



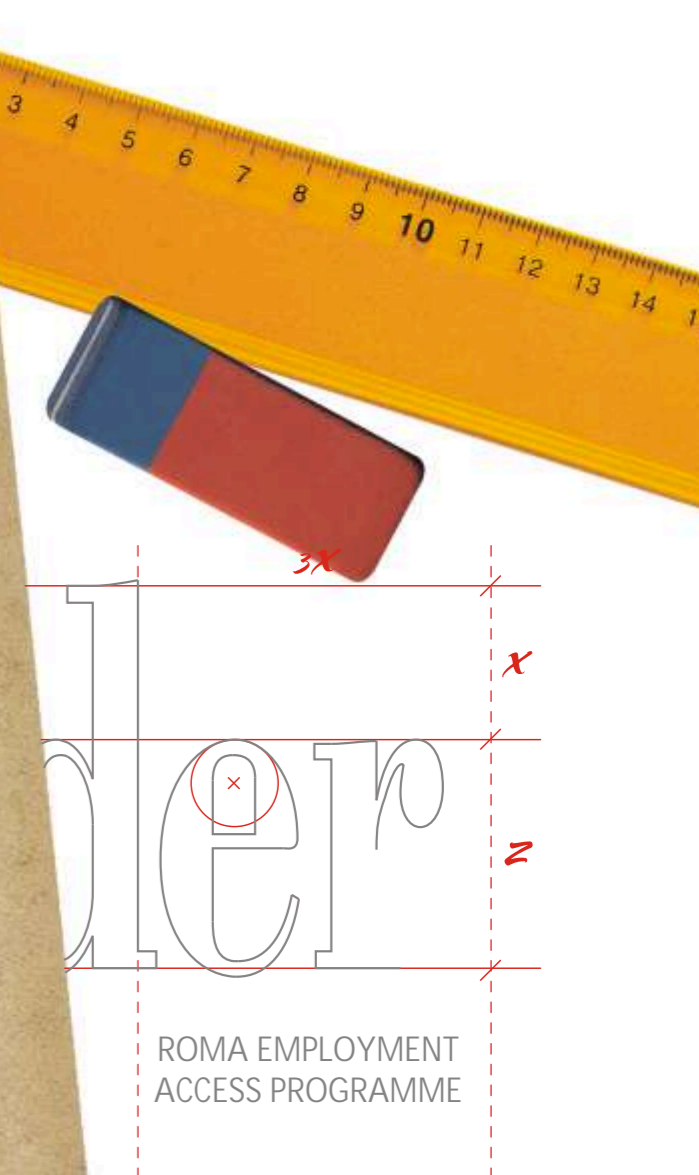
COORDINATION

FUNDACIÓN SECRETARIADO GITANO  
ACCEDER OPERATIONAL PROGRAMME  
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INTERNATIONAL AWARD  
AS BEST DUBAI 2004 BEST  
PRACTICES TO IMPROVE  
THE LIVING CONDITIONS

Acceder



ROMA EMPLOYMENT  
ACCESS PROGRAMME

PAST ACHIEVEMENTS FUEL OUR DRIVE TO CONTINUE

Get to know them before judging them.



# FUNDACIÓN SECRETARIADO GITANO

The Fundación, manager of the ACCEDER Programme, is a non-profit social organisation providing services for the development of the Roma community throughout the whole of the Spain and on the European level as well.



## ITS MISSION

To strive towards the integral advancement of the Roma population by first acknowledging their cultural identity.

To improve the image of the Roma people and disseminate their cultural values throughout a multi-cultural society. To collaborate with individuals, associations, NGOs, both public and private platforms and organisations that work or are willing to work in an organised, high-quality and serious fashion for the advancement of the Roma people.

## THE FSG AND EMPLOYMENT

The foundation carries out a number of actions with Roma in the area of vocational training and employment through goal-oriented projects and initiatives or in collaboration with other associations and entities.

To this end it has played an important role as a supplier of information, as counsellor and technical consultant, as a transmitter of good practices and by providing support for the implementation and development of initiatives undertaken by public and private entities in a number of different locations.



### CATALONIA

Regional Government of Catalonia  
Civil and Community Actions  
Municipal Government of Barcelona  
Department of Employment and Economic Development  
Town Hall of Barcelona  
Area of Social Services  
Barcelona Activa, SPM  
Town Hall of Badalona  
Municipal Employment and Economic development Institute

Town Hall of Hospitalet  
Area of Social Welfare and Family  
Town Hall of Prat de Llobregat  
Plan of Sant Cosme  
Town Hall of Sabadell  
Economic Development  
Department of Social Services and Cooperation

### VALENCIA

Regional Government of Valencia  
Consellería de Economía, Hacienda y Employment (SERVEF)  
Provincial Government of Alicante  
Area of Women and Youth

Town Hall of Alicante  
Department of Employment and Development  
Department of Social Welfare  
Town Hall of Castellón  
Department of Social Services  
Town Hall of Valencia  
Department of Social Welfare and Integration

### EXTREMADURA

Town Hall of Badajoz  
Department Social Services  
Town Hall of Caceres  
Municipal Social Affairs Institute (IMAS)

Town Hall of Merida  
Department of Social Services

### GALICIA

Regional Government of Galicia  
Social Affairs, Employment and Labour Relations Council  
Town Hall of Lugo  
Department of Social Welfare

Town Hall of Pontevedra  
Department of Social Welfare  
Town Hall of Santiago de Compostela  
Department of Social Welfare  
Town Hall of Vigo  
Department of Local Development and Employment

### BALEARIC ISLANDS

Regional Government of the Balearic Islands  
Labour and Occupation Council  
Presidency and Sports Council

Town Hall of Palma de Mallorca  
Departament of Labour, Economy and Trade IMFOF  
Department of Social Action

### MADRID

Town Hall of Madrid  
Area of Equality and Employment Promotion

### MURCIA

Regional Government of Murcia  
Regional Employment and Training Service  
Immigration, Volunteers and other Groups  
Town Hall of Alcantarilla  
Department of Social Services

Town Hall of Murcia  
Department Social Welfare and Equality Promotion  
Department of Finance

### NAVARRRE

Regional Government of Navarre  
Navarre Employment Service  
Navarre Social Welfare Institute

Town Hall of Pamplona  
Department of Social Action

### BASQUE COUNTRY

Provincial Government of Alava  
Social Welfare / IFBS  
Town Hall of Santurtzi  
Area of Economy, Finance and Employment

Town Hall of Vitoria-Gasteiz  
Department of Economic Advancement

### PRIVATE ENTITIES

Council of Europe Development Bank  
Social Programmes. Caja Madrid  
Social Programmes. Bancaja  
Social Programmes. CAM  
Social Programmes. Caja Sur

Cajamar  
Caja de Burgos  
CAIXA CATALUNYA-Fundació Un Sol Mon  
ESADE  
SAATCHI & SAATCHI

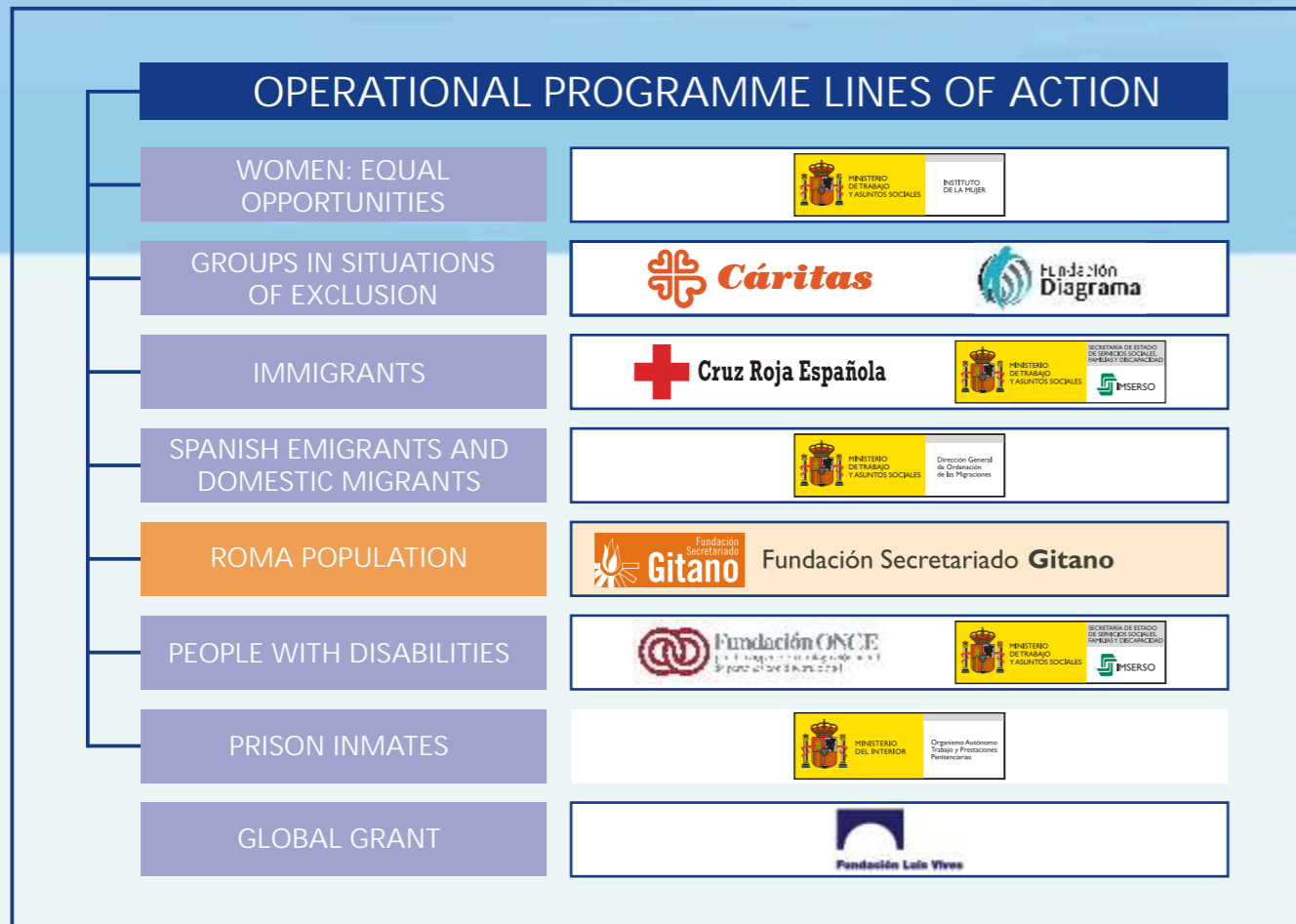
“Without prejudice to the other provisions of this Treaty and within the limits of the powers conferred by it upon the Community, the Council, acting unanimously on a proposal from the Commission and after consulting the European Parliament, may take appropriate action to combat discrimination based on sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation.”

TREATY OF AMSTERDAM, ARTICLE 13

## MULTI-REGIONAL OPERATIONAL PROGRAMME TO FIGHT AGAINST DISCRIMINATION

The new approaches regarding employment policies are set out in the actions of all of the European Social Fund Programmes and especially through the development of a *Multi-regional Operational Programme to Fight Against Discrimination* designed to foster access to employment for certain groups in risk of exclusion (immigrants, prison inmates, people with disabilities, the Roma population, etc.) and to combat gender discrimination. This marks the first time that social entities manage an Operational Programme.

The fact that this Operational Programme dedicates a specific line of action to the Roma population as a priority action group is leading to the generalisation of good practices already tested through programmes such as the Community Initiatives (specifically Employment and Human Resources).



## PUBLICATIONS

### MONITORING REPORT ON EMPLOYMENT AND THE ROMA COMMUNITY

Within the framework of the ACCEDER programme the Monitoring Center on *Employment and Roma Community* has been created as an ongoing tool for analysis and reflection in respect of the socio-labour situation facing the Spanish Roma population. Thanks to the methodology and management system of this state programme, we have access to a wealth of relevant statistical information as regards the training and labour status of a number of Roma who, through one mechanism or another, are making use of one of the 46 ACCEDER employment offices. The documents begin with the first compilation of data covering the period 2000-2002 and a second covering 2003 and will continue to reflect data on an annual basis through 2006. Thanks to the progressive compilation of data we are able to keep track of the evolution of the socio-labour situation of the Spanish Roma population.



### TERRITORIAL BROCHURES



### MAGAZINE "GITANOS, PENSAMIENTO Y CULTURA" (Roma thought and culture)



### INTERIM EVALUATION



### FURTHER INFORMATION REGARDING THE ACCEDER PROGRAMME

*Roma and employment II.* In Gitanos, Pensamiento y Cultura. Madrid: FSGG, No. 6, October 2000  
*Roma and employment III.* In Gitanos, Pensamiento y Cultura. Madrid: FSGG, No. 12/13, January 2002.  
*Roma and employment IV.* In Gitanos, Pensamiento y Cultura. Madrid: FSGG, No. 22/23, January 2004.  
 Council Regulation (EC) No. 1260/1999 laying down general provisions on the Structural Funds.  
[www.fsgg.org/acceder](http://www.fsgg.org/acceder)  
[www.mtas.es/uafse](http://www.mtas.es/uafse)

## INDIVIDUALISED COMPREHENSIVE PATHWAYS TO EMPLOYMENT

These types of actions focus on developing and improving employability which entails integrated learning and training in respect of professional techniques and skills and social skills for employment, ability to take the initiative and be autonomous, linguistic skills and capacity to understand and internalise company objectives.

To achieve these aims, the actions being developed are based on several basic principles:

The need to increase and consolidate the so-called *work focus* (the priority placed on employment in life references and projects).

Individuals as active participants in employment shall become "competent" in a process by which *knowing* is closely linked with *knowing how* to act. This entails the capacity, knowledge, skills and habits needed to develop a certain *savvy* in one's job.

Acknowledge and foster their participation in informal networks, stimulate knowledge of the work context and of all of the social skills linked to these aspects.

These principles are implemented and organised under the following actions:

### GUIDANCE, TRAINING AND LABOUR INSERTION

*Welcome and information* actions consisting of an initial introduction to Acceder services and providing background information on the world of employment and training. *Guidance, advisory and monitoring* actions. This entails drawing up an individual diagnosis, tutoring, establishing individualised comprehensive pathways to employment and monitoring of the different stages through which they progress. *Referral* actions and monitoring of mainstream training actions. *Actions implementing* vocational prelabour-training and training *activities* specifically tailored to the Roma population.

### LABOUR MARKET STUDY AND MEDIATION

Actions focusing on *analysis and search for employment*. Undertake prospective labour market studies and collect job offers while offering a mediation scheme to companies with a view to closing the gap between supply and demand. *Actions to support hiring*, facilitating information and technical assistance. *Labour market accompaniment* actions. Monitoring and support for those just starting to work in order to assure their permanence in the job.



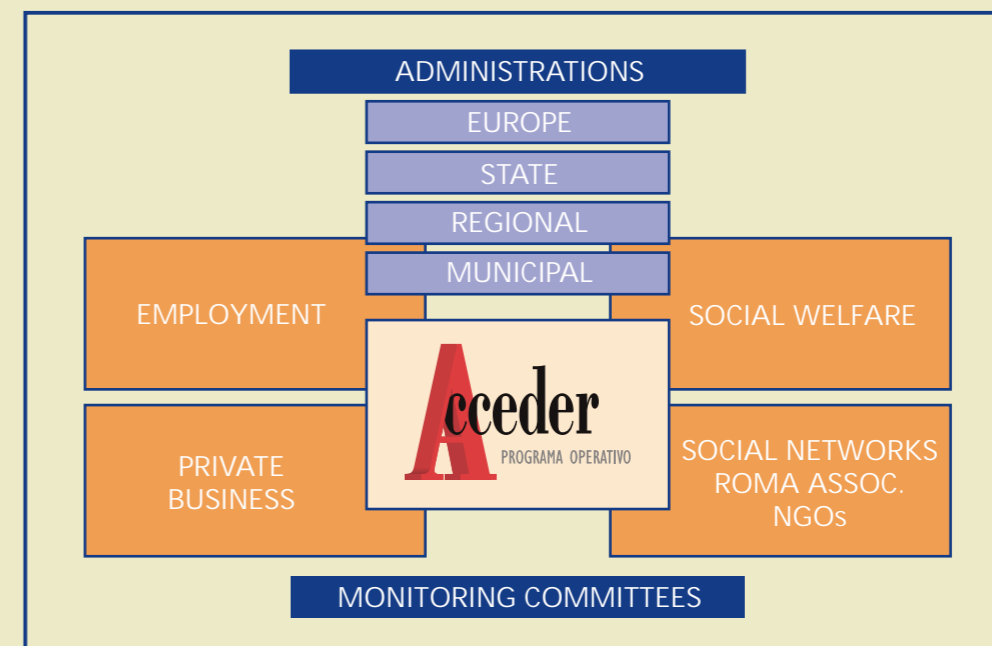
## COOPERATION AND PARTNERSHIP

In the field of social policy and partnership, a whole coalition of interests and different actors are mobilised around a common project.

In line with this philosophy, the ACCEDER Programme embraces the participation of very diverse types of entities.

The factors guaranteeing that the Programme remains synchronised with this approach are:

- The involvement as co-funders of over 70 departments of the public administration (state, regional and local) through the corresponding councils and local offices in the area of social welfare and vocational training policies and likewise of private entities.
- The involvement of the private business sector, the media and other entities that are joining forces with the project.
- The leadership role taken by the main stakeholders and their representative organisations (Roma associative movement, social networks, etc.) in the development of Programme actions.
- The start-up of Monitoring Committees in which close to 100 entities from all over Spain have become formally involved the purpose of which is to disseminate the maximum volume of information and guarantee the total transparency of actions.





## RESULTS FROM THE ACCEDER PROGRAMME AT THE HALFWAY MARK

After three years of implementing actions within the framework of the ACCEDER Programme, the results are very positive: 19,500 people have benefited and over 11,500 salaried employment contracts have been signed.

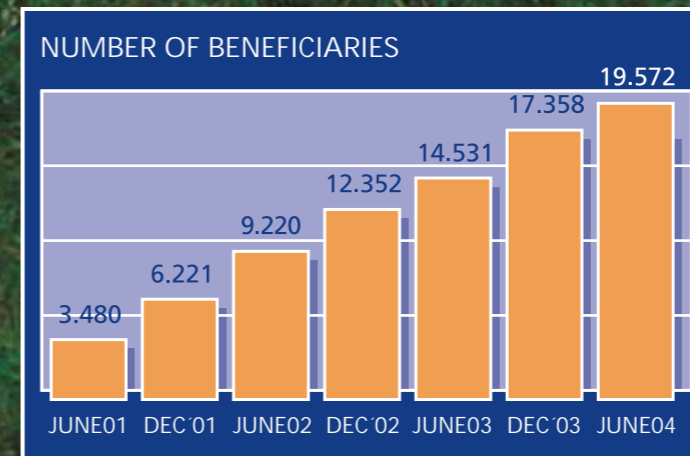
These quantitative results serve to reinforce the underlying aim of this action which is none other than making equal opportunity a reality for the Roma population in respect of their access to training and employment, the end goal being normalisation allowing for full participation in society. Moreover, a qualitative assessment of programme development highlights its impact in at least two areas:

Direct impact on the Roma population and specifically as regards improvements in employability and implementation of actions (44 locations in 14 different Autonomous Communities – see map below).

In the institutional sphere, programme actions are leading to a degree of awareness raising as regards the need for possible adaptation of training and employment systems to the specific reality facing this sector of the population in order to foster its access to such systems.

Mainstreaming of the Roma population in the field of employment is starting to bear fruit but there is still a lot to be done. The ACCEDER programme focuses its efforts on the quality and stability of jobs and likewise on training and awareness raising while simultaneously inviting other institutions to undertake similar endeavours (as some are doing) in an effort to reach the entire Roma population and contribute to providing their labour situation a greater degree of dignity.

In a society in which work is a prerequisite for integration and an essential pillar of social cohesion and coexistence, and at a time when international organisations –especially the European Union– are highlighting the fundamental importance of investing in capacity building and human resource training, it is important to keep the most excluded on the agenda and guarantee effective equal opportunity for all people.



## CHARACTERISTICS OF THE ACCEDER TEAMS

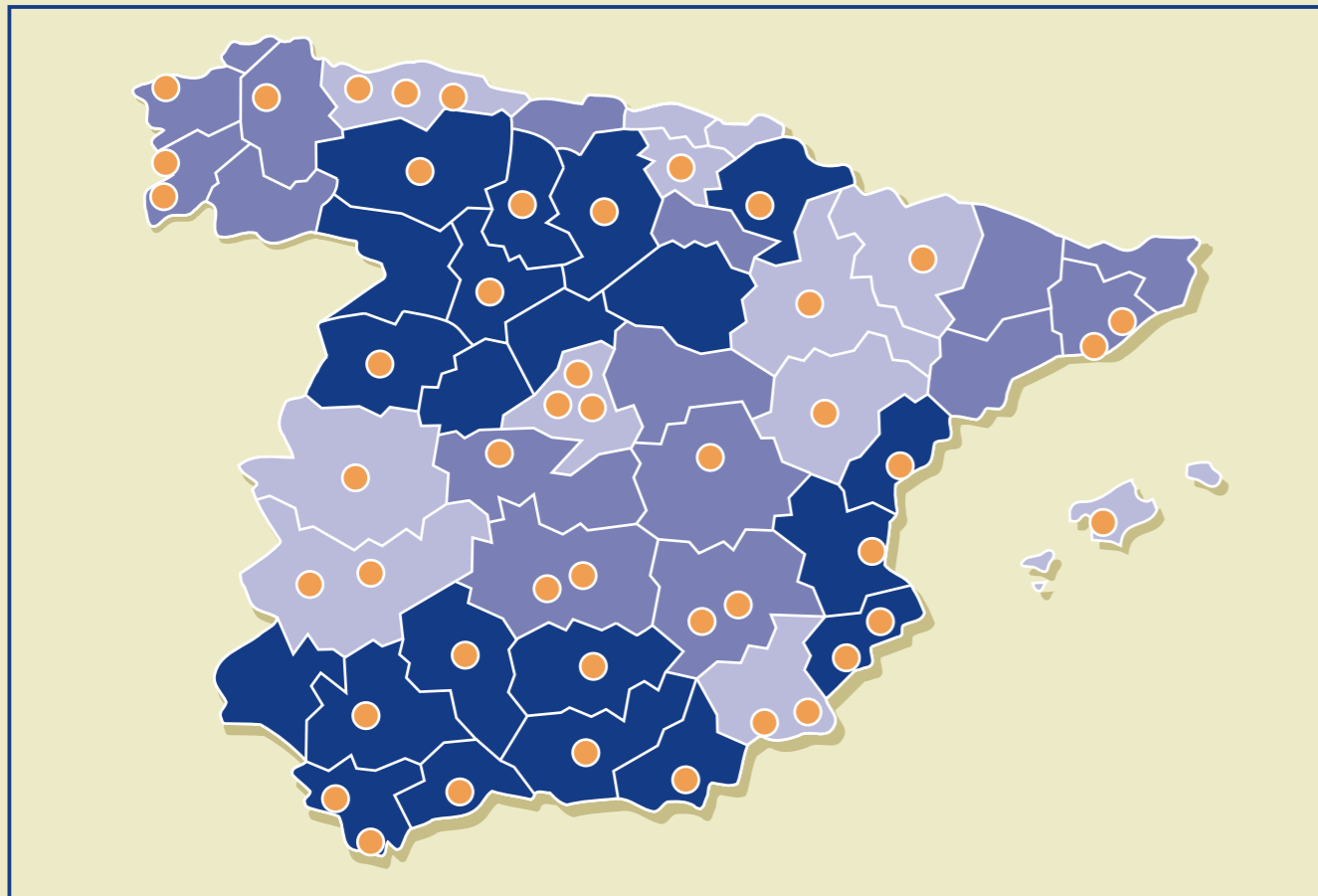
### MAKEUP

Each one of the groups is comprised of five full-time staff who are aided by collaborators and support people for specific tasks.

The teams, which are intercultural in nature, are organised as follows: 1 Coordinator, 2 Counsellors, 1 Labour Market Intermediator and 1 Mediator. In all there are over 210 full time workers who are in turn supported by a number of different collaborators.

### IMPLEMENTATION

In line with its multi-regional dimension, Acceder Programme actions are carried out in the main cities of Spain (total of 44) spread out over 14 Autonomous Communities.



### DURATION

This programme began in the year 2000 and action implementation is planned through 31 December 2006 without prejudice to continuation further into the future with other sources of funding.



## FOSTERING PRO ACTIVE POLICIES AIMED AT THE ROMA POPULATION

Confronting the structural causes of discrimination in the world of work requires the fostering of more proactive social policies focusing on the Roma population which, in addition to striving towards full-fledged incorporation into society, are also capable of generating new jobs for members of this community.

In practical terms this means:

- Fostering community based services and employment opportunities linked to these. The ACCEDER programme seeks to boost these sectors of activity, raising awareness as to their social usefulness and arrange for their independent sustainability with government administrations.
  - Socio-educational services.
  - Socio-health services.
  - Socio-cultural services.
- Training and awareness raising for social intervention professionals and the organisation of reflection and debate forums. Actions contributing to the breakdown of stereotypes and improvement of the social image of the Roma population.
- Awareness raising among Roma regarding the importance of training and employment, openness to training and the need to seek new areas of employment in which the Roma population can take part.
- Technical assistance for government administrations and social organisations in the design of plans and measures.
- Development of studies and research to gain greater insight into the Spanish Roma population.



## THE ACCEDER PROGRAMME

### ACKNOWLEDGEMENTS

- The National Action Plan for Employment in Spain in 2001 included the Acceder Programme as one of the examples of best practices carried out in our country.
- Selected and identified by the European Social Fund in 2003 as an "Example of Best Practices" in the Interim Evaluation of the entire Multi-Regional Operational Programme to Combat Discrimination carried out by an independent enterprise.
- The results of that evaluation highlight a series of key aspects contributing to the ACCEDER Programme's being chosen as an example of best practices:
  - Degree of action effectiveness
  - Successful insertion rates
  - User satisfaction
  - General contribution to the European Employment Strategy and National Employment Action Plans
  - Contribution to the horizontal priority of Equal Opportunities in achieving widespread participation and insertion rates for women.
- Selected as BEST at the DUBAI International Award for Best Practices in improving the living conditions, organised by the United Nations UN HABITAT in 2004.
- The European Council of Employment, Social Policy, Health and Consumer Affairs Ministers of 1 June 2004 held in Luxembourg identified the Acceder Programme as an example of Best Practices in guaranteeing access to the labour market for society's most vulnerable in which group the Roma population is included.

Acceder is the name that was chosen to define the lines of action of the Operational Programme specifically focusing on Roma.

This action is fostering access of the Roma population to mainstream training and employment through 46 specialised employment offices whose methodology is based on individualised comprehensive pathways to employment while at the same time making a concerted effort to foster pro-active policies with the Roma population.

This Programme pursues the following general objectives:

- Professional qualification and access for Roma men and women to salaried professions and employment; meeting their demands based on job offers coming from companies.
- Closing the gap with and tailoring mainstreaming vocational training and employment services to unemployed Roma men and women allowing them to gain access to such services on an equal footing with the rest of the citizens. Awareness raising in respect of prejudices and discriminatory practices facing Roma and likewise the steady improvement of their social image.
- The generalisation of more pro-active policies focusing on the Roma population with a view to effectively improving their standards of living and guaranteeing equal opportunities in gaining access to public goods and services.



# CO-FUNDING BODIES

## CENTRAL GOVERNMENT

Ministry of Labour and Social Affairs.  
Public State Employment Service (INEM)  
European Social Fund Administrative Unit

## ANDALUSIA

Regional Government of Andalusia  
Employment Council  
Equality and Social Welfare Council  
Almeria Town Hall  
Area of Economic Development, Employment and Tourism  
Town Hall of Cordoba  
Area of Economic Development and Employment  
Town Hall of Granada  
Municipal Training and Employment Institute (IMFE)

Town Hall of Jerez  
Social Welfare Delegation  
Town Hall of Linares  
Municipal Social Services Board  
Town Hall of Malaga  
Area of Social Welfare and Citizen Relations  
Municipal Employment Institute  
Town Hall of Seville  
Area of Employment  
Campo de Gibraltar Association of Town Halls  
Social Affairs, Housing, Training and Employment

## ARAGON

Regional Government of Aragon  
Aragon Employment Institute (INAEM)  
Aragon Social Services Institute (IASS)  
Lower Aragon Region  
Social Welfare

Town Hall of Alcañiz  
Town Hall of Huesca  
Municipal Social Services Foundation  
Town Hall of Zaragoza  
Area of Education, Social Action and Youth

## ASTURIAS

Government of the Principality of Asturias  
Education and Science Council  
Housing and Social Welfare Council  
Town Hall of Avilés  
Social Welfare Department

Town Hall of Gijón  
Municipal Social Services Foundation  
Town Hall of Oviedo  
Department of Social Welfare, Culture and Employment

## CASTILLA-LA MANCHA

Regional Government of Castilla-La Mancha  
Industry and Labour Council  
Town Hall of Albacete  
Area of Employment and training  
Town Hall of Cuenca  
Municipal Social Services Institute

Town Hall of La Roda  
Department of Social Services  
Town Hall of Puertollano  
Department of Social Services  
Town Hall of Talavera de la Reina  
Department of Social Welfare and Immigration

## CASTILLA Y LEÓN

Regional Government of Castilla y León  
Economic and Employment Council  
Family and Equal Opportunity Council  
Town Hall of Burgos  
Department of Women and Employment  
Town Hall of León  
Leon Institute of Economic Development

Town Hall of Palencia  
Department of Social Welfare and Economic Development  
Town Hall of Salamanca  
Department of Social Services  
Town Hall of Valladolid  
Department of Employment, Family and Social Welfare



## THE ROMA POPULATION AND EMPLOYMENT

The Spanish Roma population, more than 650,000 strong, is both complex and heterogeneous not only because of its size but also due to different historical events and cultural aspects. It is currently immersed in a far-reaching transformation process in which breaking down prevailing stereotypes in our society and struggling to take an active part in some of its different facets, are fundamental challenges facing this group in its advancement as full-fledged citizens.

Some specific factors characterising the Roma population as regards employment are:

A proportionately large number of traditional Roma professions are on the decline or are in need of serious restructuring in terms of how they are approached.

A significant number of Roma still find themselves in a situation of social exclusion and risk.

Very few Roma actually gain access to mainstream vocational training mostly because these courses are not tailored to their situation, characteristics and needs.

Due to society's deep rooted prejudices and stereotypes, Roma men and women seeking employment as salaried workers face widespread discrimination and rejection in many sectors.

This situation calls for special and urgent attention as regards training and employment policies in order to comply with the constitutional mandate of all citizens' right to work on an equal footing with the rest of society a right that is still a distant reality for a large proportion of the Roma population.

