coverage

Roma peoples in the Poderaccio area of the municipality of Florence.

Type of data gathering and source

Direct surveys (2008 and 2009) in the Poderaccio area carried out by the Fondazione Michielucci to detect the following features:

- type of settlement (village, transit site etc.) and its accessibility with regards to public transport;
- shared facilities (e.g. for health, education, religion);
- on-going projects;
- number and characteristics of houses;
- kinds of ethnic groups;
- number of families and characteristics of its members (by age, gender, citizenship);
- number of enrolled in schools;
- number of employed/unemployed and kinds of jobs (temporary/permanent and employment sector).

Roma peoples in the Apulia Region- Italy

Universe of reference/Observation and Geographic coverage

Roma peoples living in the three provinces of Apulia Region (Bari, Lecce e Foggia).

Type of data gathering and source

The gathering of data, requested by the Apulia Region to Opera Nomadi, began in 2009 and is currently in progress. Up until now about 700 people have been interviewed. The survey represents one of the project activities supporting Roma peoples in accessing the labour market. It is a direct survey carried out by observers and interviewers. The information is collected through face-to-face interviews with families residing in houses and encampments. The tools used are: a structured template to collect data on the urban infrastructure features of the encampment, a structured template to collect the features of families, with particular attention to the employment situation (unemployed, employed, type of employment, employment sector, etc.).

Furthermore the characteristics of houses are detected. The information gathered is quantitative as well as qualitative, in particular when needs and problems are surveyed.

Mapping expressed needs in the Province of Mantua - Italy

Universe of reference/Observation and Geographic coverage

Roma families in the Province of Mantua.

Type of data gathering and source

An annual survey has been made since 1995. The tool of the survey is face-to-face interviews with semi-structured questionnaires. The holder of the surveys is the Province of Mantua, while the Sucar Drom Association carries out the data gathering. There are five kinds of surveys.

1. Direct gathering: the universe is composed of families who have declared their ethnic identity (either Roma peoples or other groups), as well as their citizenship (Italian, EU, non EU). The families unwilling to be categorised are not included in the mapping. Individual questionnaires for each household.

In the questionnaire, the questions are:

- family composition indicating five age categories (0/3, 3/10, 10/18, 18/65, 65 and beyond);
- minority belonging (Roma peoples) with specification of the subgroup;
- language used in the family;
- juridical status (nationality), and for non-Italians, whether or not in possession of a residence permit.

2. Indirect gathering: a similar questionnaire given to all the municipalities within the province borders. The aim is to find out what the local government knows about the settlement and presence of Roma. For each institution three questionnaires are answered: one by the Mayor, one by the delegate of the Social Services Department (or the deputy councillor) and the other by the Commander of the Municipal Police. The aim is to detect local policies.

3. Indirect gathering: a questionnaire addressed to the police force to obtain information regarding the presence of Roma peoples, including groups in transit. Information about transit sites in the province is also requested.

4. Direct gathering on schools to map the presence of Roma students in the schools, their

knowledge of Italian and actions taken to facilitate access to schools and integration.

5. Indirect gathering: the universe is composed of third sector associations dealing with Roma issues. In this gathering, data concerning local policies made by the third sector are collected.

The Sucar Drom Association organises the survey on behalf of the Province of Mantua. The report is annual.

Mapping the presence of Roma peoples in the Province of Venice - Italy **Universe of reference/Observation and Geographic coverage**

Roma peoples living in the Province of Venice.

Type of data gathering and source

Data gathering on the presence of Roma peoples in the province was indirect and was carried out in 2006. The objective was to collect information about the Roma population living in the municipalities of the Province of Venice. From the data collected it was possible to find out the exact extent of Roma presence, distinguishing between residents and non, nationality, gender and age. Interviews using a semi-structured questionnaire were carried out with social workers from the council, who know the Roma peoples living in the local areas, in so far as they apply to the social services. Moreover a qualitative survey was conducted addressed to education workers and social entrepreneurs to understand the problems facing the Roma related to integration and access to schooling and the labour market.

The surveys were conducted by COSES on behalf of the Province of Venice.

The study was published in 2007.

Mapping of the Roma peoples living in encampments and transit sites in the Emilia Romagna Region - Italy **Universe of reference/Observation and Geographic coverage**

The Roma population living in stopover sites and transit areas (both public and of Roma property).

Type of data gathering and source

The gathering of data is indirect. The questionnaire is filled in by the municipality of the Emilia Romagna Region. Information about transit sites and encampments include data on the supply of public services and facilities. The questionnaire has an abundant section dedicated to collecting data on Roma presence with regard to gender, age, group affiliation, citizenship, employment status (employed, unemployed, student), employment sector, type of job (e.g. street vendor, stallholder etc.), level of education (primary, secondary etc.).

The first survey goes back to 1996. Further surveys were conducted in 2003, 2006 and 2009. The Emilia Romagna Region processes the data and publishes a report with the results of the survey.

European Union Minorities and discrimination Survey (EU-MIDIS) **Universe of reference/Observation and Geographic coverage**

Immigrants, ethnic minorities and national minorities in the European Member States,

mostly in urban areas.

Type of data gathering and source

Survey with face-to-face interviews to a random sample of immigrants and ethnic minority groups using a standardised questionnaire. 23.500 people from various ethnic minorities and immigrant groups across the 27 European countries and 5.000 people from the majority population in 10 Member States (Belgium, Bulgaria, France, Germany, Greece, Hungary, Italy, Slovakia, Spain and Romania) were interviewed.

The three key focus areas of the survey are:

- the experience of discrimination in nine areas of life: looking for work, at work, looking for a house or an apartment to rent or buy, by healthcare personnel, by social service personnel, by school personnel, at a cafe, restaurant, bar or club, entering or in a shop, trying to open a bank account or get a loan;
- experience of criminal victimization, including racially motivated crimes, in five different crime areas: theft of or from a vehicle, burglary or attempted burglary, theft of personal property, not involving force or threat, assault and threat, serious harassment);
- experience of discrimination in law enforcement, customs and border control.

The survey can be compared with findings on the majority population of the 10 Member States in the following sections: data on experiences of police stops and customs/border controls collected as a sub-sample and with findings from the Eurobarometer surveys (areas: perceived extent of ethnic discrimination, experiences of discrimination on different grounds, ethnic background and workplace advancement) and European Crime and Safety Survey (areas: theft of personal property, assaults or threats).

The Report was published in 2009 by FRA (European Union Agency for Fundamental Rights).

Recommendations

The recommendations set out below are in response to the widespread scarcity of reliable data on ethnicity and the lack of knowledge about the true extent of ethnic discrimination. It is hoped that these recommendations represent a useful starting-point for reflection and will be helpful to experts and policy makers.

The suggestions arise as a result of the analyses made on documents produced by various European organisations where there was mention of themes that were the focus of our survey, as well as material collected in the +Respect project, which, as we have seen, confirmed the lack of adequate, systematic and continuous gathering of data to measure discrimination on the grounds of ethnic identity.

The key concepts on which the recommendations are based are:

- the need for the Roma peoples to become aware of the importance of declaring their ethnic affiliation;
- the desirability of launching information campaigns to raise awareness about the importance of declaring ethnic affiliation and reduce reticence;
- the importance of having a shared, pan-European code of practice with regard to data collection methods and the appropriate use of ethnic data;
- the need to encourage Roma experts to participate in study groups focusing on research methods;
- the necessity to begin monitoring what is happening at a local level and at the same time measuring and assessing the policies designed to fight discrimination.

The 10 recommendations are as follows.

1. The Roma peoples need to be made aware of the importance of declaring their ethnic affiliation when surveys are carried out. To this end, awareness-raising campaigns on both a national and local level need to be instigated to highlight the importance of knowing about ethnic data in order to fight discrimination.
2. Using the same methods of awareness-raising, widespread campaigns need to be launched to inform the Roma peoples of the existence of national and European laws governing the privacy rights of citizens and protection of personal data.

3. In order to encourage greater Roma participation when gathering data, it is important that survey questionnaires and information campaigns are translated into Romani.

4. It is hoped that in the not too distant future, all Member States will create the right conditions for making reliable data on ethnic belonging available, at least in their official statistics (e.g. censuses and national surveys), so that effective monitoring can take place and comparisons can be made with regard to the Roma's living conditions in different European countries.

5. Common ethical codes of practice need to be adopted at a European level regarding the appropriate and correct use of ethnic data, so as to avoid any misuse or abuse of information that could be detrimental to the Roma peoples.

6. In order to take a pan-European approach to planning surveys, collecting and processing data, recording and analysing observations and information, it would be helpful if a European group were to be set up, composed of experts, statisticians, sociologists and jurists, whose task would be to not only devise a common terminology and methodology to be used by Member States, but also to monitor the appropriateness and suitability of the adopted procedures. It is essential that Roma peoples are also included in the group, not in a representative sense but for their expertise on Roma issues.

7. It is important to avoid, whenever possible, situations in which the Roma peoples are the only object of the survey. This is not only for statistical reasons, because it means that there is no comparison between Roma and non-Roma groups of people (in many cases essential for having an accurate measure of discrimination), but also because it is in line with the principle "explicit but not exclusive targeting" as pronounced during the II European Roma Summit (April 2010, Cordoba).

8. Taking into account the fact that numerous anti-discrimination actions have proved to be most effective at a local level, it follows that monitoring should be taking place at a local level as well. Monitoring also requires the presence of an expert of Roma origin. Alongside monitoring, appropriate methods of assessment need to be implemented to evaluate the policies adopted, in order to understand the depth of discrimination before and after anti-discrimination measures are put in place.

9. Monitoring systems need to contemplate the use of different methods of data collection in order to approach the Roma peoples on their own terms. The Roma live their lives in a different way, they do not always stay in one place and sometimes live on the margins of society. Methods used to carry out a survey on settled residents are quite different from those needed for conducting a survey on homeless people, as some Roma are,

particularly those who in the last few years have arrived in Western Europe from Eastern European countries.

10. In order to combine the need for effective monitoring instruments and assessment of policy actions with the specificity of the local dimension in which they are carried out, it would be useful to create local Observatories that could be set up with the aid of European funding (FSE, FESR, FEASR). These Observatories would follow the same guidelines as set out for the group of European experts (recommendation n.6).

Part Two

Good Practices

2

Good Practices. What can we learn from them?

For the purposes of the project, finding out about examples of Good Practice with regard to anti-discrimination actions in Europe, presented a significant opportunity for partners to learn from each other, to improve the quality of their actions and to take a more innovative approach to anti-discrimination initiatives as well as providing suggestions and guidance to local organisations for policies in the future directed towards the Roma population.

Our research brought to light 17 examples of Good Practice and 11 of these have been selected to be included in the Report. To gather information on the Good Practices, a Good Practices Template was developed and certain criteria were set down in order to identify the kinds of actions that we wanted to consider (see the accompanying Handbook to the Good Practices Template). In synthesis, according to our criteria, actions had to be in a phase of completion or at least at a stage at which the results of the action could be evaluated, that there was sufficient information and most importantly, that the measures that had been taken to fight discrimination and improve conditions for equal opportunity regarded the Roma peoples. The project partners provided the information necessary to describe the selected practices, also gathering further information when needed with the help of their local contacts and networks. The Good Practices survey also involved research on the Web.

The Good Practices identified mainly refer to anti-discrimination initiatives developed by or with the co-operation of local bodies and civil society organisations in the areas of education, the labour market and healthcare. In some cases, good practices incorporating an integrated approach dealt with more general aspects to do with social discrimination. Many of the experiences described focused on equal opportunities and on encouraging greater Roma participation in local decision-making processes.

One of the initiatives not included in the Report is an important project supported by the Region of Apulia to encourage greater social and labour market integration of the Roma. The project involves a preliminary analysis of Roma settlements in the region (see Part One), a phase dedicated to professional training, the creation of a front office to offer assistance and advice on employment and the setting up of a pilot project called "Eco-inclusion" for the door-to-door collection, in some of the region's municipalities, of recyclable waste. However as the project is still only in its initial stages it cannot be included in our selection of examples. In the case of the municipality of Puerto Lumbreras, insufficient information prevented us from analysing some of the strategies used for promoting multiculturalism development initiatives. The first of these involved the setting up of discussion groups in which students from different backgrounds and ethnic origins can share and compare their different cultures and traditions. Another initiative, again within schools, uses theatre to represent situations of social exclusion and discrimination as a way to encourage dialogue and solidarity between cultures. A third initiative focuses on awareness and training projects for the police and for social workers to help improve communications and facilitate relations with the Roma³.

From our comparison of Good Practices it is possible to single out certain strengths that come up time and time again. The experiences suggest that anti-discriminatory policies and actions have much more chance to positively influence social inclusion if public bodies at all levels (in particular municipal, provincial and regional bodies) and civil society organisations are prepared to invest their resources in creating relationships and partnerships. Apart from the willingness of public and social organisations to build these relationships, success also depends on operators, public policy makers and actors from non profit organisations acquiring the appropriate skills and competencies to work with the Roma to produce discernible results in terms of social inclusion.

With regard to the organisation and planning of anti-discrimination initiatives, it would seem from our research that the use of an integrated approach offers, with the help and support of multi-disciplined staff, instruments for dealing with the specificity and complexity of situations involving the Roma peoples, being able to respond not only to the

³ In the course of the survey, two further experiences with Roma people emerged. One was the "Advisory Group on Travellers", in Milton Keynes in the UK which provides operative guidelines for intervention policies and the monitoring of Roma settlements (see MK Citizens' Advisory Group on Travellers, 1999). Another experience, carried out by the Local Social Action and Welfare Community Centres (CCAS) in the French city of Tours, was an action of social solidarity towards a group of Roma from the Kosovo who were claiming political asylum.

most evident problems, but also to the reasons behind these problems that can be due to a combination of economic, social and cultural factors. The integrated approach combines accommodation and housing policies with actions to promote education, or sets up family-support projects alongside awareness-raising initiatives to create a culture of respect for civic legislation and pacific co-habitation. For a policy to be successful, it is also important that the Roma peoples themselves are involved and that relationships between them and the actors responsible for the initiatives are based on mutual trust. On more than one occasion, the importance of creating specific actions tailored to meet the expressed needs of the beneficiaries, emerged. Another determining factor is the long-term presence of a professionally-trained cultural mediator who accompanies a project throughout all its phases and who does not just appear at intermittent intervals. This particular figure, generally of Roma origin, facilitates relationships and helps to keep a dialogue going between the operators and the Roma, particularly when tensions and conflicts arise with public authorities or the wider community. With the Roma it is not just a question of fighting against social exclusion, it is also, and perhaps even more importantly, a question of fostering better relationships with society as a whole. These experiences have demonstrated that greater participation and integration in the wider community can be encouraged through art and drama (the theatre) and by organising conferences and events to inform people about themes to do with discrimination and social inclusion. Furthermore, bringing the Roma culture into the spotlight is considered central to increasing knowledge and fighting discrimination. Art can be enormously effective because it acts as a bridge to connect with the wider community and break down stereotyping and prejudices.

If we look closer at the Good Practices, some weak points do appear which should be taken into account when formulating policies and devising actions. One question that does have to be answered is to do with economic sustainability of the initiative. Most actions undertaken are medium to long-term projects that need time to deliver satisfactory results, while public bodies have ever-dwindling financial resources on which to draw on. Together with economic sustainability, other issues of a political or cultural nature need to be considered. Very often initiatives come to a halt because a change in government leads to strategies being altered or modified. Another issue is the absence of knowledge about the Roma culture and discriminatory practices that weighs heavily not only on public opinion, but also on the public and professional operators who work with the Roma. Finally, from the point of view of those who should benefit from these types of initiatives, in some of the experiences identified it was possible to detect conditions of self-induced isolation, which together with external discrimination on the part of the wider community, created one of the principle factors of weakness that had to be overcome when putting policies into practice.

One of the main objectives of the policies remains that of protecting the Roma's human rights. It is absolutely necessary that policy makers and public opinion recognize the existence of the problem of discrimination and gain awareness that it needs to be fought with every available resource. There are numerous documents to be found online regarding social inclusion policies for the Roma minority. Some of these are outlined in the box below. It is hoped that this material and the descriptions of the Good Practices published in the Report will offer practical suggestions for launching new and effective actions to break down the barriers of discrimination.

Good Practices Reference Box

EU projects in favour of the Roma Community. Exhibition catalogue. Education, Culture, Youth best practices, European Commission (2010)

This brochure gathers 30 best practice projects for Roma inclusion that have been financially supported by the EU in recent years. It was published on the occasion of the Conference "EU Projects in Favour of the Roma Community", 10-11 March 2010 Brussels. (The catalogue is available on request by the DG Education and Culture)

Police and Roma and Sinti: Good Practices in Building Trust and Understanding, OCSE (2010)

This publication aims to assist participating States in identifying principles and good practices that can be used in efforts to improve relations between the police and Roma and Sinti communities.

http://www.osce.org/odihr/item_11_43671.html

The Black and White Book, ERGO and Spolu IF (2010)

The Black and White Book, written by Roma youngsters as part of the "Typical Roma?" campaign, shows examples of successful Roma participation in society in South-Eastern Europe.

http://www.romadecade.org/the_black_and_white_book_2010

Good practice guide for the social inclusion of Roma in Europe, "RomaIn Project" (2008)

This good practice guide is the result of two years' work by the project funded by the DG Employment, Social Affairs and Equal Opportunities of the European Commission.

http://www.romainclusion.org/rcs_gene/001-084_Guia_ingles_1.pdf

Exchange of Good Practices in the Sphere of Employment, Workshop Presentations (2007)

Selected presentations from the workshop held in Sofia (Bulgaria) on 10-11 May 2007, which gathered together more than 60 government and civil society employment experts.

<http://www.romadecade.org/5135>

Access to Employment and Income Opportunities, Pakiv European Roma Fund (2006)

The Report includes case studies from Bulgaria, Hungary, Romania, Slovakia, Serbia and Montenegro on increasing the access of Roma communities to labour markets, made possible with the financial support of the OSCE Office for democratic institutions and human rights.

http://www.osce.org/odihr/item_11_23160.html

Anti-discrimination initiatives in favour of the Roma peoples

Training and labour market integration of young people and adults in need
Implementing organisation and partnership

Foundation People Development (FDP) - Dambovită branch

E-mail: dambovită@fdpsr.ro

Website: www.fdpsr.ro

FDP works in partnership with: the Mayorality of Cojasca, School of Arts and Professions, Scholar County Inspectorate, County Employment Agency, Department of Labour and Social Protection of Dambovită. The organisations promoting the initiative are the Foundation for People Development from Bucharest and Fondazione AVSI (Italia).

Localisation

Municipality of Cojasca, County of Dambovită (Romania)

Timescale

Since 2004

Objectives

The main purpose of the intervention is to improve training and labour market opportunities for youths and adults in Cojasca, a rural village 45 km from Bucharest and in particular in the community of Iazu where there is a large presence of Roma. The area has very high unemployment and living conditions are poor. The intervention intends to combat the discrimination of vulnerable groups in terms of employment.

Description of the activities

In Cojasca the following activities took place:

- school support for students consisting of teaching materials and equipment necessary for the development of specific specialised skills in school workshops;
- educational visits to various factories in order to put young people in direct contact with the labour market;
- meetings with potential professional models, presenting examples of people that have succeeded in their working field through hard work and perseverance;
- participation of youths in internships organised in companies;
- labour mediation service, which links opportunities for beneficiaries with employer demands and individual and group counselling;
- information on conditions for participating in free training courses organised by private providers of accredited training with whom the FDP - Dambovită has signed co-operation agreements;
- vocational training courses organised by accredited providers in the area;
- home visits in order to develop beneficiaries' awareness with regard to opportunities.

Target groups

The project targets youths and adults from Cojasca in situations of social exclusion or job searching.

Financial framework

Since the beginning of the intervention the total amount of funds invested in the initiative has been about 2.100.000 Euros, from: 65% private and institutional donors (in Romania, Italy and Spain especially through child sponsorship); 10% NGO CESAL; 12% the Italian

Ministry of Foreign Affairs; 5% Phare European Programme; 3% Global Fund to fight HIV/AIDS, Tuberculosis and Malaria; 3% UNICEF; 0.5% Ministry of Labour and Social Inclusion by Law 34/1998 and 1% World Bank.

Results

From 2004 to 2009 about 2.000 youths and adults have been involved in the project and have benefited from counselling, professional mediation for employment or vocational training. Besides this the other main results of the project are the following:

- obtaining accreditation for the Center of Information, Counselling and Mediation for Employment in Cojasca village (July 2009), which offers according to the law, services to boost employment (information, advice, guidance and mediation of labour on the domestic market) for a total of 400 persons per year;
- 10 youths have received annual internships in companies where they were willing to develop a professional career;
- 30 people received counselling and guidance for recruitment and qualification retraining;
- 10 people benefited in the last year from vocational training (as hairdressers, car mechanics, automotive metalworkers, trade workers and drivers) to improve their chances of employment. People attending the training received full payment for course registration and examination and specific educational materials;
- co-operation between the FDP - Dambovita branch and the County Agency for Employment, Dambovita to improve labour mediation services and the organisation of Job Fairs (three Job Fairs last year);
- developing a database of economic agents from Dambovita and working with them in order to provide services to stimulate employment opportunities in the county.

Strengths

The strengths of the practice implemented in Cojasca are:

- the constant assistance and support given throughout schooling, vocational training and in accessing the labour market;
- bringing the labour market closer to the beneficiaries through visits, internships, and meetings with professional models;
- the improvement of interventions in order to match the needs of beneficiaries and the dynamics of the economic, social and cultural context of the region;
- the establishment of strong ties with beneficiaries, based on trust and professionalism;
- the development of networks between partners at a local and county level.

Weaknesses

The main weaknesses of the practice are:

- people who do not have specialised skills which facilitate their insertion into the labour market are not accustomed or willing to invest time and energy into building a career path;
- people's low esteem of themselves and their lack of belief in their ability to achieve professional results. Together with discrimination which is outside the community, it is one of the main weaknesses to overcome;
- the difficulties in finding professional models in the community.

Innovativeness

The activities are tailored according to area specificity and people's needs. They are

designed to be attractive and addressed to the community as a whole, to different groups of beneficiaries, but also to certain individuals. The services are oriented to boost employment, bringing the labour market closer to the beneficiaries (through visits, internships, meetings with professional models, job fairs).

Sustainability

The sustainability of the interventions is mainly based on the commitment of local and county authorities and partners, but equally important is sustainability at a community level. A change in attitude on the part of the beneficiaries has been observed compared to earlier interventions: they have been adapting their approaches to problems, becoming more aware of the importance of education and professional integration in achieving a visible improvement in their own lives.

Transferability

In order to transfer the experience to other contexts it would be necessary to have a well-trained and determined work team to draw up an action plan that takes into account a long-term strategy in accordance with local and county authorities.

Scrap metal collection in Venice

Implementing organisation and partnership

Etam – Community and Territorial Animation Unit of the Municipality of Venice

E-mail: etam@comune.venezia.it

Website: www.comune.venezia.it

The practice is developed in partnership with VESTA Spa.

Localisation

Municipality of Venice, Veneto Region (Italy)

Timescale

Since 1998

Objectives

The main aim of the practice is to guarantee and regulate a work activity, in this case scrap metal collection, which had already been carried out informally by mainly Roma⁴ people in the Municipality of Venice for many years. The activity was periodically interrupted due to the lack of legal requirements or to changes in national or regional legislation, creating problems and impacting negatively on people's livelihoods. The experience contributes to supporting people's autonomy and their inclusion in the labour market.

Description of the activities

Scrap metal collection is one of the main work activities of the Roma Community in the Municipality of Venice. National legislation on the environment (D.lgs n. 22/1997) and regional enforcement allows for scrap metal collection, whether managed by voluntary associations or citizens, to be considered as a non-professional activity within a framework of agreements with municipal organisations. A further law (T.U. Ambiente D.lgs n. 152/2006) still in force, confirms the legitimacy of the practice until the establishment of

⁴ In particular the Sinti community.

the Autorità Ambito Territoriale Ottimale (AATO).

Within this legal framework, 198 scrap collectors, mainly but not exclusively Roma peoples living in the municipality, are now operating with an agreement with VESTA Spa, responsible for waste collection in Venice. The scrap collectors take the material to designated areas, where they are paid in relation to the quantity of material collected. ETAM, which has been working with the Vallenari Street Community to help participate in planning their new settlement, arranged all the procedures and regulations with the parties involved and supports the scrap collectors in case of any problems.

Target groups

Scrap metal collectors from the Municipality of Venice and in particular Roma from the Vallenari Street Community.

Financial framework

No financial contribution is required. The activity is not financially supported.

Results

Scrap metal collection is currently being carried out by 198 persons under a regular agreement with the Municipality of Venice.

Strengths

This form of employment matches the cultural features of the community and reduces grant aid requests to local social services. It has been noticed that people who regularly carry out this activity tend to have less problems with the law, but this does not imply that people not employed in this activity are more likely to be involved in lawless behaviour.

Weaknesses

The practice undertaken by the Municipality of Venice is temporary since the legislative framework (T.U. Ambiente D.lgs n. 152/2006) will change once the AATO is established.

Innovativeness

The practice has been promoted by the local municipality and other local organisations. This activity corresponds to the Roma's needs and also makes an environmental contribution to the area.

Sustainability

Sustainability is linked to the local and national legislative framework.

Transferability

Transferability is linked to the legislative framework and to the acknowledgement of the social, economic and environmental importance of the initiative.

Inclusion and Promotion of the Roma Community in Càceres

Implementing organisation and partnership

Local institute of social affairs of the town council of Càceres

E-mail: imas-caceres@hotmail.com

Website: www.ayto-caceres.es

The town council of Càceres works in co-operation with the Fundación Secretariado Gitano.

Localisation

Municipality of Càceres, Extremadura Region (Spain)

Timescale

Since 1996

Objectives

Education is one of the main cornerstones for social integration of the Roma peoples. Although it is a long and slow process, in the last few years positive results have been achieved regarding the entrance of Roma peoples in the educational system. However, there are other factors that clearly state the inequality of Roma pupils, basically the high rate of absenteeism from school, the high number of girls in particular who drop out of school, and the failure to reach the end of their studies. The main objectives of the practice are:

- promoting the entrance of Roma minors in childhood education;
- preventing and reducing absenteeism from school and dropping out prematurely from the educational system;
- promoting the Roma culture in the classrooms and informal training and education, supporting the educational system;
- promoting access to secondary education and making continuity in the educational process easier;
- promoting the participation of young people and adults in formal and informal training and education.

Description of the activities

The first phase was to set up a Protocol of Absenteeism from School, between primary and secondary schools, the City Council, the Regional Government, the Juvenile Prosecution Office and parents with the support of the Fundación Secretariado Gitano. The protocol provides a legal framework to act against absenteeism from school. A supporting educational programme was also developed for monitoring and organising the following activities:

- supporting school workshops: programmes in the afternoons for primary education pupils with leisure time activities as a cross subject;
- assisted training workshops: programmes in the afternoons for secondary education pupils, with leisure time activities as a cross-curricular subject;
- Chamorrilos schools: supporting summer programmes organised in July and August for pupils attending primary and secondary schools;
- family school: awareness programmes for Roma families regarding gender equality towards schooling and main values;
- Red CONECTA: a social project shared through a net of different organisations, promoting social inclusion and digital literacy through new technologies;
- sports workshops: workshops in football and aerobics give the opportunity to get to know and learn in a fun way the basics of a sport while being a fully-integrated member of a formal but dynamic group;
- mediator figure: this intercultural figure acts as a link between families and institutions facilitating relationships, and at the same time, helps prevent conflict in school and other areas;
- awareness campaigns for enrolling pupils from Primary to Secondary Education.

Target groups

Roma peoples with problems in educational and training issues and accessing resources detected by Social Services or the Fundación Secretariado Gitano. This programme is

particularly targeted at women and minors.

Financial framework

- The Roma Development Programme of the Local Institute of Social Affairs: 35.868,50 Euros.
- City Council contribution to the agreements made with the Fundación Secretariado Gitano: 47.053,76 Euros (25% regional financing and 75% financed by the European Union) and 19.002,60 Euros for the mediator agreement.
- Regional contribution by the Equality and Employment Department of the Regional Government of Extremadura for the Town Council of Cáceres in 2009: 11.726,04 Euros.

Results

Approximately 200 Roma peoples in the operational area of the project were reached by the interventions, as described below:

Age	0-12	13-16	17-26	27-65	+65	Total
Male	E-7	E-5	E-22	E-29	E-7	E-70
Female	E-19	E-12	E-32	E-56	E-11	E-130
Total	E-26	E-17	E-54	E-85	E-18	E-200

(E= estimate)

Strengths

The strengths of the interventions are:

- the importance of the mediator's role;
- the high level of participation in activities if expectations are fulfilled;
- the promotion of educational values starting from the first stages of childhood;
- the multidisciplinary operations team;
- closeness to the community;
- strong support in order to access all the provided resources.

Weaknesses

The weaknesses of the interventions are:

- low evaluation of educational and training issues;
- limited family involvement and negative group pressure;
- non-acceptance of the rules.

Innovativeness

The intervention is working towards greater recognition of Roma cultural identity. It promotes the elimination of obstacles in order to give the Roma greater access to resources and services on the same terms as the wider community. A comprehensive programme of cross-disciplinary activities fosters intercultural co-existence and the involvement of all the social institutions, focusing on infant, primary and secondary education. These aspects are fundamental for creating positive habits, attitudes and aptitudes in daily life, for personal development, for having better opportunities in the job market and to help Roma families aspire to a better future.

Sustainability

The results of the interventions that have taken place over the last few years have been positive. It would be advisable to continue with the project, as high levels of absenteeism

from school are still being recorded. In this sense, the Local Institute of Social Affairs together with the Fundación Secretariado Gitano is working to tackle this problem in a comprehensive way, focusing on changing the Roma's perception of schooling and education.

Transferability

Project transferability is linked to institutional support (economic and political) and giving value and visibility (positive exposure in the media) to the actions developed.

Distance education for Roma schoolgirls

Implementing organisation and partnership

RomSinti@Politica

Website: <http://coopofficina.blog.tiscali.it>

Localisation

City of Pescara, Abruzzo Region (Italy)

Timescale

From 2002 to 2005

Objectives

The aim of the action was to tackle the high dropout rates from school amongst Roma schoolgirls by experimenting with a distance education programme in a secondary school in Pescara. The project took as its starting point the low attendance rate of Roma schoolgirls between eleven and thirteen, due to their changed role within the family on reaching puberty. The intervention avoided the problem of absenteeism from schools that clearly interrupts the learning and socialising processes, by promoting the strengthening and consolidation of skills already gained.

The distance education process should not be considered as an "alternative" to the normal course of education, but as a tool to foil Roma pupils leaving the education system prematurely.

Description of the activities

The three-year distance learning programme began with the selection of 20 Roma schoolgirls, chosen with the help of mediators and after a meeting with their families. The distance education model consisted of a first phase where five teachers involved in the project and knew the pupils, evaluated their knowledge and skills. Based on this evaluation teachers planned specific courses and provided up to 7 modules in various subjects. They agreed with the pupils on the days and times to be present at school (2 days per week for a total of 6 hours). At the end of each session at school the teachers gave them some homework to be marked together during their following meeting. Outside class time, the pupils were assisted and supported by the mediators. At the end of every year, pupils attending the first and second classes were examined in order to go up to the next class, while third-year pupils took the school-leaving certificate. Periodically the mediators visited the pupils' families in order to maintain relations and solve any problems.

Target groups

Pupils of the Romany culture in a secondary school in Pescara.

Financial framework

The distance education project was funded by the city of Pescara with an amount of

20.000 Euros per year, which financed school materials, the working hours of five teachers and the two cultural mediators from October to June of each year.

Results

The experience of distance education in Pescara involved 40 Roma schoolgirls. 23 pupils obtained the secondary school diploma and 2 of them enrolled to continue with non-compulsory secondary education; 9 girls succeeded in passing the second and third years of secondary school, while 8 did not complete the project because of high levels of absenteeism.

Strengths

The distance education model is designed to take into account the difficulties Roma pupils experience with studying independently outside school. It is developed as an education programme based on pupils' specific skills and needs, the effects of which can be verified both by the teachers and the beneficiaries themselves. The intervention also contributed to looking at the role of women in the family and in the community.

Weaknesses

The main weakness of the distance education programmes consisted in the few opportunities the pupils had for socialising and intercultural dialogue.

Innovativeness

The innovative features of the practice can mainly be traced to the active participation of Roma professionals and the establishment of a network of co-operation between schools, local authorities and Roma organisations.

Sustainability

The sustainability of the project is based on the motivation of the intervention: it provided an answer to a complex cultural need for the majority of Roma women and offered an opportunity to recognize the need for education and guarantee their right to study.

Transferability

Project transferability is linked to the co-operation of Roma professionals and the scientific approach used in designing and realising the education project.

Integrated approach for school dropout prevention in the Roma communities of Cojasca-Iazu

Implementing organisation and partnership

Foundation People Development - Dambovita branch

E-mail: dambovita@fdpsr.ro

Website: www.fdpsr.ro

Localisation

Municipality of Cojasca, County of Dambovita (Romania)

Timescale

Since 1998

Objectives

The general objective of the integrated interventions is to facilitate access to education of children and teenagers from Cojasca, a rural village 45 km from Bucharest and in particular from the community of Iazu where there is a high presence of Roma peoples. In particular the interventions aim to:

- prevent and reduce school dropout rates and absenteeism;

- create new educational opportunities for students, teachers and parents;
- ensure orientation and counselling for students and parents.

Description of the activities

In order to achieve the objectives, the Foundation for People Development – Dambovită branch has implemented the following activities:

- ensuring a daily meal for children attending the kindergarten of Iazu to improve their attendance and diet. Furthermore birthdays of children are celebrated in order to raise their self-esteem and awareness about their identity;
- recreational and cultural visits to different historic sites and points of interest in order to expand the children's horizons;
- provision of didactic materials;
- visits to students' homes in order to find out about their home environment;
- individual and group counselling with students and parents on important topics (e.g. diet, health, healthy lifestyle, importance of education);
- organising workshops in order to diversify scholastic activities and to increase the appeal of education;
- rewarding students with good results and a high degree of class attendance by offering prizes and gifts for various occasions;
- promotion of a one-week Sea Camp experience for the more deserving students.

Target groups

Preschool and school age children from the Roma Community, young people attending high school and the School of Arts and Crafts, Roma parents and teachers.

Financial framework

Not available.

Results

The number of preschool and school age children supported by the integrated approach intervention programme are approximately per year: 300 in the period 1998 – 2002, 500 in 2003, 730 in 2004 and from 2005 until now about 950. Therefore approximately 326 Roma families have received counselling and 40 teachers have been trained annually to better respond to community needs. All the interventions have increased the level of schooling equally for boys and girls, so that in 2007 two students went on to high school (a boy and a girl), two others in 2008, and in 2009 five students (one boy and four girls) went on to study at university.

Strengths

The strengths are:

- the dynamic improvement of the activities based on the needs of the beneficiaries;
- the establishment of strong ties with beneficiaries, based on trust and professionalism;
- the co-operation between partners at a local level;
- the continual assistance and support given to beneficiaries from early childhood onwards towards the completion of their education or training course;
- the involvement of parents and teachers;
- the community consultation before starting any project;
- the complementary approach used in relation to education and employment.

Weaknesses

The main weaknesses are:

- the socio-economic status of the family impacts on their ability to send children to school;
- the tendency on the part of the community to isolate itself and feelings of distrust;
- the dependence of the intervention on local stakeholder interest.

Innovativeness

The activities are tailored to the specificity of the area and to meet people's needs. They are designed to be attractive and addressed to the community as whole, to different groups of beneficiaries, but also to certain individuals. The young people studying now at university are involved as volunteers in the projects. In this way local human resources are valued and they can provide models for all the students.

Sustainability

The sustainability of the interventions is mainly based on the commitment of local and county authorities and partners, but equally important is sustainability at community level. A positive change in families' attitudes and a growing awareness of the importance of education has been observed, compared to earlier interventions.

Transferability

In order to transfer the experience developed in Iazu and Cojasca it would be necessary to have an equally well-trained and determined team to draw up an action plan with a long-term strategy capable of working in close collaboration with local and county authorities.

Socio-educational intervention with Roma children

Implementing organisation and partnership

Puerto Lumbreras City Council

E-mail: Policía@PuertoLumbreras.es

Website: www.puertolumbreras.es

The intervention was developed in partnership with the Regional Ministry of Education, Service of Attention to Diversity.

Localisation

Puerto Lumbreras municipality, Murcia Region (Spain)

Timescale

From November to June 2010

Objectives

The main objectives were:

- raising awareness of Roma families towards schooling and formal education;
- encouraging families to send the Roma children to standardised schools;
- motivating students to stay in school, tackling absenteeism and premature school dropout through support activities and by promoting school enrolment;
- contributing to solving problems related to educational material needs through dialogue between teachers and parents.

Description of the activities

The interventions were addressed to both parents and students. A Roma mediator involved the parents in meetings regarding the importance of education, training for labour market access and intercultural dialogue, with the aim of encouraging the normalisation of relations between families and the education system. Furthermore

reinforcement activities with students were organised (consolidation of basic skills such as reading, writing, mathematics, language and computer skills), as well as supporting homework activities and academic skills development related to learning new study techniques in order to develop good study habits and face learning difficulties in a more effective way.

Target groups

Roma children and their families, but also immigrants from Morocco.

Financial framework

Total amount: 9.000 Euros, 20% from the Municipality of Puerto Lumbreras and 80% from the Region of Murcia.

Results

The interventions reached 35 children between 7 – 16 years old and 175 in total with the inclusion of family members.

Strengths

Within the main strengths of the experience it is important to mention the role of the Roma mediator and the social workers in supporting all the activities and the partnership with local authorities.

Weaknesses

The main weaknesses regard the inadequacy of spaces for activities, the difficulties in co-ordinating and performing outdoor activities due to lack of resources and shortage of materials.

Innovativeness

The socio-educational programme was the first experience with Roma children in Puerto Lumbreras. The positive results of the initiative are connected to the setting up of a multidisciplinary team (educator, social worker, Roma mediator) and to the intercultural dialogue and work with families and communities.

Sustainability

Due to the shortage of family financial resources, the interventions can only be carried out with the budget provided by the City Council of Puerto Lumbreras and the Region of Murcia.

Transferability

Transferability is linked to the presence of professional and technical support to the activities.

Public healthcare access

Implementing organisation and partnership

Associazione Sucar Drom

E-mail: sucardrom@sucardrom.191.it

Website: <http://sucardrom.blogspot.com>

The organisation worked in partnership with the Province of Mantua, the Municipality of Mantua and the local healthcare unit of the NHS (National Health Service), Italian Red Cross.

Localisation

Municipality of Mantua, Lombardy Region, Italy

Timescale

From January 1990 to December 1992

Objectives

The main objective of the project was to promote, via cultural mediation methodology, a new approach to give Roma peoples access to public healthcare facilities. Indeed it was important to overcome hitherto used procedures and it involved direct intervention by the Red Cross in encampments and equipped transit sites, to provide for basic needs as well as vaccinations.

Description of the activities

The actions developed were:

- dissemination among local Roma of general information about healthcare facilities (the hospital premises, family counselling, emergency services);
- awareness-workshop and individual-support in choosing a family doctor and paediatrician;
- education on the key concepts of prevention, attention and control;
- awareness-seminar by healthcare professionals concerning cultural recognition of Roma peoples;
- direct improvement of sanitary conditions in the settlement area;
- use of the health services offered by local facilities;
- direct participation of Roma in designing the whole project.

Target groups

Initially the target group were Roma peoples residing in Mantua city, later on the project was extended to the entire Roma population living in the Province of Mantua (in other dwelling areas, illegal sites, private or standard residential areas).

Financial framework

The project was based on the voluntary activity of the Sucar Drom Association. An estimate of the cost nowadays might be about 20.000 Euros.

Results

About 150 people were reached through the programme. Currently all Roma residents in the Municipality and the Province of Mantua are individually considered in case of health problems. For any problems emerging, individuals (or the family) know the best way to solve them, without using the Accident and Emergency Services or waiting for Red Cross intervention (no longer active).

Strengths

The methodology of cultural mediation was the key factor for the success of the project. It eased and enabled new relations between the families and the National Health Service. It actually opened for the first time the possibility of a fair (and un-biased) access to the NHS.

Weaknesses

The project had to tackle numerous persistent stereotypes and had to debunk the vision held by healthcare professionals of the Roma peoples. Another weakness was the geographic location of the settlement, at a fair distance from the city (thus far from any 'family doctor'), and this, along with the strong tendency of the Roma population to use Accident and Emergency Services, lead to an inefficient use of NHS facilities.

Innovativeness

The project reversed the mode of access to healthcare facilities and its success was

rooted in the direct participation of those to whom it was addressed. Its innovation lies in fighting the idea that Roma peoples are unable to access individually and autonomously services offered to people in the wider community.

Sustainability

Although the project ended quite a few years ago, it has left a clear and positive legacy in the NHS at a local level. As a matter of fact, the settlement areas are now perceived as areas without any need of Red Cross intervention. As a result, their inhabitants are almost normal citizens, although a discrepancy in the use of Accident and Emergency Services procedures still persists. The main feature that may explain the intervention's success is related to the focus given to the learning procedure and cultural capital growth. Indeed the cultural mediation used with healthcare professionals helped them to be more sensitive, while creating a precondition for learning within healthcare organisations. Moreover, the Roma Community learnt about their rights (and duties) within standardized healthcare procedures, making them more aware of the different possibilities that they are entitled to.

Transferability

Project transferability is linked to five conditions:

- the existence of differential access to the NHS for Roma and non-Roma peoples;
- the perceived need of finding a different way to tackle healthcare issues by the Roma population;
- the presence of a mediation agency consisting of Roma and non-Roma experts;
- a strong political will (either in the healthcare system or more generally in political governance);
- the presence of a motivated and well-focused team;
- the presence of committed healthcare professionals and Roma peoples willing to change their habits and mindset.

Imaginary Project: "The House of Bernarda Alba" Version TNT

Implementing organisation and partnership

Asociación Cultural TNT - Territorio de Nuevos Tiempos

E-mail: programacion@atalaya-tnt.com

Website: www.atalaya-tnt.com

The TNT association works in partnership with Seville City Council and the Andalusia Region.

Localisation

City of Seville, Andalusia Region (Spain)

Timescale

Since August 2009

Objectives

The cultural association empowered a group of illiterate women from the shantytown El Vacie in Seville, which is one of the oldest encampments of the Roma Community in Europe with more than 900 residents, to develop their abilities as actresses, improving their lives and their social inclusion.

Description of the activities

The experience of the cultural association Territorio de Nuevos Tiempos began with a free

workshop with Roma women from El Vacie (Seville) in order to promote their social integration through the visual arts. The experience was so positive that the Roma women themselves asked to continue the work to perform a play. The professional team of the association adapted the play “La Casa de Bernarda Alba” (The House of Bernarda Alba), which is a classic play by the Spanish writer Federico García Lorca. They began work on it in August 2009, and the opening of the show was in November. The play was so successful that a national tour was organised and it has become the talk of the nation. Roma women are now working as actresses across the country.

Target groups

Illiterate women from the shantytown El Vacie in Seville.

Financial framework

Total budget: 33.900 Euros, 47% from the Andalusia Region and 53% from Seville City Council.

Results

Eight Roma women from the shantytown El Vacie in Seville are involved in the project. The play is now touring throughout Spain. Audiences of more than 2.000 people have already seen it and it has been a success with the critics. The experience has improved the Roma women’s self-esteem, their view of the future and the perception that the wider community had of them.

Strengths

The imaginative project was planned to take into account women’s needs, their skills and abilities, without making any impositions and without any aim of “normalization”. The actresses bring their own personal experiences, values and opinions to the stage.

Weaknesses

Although the experience has shown its effectiveness in contributing to debunking stereotypes and changing public perception of the Roma, the main weakness is the lack of prospects for the women, who very much want to continue the theatrical experience.

Innovativeness

The main innovative aspect of this initiative is the use of dramatic art to give Roma women an opportunity for social and economic integration. The social theatre recognises that social risk factors are not only economic but can also be based on cultural origin.

Sustainability

The experience has had a social and artistic impact and it could continue with institutional support and financial contribution.

Transferability

The experience, due to its flexibility and openness, can be adapted to suit a wide variety of environments, cultures, themes, situations and age groups. The adaptability of social theatre can create a wide range of extremely beneficial possible partnerships as they allow projects to potentially tackle any topic (e.g. human rights, active citizenship, responsible use of natural resources) through an alternative, non-formal learning process.

Article 3 – Observatory on discrimination

Implementing organisation and partnership

Articolo 3, Osservatorio sulle discriminazioni

E-mail: sportello.articolo3@gmail.com

Website: <http://osservatorioarticolo3.blogspot.com>

It works in co-operation with: the Mantua Jewish Community, ArciGay La Salamandra (a local GLBT- gay, lesbian, bisexual and transgender association), the Mantuan Institute of Contemporary History, the Institute of Sinti Culture, the Province of Mantua, the Municipality of Mantua and the Sucar Drom Association.

Localisation

The observatory is based in the Municipality of Mantua. Its activity is extended to all the population in the Lombardy Region (Italy).

Timescale

The project began in May 2008 as a private-public partnership. Later on, in April 2009, the partnership created the "Article 3 Discrimination Observatory", an association that is currently ongoing.

Objectives

The "Article 3 Discrimination Observatory" is based on the idea that keeping alive the memory and the history of discrimination and persecution by Nazism and Fascism is a crucial need in our society. It takes a proactive stand based on the warning by Primo Levi (Italian writer and survivor of Auschwitz) that "Many individuals or people think, consciously or unconsciously, that 'every stranger is an enemy'. For the most part this conviction lies deep in people's hearts as a latent infection. [...] Everyone should remember the history of concentration camps as a sinister signal of danger". Therefore the concrete objectives of the project are monitoring, analysing and comparing discriminatory practices, social exclusion, violation of human rights, racism and manifestations of intolerance and incitement to racial hatred.

Description of the activities

The actions pursued by the Article 3 Discrimination Observatory are:

- monitoring and analysing the ways in which the media deal with minority issues and minority rights, the use of media influence to shape and steer public opinion, including the political use of history and memory;
- the creation of a telephone hotline and a front desk open to those who have been directly discriminated against or who have witnessed an episode of racist intolerance. The Article 3 association can offer counselling or can act as an intermediary for legal assistance;
- education workshops in local schools and training sessions in different sectors;
- reporting, studying and research activities to design and implement sound intervention programmes;
- advice and counselling services and certification of anti-discrimination procedures;
- organisation of meetings, conferences, exhibitions, seminars either on specific topics or on the wide concept of anti-discrimination;
- short notes, brochures, books, CD-Roms, visual media production to promote a positive anti-discrimination culture and foster the association's values;
- active efforts to bring civil actions (at any level) to fight all forms of discrimination.

Target groups

The target of this project was the entire population in the Province of Mantua. The observatory has now been extended to cover the entire population living in Lombardy. The project addresses all groups, who may face discrimination, according to international, national and regional legal frameworks.

Financial framework

The project is constantly re-funded by the Mantua Municipality, the Province of Mantua, the Sucar Drom Association, the Jewish Community of Mantua, UCEI (Italian Jewish Communities Association) and lay citizens. The annual cost of the project is approximately 60.000 Euros; the Municipality provides facilities and covers utilities costs.

Results

The newsletter service reaches more than 1.500 direct contacts (civil rights activists, social movement leaders and journalists) with weekly monitoring of the regional press. The anti-discrimination help desk has already covered a dozen cases involving racial and gender discrimination, as well as discrimination regarding people with disabilities. The association has also been involved in training hundreds of people, mainly in schools and public seminars. More precisely, five schools have been directly involved for the 'student day conference' (addressing some 600 students) and the people usually attending the 'Holocaust Remembrance Conference' count some 200 units. Article 3 publishes an annual report with an in-depth analysis of the local situation (2008, the Province of Mantua, 2009 and 2010 the Lombardy Region) that is presented at the "International Day of the Commemoration in Memory of the Victims of the Holocaust" (January 27th – United Nation A/res/60/7) for the Province of Mantua.

Strengths

The main strengths of the practice are the following:

- partnership based on the three historically most discriminated against, Italian groups: the Roma peoples, Jews and LGBT (lesbian, gay, bisexual and transgender);
- the capacity of different organisations to come together and create a common tool starting from different discrimination backgrounds, sensibilities and approaches to the topic;
- people working for and with Article 3 have experimented discrimination. This makes the project more capable of addressing the issue sensitively and effectively;
- as a full independent body, the Article 3 is able to guarantee concrete and effective intervention.

Weaknesses

The weaknesses of the experience are related to:

- a general shortage of well-trained attorneys in the subject, making trials even more difficult;
- the activities, although not incredibly expensive, are costly and the groups involved are unable to privately fund the Agency.

Innovativeness

The creation of a heterogeneous partnership starting from very different backgrounds of discrimination.

Sustainability

The heterogeneous civil society partnership may be considered a concrete sign of the

project's sustainability, since each and every partner is committed to fighting discrimination. Indeed the fact that the partnership has a wide scope enables the association to be a crucial actor in the local context with regard to all forms of discrimination, a role that could not be played by an Observatory on specific issues (anti-Semitism, antiziganism, homophobia, etc.).

Transferability

Project transferability is linked to five conditions:

- the existence of different 'discriminated groups' aware of their social conditions;
- the willingness of these groups to join forces to devise a common strategy;
- the presence of sensitive and capable people with leadership skills;
- the presence of appropriate funding;
- the people working in the Observatory should themselves be from discriminated minorities, particularly those working on the help desk and dealing with training issues.

Integrated approach of Roma problems of the municipality of Nieuwegein **Implementing organisation and partnership**

Municipality of Nieuwegein

E-mail: gemeente@nieuwegein.nl

Website: www.nieuwegein.nl

The municipality of Nieuwegein works in cooperation with external organisations, mainly based in Nieuwegein or regionally organised and based in Utrecht. These organisations are: the office of the Public Prosecutor, the Council of Child Protection, Bureau Youth Care, Vitras (Social work), GGD Midden Nederland (Municipal Health Care), Housing corporations, Stichting Welzijn Nieuwegein (Foundation for Welfare Work) and the Province of Utrecht.

Localisation

Municipality of Nieuwegein, Province of Utrecht (Netherlands)

Timescale

From January 2009 to December 2011

Objectives

The main objectives of the integrated programme are the improvement of schooling for Roma children, the reduction of poverty and reliance on social benefits, the diminution of neighbourhood anti-social behaviour and criminality. The integrated programme is based on a methodology called "Wisselgeld" (Exchange). "Wisselgeld" is focused on assisting Roma families with complex problems (multi-problem families). The main goal of the Wisselgeld approach is to attain a positive change in the family system, with a focus on the child, the parents and the living environment.

Description of the activities

The Wisselgeld approach is based on the principle of exchange: giving something (assistance) in return for something (for example allowing the children to attend school). This approach is implemented by mediators, who make an action plan for each family and who are responsible for co-ordinating with the other parties involved.

In Nieuwegein the Wisselgeld approach started on 1 January 2009. The first six months of 2009 were mainly dedicated to setting up data collection on Roma families in Nieuwegein, building a network between municipal organisation and the external partners, providing

information to the municipal organisations and the media and developing a co-operation agreement and a procedure of work. Furthermore, a digital information exchange system was developed in order to share data on Roma families between all the parties involved. Nieuwegein also started a national virtual platform for all municipalities with Roma communities in order to be able to lobby the Dutch national government and share information and best practices between the cities. In July 2009 the Wisselgeld approach officially started. The mediators, together with the relevant external partner organisations, prepared an action plan for 26 Roma families, targeting problem areas to do with children or the family. Furthermore, during the year a training programme in diversity management was set up for municipal employees and for external partners, focusing on how cultures and communication channels are viewed and the effect of these views on the work of the professionals involved in the project.

Target groups

The target group is Roma families with children, living in Nieuwegein. These families have problems in 3 out of 9 so-called living areas (family, health, school, work, finances, housing conditions, leisure time, social habitat, police/justice).

Financial framework

The budget amounts to 391.000 Euros coming from the municipal resources.

Results

After one year 26 Roma families have been involved in the Wisselgeld approach. These families consist of approximately 100 people. Good progress has been made in getting children back into school (almost 30% more Roma children are going back to school) and cautious progress can be seen in relation to a decrease in welfare benefits. Furthermore the Wisselgeld approach has ensured greater involvement and more efficient ways of working on the part of professionals from the participating external organisations and of public servants within different municipal departments.

Strengths

The strength of the approach is the combination of support for the Roma families and the consistent enforcement of laws and rules towards this target group. Roma are seen as ordinary citizens of Nieuwegein, who need to take responsibility for their lives and the lives of their children, without concealing the problems in the community with the other residents. Another strong element is the approach, which is based on a network of multi-level organisations co-operating together.

Weaknesses

The practice will not deliver quick results. The Roma Community is a target group that, compared to other groups, has the least participation in schooling and regular employment. The approach has not yet succeeded in creating a real dialogue with representatives of the Roma Community in Nieuwegein. Although the mediators communicate intensively with individual Roma families, there is no general dialogue between the municipal administration and official representatives of the Roma Community on policy approaches or other important issues.

Innovativeness

The innovative aspect is the integrated approach of "setting limits as well as offering perspectives". The complex questions about Roma citizens can only be manageable combining both "investing in care" and "maintenance of rules" in the approach. This

integrated approach is not new as such in the Netherlands, but this is the first time it has been applied to working with Roma families.

Sustainability

The city council agreed that it was necessary firstly to have a programme of three years in which the approach of "learning by doing" was the starting point. At the same time however it was recognized that the problems were so complex that it would take a long time to really get sustainable results. It depends on the political (and financial) support and the success of the new methodology if the project is to continue after the programme ends (2011). In order to avoid being fully dependent on the support of the city council a considerable amount of time has been invested in attracting the interest of potential external sponsors.

Transferability

Within the national platform of municipalities with Roma communities, there is already a lot of interest in our Wisselgeld methodology. The methodology by itself is not difficult to transfer to other municipalities, but it first needs political support from the different city councils and quite considerable financial investment as well, which will be even more difficult in this period of government cutbacks. The Wisselgeld methodology will only be successful if it is executed by experienced professionals (mediators).

Policy of reception, accommodation, and social development of Roma peoples in SAN de Sénart

Implementing organisation and partnership

San de Sénart

Carré Sénart 9 allée de la Citoyennet, Lieusaint Cedex, France

Website: www.senart.com

For the creation of reception areas for Roma travellers, the partnership of San de Sénart includes: the National Government, the Regional Council of Ile de France, the Fund for VAT Compensation, the Institute of Public Planning, the General Council of the Seine en Marte Department and the Family Allowance Fund. For Senart's supplementary programme: the Family Allowance Fund, the General Council, the communes in Sénart, the Department of Management for Social and Public Health Affairs.

Localisation

Municipality of San de Sénart

Timescale

Since 2000

Objectives

In accordance to Law 5/2000 known as the "Besson Law", the Municipality of San de Sénart established a programme for receiving Roma peoples, providing 116 places able to host 58 families. In 2007 it initiated a supplementary programme to improve their social conditions with the following objectives:

- diversify the action programmes based on the different typologies of Roma groups (for nomadic, semi-nomadic travellers and sedentary groups);
- encourage the creation of suitable habitats for households residing in Sénart;
- develop educational support for families;

- link the social development project with other nearby localities (e.g. Melun-Val-de-Seine);
- establish a system for consultation and observation.

Description of the activities

In accordance with the Besson Law requiring departments to establish programmes or systems for receiving travelling or nomadic groups, in 2008 Sénart reached the goals established by the departmental plan: 116 places for 58 families within the municipality. These reception areas are equipped with access to water and electricity for each family, sanitation infrastructure and are subject to internal rules and regulations. There is a system for the administration and management of the reception areas and an on-call service to facilitate rapid response to various needs. An external service provider is charged with reception, administrative management, maintenance and repair of equipment and infrastructure, and mediation services.

A steering committee oversees the management and direction of the reception areas and meets twice a year. It is composed of concerned elected officials, from amongst which a leader is appointed, the funding partners, representatives of organisations and associations dealing with travelling or nomadic groups, and representatives of the users of the reception areas. Technical meetings also take place, involving the leadership of the municipality's social development programme.

Target groups

Roma peoples in the territory of San de Sénart.

Financial framework

For the reception areas - Total amount 2.316.468 Euros from: 27.6% State, 19.5% San de Sénart municipality, 18.4% Region Ile de France, 10.2% EPA Sénart, 6% Departement of Seine-en-Marne, 2.6% CAF de Seine-en-Marne, 15.7% FCTVA.

For the social improvement and development programme (per year for three years) - Total amount 100.000 Euros from: 50% State, 30% San de Sénart, 20% General Council.

Results

The programme can offer 116 places to receive 58 families within the municipality. In the case of travelling or nomadic groups, the family is not simply understood in the nuclear sense (i.e. household of two parents and children), but in terms of extended family. The reception policy also includes an educational and a family assistance programme.

Strengths

In addition to being managed and implemented at a municipal level, the policy of receiving or accommodating travelling or nomadic groups falls within the framework of the national Besson Law and departmental programme. Therefore, it is a policy that is backed, reinforced and financed by a multi-level political system. The integrated programme is realised by focusing on the improvement of the social situation and conditions of this group. The policy of reception and accommodation meets the demand for temporary living space, and in doing so, it recognizes the lifestyle and culture of groups like the Roma and offers tailored solutions and programmes adapted to address the specific needs of such groups.

Weaknesses

Since 1989 Sénart has been receiving and accommodating travelling or nomadic groups and many lessons can be learnt for the future. There have been few tools available at

municipal and departmental levels to analyse the evolving and changing needs of beneficiaries, but this could be overcome by a shared diagnostic study carried out between the concerned parties. The centre of social services was put into question, causing difficulties in assessing the social problems of inhabitants in the reception areas. One solution could be to establish a technical committee with the partners to cultivate new ways to assess and respond to social problems. Due to its reduced size, the team has had difficulties in properly dealing with the social supplementary programs. Possible solutions include redefining the personnel's roles, training, incorporating new tools and a more permanent approach to conflict management.

Innovativeness

Since 1989, San de Sénart has been a pioneer in developing and implementing a policy for the reception and accommodation of Roma groups. The municipality meets the demand for temporary living space, giving at the same time an opportunity to take advantage of a social programme.

Sustainability

The multi-level political, financial, and legal backing is important for the sustainability of the policy. For example, the national Besson Law reinforces the legitimacy of Sénart's local policy, while the financial support and commitment of various government entities is crucial. Furthermore, Sénart has been building on its practice and experience for over twenty years and it has already proven the feasibility of such an approach.

Transferability

Transferability of Sénart's local policy to other municipalities is possible if political will and national and regional support (political, legal and financial) are mobilised. Furthermore, a long-term integrated approach that takes into account the quality development of living spaces together with the development of social conditions is essential. Neglecting the social aspect can impact negatively on the Roma's living conditions, social welfare and on the surrounding community.

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Annex

ANNEX 1 - DATA COLLECTION HANDBOOK

WHY CARRY OUT DATA ANALYSIS ON INDICATORS AND MONITORING TOOLS ON ROMA PEOPLES?

Within the framework of the project “+Respect: increasing the Roma peoples’ participation and citizenship rights: campaigns and tools”, co-financed by the European Commission DG Justice, Freedom and Security, data analysis related to Roma peoples (“*General term that includes different ethnic groups such as the Sinti, Travellers, Ashkali etc*” - definition as given on the project application form) will be made available in the different regions involved.

An analysis of existing data and monitoring tools will be the basis for making recommendations to experts and policy makers to improve and share knowledge about indicators specific to this target group. Particular attention will be given to data regarding the discrimination of Roma peoples in education, the labour market and healthcare.

In the case of an extensive collection of data and surveys, please take into consideration research studies and initiatives from the year 2000 onwards.

The partners of the project are: Cittalia (Lead Partner), the Regions of the Veneto and Puglia, the Municipality of Puerto Lumbreras, Extremadura Region, FDP (Foundation for People Development), ERIO (European Roma Association Office), RomSinti@Politica, Sucar Drom, ENTP (European New Towns Platform) and COSES (Consortium for Research and Training).

The main objectives of the project +Respect are to provide a set of awareness-raising and knowledge tools to fight anti-Roma racism and to enhance Roma participation in democratic processes at a local level. It targets different key actors: public authorities, practitioners, Roma communities and specific civil society organisations.

A Template can be used to collect information on existing data and monitoring tools on Roma peoples with the help of a Glossary which explains how to fill in the template.

HOW TO SUBMIT A TEMPLATE

Information concerning existing data and monitoring tools on Roma communities should be described in English using the Template. The information provided in the template should be as detailed as possible to ensure that the experts can make accurate recommendations.

ANNEX 2 – TEMPLATE FOR DATA COLLECTION ON ROMA PEOPLES⁵

1. GENERAL INFORMATION

- 1.1 Title of data collection/survey
.....
- 1.2 Object of the data gathering (analysis unit)
.....
- 1.3 Type of gathering
.....
- 1.4 Type of source
.....
- 1.5 Holder of the data collection
.....

2. OBJECT OF THE DATA GATHERING

- 2.1 Universe of reference/observation
.....
- 2.2 Geographic coverage
.....
- 2.3 Main characteristics observed
.....

3. METHODOLOGY AND TECHNICAL FEATURES

- 3.1 Year carried out/duration
.....
- 3.2 Frequency of data gathering
.....
- 3.3 Method of data gathering
.....
- 3.4 Quality control data
.....

4. SPREAD OF RESULTS

- 4.1 Type of spread
.....
- 4.2 Access to information
.....
- 4.3 Reference to any publication, if available
.....
- 4.4 Website
.....
- 4.5 Contact person for further information (Please indicate name, phone number or Skype ID, e-mail)
.....

⁵ “General term that includes different ethnic groups such as the Sinti, Travellers, Ashkali etc” - definition as given on the project application form.

GLOSSARY

1. GENERAL INFORMATION

1.1 Title of the data collection

Please provide the title of the data collection. The data gathering could refer to Roma peoples or to a general data collection based on ethnicity.

Research on Roma peoples could also be included.

1.2 Object of the data gathering/analysis unit

It is the unit of analysis. For instance: Roma peoples, residents, pupils or workers.

1.3 Type of gathering

Information regarding units of analysis could be collected directly, through interviews to Roma peoples, or indirectly through organisations that maintain administrative records (E.g. schools, municipalities, local authorities in general).

1.4 Type of source

You should indicate if the gathering is based on:

- censuses (within which ethnic data may be collected);
- sample surveys specifically addressed to Roma peoples or general sample surveys targeted to all the population, but where ethnic belonging can be reported;
- population registers (births, marriages and deaths registers, labour offices data), where ethnic belonging can be detected as a unit of analysis.

1.5 Holder of the data collection

Who commissions the data collection? Who does the data or research study ultimately belong to? For example, local authorities, administrative offices, research institutes, national statistics institutes.

2. OBJECT OF THE GATHERING

2.1 Universe of reference/observation

Where are you observing? Who are you observing? For instance: in the case of gathering data on the student population, the universe of reference/observation is students attending schools at every level.

2.2 Geographic coverage

Please indicate locations covered by the survey. These may be specified as location name.

2.3 Main characteristics observed

Please indicate main variables (characteristic of a unit) observed, for instance: gender, age, citizenship and so on.

2.4 Year(s) carried out/duration

The year(s) and duration of data gathering or research. If you are referring to continuous registering of data (e.g. residents), please indicate "continuous".

3. METHODOLOGY AND TECHNICAL FEATURES

3.1 Frequency of gathering

If a survey continues over a period of time, please indicate frequency of survey. If the survey does not continue over time, please indicate that it has only been carried out once.

3.2 Method of data gathering

For instance: registers, phone interviews, face-to-face interviews ...

3.3 Quality control data

Please indicate if operations on data quality control are carried out, for example if incomplete answers are checked.

4. SPREAD OF RESULTS

4.1 Type of spread

CD Rom, publications, web databases.

4.2 Access to information gathered

Please indicate if it is possible to receive data and if so, how to access it.

4.3 Reference to any publication, if realized

Please indicate authors, year, title, publisher, city of publisher.

4.4 Website

Please indicate websites where information on data collection is provided.

4.5 Contact person for further information

Please indicate name, phone number, e-mail, if more information is required.

ANNEX 3 - DATA COLLECTION SUGGESTIONS AND POSSIBLE OBSTACLES

If you cannot provide any data sources, studies, research or surveys carried out in relation to Roma peoples, your contribution is however relevant for the partnership. You can indicate suggestions and comments in order to improve data in relation to indicators and monitoring tools and give recommendations for experts and for policy-makers, by providing the following information.

1. Name of organisation

.....

2. Contact person for further information (Please indicate name, phone number or Skype ID, e-mail)

.....

3. What data do you need to improve your knowledge base of Roma peoples, in order to activate more effective anti-discrimination measures?

.....

4. What are the main obstacles to collecting data on Roma peoples?

.....

5. According to your experience and knowledge, please answer the following questions:

- Do you think the Roma are discriminated against or not? If yes:
 - Are discriminatory practices different for men and women?
 - In what areas is discrimination more evident (e.g. the legal system, education the labour market, healthcare)?
 - Does the discriminator operate within public bodies, too?

.....

ANNEX 4 - PRACTICES HANDBOOK

WHY GATHER TOGETHER A COLLECTION OF PRACTICES ON ROMA PEOPLES?

Within the framework of the project “+Respect: increasing Roma peoples’ participation and citizenship rights: campaigns and tools”, co-financed by the European Commission DG Justice, Freedom and Security, a collection of Good Practices (GPs) concerning anti-discrimination initiatives in support of Roma peoples (“*General term that includes different ethnic groups such as the Sinti, Travellers, Ashkali etc*” - definition as given on the project application form) in the areas of education, the labour market and healthcare.

The partners of the project are: Cittalia (Lead Partner), the Regions of the Veneto and Puglia, the Municipality of Puerto Lumbreras, Extremadura Region, FDP (Foundation for People Development), ERIO (European Roma Association Office), RomSinti@Politica, Sucar Drom, ENTP (European New Towns Platform) and COSES (Consortium for Research and Training).

The main objectives of the project +Respect are to provide a set of awareness-raising and knowledge tools to fight anti-Roma racism and to enhance Roma participation in democratic processes at a local level. It targets different key actors: public authorities, practitioners, Roma communities and specific civil society organisations.

This document provides information to help you present your experience and put it forward to be selected as a Good Practice. Your input will be taken into account in the formulation of recommendations and the set of GPs will be gathered together for publication.

WHAT IS A GOOD PRACTICE?

Good practices can be defined in several ways, but the most comprehensive and commonly accepted definition that best describes the approach of the project is:

“An initiative (e.g. methodologies, projects, activities, processes, techniques) which has already proved effective at delivering a particular outcome (provide tangible results) and which has the potential to be transferred to a different geographic area or some of its success factors could be replicated in a different area”⁶.

The good practice selected should, as far as possible, demonstrate a real, (not theoretical or hypothetical), easily identifiable intervention aimed at eliminating or preventing discrimination, in particular but not exclusively, in relation to education, the labour market and healthcare.

The intervention should regard one or more of the following aspects:

- an improvement in the living conditions of Roma peoples;
- the elimination or prevention of identified problems at source that cause discrimination;

⁶ Definition by INTERREG IVC Operational Programme

- the attainment of identifiable results in combating discrimination against Roma peoples;
- the inclusion of steps and methods that can be implemented within a workplace or within an organisation to improve anti-discrimination measures in support of Roma peoples;
- an increase in knowledge and awareness of Roma peoples;
- the proactive use of different tools (e.g. lawsuits, active policies in education, the labour market and healthcare) to fight discrimination and racism.

ELIGIBILITY CRITERIA

Only eligible entries will be further evaluated. There are four eligibility criteria:

1. practices can only be accepted from EU Member States, Candidate Countries, Potential Candidate Countries and EFTA countries (Iceland, Liechtenstein, Norway and Switzerland);
2. the case described in the practice must already be in operation or concluded (i.e. pilots and trials without any tangible achievements are not eligible);
3. the case described in the practice must be sufficiently described (i.e. data fields in the submission form must be filled in with meaningful, relevant and convincing information);
4. the case described in the practice must be submitted in English.

EVALUATION CRITERIA

The Scientific Board established within the project, will select at least 10 practices developed in Europe on the basis of the information provided by the case owner, according to 5 evaluation criteria:

1. Relevance
In what sense could it support the objectives of the +Respect project?
2. Effectiveness
What are the main results and benefits (qualitative and quantitative) for all targets involved (including public administration)? In what sense does the project influence or facilitate solutions related to discrimination?
3. Innovation
To what extent does the practice go beyond current practice? What are the main innovative factors?
4. Sustainability
Under what conditions could the practice continue over time? E.g. once a co-financed project has finished?
5. Transferability and potential for implementing some elements in other contexts.
What and how could others learn from the practice examined?

HOW TO SUBMIT A PRACTICE

Practices should be described using the Template. The information provided in the submission form should be as detailed as possible to ensure that the experts can make their assessments accurately and fairly. A lack of relevant and/or unclear information may result in a submission being evaluated less favourably than it deserves.

You can find below some useful advice to fill in the Template.

1. Identify one policy measure/good practice

1.1 Name of the practice

Please provide the name of the case described in the practice, which will be used as the official name of your practice.

1.2 Precise theme/issue tackled by the practice

Please indicate to which main field your practice could be referred to (no more than 1/2 fields per case).

1.3 Implementing organisation

Please indicate the name of the organisation responsible for the implementation of the practice and contact details: address, country, phone number, e-mail, web site.

1.4 Contact person for further information

Please indicate the name of a contact person, their phone number or Skype ID, e-mail, who will be available in case of need for more information. An English-speaking person is more preferable.

1.5 Promoting organisation (if different from implementing organisation)

Please indicate the name of the organisation promoting the practice, if it is different from the implementing one. For example it could be the organisation that initiated the idea, the funding organisation ...

1.6 Other bodies/partners/networks involved

Please provide information of other organisations and networks that have supported the practice.

2. Description of the main elements of the policy/practice

2.1 Timescale (please indicate the start date and conclusion date, month/year)

Please provide the start and end dates (if already concluded) of the practice (specify month and year).

2.2 Localisation

Please identify the country, region or other sub-national levels, cities or towns where your practice is implemented.

2.3 Objectives

In relation to the needs and/or problems the practice is addressed to, identify up to 4 of the most important objectives your case pursues (Max 1.500 characters).

2.4 Description of actions realised, content of the practice

Please describe the initiative's main activities (Max 1.500 characters).

2.5 Financial framework (local budget – national budget – external funds, including EU funds)

Please select the funding source for the practice, specifying their origins (local, national or – external funds, including EU funds) and their contributions in %.

2.6 Target groups

Please indicate the types of users reached by the practice.

3. Evaluation of the practice

3.1 Number of persons of the target group involved in the activities /policies/interventions of the practice

Please indicate the number of persons within the target group involved.

3.2 Other results supported by indicators

Quantitative and qualitative indicators (Max 1.500 characters).

3.3 Strengths of the practice

Please indicate up to three important success factors (Max. 1.000 characters).

3.4 Weaknesses of the practice

Please indicate up to three major barriers or difficulties that you faced, and put them in priority order if possible (Max 1.000 characters).

4. Lessons learnt from the practice

4.1 Innovativeness: describe why your practice is innovative

Please indicate to what extent you think the practice goes beyond current practices in the field. Innovation is looked at from a broader perspective: (1) in the innovative use of state-of-the-art technology and resources; (2) and/or innovation in terms of governance, management and re-organisation, (3) human resources and skills, etc. (Max 1.500 characters).

4.2 Sustainability: describe the features which would enable the practice to continue over time

Please indicate which factors would permit the sustainability over time of the practice, indicate if activities have continued after the conclusion and co-financing of the project, or in the case of an on-going experience, indicate which features might be considered essential (Max 1.500 characters).

4.3 Transferability: describe the conditions which would allow transferability of the practice to another context

Please describe if the activities are sufficiently specific and, at the same time, sufficiently general to enable other administrations to learn from it.

If the practice has already been transferred to another context, please provide evidence of exchange. This will be regarded as a plus factor (Max 1.500 characters).

5. Other possible interesting information

Please provide reports, media, photos related to your practice.

ANNEX 5 – TEMPLATE FOR GOOD PRACTICES CONCERNING ANTI-DISCRIMINATION INITIATIVES IN SUPPORT OF ROMA PEOPLES

1. Identify one policy measure/good practice

1.1 Name of the practice

.....

1.2 Precise theme/issue tackled by the practice

(Please indicate no more than 1-2 fields per case with X character)

Education

Labour market

Healthcare

Other, please specify.....

1.3 Implementing organisation

(Please indicate the name, address, country, phone number, e-mail, web site)

.....

1.4 Contact person for further information

(Please indicate name, phone number or Skype ID, e-mail)

.....

1.5 Promoting organisation

(if different from implementing organisation)

.....

1.6 Other bodies/partners/networks involved

.....

2. Description of the main elements of the policy/practice

2.1 Timescale

(please indicate the start date and conclusion date (month/year) if the practice has already finished)

.....

2.2 Localisation

Country:

Region/District Metropolitan Area:

Municipality:

2.3 Objectives

(Max 1.500 characters)

.....

2.4 Description of actions realised, content of the practice

(Max 1.500 characters)

.....

2.5 Financial framework

(local budget – national budget – external funds, including EU funds and its contribution in % terms)

.....

2.6 Target groups

.....

3. Evaluation of the practice

3.1 Number of persons of the target group involved in the project

.....

3.2 Other results supported by indicators

(other quantitative and qualitative indicators; Max 1.500 characters)

.....

3.3 Strengths of the practice

(Max 1.000 characters)

.....

3.4 Weaknesses of the practice

(Max 1.000 characters)

.....

4. Lessons learnt from the practice

4.1 Innovativeness: describe why your practice is innovative

(Max 1.500 characters)

.....

4.2 Sustainability: describe the features which would enable the practice to continue over time

(Max 1.500 characters)

.....

4.3 Transferability: describe the conditions which would allow transferability of the practice to another context

(Max 1.500 characters)

.....

5. Other possible interesting information

(Please indicate website, reports produced, media etc. ...)

.....

Partners



REGIONE DEL VENETO

RomSinti@ politica

Sucar  Drom