

EXAMPLES OF GOOD PRACTICE IN THE FIELD OF PROTECTION AND PROMOTION OF HUMAN RIGHTS

In response to the invitation by the Commissioner for Human Rights

Example from Spain

“ACCEDER PROGRAMME: ACTIONS IN FAVOUR OF ROMA POPULATION WITHIN THE MULTI-REGIONAL OPERATIONAL PROGRAMME TO COMBAT DISCRIMINATION”

FUNDACIÓN SECRETARIADO GITANO
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1. DESCRIPTION OF THE PROGRAMME AND IMPACT ASSESSMENT

The ACCEDER Programme comprises actions in favour of Roma population within the multiregional operational programme to combat discrimination. It is financed by the European Social Fund and the Government of Spain.

A. GENERAL OBJECTIVES

- Attracting Roma population into the labour market, making employment a real option for all, promoting employability, social inclusion and equality between men and women, encouraging, in particular, social and labour market integration of young Roma at risk of exclusion from the labour market.
- Professional qualification and access of Roma to occupations and jobs in which they are employed, meeting their demands according to the employment offers made by companies.
- Facilitating and adapting general services on vocational training and employment to unemployed Roma, thus they can access them like other citizens.
- Promoting services on basic education and advice in the use of ICT for young Roma to enhance their employability and prevent school failure.

B. PROGRAMME ACTIONS

1. Individual employment itineraries

1. Guidance, training and labour market integration

- Recruiting Roma and raising awareness of the need to search for a job. Reception and information activities consist of an initial introduction to the services offered by the ACCEDER Programme and the provision of basic information on the employment and training world.
- Guidance, advice and monitoring. These actions involve the development of an initial diagnosis and of guidance sessions, the establishment of individual employment itineraries and the monitoring of the different phases through which every Programme user goes.
- Actions to derive and monitor standardised training actions.
- Actions to implement specific activities on pre-training and vocational training for the Roma population.

Persons served

	ETHNIC GROUP		AGE						TOTAL
	ROMA	NON-ROMA	<24	25-30	31-35	36-45	46-55	>55	
MEN	18774	7793	6765	6869	4378	5589	2334	628	26567
WOMEN	19358	10545	7027	7041	5083	6958	3064	721	29903
									56470

Persons who follow individual integration itineraries

GROUP	ETHNIC		AGE						TOTAL
	ROMA	NON-ROMA	<24	25-30	31-35	36-45	46-55	>55	
MEN	13462	4995	6765	6869	4378	5589	2334	628	18457
WOMEN	13855	7276	7027	7041	5083	6958	3064	721	21131
									39588

2. Labour market exploration and intermediation

- Actions focused on job analysis and search. An exploration of the labour market and job vacancies is carried out, while an intermediating system is offered to companies in order to match supply and demand.
- Actions to support hiring, providing information and technical advice.
- Actions to support labour market. Tracking of and support for persons who are starting to work in order to ensure their continued employment.
- Advice and support in self-employment creation.

Number of employment contracts achieved

	ETHNIC GROUP		AGE						
	ROMA	NON ROMA	<24	25-30	31-35	36-45	46-55	>55	TOTAL
MEN	13915	4502	2649	6431	3738	3886	1455	258	18417
WOMEN	12912	6936	3000	5641	3905	4781	2156	365	19848
									38265

Companies contacted

SECTOR				
AGRICULTURE	CONSTRUCTION	INDUSTRY	SERVICES	TOTAL
482	2383	2281	13140	18286

2. Actions for social and labour market integration of Roma immigrants

Objectives

- Implementing an intervention on Roma immigrants from countries of the European Union that enables and encourages “support” models for their integration.
- Establishing a specific work methodology tailored to their particular circumstances, which takes into account their welcoming and the individual and group diagnosis of this population, starting with the development of information and advice actions.
- Attracting Roma immigrants into the labour market, making employment a real option for all, promoting employability, social inclusion and equality between men and women, encouraging, in particular, social and labour market integration of these persons.

Developed actions

- Integrated personal itineraries for social and labour market integration of Roma immigrants, through individual action plans tailored to meet their needs and characteristics, and according to their personal, familiar, social and labour market situation, through actions on: guidance, language training, literacy teaching, training, including support measures and, where appropriate, social care measures.
- Actions for the social and labour market integration of Roma coming from the European Union countries, as well as for fostering coordination between the public and private organisations interacting with this population, through seminars, conferences, workshops, etc.

	2006 – June 2010
Roma who have been helped by this Programme	6415
• Rumanians	93%
• Bulgarians	6%
• Bosnians	1%

3. Educational support actions for the promotion of young Roma and their families



Promociona PROGRAMME

Objective

To ensure an adequate supply of services that reinforces the prevention of early school dropout and encourages higher rates of completion of Compulsory Secondary Education.

Lines of action

- Actions aimed at **students** who leave prematurely at the stage of Compulsory Secondary Education, by means of actions which are adapted to their reality, leading to continuation and/ or reintegration into the Educational System.
- Actions to reinforce and support continuity in the educational process:

Through programmes and actions aimed at Roma adolescents and their families, based on awareness and support elements and, thus, framed in "external compensation", with the participation of and collaboration between the educational system and social services, in active partnership with social organisations, and carrying out actions such as the training of school promoters, the training of Roma father-mother facilitators, the promotion of the presence of fathers and mothers in Parents Associations (AMPAs) and School Councils.

Through the promotion of the attractiveness of vocational training and, in the medium and the long term, the access of young Roma to Regulated Vocational Training, beginning with measures promoting better access to information and vocational guidance.

PROMOCIONA	
Educational Centres agreed	96
Participating families	215
Students	248

4. Promotion of pro-active policies on Roma population

- **Training of professionals** in social intervention and organisation of discussion and reflection fora.
150 actions including conferences, seminars and events: 8,000 participants.
- **Awareness-raising actions** that contribute to break stereotypes and improve the social image of the Roma community.

Awareness campaigns:

"*Conócelos antes de juzgarlos*" ("Get to know them before judging them")

"*Tus prejuicios son las voces de otros*" ("Your prejudices are other people's voices")

"*El empleo nos hace iguales*" ("Employment makes us equal")

"*De mayor quiero ser...*" ("When I grow up I want to be...")

- **Technical assistance** to the Spanish Public Administration and social organisations in the design of plans and measures.
- Development of **study and research projects** to increase knowledge of the Spanish Roma population. Creation of an information system – Observatory on Roma labour market integration –, which provides information on the progress made in the labour situation of Roma.

Study on **Roma population and employment**: State: 1; Autonomous Communities: 5.

State Observatories on employment and the Roma community: 5.

Autonomous Communities Observatories on employment and the Roma community: 5.

Report on the Results of the Operational Programme 2000-2006: State and Autonomous Communities.

2. HUMAN RIGHTS ISSUES AT STAKE

Firstly, the programme aims to promote the effective enjoyment of economic and social rights by Roma through specific measures to improve their labour integration. Secondly, the educational support activities reinforce the enjoyment of the right to education by Roma students leading to regular vocational education. Thirdly, the training of professionals, awareness raising actions and research projects contribute to overcoming stereotypes about Roma and address intolerance and anti-Gypsyism experienced by Roma. Therefore the programme combats the discrimination of Roma in a broad manner and aims at their full social inclusion. This facilitates the enjoyment of a wide range of human rights by Roma and promotes effective equality in society.

3. EVALUATION

The Acceder Programme, as other programmes financed by the European Social Fund, applies the Community and national regulations for evaluations and audits. The aim of the evaluations and audits is to follow up and assess the programmes to ensure the coherent and efficient use of the aid provided by the structural funds.

In 2009, an ex-ante evaluation was carried out for the period 2000-2006. An intermediate evaluation took place in 2002 with an up-date in 2005, followed by an ex-post evaluation in 2007.

For the period 2007-2013, an ex-ante evaluation was carried corresponding year 2008 after which continuous evaluation and quarterly audits of operations of each organisation concerned have taken place. An impact assessment is planned to take place in 2012 to be carried out by independent experts supervised by the Administrative Unit of the European Social Fund in Spain.

Each evaluation has assessed the pertinence, effectiveness, efficiency, usefulness and sustainability of the programme. Due to the successful results of the evaluations, the Acceder Programme has been selected as an example of good practice in 2002, 2005 and 2007.

4. CONCLUSIONS FOR INSPIRING SIMILAR PROJECTS ELSEWHERE

Keys to success

1. **Integrated approach and balance between social and economic perspectives.** When designing integration itineraries, the profile of the person seeking employment should be taken into account.
2. **Involvement and training of the Roma community.** This is not a Programme for Roma, but rather a Programme that involves everyone within the Roma community.
3. **Long-term planning.** This is a seven-year Programme, which allows for greater impact.
4. **Tailored but not segregated services.** Actions focus on *target* population, but not exclusively, and these actions should be aimed at standardisation.
5. **Flexibility and tailoring of standardised services to Roma population needs.** The objective is to build a bridge between the needs of the Roma population and the system; achieving a balance between target groups and standardised services.
6. **Cross-cultural work teams.** All work teams are ethnically mixed thus they can benefit from both cultures.
7. **Strong partnership, close relationship with companies and an adequate public-private relationship system.** The goal is to cooperate with all major stakeholders: Spanish Public Administration, companies, media, politicians, etc.
8. **Mobilisation of local and regional resources.** All resources should be aiming at achieving the same objective, creating synergies among all available resources.
9. **Individual employment itineraries.** The personal circumstances of each individual should be above his/ her ethnicity. Itineraries should be set according to each person, regardless of his/ her ethnic origin.
10. **National dimension of local actions.** The Programme includes a combination of national and local approaches.
11. **Establishment of Monitoring Committees to disseminate information and ensure full transparency.** These Committees should ensure transparency and constant information flow, being essential to the success of the Programme.
12. **Wide diffusion and visibility of the Programme actions and results.** Visibility and open communication facilitate awareness on the issue.

Lessons learned

1. **Actions should be developed at national and local levels:** establishment of Multi-Regional Programmes to Combat Discrimination including actions directed at those groups experiencing discrimination and social exclusion. As the national dimension addresses certain issues, it provides and favours greater territorial cohesion and balance.
2. **Social initiative leadership.** NGOs should be actively involved in national and regional Operational Programmes (from the planning and design phase to the implementation phase) and assume a new role as providers of public services. This leadership should be in hands of mature organisations with proven experience.

3. **Solutions tailored to target groups ensure and increase the impact of actions.** Integrated and individual approach of actions, comprising the whole individual employment itinerary.
4. **A strong partnership between public and private organisations** favours the improvement of management systems, mutual learning and the exchange of experiences.
5. **Complementary actions:** awareness and involvement of employers, media and other organisations are critical to achieve a renewed social perception of Roma population and their labour market integration.
6. **An appropriate coordination and management system** is a key element to success.
7. **Structural Funds, properly used,** can have a strong impact on socially excluded groups, while promoting their social cohesion. The new *European Territorial Cooperation* objective is the most suitable framework to develop transnational actions based on thematic issues such as the social inclusion of the Roma community and their labour market integration.

5. CONTACT

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