

Project:
***Promotion of more active policies for the social
inclusion of the Roma and Traveller minorities
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***Joint Report on the identification of
key priorities and indicators for the social
inclusion of the Roma and Traveller
minorities***

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Summary of National Social Inclusion Plans for Roma and Traveller People

In the "Common Outline for the 2003/2005 NAPs /inclusion" for National Action Plans against Poverty and Social Exclusion, prepared by the Social Protection committee of the Employment and Social Affairs directorate of the European Commission, there is no explicit mention of the vulnerability or exclusion problems of Roma and Traveller people. There is a mention of the need to give more attention to "Developing an integrated and strategic approach to key issues that cut across common objectives. These could include... immigration and ethnic diversity. Identifying and developing policy responses to assist those who are most marginalized and excluded and who experience particularly severe integration problems... could include for example ... women from ethnic minorities."

It is important to note that the definition of "ethnic minorities" is not provided, a key question which needs to be addressed, particularly in the light of the European directive on equal treatment, which is based in great part on this basic concept.

"The Joint Report of the Commission and the Council on Social Inclusion" of the Council of the European Union, 7101/04 of March 5th 2004 includes an evaluation of the treatment of Roma and Travellers in NAPs:

"The higher risk of poverty and social exclusion linked to immigration or as a result of coming from an ethnic minority is highlighted far more in the 2003 NAPs by many member states. Particular aspects that are mentioned are difficulties in finding accommodation, acquiring a well paid job, barriers to access to lifelong learning, especially gangues. The particular problems faced by Roma and Travellers are hightailed by several member states".

"As in previous National Action Plans, a majority of Member States continue to clearly identify ethnic minorities and immigrants a being particularly at risk of social exclusion". (Authors note: The examples that are included in the report of exclusion however only refer to immigrants, none to Roma and Travellers). And continues "Most countries, however, continue to present the issue of immigrants and ethnic minorities in rather general terms, highlighting health, housing and employment as areas of particular concern. In many cases, however, only a brief reference is made to migrant ad ethnic groups being at risk with little attempted to analyse their situation of factors which lead to exclusion of poverty".

"Only a minority of Member States (UK, S, FIN, B, IRL, F) made a direct link between discrimination and social cohesion. ...The council directive on combating discrimination ... was highlighted in only a number of National Action Plans, including Sweden Denmark, Italy and Ireland."

It is indicative of this tendency of "only brief references" that this 216 page Joint Report only makes few specific references to Roma, in regards to a program in Greece, another in Finland, and Travellers in Ireland. It also states that "a number of NAPs (Greece, Spain, Finland, Ireland and Portugal) present specific measures for the social inclusion of Roma, Gypsy and Traveller people, with a particular focus on equal treatment and equal opportunities. However, in some cases details are scant on how the envisaged measures should be carried out. No provision is given in any NAP/Inclusion on specific measures on the particular situation of Roma immigrants within the member States." And once again the examples given of exclusion of ethnic minorities are almost all in regards to immigrants, not Roma and Travellers.

Specific factors of Roma and Traveller Exclusion / Inclusion

Often the Roma and Travellers are treated in texts regarding social exclusion, as one more particularly vulnerable collective, using the formula of "disabled, single mothers, elderly, drug addicts, ex prisoners, homeless, Roma and Travellers...". Although this can be a convenient way to refer to the situation of the existence of particularly vulnerable collectives it can be a major obstacle for not recognizing specific and sometimes unique causes or variables that can be major factors in explaining very different exclusion processes for different types of persons and collectives. It also can be an obstacle to developing more specific inclusion measures that recognize these particular causes.

Roma and Traveller people face very important specific factors in regard to the risk, circumstances and realities of social exclusion. Some of these factors are:

Roma and Travellers in most countries face very profound and extended processes of stereotyping, prejudice and discriminatory practices. These represent major barriers to inclusion in all areas of society, including education, housing, health, work, access to justice, services and goods of both public and private organizations, political participation And it also leads to a more intangible social exclusion that erects and reinforces barriers towards basic contact, relations and communication between Roma and Travellers and other persons.

This discrimination is a self-perpetrating, downward spiral, that reinforces exclusion in a number of ways. First it can mean denial of access to acquiring the basic tools that are needed for inclusion, such as education or job training. Victims of discrimination also can develop mechanisms of survival and resistance that can compound the barriers to integration; lack of confidence or distrust in the institutions of society, hostility, forms of group reaffirmation that separate them further from majority society.... Discrimination can also be a factor in exacerbating debilitating health and attitude problems such as stress, depression, pessimism, hostility... Discrimination can be a cause of living in segregated, disadvantaged areas, where there is even less possibility of accessing basic services, such as employment, health, schools, etc. Inclusion measures for Roma and Travellers must give priority to combating discrimination.

Another important factor in the experience of most socially excluded persons is that they have weak, or even non-existent, social networks. Exclusion for many is related to a very solitary life and living situation, which implies less access to informal resources, through friends, family or other social contacts. These resources can be material- a place to stay, a tip about a job offer- or of a much more emotional nature. Lack of, or much reduced social relations or ties, can contribute to very negative vital attitudes about themselves, their lives and future, all of which is an added factor for reinforcing social exclusion.

For many excluded Roma and Travellers, this is not the case. They participate in, and are members of, social networks, that although may be poor in material resources, can provide informal support and safety nets for members, even while this entire social network maybe excluded from the rest of society and its institutions. These social networks can help alleviate material deprivation as well as providing the more intangible resource of feeling that one is a participating, respected member of a community. Much of social inclusion policy for Roma and Travellers must recognize this fundamental fact and be designed and oriented to take positive advantage of these "social" networks.

A third factor to consider is that social inclusion measures can become measures with a marked tendency towards cultural assimilation. Although the debate regarding cultural identity is an open one, it is clear that there are certain ways of life of Roma and Travellers that differ from the majority society. At the same time social norms, values, and regulations are always determined by the dominant cultural values. And thus inclusion measures can run the danger of assimilation measures... An obvious example would be inclusion actions for that pressure them to become sedentary, or economic integration that can weaken family based economic units that provide important support to its members.

Related to this is a fourth question of the importance of promoting collective cultural affirmation of Roma and Traveller identity and organization. Actually this can be an important aid for inclusion, in that it can help Roma and Traveller beneficiaries play an increased and more effective role in the definition of needs and the design of inclusion measures. Collective organization is also very important for promoting empowerment, a key for social inclusion as well as self esteem, and self and collective pride and dignity. Empowerment is an important factor for social inclusion of persons, but Roma and Travellers have mechanisms for enhancing empowerment that are different than other groups, and potentially very powerful.

The fifth difference from other vulnerable persons is that Roma and Travellers who do not suffer poverty, or lack of access to material goods, can suffer extreme social exclusion in their daily life, in the form of being victims of prejudice, harassment, discrimination and rejection. But this also can represent a potentially positive reality for inclusion work, in that Roma and Traveller people, both those living in poverty, as well as those not facing this risk, can unite around a common goal of fighting to be recognized as equal members of society. This can enhance collective power and capacities as a group, a potential advantage that many other excluded persons do not have.

Another important orientation of inclusion policy for Roma and Travellers must include measures of collective positive discrimination, and programs especially designed for their needs and demands. But at the same time it is very important to give first priority to insuring that their access to generalized programs and measures is guaranteed,-- not only for access to specific measures for social inclusion, but for any and all services and goods that exist for the general society.

This depends on a number of lines of action: anti bias and intercultural education for service providers, removing barriers of indirect discrimination, proactive promotion of Roma and Traveller participation by all institutions and services providers, sensitizing of Roma and Travellers about their rights, the usefulness of exiting services and goods, and how to access them. Positive discrimination can lead to dynamics of segregation. "Separate but equal" is not a good social inclusion policy. The balance between positive discrimination and specific programs for Roma and Travellers must be contemplated within broader contexts based on the objective of gaining access in equal conditions to all goods and resources of society.

This is related to a final consideration-- that inclusion measures for Roma and Travellers must not be restricted to measures for them as a "specially vulnerable group," but must be mainstreamed into all social inclusion strategies, as well as into all social policy. And the special needs of Roma and Traveller disabled, Roma and Traveller women, Roma and Traveller elderly, and Roma and Traveller homeless, must be taken into account in each measure dedicated to these collectives.

The importance of defining more specific social inclusion theory, policy and practice for Roma and Travellers must be further underlined by the fact that with the entrance of Rumania and Bulgaria into the EU, the total number of Europeans who are Roma and Traveller will be larger than in the majority of the EU member states. And a large percentage of Roma and Travellers live in social exclusion, and many in situation of extreme exclusion. And at the same time there is high, and sometimes extremely high, over representation of Roma and Travellers among excluded persons, and this exclusion is found in all almost areas of life: housing, jobs, access to health, education, justice, and social image. The future of Roma and Traveller people and culture is very much linked to the success or failure of European Social Inclusion Policy.

Maximum priority must be given to deepening the understanding of the causes and realities of the exclusion of Roma and Traveller people, and to widen understanding and experience in regard to the types of policy programs and initiatives needed for their social inclusion.

Priority Areas for Measures for Social Inclusion of Roma and Travellers

It is necessary to recognize that inclusion is a dynamic process, not tied to any one particular measure, or set of measures, but rather to interrelated measures over time that act on both those in risk of exclusion, those that erect barriers to inclusion, and in the terrain of social, institutional and material context in which social interaction take place.

However, it is important to try to highlight the key, or priority areas of measures for social inclusion, although these can be different for different types of exclusion processes and in different national contexts.

Measures for social inclusion of Roma and Travellers, independently of what countries or social spheres they operate in, should be guided by a few general orientations, in addition to those comments made in the preceding section.

The knowledge of the situation of Roma and Traveller people in general, of those excluded, and those in risk of exclusion, is not very extensive or comprehensive. An important measure should be dedication of resources to make as complete a diagnostic study as possible of these realities. This study would be an important starting point to understand the situation, to design policies, and to measure progress over time in the effort to promote Roma and Traveller social inclusion.

The study would be quantitative as well as qualitative, regarding Roma and Travellers in relation to education, housing, health, justice, work and economic activity, nature and degree of Roma and Traveller associations and self organization, participation in cultural and social networks, political participation, etc, and would also include qualitative investigation regarding Roma and Traveller attitudes and evaluations of their situation, their needs, their capacities, obstacles for advancement, etc.. A study would also need to investigate existing barriers to inclusion, both normative, and of negative social image, prejudice and discrimination that affect Roma and Travellers. Further on, in the section on indicators there would be some more discussion about problems, and methodologies for carrying out such studies.

Three key areas for priority measures:

1. Access to basic services such as education, health, housing, justice and social services

A key priority for social inclusion of Roma and Travellers is to insure that this objective is mainstreamed in all areas of public administration.

Among this broad area of basic social services the more specific key priorities might be:

- Access to education, and measures to improve the quality of education, with particular attention to combating direct and indirect segregation and assimilation practices in the schools.
- Measures to dismantle segregated, deprived neighbourhoods, with heavy concentration of Roma and Travellers, and to provide decent accommodation for Roma and Travellers.
- Measures to combat criminalization dynamics of police, judicial and prison system that affect Roma and Travellers and measures to improve legal protection of Roma and Traveller rights, and as victims.
- Full access to public health services.
- Minimum income that permits dignified living.

It should be stressed once again that measures for social inclusion should first be based on how to increase access to any sphere of area to programs, actions and measures of a generalist nature. An example of this approach is the important advance for Roma and Traveller health that is provided when they have guaranteed full legal access to the public health system. Once this is insured, special programs targeted specifically for Roma and Travellers and oriented towards enhancing the quality of this care can be developed. Such actions could include:

- Anti bias training for medical personal,
- Insuring the location of health facilities near Roma and Traveller population centres,
- Promotion of Roma and Traveller medical and health personnel and mediators in the health system,
- Development of medical treatment for particular illnesses that might largely affect Roma and Travellers, or medical practices that recognize that certain attitudes about health may differ in Roma and Traveller culture,
- Reduction of environmental health dangers that affect Roma and Traveller settlements,
- Obligation of medical institutions to develop plans for promoting improved access and care of Roma and Traveller users,
- Outreach education to Roma and Travellers on prevention, improved health habits and how to best make use of existing health systems.
- ...

It is important that some of these measures will be orientated towards excluded persons in general, but others, such as anti bias training of medical personal might specifically address Roma and Traveller people's needs.

These are examples of specific measures for promoting improved access to health services and care for Roma and Traveller people. These will be similar to measures that could and should be promoted in all institutions or spheres of society whenever appropriate (employment, vocational training, social services, education, housing,

justice, culture...). But the value of these measures will not be worth much if access to general public services and resources is not guaranteed. Specific measures of positive actions for Roma and Traveller inclusion must be seen as a compliment to the fundamental objective of regularizing access of Roma and Travellers into mainstream services and resources. Positive discrimination and specialized programs for Roma and Travellers should be contemplated in a long term strategy towards the goal of equal access, and all the specialized or positive discrimination programs should explicitly be justified for specific reasons.

Some reasons for giving priority to specific programs for Roma and Travellers may be:

- *That in certain geographical areas the great majority of inhabitants are Roma and Travellers or the only excluded people are Roma and Travellers.*
- *In some programs the rejection of Roma and Travellers or the distrust that Roma and Travellers have of non Roma and non Travellers might make it very unlikely that Roma and Travellers will participate in, or benefit from, such programs. However this argument should be not be used to solidify and perpetrate separate programs, while abandoning the struggle for weakening the factors of mutual distrust.*
- *Some measures should take into account cultural differences, in developing separate specific programs. However the danger that such programs, if badly conceived or managed, can end up consolidating new forms of segregation must be avoided. For example housing programs for Travellers must contemplate how to improve their mobile life style, a need that is not expressed by the rest of society. But at the same time must not erect barriers to Travellers who wish to take up a sedentary housing. Another negative example would be special education programs for Roma and Traveller students that become in reality segregated school systems. ..*
- *In some spheres certain types of activity or situations, are almost only found among Roma and Travellers, and programs for improvement and dignification of this activity would be implicitly restricted to Roma and Traveller beneficiaries. This could be the case for instance of Roma waste collectors and recyclers in Spain.*

The promotion of Roma and Traveller organizations and Roma and Traveller culture is one clear area of measures oriented specifically towards Roma and Travellers. But it is also clear that the self organization of Roma and Traveller people is an important tool for supporting social inclusion, both as a collective and as individuals. Cultural reaffirmation and organization does not have to be an endogamy, self excluding dynamic, but quite the contrary will enable greater capacity to access social services, resources and opportunities.

These few examples are just to illustrate that all specific programs for Roma and Travellers must be included in a general strategy, which contemplates changes over time, of how to promote participation and access of Roma and Travellers to all social goods and resources. It is fundamental to achieve a coherent balance between measures for promoting access of Roma and Travellers to all generalist services, and measures aimed at positive action specifically designed and oriented to the Roma and Traveller peoples situation and needs.

And at the same time that it is necessary to design measures for inclusion oriented towards the Roma and Traveller people as a collective group. It is also necessary to keep in mind that inclusion must also take into account each individual person's

unique capabilities, needs, and limitations when designing inclusion programs and itineraries.

Measures for inclusion of specific excluded collectives such as elderly, disabled, chronically ill, drug addicts, homeless, ex prisoners, immigrants... must mainstream the ethnic variable in their programs, with plans on how to improve access and participation of Roma and Travellers who are faces these added exclusion realities.

And finally it should be a fundamental concern that in all social policy directed at Roma and Traveller inclusion the consideration of gender should be present, as well as insuring that all measures for promoting gender equality should include the ethnic variable.

2. Measures for achieving greater economic autonomy:

Economic autonomy is a key for social inclusion. Minimum income and other material benefits for excluded will usually not permit this full autonomy, and can even develop a dependent relationship with social services. But it can prevent extreme exclusion and hardship, and at the same time can favour a transitional phase toward greater autonomy, as well as reducing intergenerational transference of exclusion. But it should not be seen as a final solution to inclusion.

Economic autonomy can best be promoted by major efforts for incorporating Roma and Travellers into the labour market, both through job training, job integration accompaniment, and measures (both material and sensitizing) that encourage employers to hire Roma and Travellers. Successful job integration of Roma and Travellers must be publicized in order to weaken stereotypes about their "lack of work habits or motivation," and for confidence building among Roma and Travellers that job integration is possible.

Measures should not only be aimed at incorporating Roma and Travellers into the job market, but also to improve their working conditions, advancement, and job stability.

At the same time measures to help regularize, dignify and improve working conditions and skills of self-employed and "micro" businesses are required. In many countries Roma and Travellers are very concentrated in activities such as street vending, waste recycling and second hand recovery, artisan and crafts work, and music--all of which have great future economic potential, but often are carried out in the peripheral informal economy.

Measures that can remove secondary obstacles for entering labour market or self employed activity must be promoted, such as child care and care for dependent family members, improved transport for commuting, enhanced access to job placement services. Measures for consumer education and measures that help Roma and Travellers avoid being victims of abusive practices as consumers or borrowers.

3. Measures for Combating Discrimination

Breaking down barriers to inclusion caused by racist or ethnic prejudice and discrimination is an area of fundamental importance for Roma and Traveller inclusion. At the same time it needs to be stressed that this factor represents an important difference in relation to the reality of other excluded persons or collectives.

Measures to detect discrimination, analyse and measure its depth, how it manifests itself, and measures to combat it are a necessary starting point for any and all inclusion policy for Roma and Travellers.

And this is not only necessary in order to weaken barriers to social inclusion, but if not detected or recognized a rather perverse dynamic occurs of "blaming the victims." If discrimination towards entering the work force is not recognized, the very low representation of Roma and Travellers in the labour market can contribute to the stereotype that "they do not want to work." At the same time systematic discrimination can have very destructive effects on a person's sense of self, their hope for the future, confidence in the institutions of society, and can even be a factor in diverse pathologies (stress, depressions, hostility, low self esteem...). And discriminatory dynamics can lead to very profound mutual suspicion and lack of trust on all sides.

Discriminatory processes are a result of complex dynamics, with multiple social causes, with long and engrained tradition. Combating discrimination is a very long term process, and should be understood as such. Measures for reducing prejudice and discrimination must also take place in all areas and spheres of life, on many levels, and in multi dimensional approach. But just as prejudice and discrimination are dynamics that can be constantly self reinforcing, weakening prejudice and reducing discrimination can also become a mutually reinforcing process.

Some key measures for combating discrimination and social inclusion:

- *Measures that detect prejudice and discriminatory practices, measuring their extension and effects. Some types of measures will be discussed in the following section on indicators*
- *Litigation. Measures that enhance use of the judicial system for litigation against discriminatory practices that are prohibited by law, whether penal, civil, labour or administrative law. Strengthening of legal guarantees and mechanisms for defence of equal rights and victim's rights. Including sensitizing and anti bias training for justice system agents.*
- *Sensitizing, anti bias training for personnel in social inclusion programs and obligatory plans for promoting equal rights treatment.*
- *Implementation of "Bodies for Promotion of Equal treatment as mandated by EU directive 43/2000.*
- *Sensitizing and anti bias training for businesspersons, providers of social services, government workers, NGOs, media.*
- *Sensitizing and education for the general public on equality rights, anti discrimination, interculturality...*
- *Measures for empowerment and enhancing social image of Roma and Travellers:*
 - *Promotion of Roma and Traveller organization and platforms.*
 - *Measures that communicate a positive image of Roma and Travellers and in particular work with the media.*
 - *Formation of Roma and Traveller mediators, advocates and anti discrimination agents.*

Indicators for measuring progress of inclusion of Roma and Travellers

There are many types of indicators that can be used to measure social, economic, demographic realities and phenomenon and changes over time, and the decision of what indicators or indicators to be used can be a very complex one.

Indicators can be "objective" measurements of quantitative facts or can be "subjective" indicators of people's perception about social phenomenon. They can be "simple" indicators or "complex" indicators made up of aggregates of a set of simple indicators. Indicators can be "relative", establishing a comparison among different variables, or can be "absolute" values. Indicators can be "descriptive", when they describe a situation, or can be "analytical" when they explain a situation. They can be indicators of "results", or indicators of "resources", indicators of "access" that measure obstacles for accessing a particular resource, or indicators of "context", that analyse factors of a context that influence a particular reality. Indicators can be "macro" or "micro". And indicators usually are most useful when measuring change over time.

Data collecting for many indicators can be very expensive, and this can be an important factor in choosing indicators. It is also important to evaluate quality of data that can be gathered by a particular methodology, and the ability to measure over time this same reality. And it is necessary to decide what is desired to be measured, and establish a ranking of priorities regarding what are the most important factors to be measured and the types of indicators to be used.¹

The question of ethnic monitoring

The development and use of indicators to measure Roma and Traveller inclusion must be based on a clear consensus and understanding of the question of ethnic data gathering.

There are a number of points to be looked at in regard to this question. The first one is that there exists a common misunderstanding that ethnic monitoring is prohibited in most countries. The example of Spain is enlightening, where recently the Spanish government responded to the ECRI report on racism in Spain, saying that the constitution prohibits ethnic data gathering as discriminatory. Actually the Data Protection laws is quite clear that ethnic data can be gathered under certain conditions such that it be given voluntarily, must not be recorded in nominal data files, and that the data must be preserved with information technology which has a high degree of protection. It turns out that there are over 100 Spanish government agencies that are registered as keeping ethnic data. It is necessary that in every country investigations must be carried out to deepen understanding about what can

¹ There is an important and growing body of literature regarding indicators, how to use and interpret them, and how to choose the most appropriate set of indicators for measuring different phenomenon. Some suggested resources;

"European System of Social Indicators",

http://www.gesis.org/en/social_monitoring/social_indicators/EU_Reporting/transsieu.htm.

"Social Exclusion Indicators, Problematical Issues". European Commission

<http://www.cordis.lu/tser/src/socialind.htm>.

"Measuring Progress toward Safety and Justice" © Vera Institute of Justice, 2003

www.vera.org/indicators.

"Report on Indicators in the field of poverty and social exclusion". Social Protection Committee. October 2001. http://europa.eu.int/comm/employment_social/social_protection_committee/spc_indic_en.htm#intro

"Handbook on Social Indicators" Studies in Methods. Series F. N° 49. United Nations, NE 1989.

and should be done, and what can not, or should not, be done in regards to this question.

There are other reasons for resistance to the use of ethnic data gathering, some of which Dimitrina Petrova, of the ERRC, sums up in the following points:²

- Misperception that personal data protection laws prohibit the gathering of ethnic data.
- Failure to understand the strategic importance of ethnic monitoring for the fight against discrimination.
- Fear that ethnic statistics can be misused to harm the respondents.
- Weakness of political will of governments drafting programmes for Roma and (Traveller) integration, lack of vision of genuine reform based on quantitative assessment of needs and readiness to allocate adequate resources.
- Fear in governments that they may be embarrassed if statistics reveals ugly corners in their societies.
- Methodological difficulty of the question: who should be counted as "Roma", or (Travellers), those who state their ethnicity or those that are defined by others through external attribution?
- Methodological difficulty of dealing with the refusal of Roma (and Travellers) to "admit" their ethnic belonging - a refusal which differs widely across space and sub-ethnic identity.

Another obstacle in regards to this question is the confusion that exists between ethnic monitoring and the maintenance of nominal databases that indicate the ethnicity of every person. These are two very different things.

The question of who should be counted as "Roma and Traveller" is also of particular interest, in that ethnicity is not an objective characteristic. But it can be assumed that there are probably pretty coincident figures between a methodology that counts persons who are externally attributed as being Roma and Travellers, and methodologies that count those that identify themselves as Roma and Travellers³. And for the interest of ethnicity indicators it is not important to have exact accounts for measuring Roma and Traveller participation, or lack of it, in diverse spheres of society. If Roma and Traveller unemployment is 25% or if it is 35% is less important than the fact that either figure is unacceptable. And if the same counting methodology is used, changes over time can be detected, which is the objective of the indicator.

Ethnic monitoring of children in the Spanish school system is carried out by every classroom teacher, externally attributing the identification of Roma children. This uncovers some important data, such as heavy over concentration of Roma in some schools, and overrepresentation of Roma in the compensatory education program for socially disadvantaged students. It also shows that almost half of Roma children are in this program, and that there are very few Roma students in private, state subsidized schools. This class by class identification of Roma student can also be used for more precise research on Roma school performance, and shows Roma drop out rates and Roma advancement to normal track classes, and in theory

² *Ethnic Statistics*. ERRC. Roma Rights 2/2004. <http://www.errc.org/cikk.php?cikk=1995>. Also see *Ethnic Monitoring and Data Protection*. Edited by Andrea Kirzsan. CPS Books, Budapest, 2001. And *Traveller Proofing Within an Equality Framework*. Pavee Point. March, 2002.

³ This also will depend on how and who does the counting, and once again it must be stressed the need for those being counted to participate in this process.

should be used to measure results of actions for desegregation of schools, and for allocating resources for positive discrimination schooling measures for Roma students.

In any case the use of ethnic data gathering should always promote the active participation of Roma and Traveller people and organizations in its methodological design and use, in order to help insure that a perverse use is not made of this data and that the right to people's intimacy is respected.

Criteria for choosing indicators

Some indicators do not require ethnic monitoring. For example, ethnic monitoring is not needed for indicators that measure attitudes and opinions of the general population regarding Roma and Travellers, and can help discover and increase understanding of stereotyping, prejudice and possible discriminatory barriers against Roma and Traveller participation. These indicators can be simple surveys of expressed opinions that should not always be taken at face value in that people often self censure their real opinions or attitudes, or may in reality act differently than their expressed opinion would indicate. But these surveys can offer information about changes of attitudes over time, or in relation to different groups. There are also more sophisticated investigation methods such as discourse analysis, or vignettes, permit eliciting more accurate information about people's beliefs, prejudices and values, or can reveal with greater precision how a person might react in certain real situations.

Another indicator of barriers for inclusion can be observation of reality, and one of the more useful methodologies is Test Situation. This employs a technique where Roma and non Roma, with very similar characteristics, apply for some kind of service or access, and the different rejection rates can be measured. This is very useful not only for measuring the depth of barriers to inclusion in such fields as employment, housing, schooling, but can also discover areas where there are fewer barriers, or where the discrimination affects some Roma and Travellers differently, such as men and women, or young or old. This can be very useful for more precise targeting of inclusion measures. This data can also be used in litigation under the new Equal Rights Directive of the EU. And this is a very useful methodology for measuring changes over time.

Many of the more obvious indicators used for measuring social inclusion will be very difficult to use for Roma and Travellers, in that it would require using data that measure the entire population and identifies those that are Roma and Travellers, in order to compare their situation.. For instance to know the number of employed Roma and Travellers as compared to the entire employed population would be extremely difficult. However, in more reduced spheres, such as in the Spanish school system described above, it can be possible to collect data on the number of Roma and Travellers among the entire school population.

It is very useful to investigate how different institutions have treated Roma and Travellers, and the effects of this treatment, but without tools to identify the ethnicity of people this can be very difficult. Sentencing studies on how different groups have been treated in the judicial system, or studies of medical records could provide very useful data for health indicators. But records do not usually record ethnicity. This type of comparative studies can be carried out in the case of immigrant people, or for comparing women or men, or different age groups, etc., where this type of information is objective data and routinely noted. However, sometime ethnicity can be revealed by indirect methods; for instance, in some

countries there are geographical areas, or neighbourhoods, where almost all residents are Roma, and using addresses can help reflect the ethnic variable.

Indicators, for instance of employment, and/or unemployment, can be constructed by making ethnic counts in a more limited universe or sphere of activity. And most probably they would have to rely on surveyors that externally attribute ethnicity. For example, choosing at random some companies in some key sectors of the economy, and in various geographical areas, and then locating and counting Roma workers could give some idea of over or underemployment in that sector. Very large companies or public institutions could also provide data around relative employment.

Indicators also can be constructed by the opposite approach-- by interviewing a statistically significant number of randomly selected Roma individuals in geographical areas. An indicator of employment could be constructed by asking about their work situation in order to find if they are employed, for how long, in what sector, the conditions of their work, or if they are unemployed, what are the barriers they have encountered to employment or advancement at work, etc. In terms of Roma who are participating in inclusion and job integration measures this is relatively easy as it is a limited number and a known group, although it can be more difficult if follow up over time is required, as once employed they might be difficult to locate again.

This method can be useful by studying much broader categories than just the excluded: for instance, a survey over a geographical area of a statistically significant representative number of Roma regarding access to diverse spheres of social participation and resources, such as housing, health, justice, schooling etc. This also will help to determine the degree of exclusion among Roma in general.

This type of survey can measure two dimensions; objectively it can measure if they have access or not; if one is employed or not, if one receives minimum income or not, if one's children are enrolled in school or not, and some objective information about the access or service received. At the same time the survey can measure the beneficiary's perception or subjective evaluations of the quality or usefulness of the service received, or if there is no access, the person's opinion regarding why not.

In many cases it is more important to use indicators about lack of access, than indicators about those having access. This is particularly true regarding excluded persons, where there is a natural phenomenon in social inclusion programs that implies that the actions often benefit primarily those that are least excluded, and have the greatest chance for social inclusion. And at the same time those persons that have the greatest difficulties receive less attention, dedication and resources. Thus, positive advances in successful inclusion can exist at the same time that there is an increase in the number of persons facing even greater exclusion. Two types of indicators are thus needed to measure this reality.

The different methods that attempt to use statistically significant samples of population have a significant danger of non-coverage of certain sectors of the population under study.

For example, if the selection only consists of those Roma participating in inclusion actions, this may not cover those Roma and Travellers who are so very excluded that they do not even know of the programs and thus, their experience goes undiscovered. Or maybe those who are not excluded but are in vulnerable situation

of risk are not included in the indicator, since they have no contact with social inclusion agents, and their absence can introduce a bias in the measuring of exclusion /inclusion dynamics. In the selected group women or youth, or disabled may be under represented. The sample may be taken from certain areas, but ignore others that might have important different variables regarding exclusion.

Much research on Roma and Travellers is based on those that have relationships with social services agencies, and might represent the most excluded sectors, while Roma and Travellers who are in a more mainstream situation, are not detected, and thus another important bias may exist in the data used for the indicators.

A key question is how to select an adequate number of representative Roma and Travellers to help get a more accurate diagnostic of the Roma and Traveller situation as a whole, or of excluded Roma and Travellers. One interesting method is through the schools, since in most EU countries the great majority Roma and Traveller children are now in school, and usually identified as being Roma and Travellers, even if on an informal, local basis. Through the children, parents can be contacted more easily and asked to participate as information providers. However, surveys among target groups must avoid another important bias which is a self selection processes whereby the answers are only given by the people who voluntarily respond to the request to participate in the survey. Proactive soliciting of participants and confidence building measures among participants is fundamental, and the use of local Roma and Traveller interviewers can be of crucial importance.

The need for constructing packages of indicators

Although some indicators can be very useful by themselves, it is important to recognize that although many indicators can show change over time, they do not necessarily give clues as to what the change is due to. At the same time some indicators can give a completely mistaken conclusion about what is being measured. And what at first might be an indicator for measuring progress, over time may need to be complimented with another indictor for deepening the analysis of the quality of the change.

For example, a quantitative indicator that shows an increase in denouncements by victims of discrimination might at first sight be taken as an indicator of a negative tendency of an increase in discriminatory actions. But it could actually be the opposite, and what this increase measures is that victims are gaining increasing confidence in the judicial system and are accessing it more and more. Discrimination may even be decreasing as denouncements increase. In order for this to be shown, qualitative indictors could be used to measure changes in victim's attitudes toward the judicial system. Or indicators that measure whether the general Roma and Traveller population feels that they have been victims of discrimination and whether they have denounced it or not

Another important example of the need for packages of indicators would be in the case of indicators that show an over representation of Roma and Travellers in prison. This indicator in itself can reinforce stereotypes about Roma and Travellers being more prone to criminal activity. However, if other indicators regarding racial profiling and targeting by police, sentencing studies that demonstrate that Roma and Travellers are treated more harshly for committing the same action than non Roma and non Traveller people in the judicial system, or indicators that show that Roma and Travellers have less access to early release from prison, increase their percentage among inmates, it can demonstrate that the indicator of over

representation is actually an indirect indicator of racism in the criminal justice system.

Another example of using a package of indicators would be in access to employment. In some situations the increase of Roma and Travellers entering the job market can indicate the positive effects of an employment measure, but it might just be the result of macro economic variables. Thus an indicator which measures if access to the job market for Roma and Travellers is increasing at the same rate as the rest of the population could be helpful, or an indicator that measures the correlation between participation in Job Training and getting a job. Also, over the long term the indicator of the number of Roma and Travellers entering the job market might need to be complimented by an indicator regarding the quality of the jobs accessed in terms of pay, precariousness, abuse, effects over family life.

It is important that quantitative indicators are used in conjunction with qualitative indicators, including how people feel about the changes in their lives, the family, their attitude about the future, and other quality of life considerations. Exclusion has much to do with access to tangible material resources but is also has a subjective component, and an improvement in the first area does not automatically mean that improvements are perceived in the second sphere of more subjective quality of life aspects.

Some possible proposed indicators

In most of the measures that have been proposed for inclusion of Roma and Travellers similar types of indicators can be used. Some examples are:

Indicators for measuring how many of all government departments, agencies, programs and actions include specific plans for promotion of Roma and Traveller participation and access as well as:

- *As % of all government departments, agencies, programs and actions.*
- *Number of programs with Roma and Traveller participation.*
- *Number of Roma and Traveller participants.*
- *As % of total participants.*

Indicators for measuring how many of all government departments, agencies, programs and actions dedicated to social inclusion include specific plans for promotion of Roma and Traveller participation and access, as well as:

- *% of all social inclusion actions and programs.*
- *Number of programs with Roma and Traveller participation.*
- *Number of Roma and Traveller participants.*
- *And as % of total participants.*

Indicators that measure prejudice and discriminatory practices in access to, and treatment received, by Roma and Travellers in public and private institutions and social spheres, among personnel, and other users, or in existing regulations. Key areas to be measured:

- *Educational system*
- *Labour market*
- *Health System*
- *Housing*

- *Police and Judicial system*
- *Other social services*
- *Access to public transport*
- *Access to consumer services, stores, banks, restaurants, entertainment*
- *Media treatment*
- *...*

Indicators of access and quality of services received:

- *Employment: number of employed Roma and Travellers. In what sectors. Length of job, pay, job conditions, possibilities of advancement, harassment. Number of government departments or private companies that have programs for promoting hiring of Roma and Traveller workers and number of Roma and Travellers employed in these entities.*
- *Self employed. Number of Roma and Traveller self-employed. What sectors. Stability and amount of income, bureaucratic barriers, harassment...*
- *Number of Roma and Travellers who have received vocational training or orientation who are employed.*
- *Education: Attendance figures, segregation, performance level, drop out rate, number of Roma and Travellers who achieve academic title on any level, use of more appropriate curriculum, parent participation, number of Roma and Traveller school personnel.*
- *Number of Roma and Travellers receiving job training or adult education, and performance level.*
- *Roma and Traveller literacy level.*
- *Health. Number of Roma and Travellers accessing health services, quick access, quality of diagnostic and treatment. Number of Roma and Travellers with untreated or incomplete treatment of health problems. Number of Roma and Traveller health personnel.*
- *Standard health indicators.*
- *Housing. Number of Roma and Travellers in substandard accommodation (using basic indicators of substandard accommodation). Number of Roma and Travellers living in degraded neighbourhoods. Number of Travellers unable to maintain mobile way of living. Number of Roma and Traveller homeowners. Number of Roma and Traveller evictions. Length of time living at same house. Number of persons per square meter.*
- *Number of homeless Roma and Travellers.*
- *Minimum Income. Number of beneficiaries. Amount as % of minimum wage. Number of Roma and Travellers eligible, but not receiving. Average length of time receiving. Number of beneficiaries who become economically autonomous. Number of beneficiaries who leave or are expelled from program.*
- *Police and judicial system. Indictors regarding treatment of Roma and Travellers when victims. Number of denouncements lodged, and number of denouncements that are successful.*
- *Number of Roma and Travellers working in criminal justice system.*

Indictors of Roma and Traveller perception on the quality of treatment received in all spheres of society, and on the quality and usefulness of actions for social inclusion of Roma and Travellers.

Indicators of the number of Roma and Travellers who participate in Roma and Traveller organizations, or other types of social, political or religious organizations. Number of Roma and Traveller organizations, and number of Roma and Traveller organizations that participate in broader organizational networks. Number of Roma and Travellers who have input into social policy for Roma and Travellers. Number of Roma and Travellers who participate in Roma and Traveller cultural activities, and in general cultural and sport activities. Number of Roma and Traveller media, and number of Roma and Travellers that are reached.

And finally all indicators must utilize, whenever appropriate, basic variables of gender, age, geographical area, and other more specific variables when possible or useful (disabilities, immigrants, homeless and other extreme exclusion situations...).

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Indicators should include gender and age breakdowns whenever appropriate. In some cases regional or geographical variables should be measured

OBJECTIVE 1: PROMOTING EMPLOYMENT AND ACCESS TO RESOURCES

1.1. PROMOTING EMPLOYMENT.....

- Promoting participation in employment
- Promoting access to stable and quality employment
- Improving employability

**Promoting participation in employment:
Reduction of unemployment, particularly long-term unemployment.**

Measures:

- Surveys of Roma and Traveller people to detect marketable skills, training needs, and types of employment that are demanded, and the obstacles that they perceive to their participation in labour market.
- Outreach measures towards Roma and Traveller, particularly to encourage registration at public employment offices, and labour integration actions.
- Proactive promotion of access of Roma and Travellers to job training, job placement, orientation and accompaniment programs. All publicly funded programs where there are potential Roma and Traveller beneficiaries must include proposals for improving access and quality of service for Roma and Traveller participants.
- When appropriate, measures for job training, orientation, and placement designed for specific needs and demands of Roma and Traveller job seekers.
- Positive discrimination for long term unemployed in public hiring.
- Sensitizing campaign and accompaniment measures directed towards private sector to encourage hiring of disadvantaged persons and long term unemployed.
- Economic, fiscal, social security benefits for companies hiring unemployed Roma, and long-term unemployed.
- Measures for promoting self-employment of unemployed (training, positive discrimination, tax benefits, reception of lump sum unemployment payments...).
- Measures to detect and sanction discrimination against Roma and Travellers in the labour market.
- Special attention to promoting Roma and Traveller employment in services aimed at furthering Roma and Traveller community development
- Special attention to promoting entrance to job market for the most vulnerable groups among excluded Roma and Traveller people; women, elderly, disabled...

Other measures for achieving this general objective are described further on in the more specific areas of action.

Indicators:

- Rate of unemployment / rate of Roma and Traveller unemployment.
- Rate of long-term unemployment / rate of Roma and Traveller long-term unemployment.
- Roma and Traveller workers as % of total labour force.

- *Number of Roma and Traveller active population actively seeking employment and as % of total Roma and Traveller population.*
- *Number of businesses with measures for encouragement of Roma and Traveller hiring*
- *Number of businesses that have Roma and Traveller employees and as % of total businesses.*
- *Number of Roma and Traveller public employees.*
- *Measured discrimination against Roma and Traveller people in Labour Market (by sectors).*
- *Indicators of quality of employment (wages, working conditions, stability, duration, freedom from harassment...) of Roma and Traveller workers*
- *Perception of Roma and Traveller workers regarding quality of their employment*
- *Number of Roma and Travellers registered at unemployment office and receiving unemployment benefits (economic, training, job placement...) and as % of total number of persons receiving such benefits.*
- *Number of Roma and Traveller participants in programs or receiving benefits designed specifically for long term unemployed and as % of total such beneficiaries.*
- *Number of Roma and Travellers eligible for unemployment benefits, or job integration actions who are not receiving them.*

Access to measures undertaken by regions, local actors and municipalities

Measures:

- *Measures that insure that regional and local administrations develop employment inclusion plans that contain specific measures for Roma and Traveller people and Roma and Travellers in risk of exclusion. Plans should include clear monitoring and evaluation tools.*
- *Measures that insure that these plans are coordinated horizontally with diverse local public services, social services, NGO, local business and organizations representing beneficiaries, and coordinated vertically with other levels of government administration.*
- *Proactive measures for detecting and combating discriminatory practices.*
- *Measures for raising social awareness around inclusion.*
- *Measures should give special attention to regions and localities with important Roma and Traveller population and high poverty levels.*

Indicators:

- *Number of local and regional bodies that promote employment actions that include specific measures oriented towards Roma and Traveller people.*
- *Number of employment actions that include specific measures oriented towards Roma and Travellers and as % of total employment actions.*
- *Number of employment actions that have Roma and Traveller participants.*
- *Number of Roma and Traveller participants in these employment actions.*
- *Number of Roma and Traveller participants that become employed through these actions and as % of total participants who access employment.*
- *Discriminatory barriers for access to such employment actions.*
- *Number of Roma and Traveller people eligible for access, who do not participate.*

- *Perception of Roma and Traveller people regarding access, quality and usefulness or offered employment actions.*

Positive and negative impact of the regulatory framework.

Measures:

- *Use of positive discrimination for Roma and Travellers access to vocational training, and public employment.*
- *Financial, social security, tax benefits and procurement contracting for companies that hire and promote Roma and Travellers, and that promote permanent work contracts.*
- *Increasing minimum wage, and broadening unemployment coverage.*
- *Promoting social economy and insertion enterprises.*
- *Promotion of micro credits and more flexible bureaucratic requirements for self employment.*
- *Proactive legal sanctioning of discriminatory practices and abusive labour conditions.*

Indicators:

- *Number of companies that receive benefits for hiring of Roma and Traveller people.*
- *Number of Roma and Travellers employed as result of companies receiving benefits for hiring of unemployed and Roma and Travellers as % of total persons employed through these types of measures.*
- *Number of Roma and Travellers who cannot access benefits for unemployed, or actions for promoting employment.*
- *Number of Roma and Travellers who cannot formalize self employed activity due to regulatory barriers.*
- *Number of Roma and Travellers hired in public employment through positive discrimination measures.*
- *Number of Roma and Traveller people who have formalized economic activity due to increased flexibility in applying regulations.*
- *Application of anti discrimination legislation and legislation protecting workers from abuse in the labour market. Number of successful anti discrimination and anti labour abuse denouncements.*

Active involvement of employers

Measures:

- *Sensitizing campaigns and training for companies for promoting staff diversity.*
- *Financial, social security and tax benefits for hiring and promoting improved working conditions for Roma and Traveller people.*
- *Preference in procurement contracts.*
- *Specific support measures for social enterprises.*
- *Sanctions for discriminatory practices.*

Indicators:

- Number of employers contacted or reached with sensitizing and support measures regarding promotion of Roma and Traveller employment.
- Number of companies who hired Roma and Traveller persons as a result of these measures.
- Number of Roma and Travellers hired as result of these measures.
- Changes in measured discriminatory practices of employers.

Transformation of undeclared work into regular employment.

Note: Undeclared work can be either self-employment or wage work. In this latter category many Roma and Traveller people work in the extensive submerged found in all partner countries or in illegal undeclared labour relations in the mainstream economy. Transformation of this work into regular employment is very complicated. It is not clear that indicators of detecting and sanctioning of submerged economy employers, or illegal labour relations will transform undeclared work into regular employment. Indicators of how many undeclared workers will be awarded damages, through denouncing abusive, illegal labour relations, could be useful, but it is not clear that this will effect this will have on regularizing employment.

Measures:

- Financial, tax and other economic benefits and more flexible bureaucratic regulations for setting up micro enterprises.
- Some Roma and Traveller people organize their economic activity not so much as individual workers or business persons, but as more informal family structures. Some business regulations present obstacles for regularizing this type of activity. Measures are needed that take into account, and reduce barriers for regularizing these forms of economic organization.
- Support for professional and vocational re-training.
- Proactive measures for combating submerged economy, and abusive undeclared labour relations, and for the defence of rights of workers.
- Measures that insure that workers that are victims of abusive, illegal labour relations be granted social security, unemployment and / or other benefits that regularized workers have.
- Measures that link up and sensitize unions, employers, NGOs and administration to face this challenge.
- Foment structures that bridge informal labour market and mainstream labour market.

Indicators:

- Number of Roma and Travellers who have transformed undeclared labour relations into formal labour relations.
- Number of Roma and Travellers benefiting from measures for self-employed persons oriented towards regularizing their activity.
- Percent (%) of Roma and Travellers among those who have benefited from measures for the self employed
- Number of undeclared Roma and Traveller workers who have accessed social security, unemployment and /or other benefits that regularized workers have accessed.

- % of work force that is in submerged economy, and % of Roma and Traveller workers in submerged economy

Monitoring and evaluation

Measures:

- Develop unified and compatible indicators, monitoring and evaluation criteria and methodologies.
- Measures that insure that public bodies with relationship with Roma and Travellers use monitoring and evaluation tools for measuring progress.
- Promotion of the use of monitoring and evaluation tools in private institutions and companies regarding the situation of Roma and Travellers.
- Promote investigation and debate to develop more precise indicators in regards to Roma and Traveller people, and other ethnic minorities' participation in the work force and all social spheres. Include investigation on how macro economic variables affect Roma and Travellers and the relationship between these variables and specific measures for promoting Roma and Traveller employment and economy.
- National coordination network for improving and unifying monitoring of evaluation tools for social inclusion.
- Training of professionals to carry out monitoring and evaluations.
- Dissemination and debate of findings among stakeholders and shareholders.
- Participation of persons from those collectives being monitored in the design and use of monitoring tools.
- Use of monitoring and evaluations for modifications of policy and practice.
- Cost - benefit analysis of all social inclusion measures, including the monitoring and evaluation measures themselves.

Indicators:

- Number of measures that are monitored and evaluated and number of variables that are measured.
- Number of bodies, both private and public, that carry out monitoring and evaluations on aspects of Roma and Traveller peoples situation.
- Number of modifications of policy and practice made based on findings and conclusions of evaluations.
- Number of stake holders and share holders that have input into monitoring process, evaluations and proposals for modification.
- Indicator of Cost / Benefit of each measure

Promoting access to stable and quality employment
Pathways towards employment: personalised guidance to the unemployed
/individually-tailored measures.

Measures:

- Promote measures capable of giving quality personalized integration itineraries for Roma and Traveller people including developing methodologies better adapted to specific demands and needs of Roma and Traveller beneficiaries.
- Specialized training of professionals to carry out the tasks of counselling, job training, job orientation, job hunting skills, and accompaniment better adapted to Roma and Traveller demands and need
- Promote measures that increase Roma and Traveller access and participation in existing general programs of this type, as well as development of specific programs for Roma and Travellers when appropriate.
- Outreach to recruit and encourage potential participants.
- Promotion of Roma and Traveller professionals in providing these services and Roma and Traveller mediators.

Indicators:

- Number of initiatives of personalized guidance for employment that have specific orientation and actions aimed at meeting needs of Roma and Traveller people, and as % of all initiatives.
- Number of Roma and Traveller people participating in these initiatives, and as % of total participants.
- Number of Roma and Travellers who complete proposed itineraries.
- Number of Roma and Travellers who become employed, or gain access to training programs, due to participation in these initiatives
- Quality of employment and / or training accessed.
- Number of Roma and Traveller people eligible for accessing these initiatives that do not participate.
- Perception of Roma and Travellers regarding utility of personalized guidance and its usefulness.
- Roma and Travellers employed in these training actions

Pathways towards employment: sheltered work

Measures:

- Promotion of sheltered work initiatives through development of clear regulatory norms on what these are, financial, tax, social security payments and other economic benefits, support services, preference in procurement contracting.
- Training for existing sheltered work initiatives aimed at increasing access and participation of Roma and Traveller beneficiaries.
- Outreach to potential participants.
- Publicity and public information campaigns to increase social support of shelter work initiatives.
- Building bridges between sheltered work enterprises and mainstream businesses.
- Itinerary design that includes going from employment in sheltered work to mainstream employment. (It is at the same time important to note that some people will never be able to compete in mainstream employment and

that sheltered work should consider supporting some permanent participants in their initiatives).

Indicators:

- Number of sheltered work initiatives that have specific measures for meeting Roma and Traveller people's needs and as % of total initiatives.
- Number of sheltered work projects that are specifically designed for Roma and Traveller people.
- Number of Roma and Traveller participants in sheltered work and as % of total participants.
- Number of Roma and Traveller participants in sheltered work who go on to employment in normal labour market, or as self employed.
- Length of time in sheltered work initiatives.
- Number of Roma and Travellers who drop out of sheltered work.
- Number of Roma and Travellers eligible for entering sheltered work initiatives, who do not participate.
- Perception of Roma and Traveller people regarding the benefits of participating in sheltered work.

Pathways towards employment: exploit the job creation potential of the social economy. Promotion of social economy.

Measures:

- Promotion of social economy initiatives through tax, social security and financial benefits, public support services, management training, preference in procurement contracts...
- Measures of sensitizing, formation and training of social economy agents in order to increase access and participation of Roma and Travellers.
- Outreach, publicity and public information campaigns to promote positive social image and support of social economy.
- Measures that bridge the social economy enterprises and mainstream business.
- Specific measures for promoting Roma and Traveller social economy businesses, and particularly oriented towards meeting needs of Roma and Traveller communities that are not well served by market economy.

Indicators:

- Number of initiatives of social economy that have specific measures oriented towards participation of Roma and Traveller people, and as % of total initiatives.
- Number of Roma and Traveller participants in social economy enterprises and as % of total participants.
- Indicators on quality of employment in social enterprises (wages, working conditions, stability, duration...).
- Number of Roma and Travellers owning or running social economy enterprises.
- Number of social economy initiatives that are oriented towards Roma and Travellers consumer and service needs.
- Perception of Roma and Travellers regarding quality and benefit of employment in social economy.

- Perception of general public about benefits of social economy.

Reconciliation of family and work life: availability and use of childcare facilities

This is an important question with 2 factors in relation to Roma and Traveller people. In the first place, services which can enable adults, and in particular women, to enter the work force are an important measure for inclusion, but at the same time they should not add a new factor that could increase other exclusion risks due to lack of time needed to attend to dependent family members: children, elderly and incapacitated persons.

Secondly, in regards to many Roma and Traveller people the work life is organized on a family basis. In this case reconciliation of family and work life would have to deal with measures that can help formalize and dignify these family economic activities. In some cases inclusion measures based on individuals entering the work force can weaken family structures that often serve as informal safety nets against social exclusion.

Measures:

- *Child care facilities, in home care, day centres, live in facilities for elderly, disabled and other dependent family members.*
- *Measures to insure that Roma and Traveller people do not suffer discriminatory barriers when accessing these services.*
- *Anti bias and intercultural training for professionals providing these services.*
- *Training and promotion of Roma and Travellers for employment in these services. Promotion of social enterprises for providing these services.*
- *Services for transport of dependent members to care centres and accessing other social and public services and spaces.*
- *Financial aid/tax exemptions for family members who care for dependent members.*
- *Sensitizing measures regarding equality in domestic work responsibilities among family members.*
- *More flexible bureaucratic regulations regarding micro family enterprises.*

Indicators:

- *Number of measures of services for dependent family members that have specific orientations for Roma and Traveller needs and % of such measures in comparison with total measures.*
- *Number of Roma and Travellers benefiting from these measures and % of Roma and Travellers of total beneficiaries.*
- *Number of Roma and Travellers benefiting from these measures that have entered job training, the work force or initiated self employed activity.*
- *Number of measures that promote more equal distribution of family responsibilities.*
- *Number of school age girls who benefit from these measures and avoid early school dropout.*
- *Number of Roma and Travellers who are eligible and desiring access to these measures but are not receiving them.*
- *Number of Roma and Traveller people employed in providing these measures.*
- *Measured discriminatory barriers for Roma and Travellers trying to access these services.*
- *Perception of Roma and Travellers of quality and usefulness of these measures.*



Transformation of temporary work into stable and quality employment

Measures:

- *Promoting favourable legal framework, sensitizing of employers, financial, social security and tax benefits for employers, preferred procurement contracting for employers who provide long-term work contracts.*
- *Training, financial aid, and other measures that enabled precariously self-employed Roma and Traveller people to improve quality and stability of their work situation*

Indicators:

- *Number of legal, economic, and sensitizing measures, for promoting employer practices that transform temporary work into stable employment and that have specific orientation for Roma and Traveller people. Percent of these measures as compared with total number of measures for transforming temporary work.*
- *Number of Roma and Travellers who have benefited from these measures.*
- *Percent of Roma and Traveller workers with long-term work contracts, and in comparison with total working population.*
- *Number of self employed Roma and Travellers who have benefited from these measures.*

Training measures for specific target groups.

Measures: All measures of National Inclusion Plans must look to see what can be done in order that each measure can be more accessible to Roma and Traveller people. Each measure should attempt to include some target regarding inclusion of Roma and Traveller people. Ethnicity must be a transversal consideration. At the same time measures for Roma and Traveller inclusion must take into account needs of specially disadvantaged target groups within the Roma and Traveller community such as women, youth, elderly, disabled, drug abusers, homeless, prisoners. Inclusion plans for particularly disadvantaged collectives and specific target groups such as women, youth, elderly, disabled, drug abusers, homeless, and prisoners must take into account needs of Roma and Traveller persons who belong to these groups.

Indicators:

- *Number of measures of the National Inclusion Plans that contemplate inclusion actions for Roma and Traveller people, and as % of all inclusion measures.*
- *Measures that not only contemplate inclusion needs of Roma and Travellers as a whole, but have special targets for members of disadvantaged groups within the Roma and Traveller community.*
- *Anti bias and specialized training of professionals working with specific target groups in the Roma and Traveller community.*

Measures addressed to promote access to vocational training

Measures:

- *Develop strategic plans, which analyze together 1. Demands and capacities of potential beneficiaries. 2. Appraisal of local labour market needs.*
- *Involve local employers, social enterprises, unions, and existing community training programs.*
- *Develop specific training programs and support services for Roma and Travellers with problems accessing existing training programs.*
- *Development of pre-vocational training programs.*
- *Offer counselling, orientation, accompaniment, and job hunting services in addition to vocational training.*
- *Develop curriculum and educational methods better adapted for Roma and Traveller students.*
- *More flexible valorisation criteria for vocational certificates that reduce possible cultural bias.*
- *Measures for intercultural training of educational professionals.*
- *Outreach to potential Roma and Traveller students.*
- *Detection of discriminatory barriers for Roma and Travellers to access vocational training.*

Indicators:

- *Number of measures for job training with specific orientation for Roma and Traveller people's needs, and as % of all job training measures.*
- *Number of Roma and Traveller people entering vocational training and as % of total.*
- *Number of Roma and Traveller people completing vocational training and as % of total.*
- *Number of vocational training teachers who receive anti bias training.*
- *Detected discriminatory barriers for Roma and Travellers to access and complete vocational training.*
- *Perception of Roma and Travellers regarding whether specific job training is adequate for their individual capacity, if it coincides with their job aspirations and the quality of job training.*
- *Number of Roma and Travellers working in vocational training actions.*

***Improving employability:
Valorisation of informally obtained competencies***

Measures:

- *Define clear criteria for evaluating informally obtained competencies for granting of vocational certificates for the greatest number of job and vocational categories.*
- *Develop qualified bodies for making non-arbitrary, non-biased evaluations.*
- *Public outreach to inform about these measures.*
- *Tutorial help for those accessing this measure.*

Indicators:

- Number of employment posts for which valorisation criteria are identified.
- Number of Roma and Travellers who receive vocational certificates through these measures, and as % of total.
- Number of Roma and Travellers who have entered employment, have improved employment conditions or have accessed government permits or resources for self employment thanks to acquiring valorisation certificates.
- Detected discriminatory barriers for Roma and Travellers achieving successful valorisation.
- Number of anti- bias and intercultural training measures for evaluators.
- Number of Roma and Travellers who could access vocational certificates who have not done so.
- Number of Roma and Traveller evaluators.

Promotion of lifelong learning

Measures:

- Develop strategic plan based on the capacities, needs and expressed demands of potential participants.
- Work with community educational services, NGOs, trade unions, business associations, for promoting incorporation of Roma and Traveller participants in existing training and educational programs.
- Measures for promoting basic education for Roma and Travellers, particularly literacy education.
- Work with universities and other experts for developing new and innovative teaching methodologies better adapted to Roma and Traveller needs.
- Measures that encourage employers to provide continuous education and training, and with special attention to promoting Roma and Traveller participation.
- Develop programs for needs that are not addressed by existing services, with particular attention to specific needs and weakness of Roma and Traveller participants.
- Support and counselling services for these participants.
- Special attention to developing non biased teaching methods and anti bias formation of teaching professionals.
- Economic aid for students.
- Outreach to publicize existence of these measures to potential participants.

Indicators:

- Number of lifelong learning measures that have specific orientation for Roma and Travellers, and as % of total measures.
- Number of Roma and Traveller people participating in lifelong learning and as % of total.
- Number of Roma and Travellers who achieve some kind of academic and / or training certificate through life long learning actions.
- Number of employers who provide continuous formation with participation of Roma and Traveller workers.

- *Number of Roma and Traveller adults who desire but are not accessing lifelong learning measures.*
- *Number of non cultural bias training measures for lifelong learning educators and number of participants.*
- *Number of Roma and Traveller educators in lifelong learning initiatives.*
- *Perception of Roma and Traveller people about what contents and methodology they would desire for lifelong learning measures.*
- *Perception of Roma and Traveller people about quality, and utility of existing lifelong learning measures.*

OBJECTIVE 1.2: PROMOTING EMPLOYMENT AND ACCESS TO RESOURCES

1.2. PROMOTING ACCESS TO RESOURCES

- *Social protection systems*
- *Accommodation and basic services*
- *Access to health care*
- *Access to education*
- *Access to culture*
- *Access to justice*
- *Access to sport and leisure*
- *Access to public transport*

Social protection systems: Minimum income and other social assistance provisions
Improving/maintaining adequacy

Measures: *Regular minimum income payments for people with insufficient income.*

This is not a universal right in all countries, with different limits on who can receive it, (for example in some cases only families with dependent children) and in what conditions, with access to minimum income in some cases tied to fulfilling certain obligations such as participation in social inclusion projects, work in benefit of the community, obligatory children's school attendance. In some countries the amount received is judged insufficient for dignified life, while in other cases it is believed that it can dissuade people from working. It appears that in general receiving minimum income is incompatible with receiving any earnings. Bureaucratic obstacles can limit access for eligible persons.

There are tendencies in some countries to consider minimum income as a universal right of all persons that should not be tied to obligatory participation in measures for social inclusion. Although at the same time recipients should have the right to access resources and opportunities useful for acquiring tools and capacities for achieving economic autonomy and social inclusion.

Measures for social inclusion that go hand in hand with minimum income programs are discussed in detail in other sections of this report.

- *It is important that anti bias training should be provided to government personal who run minimum income programs.*
- *Input and participation of beneficiaries in program design and evaluation should be promoted.*
- *It should be insured that detection of small unrecorded income of beneficiaries should not be treated as a criminal offence.*

Indicators:

- *Number of Roma and Traveller people who receive Minimum Income payments and as % of total recipients.*
- *Average length of time they receive Minimum Income.*
- *Number of Roma and Travellers who leave Minimum Income program due to accessing other income sources (work or self employed earnings, other types of pensions).*

- Number of Roma and Travellers who have left Minimum Income program due to accessing other income sources, but who have returned to Minimum Income program.
- Number of Roma and Travellers who have been expelled from Minimum Income programs for not meeting criteria or conditions imposed and % of total persons expelled.
- Number of Roma and Travellers eligible for minimum income who do not receive it.
- Number of Roma and Travellers who receive minimum income but who do not participate in any programs for social inclusion.
- Perception of Roma and Traveller recipients regarding how minimum income has improved their living situation.

Ensuring a sufficient old age minimum income

Measures: Most partner countries have universal guaranteed old age pensions, usually in a two-tier system. First tier is based on payments made by contributors throughout their working life. The second tier is a minimum money payment for those whose contribution during their working life does not reach an agreed minimum income. IT must be insured that this non- contributory pension permits dignified living conditions. In Spain, and possibly in other countries, there is a problem of Roma and Traveller widows who are denied survivors pensions of deceased husbands due to not having their marriage officially recognized. Measures should be taken to recognize traditional Roma and Traveller wedding rites.

Indicators:

- Number of Roma and Travellers who receive the old age pension based on the amount they have contributed and as % of total beneficiaries of this type of pension.
- Number of Roma and Travellers who receive the old age pension not based on their contributions.
- Number of Roma and Traveller people eligible for receiving old age minimum payment, but who are not receiving it.
- Number of Roma and Traveller widows how do not receive survivor pension due to not having their marriage officially recognised.
- Perception of Roma and Traveller elderly in regards to whether the amount received is sufficient for their needs, and if bureaucratic problems for receiving this payment exist.

Turning assistance schemes to specific needs

Measures:

- Social inclusion projects and itineraries designed which take into account Roma and Traveller's needs and demands.
- Personalized inclusion itineraries based on individuals' needs, motivations and capabilities.
- Anti bias training for social service and other professionals participating in development and direction of social inclusion itineraries and projects with Roma and Traveller participation.

- *Participation in social inclusion itineraries for people that are not recipients of minimum income.*
- *Education for improved consumer habits and consumer rights.*

Indicators:

- *Number of inclusion measures for recipients of Minimum Income that have Roma and Traveller participants and as % of total recipients.*
- *Number of Roma and Traveller Minimum Income recipients in social inclusion projects and as % of total participants.*
- *Number of Roma and Traveller beneficiaries that have clear and explicit inclusion itineraries and follow-up.*
- *Perception of Roma and Traveller participants in social inclusion itineraries and projects regarding the quality and usefulness of these programs and the individual planned itinerary.*

Aid for persons and families with income, disability, health or social integration problems

Measures:

- *Universal minimum income pensions for physically and mentally disabled persons.*
- *Measures that insure that all social inclusion actions for disabled people take into account the needs of disabled Roma and Traveller people when designing, targeting and running measures.*
- *Measures for providing social inclusion actions for prisoners, persons leaving prison, and families of imprisoned persons, and that take into account Roma and Travellers when designing actions, fixing targets, and running programs.*
- *Economic aid for families that care for dependent member with major limitations to social integration.*
- *Measures that insure that resettlement resources and services are made available for persons who have suffered limiting traumatic experiences such as those who have suffered major accidents or illnesses, or have been victims of violence or crime.*
- *Measures that insure that all foreign Roma and Traveller residents can access social inclusion measures in equality of conditions*
- *Measures for sensitizing Roma and Traveller communities regarding problems and needs of Roma and Traveller disabled, Roma and Traveller prisoners, foreign Roma and Travellers and other especially vulnerable Roma and Traveller persons.*

Note. There is a major problem in regards to foreigners who do not have legal residence in the country where they are living. In some countries these people can access certain emergency social services, basic health, public education for children, and some social inclusion measures. But the fact that many can not acquire legal residency is a fundamental obstacle for social inclusion.

Indicators:

- *Number of programs for disabled persons that take into account needs of disabled Roma and Travellers and as % of total of programs for the disabled.*
- *Number of Roma and Travellers who participate in these actions and as % of total participants.*

- Number of Roma and Traveller disabled that participate in general social inclusion measures.
- Number of Roma and Traveller families that receive aid for helping to care for disabled, chronically ill, or other persons with grave limitations.
- Number of Roma and Traveller disabled eligible for benefits and access programs for disabled persons, but who are not receiving them.
- Number of Roma and Traveller people that have received resettlement support and aid after traumatic experiences.
- Number of Roma and Traveller prisoners, and dependent family members of prisoners participating in social inclusion measures in prison, and upon release.
- Number of foreign Roma and Travellers participating in Social Inclusion actions.

Social protection systems: Making work pay

Reviews of the eligibility conditions for minimum income and other welfare benefits

Measures:

- *Guaranteed Minimum Income as a right.*
- *Social inclusion programs and actions of sufficient quantity and quality to insure that a maximum number of recipients of Minimum Income can eventually become economically self sufficient.*
- *Insure that recipients of minimum income who are eligible for other kinds of more stable support income receive it. (pensions, disability, illness, etc)*
- *In some cases persons who enter the work force, apart from renouncing the minimum income, also can forfeit access to other social services for social inclusion. In this case it would be recommended that these benefits be continued for a provisional time, until it is clear that that the employment is stable.*
- *Measures that permit receivers of minimum income to generate small income without reducing the amount minimum income, in order to encourage gradual introduction into work force.*
- *Measures that insure that chronic receivers of minimum income with no realistic possibility of becoming economically self sufficient, can continue to receive this income, and can participate in other social inclusion measures not aimed at employment, and are not stigmatized as "hopeless cases."*

Indicators:

- *Number of recipients who leave minimum income program due to acquiring other sources of income.*
- *Perception of long term receivers of minimum income, regarding quality of their life, and quality of social inclusion services that they receive.*
- *Number of cases of fraud discovered among recipients of minimum income.*

Financial incentives to take up work

Measures:

- Measures that permit receivers of Minimum Income to not have this income reduced if they earn some small income from other sources, in order to encourage a process of transition into labour market.
- Programs for financing self employment initiatives for receivers of Minimum Income.
- Measures that permit capitalize unemployment payments.
- Travel and other support grants for persons entering the job market.
- Measures to insure that minimum wage offer possibilities for dignified work and living conditions and that the minimum wage law is enforced.

Indicators:

- Number of Roma and Travellers who have entered the job market with support of any of these measures.
- Number of Roma and Traveller workers employed at less than minimum wage.

Accommodation and basic services: consumer protection

Avoiding exploitation or abuses on the property market and preventing the expulsion of tenants or owners who have gotten into social difficulties

Measures:

- Services for information, counselling and defence of Roma and Traveller tenants rights
- Reinforcing tenants' rights in regards to evictions.
- Reinforcing Traveller's rights to access camping sites and freedom of movement.
- Measures that provide guarantees for rental deposits of Roma and Traveller tenants to landlords and financial aid in emergency situations.
- Mediation services for tenant- landlord conflict and neighbour conflicts.
- Education measures regarding the illegality of discrimination in accessing housing and accommodation.

Indicators:

- Existing discriminatory barriers against Roma and Travellers accessing rental homes, and in eviction process.
- Number of evictions of Roma and Traveller families.
- Number of Roma and Travellers who have used services for defence of their rights as tenants and number of successful cases.
- Number of Roma and Travellers who have accessed rentals thought deposit guarantee actions.

Preventing and tackling homelessness

Measures: The measures for access to decent accommodations and for avoiding abuse by landlords are the best ways to prevent homelessness. Specific measures for tackling homelessness include:

- *Halfway houses and shelters for homeless people that do not impose any conditions other than observing house rules. Housing and accommodation should take into consideration how to best adapt to meet Roma and Traveller people's needs.*
- *Proactive measure that provide opportunities for homeless to participate in social inclusion projects, including help in accessing disability pensions and other forms of aid that they might be entitled to.*
- *Insuring that being homeless is not a barrier for accessing any and all social resources and citizen's rights.*
- *Measures for Travellers that insure access to decent camping spots.*
- *Measures that prevent criminalization of homeless people.*

Indicators:

- *Number of Roma and Traveller homeless accommodated in half way houses and shelters, and as % of Total.*
- *Number of Roma and Traveller homeless who access stable decent housing and accommodation.*
- *Number of Roma and Traveller homeless who are benefiting from other social inclusion projects and resources.*
- *Number of Travellers who are denied access to camping areas.*
- *Number of Roma and Traveller homeless who have been denied access to social rights and resources including freedom from police and judicial persecution due to being homeless.*

*Accommodation and basic services: access to decent, affordable accommodation
Aid for social housing. State aid for tenants and property acquisition.*

Measures:

- *Promotion of social housing and accommodation: state provided accommodation, government rentals, housing cooperatives, subsidized rentals, loan aid for purchase, self construction of homes, or home repairs.*
- *Measures that insure that the types of social housing provided take into consideration Roma and Traveller people's needs.*
- *Financial, legal, fiscal and economic measures to insure that private housing market, both purchase and rental, can provide decent inexpensive housing and accommodation.*
- *Financial and tax measures, and guarantee funds for helping Roma and Traveller people access rentals, homes purchase or undertake home improvement.*
- *Political, legal and economic measures to improve degraded neighbourhoods.*
- *Financial, tax and economic aid for caravan purchase and maintenance, comparable to existing measures for fixed housing.*
- *Legal and financial measure to insure adequate number and quality of local camping areas.*
- *Formalizing ownership for long term tenants of public or social housing.*
- *Aid services for helping limit cut offs of electricity, gas, heating, water.*
- *Participation of Roma and Traveller people in design of accommodation policy and programs for their needs.*

Indicators:

- *Number of Roma and Travellers who benefit from different types of social housing and accommodation programs and as % of total beneficiaries.*

- *Number of Roma and Traveller who have benefited from social housing and accommodation programs but have then been excluded from the same.*
- *Square meters per person in Roma and Traveller households and compared to national average.*
- *Percent of income Roma and Travellers spend on housing and accommodation and compared to national average.*
- *Number of Roma and Traveller home or caravan owners who are foreclosed on.*
- *Measure of discriminatory barriers for Roma and Travellers accessing housing and accommodation, including private purchase, private rental, and government housing and accommodation programs.*
- *Perception of Roma and Travellers regarding quality of their housing and accommodation and obstacles for improving their housing situation.*

Aid for private investment with a social aim

Measures:

- *Fiscal and legal measures to encourage private investment in low cost housing market.*
- *Promotion of social economy (Non profit companies, NGOs, Trade Unions, etc.) investment in housing market, particularly cooperative housing.*
- *Measures to insure that banks do not "redline" areas, denying loans for home purchase and home repair in poor neighbourhoods. (See Community Reinvestment Act of USA).*

Indicators:

- *Number of bank loans for home or caravan purchase or housing or caravan repairs granted to Roma and Travellers.*
- *Number of low income housing built with private funds and what % is for Roma and Traveller people.*

Public programs for the renovation or demolition of housing plus re housing (special attention to settlements)

Measures:

- *Measures to demolish shanty and shantytowns and provide resettlement in normalized non segregated neighbourhoods.*
- *Mediation services to accompany resettlement programs.*
- *Financial services for renovating substandard housing and accommodation.*
- *Enlisting support of private builders for demolition / resettlement programs that can mean added value for all parties involved.*

Indicators:

- *Number of Roma and Traveller families resettled and as % of total families resettled.*
- *Number of Roma and Traveller families who have returned to living in shanties.*

- *Number of Roma and Travellers living in shanties and degraded housing and accommodation and as % of total families in such conditions.*

Access to health care:

Making health services more affordable and more accessible

Adapting the services to the Roma and Travellers needs

Developing screening, disease prevention, awareness and health promotion adapted to Roma and Travellers needs

Measures: *Except for Rumania, it appears that all countries have free access to primary and emergency healthcare and in many cases complete healthcare for persons without sufficient income.*

- *Measures should include universal complete health care for low income persons.*
- *Measures for proactive education initiatives for Roma and Travellers on health awareness and promotion, prevention of health risks and efficient use of medical services.*
- *Pro-active measures of screening, detection and early diagnosis of health problems of Roma and Travellers.*
- *Measures to identify and reduce environmental risks to health that affect Roma and Travellers.*
- *Measures for mediation, anti bias training and mutual confidence building for health professionals and users.*
- *Specific programs oriented towards Roma and Traveller drug abuse, alcoholism, and other addictions.*
- *National Health Care plans and systems must include specific plans for improving health care delivery for excluded persons, and for Roma and Traveller people.*
- *Development of Primary health care models that promote active participation of Roma and Traveller people in addressing their own health needs.*

Indicators:

- *Number of Roma and Travellers accessing public health services: emergency, primary and full healthcare, and as % of total users.*
- *Number of visits, duration of visits, number of follow up visits.*
- *Number of Roma and Travellers who are eligible for accessing health services but are not receiving care, or sufficient care.*
- *Average life expectancy of Roma and Traveller people, compared with national average.*
- *Infant mortality of Roma and Travellers, compared with national average.*
- *Indicators of number of Roma and Travellers affected by major illness, mental health problems, serious addictions, and recovery and mortality rates, compared with national average.*
- *Perception of Roma and Travellers regarding quality of health care received and their state of health.*

Access to education:

Increasing early intervention to facilitate access to education and to improve the results

Measures:

- *Universal free preschool.*
- *Obligatory acceptance of established quotas of disadvantaged students in private preschools that receive government subsidies.*
- *Outreach to Roma and Traveller parents for education and confidence building regarding potential usefulness of children attending preschool.*
- *Measures for encourage parents participation in preschool activities.*
- *Training of Roma and Travellers as teacher's aids and as mediators in preschools.*
- *Anti bias and intercultural training of preschool professionals.*
- *Preschool program and activities designed to take into account Roma and Traveller needs.*
- *Measures to insure access to preschools for Traveller children.*
- *Economic aid for transportation, lunch programs, extra curricular activities, etc. for disadvantaged Roma and Travellers.*
- *National Educational Plans and Strategies should include specific plans for improving access of disadvantaged children, and Roma and Traveller children to preschools.*

Indicators:

- *Number of Roma and Traveller children in preschool and as % of total preschoolers.*
- *Number of Roma and Travellers in preschools with high concentration of Roma and Traveller children.*
- *Number of preschools with no Roma and Traveller children.*
- *Number of preschool dropouts.*
- *Roma and Traveller preschool absenteeism.*
- *Number of Roma and Traveller children eligible and interested in attending preschool, but who are not.*
- *Number of Roma and Travellers who work in preschool system.*
- *Number of Roma and Traveller parents who participate in preschool activities.*

Preventing educational disadvantage within the school system (special attention to segregated schools)

Measures:

- *Anti bias and intercultural training of educational professionals.*
- *Curriculum design taking into account Roma and Traveller needs and Roma and Traveller culture.*
- *Intercultural and anti bias content for all students.*
- *Legal prohibition of officially segregated schools.*
- *Measures to combat de facto school segregation.*
- *Legislative measures to insure that there is not an over concentration of Roma and Traveller children in certain schools. (For example, in Spain parents can choose which school to enrol their children in, a practice which should be stopped as it can lead to the existence of "ghetto" schools that only have children from disadvantaged families).*
- *Measures to insure that private schools with public subsidies must accept children from disadvantaged families.*
- *Provide transportation for Roma and Traveller children to help promote desegregation.*

- *Compensatory education programs for children with learning handicaps due to background of social disadvantage. These programs must have additional resources, and must be integrated in mainstream schools, and with the majority of students time spent in regular classes.*
- *Compensatory Education Programs must establish clear criteria, and clear evaluation processes regarding who has a learning handicap, and when it is overcome.*
- *Compensatory Education programs for children with educational handicap due to disadvantaged background should not be included in Compensatory Education programs for children with mental disabilities. Very clear criteria and evaluation procedures should be established to avoid this.*
- *Measures to encourage parent participation in child's education and school activities.*
- *Mediation and confidence building measures between parents, students and educational professionals.*
- *After school programs for student support, with participation of Roma and Traveller parents, Roma and Traveller educators and monitors.*
- *Measures to increase number of Roma and Traveller teachers, and training and hiring of Roma and Travellers as teachers aids and mediators.*
- *Measures to insure access to schooling for Traveller children. Removal of bureaucratic barriers to access schools in mid term.*
- *Financial aid for books, school materials, transportation, lunch programs, extra curricular activities, etc., for disadvantaged Roma and Traveller students.*
- *National Educational Plans and Strategies should include specific plans for improving access to educational systems for disadvantaged children, and for Roma and Traveller children.*
- *Use of Public Television for educational programs oriented towards Roma and Travellers.*

Indicators:

- *Number of Roma and Traveller children in normal school track.*
- *Number of Roma and Traveller children with average or above average scholastic performance, and compared with national average.*
- *Number of Roma and Traveller students in compensatory education and as % of total compensatory students.*
- *Number of Roma and Traveller students who go from compensatory education to normal track classes.*
- *Number of Roma and Traveller students who participate in after school programs.*
- *Absenteeism rate of Roma and Traveller students.*
- *Number of Roma and Traveller students benefiting from some kind of financial aid.*
- *Number of Roma and Traveller parents who participate in some activity in school.*
- *Number of Roma and Traveller professionals working in the educational system.*
- *Attitudes of educational professionals regarding Roma and Traveller students.*
- *Attitudes and evaluations of Roma and Traveller parents and of Roma and Traveller students regarding quality and usefulness of schooling received.*

Measures:

- *The measures listed in preceding section are measures that will help to reduce early school drop out rates.*
- *School drop out rates in some situations are influenced by need for children to help with domestic responsibilities or family work. Measures cite earlier regarding "reconciliation family and work" can help in this area.*
- *Measures aimed at encouraging delaying early marriage can also help.*
- *Legal means used to oblige parents to send children to school should be used as last resort, and accompanied with other additional support measures for parents and students*
- *It appears that in some countries there are measures for some type of special schooling for children who demonstrate great difficulties in adapting to the mainstream educational system. It can be of interest to develop new initiatives in this direction, but there is a danger that these can become "normalized" and once again, new segregated types of educational structures. Such initiatives should always be oriented towards going to less, not more.*

Indicators:

- *Average number of years of schooling of Roma and Traveller children.*
- *Number of Roma and Traveller children who complete obligatory education.*
- *Number of Roma and Traveller drop outs, and expelled Roma and Traveller students.*
- *Number of Roma and Travellers in special education programs outside normal track schools.*

Expanding access to adult education and increasing literacy and basic skills

Measures:

- *Measures to detect educational demands and needs of Roma and Traveller adults.*
- *Measures to develop teaching methods and contents best suited to Roma and Travellers.*
- *Measures to insure existing community adult education programs take into account promoting Roma and Traveller participation.*
- *Specific adult education programs for Roma and Traveller people, based on detection of unmet needs and demands.*
- *Publicity, outreach and confidence building measures to encourage Roma and Traveller people to access adult education*
- *Financial aid for Roma and Traveller adult students.*
- *Measures to prepare and increase number of Roma and Traveller teachers in adult education programs.*
- *Measures for supporting adult education courses given by Roma and Traveller NGOs and associations.*

Indicators:

- *Number of Roma and Travellers in adult education courses.*
- *Number of adult education programs that have specific plans for promoting Roma and Traveller participation.*
- *Number of Roma and Travellers achieving literacy and literacy rate of Roma and Traveller adults.*

- *Number of Roma and Travellers who complete adult education courses.*
- *Number of Roma and Traveller teachers, and Roma and Traveller associations, participating in providing adult education.*

Attention to cultural diversity

Measures:

- *Measures to include in educational curriculum contents regarding Roma and Traveller history and culture for all students.*
- *Measures to include contents regarding interculturality and cultural diversity in educational curriculum.*
- *Measures to include anti racist and anti bias content in educational curriculum.*
- *Measures to offer bilingual schooling in Romani and majority language when demanded.*
- *Romani and other Roma and Traveller language classes.*
- *Permanent training of educational professionals in cultural diversity, and in Roma and Traveller culture and history when working with Roma and Traveller students.*
- *Promotion of Roma and Traveller studies in the university, aimed at developing new contents and curriculum.*
- *Training and promotion of Roma and Traveller professionals for teaching about Roma and Traveller culture and history.*
- *Resources for promotion of Roma and Traveller cultural activities in school system and also oriented to the broader community.*

Indicators:

- *Number of schools that use specific curriculum regarding Roma and Traveller culture and history.*
- *Number of schools that use specific curriculum on intercultural, cultural diversity, and anti racist content.*
- *Number of schools that mainstream intercultural approach into all educational content.*
- *Number of students receiving above mentioned contents, and as % of total students.*
- *Number of education professionals receiving cultural diversity training.*
- *Number of new curriculum designs regarding cultural diversity, anti racism, and Roma and Traveller culture.*
- *Number of students studying Romani language.*
- *Number of Roma and Travellers participating in teaching about Roma and Traveller culture, history and life.*
- *Perception of students, teachers and parents regarding quality and usefulness of culture diversity programs.*
- *Level of expressed prejudice among teachers, students and parents.*

Access to higher education

Measures:

- *Student grants and loans for Roma and Traveller students for furthering their higher education.*

- *Quotas for Roma and Traveller students in higher education.*
- *Tutorial for Roma and Traveller high school graduates to help prepare for meeting entrance requirements for getting into the university.*
- *Resources for tutorial and accompaniment for Roma and Traveller University students who express need for it.*
- *Admission requirements for higher education that can take into account cultural differences regarding student's potential capabilities.*
- *Promotion of Roma and Traveller university students associations and networks*
- *Promotion of Romani Studies in the university.*

Indicators:

- *Number of Roma and Traveller students attending institutions of higher education and as % of total students.*
- *Number of Roma and Traveller students who receive tutorial aid.*
- *Number of Roma and Traveller students who complete higher education and as % of all students.*
- *Number of Romani Studies departments and Social Studies departments that include content on Roma and Traveller issues.*

Access to culture:

Promotion of Roma and Travellers culture

Note: Culture can be understood as manifestations of Roma and Traveller culture in a stricter sense, Music, dance, arts, crafts, theatre, etc., or in a broader sense as culture as the way and form of Roma and Traveller life. In the first sense some proposed measures and indicators are:

Measures:

- *Funds and resource for promotion of Roma and Traveller cultural activities.*
- *Measures for research and investigation in universities and cultural institutions on the history, reality and development of Roma and Traveller cultural manifestations.*
- *Training of Roma and Traveller as monitors and educators for promotion of Roma and Traveller culture.*
- *Measures that help make Roma and Traveller cultural activities accessible to general population.*
- *Measures that encourage all cultural institutions to promote recognition and visibility of Roma and Traveller culture in their activities and programs (Museums, art and theatre schools, music, dance academies, publishing companies, media, etc..)*
- *Ministry of Culture must make specific plans and earmark resources for promoting recognition and visibility of Roma and Traveller culture as a part of National heritage.*
- *Measures to increase visibility of Roma and Traveller cultural in the mass media: television, radio, and newspapers.*

Indicators:

- *Number of Roma and Traveller cultural associations, organizations and initiatives.*
- *Number of Roma and Travellers participating in cultural activities.*
- *Number of Roma and Traveller cultural activities.*
- *Number of Roma and Travellers employed in the cultural field.*

- *Number and % of persons from majority society who attend Roma and Traveller cultural activities.*
- *Perception and appreciation of general population towards manifestations of Roma and Traveller culture.*

In the second sense

Measures:

- *Promotion of Roma and Traveller associations and organizations, Roma and Traveller networks, Roma and Traveller media.*
- *Measures to encourage the most disadvantaged Roma and Travellers to participate.*
- *Promotion of Roma and Traveller language.*
- *Sensitizing and education of the general public regarding intercultural societies and in particular contribution of Roma and Traveller culture and history to the national heritage.*
- *Measures to increase visibility of Roma and Traveller reality in the mass media: television, radio, and newspapers.*

Indicators:

- *Number of Roma and Traveller association and organizations.*
- *Number of Roma and Traveller participants.*
- *Number of Roma and Traveller media and audience.*
- *Level of political participation Roma and Traveller organizations and Roma and Traveller people.*
- *Coverage regarding Roma and Traveller reality in the mass media, both negative and positive.*
- *Level of appreciation and understanding of persons for majority society towards Roma and Traveller culture.*

Increasing access to cultural facilities and involving children in cultural activities

Measures:

- *Measure to insure that all cultural activities and programs take into account promoting Roma and Traveller participation in their design and planning, and with particular attention to Roma and Traveller children's participation.*
- *Discount tickets for attending cultural performance, museums, concerts, etc.*
- *Anti bias training for cultural promoters, educators and monitors.*
- *Outreach to Roma and Traveller persons to inform and encourage participation in cultural activities, and to encourage participation of Roma and Traveller children*

Indicators:

- *Number of cultural associations, activities and programs that have specific plans for promoting Roma and Traveller participation.*
- *Number of Roma and Travellers who participate in general cultural activities and access cultural facilities.*
- *Number of Roma and Traveller children who participate in general cultural activities and access cultural facilities.*



Access to justice:

The stepping up and extension of free legal aid for people on low incomes.

Access to good-quality information.

Mediation on behalf of populations in a precarious situation.

Measures: Access to Justice is a key question in relation to social inclusion of Roma and Travellers. The extended stigmatizing myth that identifies Roma and Travellers with higher levels of criminal activity is one of the main causes of social exclusion, justifying discrimination in employment, in housing and creating a "blaming the victims" dynamic, that pretends to explain Roma and Traveller people's situation of social disadvantage as being due to their lack of respect of the majority society and the law. The criminal myth presents additional obstacles for inclusion since it leads to processes of discrimination within the justice system itself, including practices of "racial" police profiling and targeting, and prejudice on the part of judicial and penal agents, all of which can lead to over representation of Roma and Traveller people in the criminal justice system. This in turn justifies the existence of the initial stereotyping. And finally the criminal myth weakens the faith and confidence of many Roma and Travellers that they will be able to achieve equality and access to basic rights, or that as victims they can get redress through the justice system. Measures to insure greatly improved access to justice must become a basic priority in any strategies for social inclusion.

- *Measures to detect and combat discriminatory treatment of Roma and Traveller people on the part of police, judicial or penitentiary personal, either as victims or offenders.*
- *Sensitizing and training of criminal justice personnel, including public defenders, on anti discriminatory legislation, anti bias practice and cultural diversity.*
- *Training and promotion of Roma and Traveller mediators, paralegal and legal professionals for work in the criminal justice and judicial system.*
- *Mediation services and mutual confidence building measures between Roma and Traveller people and criminal justice personal.*
- *Increased resources for providing free quality legal aid for low income people, for penal, civil, labour and administrative matters.*
- *Information centres and educational campaigns to inform Roma and Traveller people about their rights and to provide aid in defence of these rights.*
- *Sensitizing measures aimed at the general public for combating stereotyping of Roma and Traveller people as more prone to criminal activity. Special attention to criminal stereotyping in the media.*
- *Resources and measures for aiding reinsertion process for Roma and Traveller prisoners.*
- *Resources and measures for increasing the use of alternatives to prison for Roma and Traveller offenders.*

Indicators:

- *Sentencing studies regarding treatment of Roma and Travellers in judicial and penitentiary system, and compared to whole of society.*
- *Indicators of ethnic profiling and targeting of Roma and Travellers by Police.*
- *Number of Roma and Traveller victims who report or denounce the action and as compared with national average of victims' denouncements.*

- *Number of Roma and Travellers accused (in criminal, administrative or civil matters) who lose the cases compared with number of Roma and Traveller victims who file an accusation (in criminal, administrative or civil matters) and win the cases.*
- *Number of Roma and Travellers who have accessed adequate received legal advice or legal aid, either as victims or as accused.*
- *Number of Roma and Travellers who have needed legal aid, but have not received it.*
- *Number of Roma and Traveller professionals working in legal system.*
- *Number of Roma and Travellers arrested, tried, convicted and imprisoned.*
- *Number of Roma and Travellers participating in social insertion programs in prison, and upon release and as % of total participants.*
- *Number of Roma and Traveller offenders accessing alternative measures to prison and early release options and as % of total.*
- *Attitudes of Roma and Traveller people regarding Criminal Justice system.*

Access to sport and leisure

Measures:

- *Measures to insure that all publicly funded sports and leisure programs develop plans for promoting Roma and Traveller participation.*
- *Outreach and sensitizing campaign to all sport federations, clubs and associations with objective to encourage that they promote plans for increasing Roma and Traveller participation in their sports and leisure activities.*
- *Specific plans and resources aimed at promoting organized sports and leisure activities in areas of large, concentrated Roma and Traveller population.*
- *Information campaign directed towards Roma and Travellers regarding opportunities for sport and leisure activities.*
- *Training of Roma and Traveller sports and leisure activity monitors.*
- *Anti racist education and sensitizing through sports and leisure.*

Indicators:

- *Number of organized sports clubs and association that have programs for promoting Roma and Traveller participation*
- *Number of Roma and Travellers participating in sports and leisure activities.*
- *Number of Roma and Traveller sports and leisure activity clubs and teams.*
- *Number of Roma and Traveller sports and leisure activity monitors.*

Access to public transport

Measures:

- *Measures to monitor and evaluate transport needs of neighbourhoods with high Roma and Traveller population, and with special attention to transport needs of children, women, elderly and disabled.*
- *Measures to insure that neighbourhoods with high Roma and Traveller populations have adequate public transport.*

- *Programs for helping Roma and Travellers access driver's licenses, and drivers insurance, with special attention to women.*
- *Promotion of local transport cooperatives for providing public transport when appropriate.*
- *Discounted public transportation fares for low income people.*
- *Measures to eliminate discriminatory or unequal use of public resources dedicated to providing transport.*

Indicators:

- *Number of Roma and Travellers who use public transport.*
- *Number of Roma and Travellers accessing discount transport fares.*
- *Number of Roma and Travellers who have drivers license.*
- *Number of Roma and Traveller families who have an automobile.*
- *Number of Roma and Travellers who have limited mobility due to lack of adequate public transport (for work, for shopping, for public services, for visiting family and friends, etc.)*
- *Average travelling time of Roma and Traveller persons commuting to work.*

OBJECTIVE 2: PREVENTING THE RISKS OF EXCLUSION

- Promoting equal treatment.
- Preserving family solidarity
- Preventing and tackling over-indebtedness
- Promoting e-inclusion

Promoting equal treatment: Promotion of equal treatment and fight against discrimination through positive measures to strengthen ethnic tolerance

Measures: Measures towards this objective should follow the mandate regarding "Bodies for promotion of equal treatment of persons irrespective of racial or ethnic origin," as described in directive 2000/43 of the European Commission.

Included among these objectives are:

- Assistance for victims of discrimination in pursuing their complaints about discrimination.
- Conducting independent studies concerning discrimination.
- Publishing independent reports and studies and making recommendations on any issue relating to discrimination.
- Training and sensitizing, public and private institutions and the society as a whole on preventing discrimination.
- Implication in political process.

Measures for promoting equal treatment should also place particular attention on:

- Implementation of the "Bodies for promotion of equal treatment of persons irrespective of racial or ethnic origin," with adequate budget, resources, personnel and infrastructures.
- All public bodies should incorporate measures for detecting and preventing discrimination, and for promoting equality, in their policy and practice.
- Development of, or strengthening of National Plans for the Promotion of The Roma and Traveller People
- Prevention of indirect racial and ethnic discrimination within the National Plans for Social inclusion.
- Measures that incorporate participation of Roma and Travellers in developing and monitoring anti discrimination practice in public organisms.
- These measures should place particular attention on the importance of discrimination as cause of social exclusion.
- All programs for Social Inclusion of Roma and Traveller people should investigate the importance of prejudice and discrimination against Roma and Traveller people as a major factor in exclusionary processes.
- Measures to coordinate National Action Plans Against Racism with National Inclusion Plans.
- Promoting awareness among justice system agents regarding their responsibility in combating discrimination in society as a whole, and particularly within the justice system itself.
- Measures that deepen knowledge and promote actions for defending victims of multiple discrimination dynamics (for example a disabled Roma woman).
- Anti bias sensitizing also directed towards Roma and Traveller people.
- Funding for Roma and Traveller organizations that defend human and equal rights.

Indicators:

- *Prejudice against Roma and Travellers detected among general society through attitude surveys.*
- *Perception of victims of discrimination through victimization studies.*
- *Existence of discriminatory actions and barriers detected by diverse methodological tools.*
- *Incidents of racist violence.*
- *Number of degrading, insulting or stigmatizing statements made in the media or by public figures.*
- *Number of Roma and Travellers who have received assistance as victims of discrimination.*
- *Number of Roma and Travellers who feel that they have received satisfactory compensation as victims of discrimination.*
- *Number of discriminatory actions sanctioned.*
- *Modifications in public policy as a result of conclusions drawn from above cited indicators.*
- *Number of investigations carried out on the question of discrimination.*
- *Number of public organisms that develop anti discrimination plans and agendas.*
- *Number of Roma and Travellers participating in anti discrimination work.*
- *Number of actions and number of beneficiaries of programs sponsored by National Plans for the Promotion of the Roma and Traveller People.*

Preserving family solidarity:

Breaking the intergenerational transfer of poverty

Measures:

Most of the measures for social inclusion will have an effect on the intergenerational transfer of poverty. However, these effects will perhaps be among the longest to be perceived. In some cases it must be recognized that there are parents who may never become satisfactorily socially included, but that does not mean that their children cannot. Social inclusion plans are usually based on the family unit, but should have the ability to incorporate different measures, plans and resources for children, recognizing their potential as autonomous persons capable of assuming responsibility for their own future. Even more importantly, children and youth should be seen as having potential to play a positive, dynamic and even key or leading influence in parent's inclusion process.

Measures should be approved to insure that the removal of dependent children from even very destructured families should only be employed as a last resort.

Indicators:

- *Number of plans that formalize proposals for specific inclusion itineraries for children.*
- *Number of family members who are not living together but want to do so and indicators regarding the obstacles for not being together.*
- *Number of children that are wards of the court.*

Preventing and tackling over-indebtedness:
Information, advice and treatment of over-indebtedness

Measures:

- *Education and information regarding risks of over indebtedness, and for improving consumer and money management habits.*
- *Measures for combating bank's discriminatory or abusive loan policies and practices, and for promoting bank's development of more flexible savings and loan policies.*
- *More flexible or social economy lending projects: ethical banking, credit cooperatives, mini credits, and loan guarantee funds...*
- *Social service funds for providing emergency economic aid in extraordinary situations.*

Indicators:

- *Number of Roma and Travellers who access bank and financial services.*
- *Number of Roma and Travellers accessing loan information services, and receiving loans.*

Promoting e-inclusion

Measures:

- *Measures to insure that public actions for promoting computer access and literacy, and particularly e-inclusion actions, include plans on how to encourage and increase Roma and Traveller participation.*
- *Survey to determine attitudes and needs of Roma and Travellers in regards to information technologies use.*
- *Specific projects for Roma and Travellers to learn and enhance computer skills.*
- *Outreach, information and education regarding benefits of computer use for Roma and Travellers.*
- *Public centres that provide free access to computers and the internet.*
- *Development and promotion of "Roma and Traveller friendly" software programs, games, and websites.*

Indicators:

- *Number of Roma and Travellers accessing information technology.*
- *Number of Roma and Traveller websites.*
- *Programs designed or modified for greater accessibility to Roma and Traveller users*

OBJECTIVE 3: HELPING THE MOST VULNERABLE

- *Promoting the integration of people facing persistent poverty.*
- *Special attention to vulnerability of specific groups.*
- *Eliminating social exclusion among children.*
- *Promoting comprehensive actions in favour of areas marked by exclusion.*

Promoting the integration of people facing persistent poverty:
Ethnic minorities (Roma and Travellers): lack of data and indicators

Measures:

- *Promoting greater participation of Universities and experts in defining criteria, developing methodology, and applying tools for data and information gathering regarding the reality of the situation of Roma and Travellers, particularly of exclusion, and of ethnic discrimination, and the relation between them.*
- *Particular attention to defining clear, accepted, and legal guidelines on the use of ethnic data gathering. Legal guarantees to insure respect of the right to privacy of personal data*
- *Participation of affected collectives in defining criteria, indicators and methodologies to be used in data gathering process.*
- *Greater resources for data and information gathering and analysis of the situation of Roma and Travellers, both in terms of indicators of exclusion / inclusion for helping Roma and Travellers play an active role in defining and expressing their needs and demands, and also regarding the existence of discriminatory barriers for access to social resources, services and rights.*
- *As much as possible, development of unified data criteria and methodologies on a European level should be promoted.*

Note: The use of the legal criteria of shared burden of proof in cases of ethnic discrimination as defined by European directives 2000/43 and 2000/78 gives an explicit mandate for necessary use of ethnic monitoring and ethnic data gathering.

Indicators:

- *The number of studies regarding exclusion that include the variable of ethnicity.*
- *Number of public actions and social realities that are studied that include the variable of ethnicity.*
- *Number of studies carried out on the reality of Roma and Traveller people, and discrimination that affects them.*
- *Number of indicators and variables defined and applied in investigating the reality of Roma and Traveller people.*
- *Number of changes and modifications of public policy based on findings from data gathering on Roma and Travellers, exclusion, discrimination.*

Promoting the integration of people facing persistent poverty:
Clear objectives and targets

Measures:

- *All social inclusion actions and actions for promotion of Roma and Traveller people must clearly state the problem to be confronted, definition of terms, resources to be applied, participants and their respective responsibilities, quantitative and qualitative targets, tools to measure progress, and periodic evaluations and dissemination of results.*

Indicators:

- *Number of actions that fulfil above criteria.*
- *Perception of beneficiaries regarding quality of this measure.*

Special attention to vulnerability of specific groups:

Specific groups within the Roma and Traveller community (age, gender, geographical area...)

Measures:

- *All social inclusion measures, all plans promoting equal rights for members of specific collectives, and all social inclusion measures directed at Roma and Travellers must, in the design and planning of their action, take into consideration how it can or will affect the more vulnerable groups within the Roma and Traveller community: women, elder, children and youth, disabled, addicts, homeless, itinerant, prisoners...*
- *Specific objectives and targets must be defined for each group when appropriate.*
- *Sensitizing measures oriented towards Roma and Travellers regarding the need for equal treatment of vulnerable groups, and in particular vulnerable groups of Roma and Travellers, such as women, the disabled, Roma and Traveller immigrants...*

Indicators:

- *Number of actions that carry out this measure.*
- *Number of actions that set specific plans for specific groups for Roma.*
- *Number of Roma and Traveller beneficiaries of these actions*

Eliminating social exclusion among children

Measures: *Measures for eliminating social exclusion of children are mostly covered in other sections of this report.*

- *When National Plans for Infants, Children and Youth exist, ethnic variables must be incorporated in all levels of such plans.*
- *Roma and Traveller participation must be promoted in the design, development and monitoring of such National plans.*
- *Anti bias training for those responsible for carrying out policies, programs and actions that affect children and youth.*

Indicators:

- Number of action plans for children and youth that take into account specific needs and situation of Roma and Traveller children.
- Number of Roma and Traveller youth who participate in action plans oriented towards children and youth's needs and as % of total of all young participants.
- Roma and Traveller youth and children who could access such actions and programs but are not doing so.
- Number of Roma and Traveller adults who are involved in action plans for children and youth.

Promoting comprehensive actions in favour of areas marked by exclusion:
Priority for areas with higher Roma/Travellers concentration

Measures:

- Elaboration of territorial map indicating areas of high rates of exclusion, and in particular high concentrations of excluded Roma and Travellers.
- Measures that detect and combat discriminatory dynamics that lead to geographical segregation of excluded persons and in particular of Roma / Traveller inhabitants.
- Integrated plans for improving deteriorated / deprived neighbourhoods or regions must take into consideration the reality and needs of the Roma and Traveller inhabitants as an integral part of action.
- Measures that insure that deprived areas, and areas of high Roma and Traveller concentration, do not receive less public resources than other areas in such matters as police protection, garbage pickup, schools, clinics, transport, etc..
- Legal, financial, tax and other measures that encourage and promote private sector services and businesses to provide goods and services in deteriorated areas.
- In localities and areas of important social exclusion the perceived lack of resources and services can often be a breeding ground for conflict between competing excluded collectives. It is fundamental that inclusion measures aimed at deteriorated / deprived localities or territories must include all beneficiaries in the planning, carrying out and monitoring of such actions. Sensitizing, mediation and empowerment dynamics are as important for success as the resources invested.
- Measures that deepen understanding of the multiple, complex and interacting factors that can lead to a spiral of degradation / deprivation of neighbourhoods or regions must be promoted with the collaboration of Universities and other experts.
- Measures to promote Roma and Traveller organization and participation in actions plans for renewal of deprived areas.

Indicators:

- Number of neighbourhoods and regions that fit criteria of degraded / deprived areas, with heavy social exclusion dynamics, using clearly defined indicators.
- Number of persons living in such areas, and number of Roma and Travellers.
- Number of integrated development plans for areas of heavy exclusion that take into account specific needs and realities of Roma and Traveller residents.
- Number of Roma and Travellers participating actively in elaboration and monitoring of these plans.
- Number of private sector enterprises that provide goods and services in deteriorated areas, thanks to existence of promotion measures.

- *Perception of Roma and Travellers regarding the quality and usefulness of integrated development plans for them.*
- *Detected conflicts between groups of neighbours in areas of heavy exclusion.*

Disadvantages faced by rural areas

Measures: Same measures and indicators as described in preceding section.

- *Measures to insure that rural residents have the same access to social inclusion resources as all other citizens.*
- *Insure that all plans for rural development, and inclusion of disadvantaged in rural areas, take into consideration reality and specific needs of Roma and Traveller rural residents.*

Indicators:

- *Number of development plans for rural areas that take into account Roma and Traveller needs.*
- *Number of Roma and Travellers who participate in programs aimed at rural development.*
- *Number of rural Roma and Traveller residents who have limited access to social inclusion resources.*

Measures to help deprived areas and neighbourhoods

Measures: The measures and indicators listed above for areas marked by exclusion are valid here as well.

The image of degraded neighbourhoods or "ghettos" often has a subjective component, particularly when they are identified with "ethnic" groups such as Roma and Travellers. This image can in itself be a contributing factor to further exclusion, increased pessimism of residents, deterioration of services and stigmatization by the rest of society and a spiral of further degradation and deprivation.

Sensitizing measures aimed at local residents, general society, the media, and policy makers should be enacted in order to not reinforce these stigmatization dynamics that contribute to exclusionary spirals.

Indicators:

- *Attitudes and perceptions of residents and non-residents regarding negative and stigmatized ideas around certain neighbourhoods.*
- *Participation of Roma and Travellers in local community development*
- *Number of Roma and Traveller proposals and responses towards community development*

OBJECTIVE 4: MOBILISING ALL RELEVANT BODIES

- *Promoting the participation of Roma and Travellers.*
- *Mainstreaming the fight against exclusion.*
- *Promoting dialogue and partnerships.*

Promoting the participation of Roma and Travellers

Measures:

Note: Among the participating partner countries there is a wide diversity in relation to the official recognition of the Roma and Traveller minority. This recognition ranges from having guaranteed representation in the national parliament, to having permanent government bodies for Roma and Traveller affairs, to having National Plans for Roma and Traveller development, and on the other extreme almost no measure of official recognition. This has important consequences in regards to the measures proposed for promoting Roma and Traveller participation.

Measures:

- *Resources for promoting Roma and Traveller associations, organizations and media.*
- *Measures for leadership and organizational training of Roma and Traveller people.*
- *Measures to include Roma and Traveller participation in relevant Government bodies and / or in public decision making process.*
- *Measures for giving responsibility to Roma and Traveller associations for participating and / or directing publicly financed programs and actions in all relevant areas.*
- *Training and promotion of Roma and Traveller mediators and paraprofessionals for working with all relevant public and private services and organizations*
- *Sensitizing, anti bias training and resources directed to all social organizations aimed at promoting Roma and Traveller participation (unions, neighbourhood, parent, sports, cultural, student, business, women, associations...)*
- *Proactive measures to encourage Roma and Traveller participation in political parties and electoral process.*
- *Encourage and support the organization of Roma and Traveller beneficiaries of Social Inclusion actions.*
- *Measures to include Roma and Traveller beneficiaries and Roma and Traveller associations in consulting and decision making process regarding social inclusion programs and actions.*
- *Anti racist education and sensitizing campaigns for reducing social prejudice and negative stereotyping of Roma and Traveller people.*
- *Development of integrated plans for the promotion and development of Roma and Traveller People.*
- *Official recognition of Roma and Travellers as national minorities*

Indicators:

- *Number of Roma and Traveller associations and Roma and Traveller members of these associations.*

- *Number of government bodies, decision making processes, and / or publicly funded services, programs and actions with Roma and Traveller participation.*
- *Number of social organizations that have specific actions for promoting Roma and Traveller membership and participation.*
- *Number of Roma and Travellers in political parties, number of candidates, number of elected officials, number of voters.*
- *Social prejudice that implies barriers for Roma and Traveller social / political participation.*
- *Perception of Roma and Traveller persons regarding their degree of social and political participation.*

***Mainstreaming the fight against exclusion:
The national level***

Measures:

- *Measures that make it mandatory for all government bodies, whenever relevant, to include in their objectives and plans proposals for actions for promoting social inclusion, and specifically of Roma and Traveller people.*
- *Sensitizing campaigns directed at the general society for encouraging greater solidarity with the most disadvantaged sectors of society, and that educate around the importance for all of society of social inclusion measures.*

Indicators:

- *Number of national government bodies that have specific plans and strategies for promoting social inclusion, and specifically for social inclusion of Roma and Traveller people.*
- *Attitudes of majority society regarding exclusion and government inclusion policy.*

Decentralization to regional level and the local level

Measures:

- *Measures that make it mandatory for all government bodies, (national, regional and local, ministries, departments...) whenever relevant, to include in their objectives and plans, proposals for actions for promoting social inclusion, and specifically for Roma and Traveller people.*
- *Systematic coordination, both vertical, and horizontal, of pertinent government bodies to increase efficiency of actions, to avoid duplication and to have clear criteria regarding which body is responsible for doing what. The subsidiary principal should be observed, meaning that it is recommendable that the lowest possible level of public administration should be responsible for providing services and programs.*
- *Measures for providing training, expertise and support for local officials in fulfilling these responsibilities.*
- *Measures for developing and using common indicators for evaluating and comparing local and regional initiatives.*

Indicators:

- *Number of regional and local government bodies and / or action agendas that take into account how their activity can promote social inclusion and greater participation of Roma and Traveller people.*
- *Number of coordinating bodies of different government departments and agencies both in the areas of social inclusion and those that work for the promotion of Roma and Traveller people.*
- *Frequency of meetings of coordinating bodies, and number of participating bodies.*

Appropriate coordination procedures and structures for social policies towards the Roma and Travellers

Measures:

- *Coordinating structures should be formalized on a geographical (local, regional and national) level of different administration bodies that relate to, (or have a relationship with) the social policies that affect Roma and Travellers. For example, housing, social services, employment, health services, etc., in a determined area, should meet in order to develop an integrated strategies and complementary actions that enhance social policies for Roma and Traveller people.*
- *Coordination structures should also be formalized among bodies of specific areas of action (social services, health services, education services, employment services...) on a broader geographical basis in order to exchange experiences and enhance quality of work.*
- *Inclusion of Roma and Traveller representatives and relevant NGO's in these coordinating structures and the decision making process in matters dealing with social policy for Roma and Travellers.*

Indicators:

- *Number of existing coordination structures of government bodies that deal with social policy that affect Roma and Travellers.*
- *Frequency of meetings, number of participating organizations, and material output of such coordinating bodies.*
- *Number of Roma and Traveller organizations that participate in these coordination structures.*
- *Perception of Roma and Travellers of quality and usefulness of above measures.*

Adapting administrative and social services to the needs of Roma and Travellers

Measures:

- *Measures that permit better knowledge of the needs, problems and demands of Roma and Travellers.*
- *Systematic evaluation of public structures, norms, services and practices with the objective of making modifications for better meeting the needs of Roma and Travellers.*
- *Measures that increase participation of Roma and Traveller mediators, para-professionals and professionals in administration and social services directed at meeting Roma and Traveller needs.*
- *Systematic participation of Roma and Traveller beneficiaries in evaluation and adaptation processes of public services*
- *Continuous anti bias, intercultural and anti discriminatory training of public administration personnel.*

Indicators:

- *Number of modifications introduced into administration and social services for better meeting Roma and Traveller needs.*
- *Number of Roma and Travellers collaborating or participating in delivery of administration and social services.*
- *Perception of Roma and Travellers regarding improvement of administration and social services.*

Monitoring and evaluation

Measures:

- *Develop unified and compatible indicators, monitoring and evaluation criteria and methodologies for measuring social inclusion measures and social policy directed at Roma and Traveller people.*
- *Formation of coordination networks of appropriate organizations for enhancing monitoring and evaluation of Social Inclusion Plans and Plans for Roma and Traveller Promotion.*
- *Promote investigation and debate on how to develop more precise indicators in regards to inclusion and the social situation of Roma and Travellers, and other ethnic minorities.*
- *Training of professionals for carrying out monitoring and evaluations.*
- *Dissemination and debate on evaluation methodology and evaluation findings among stakeholders and shareholders.*
- *Systematic use of evaluations for making modifications of social policy measures.*
- *Cost - benefit analysis of measures, including monitoring and evaluation measures.*

Indicators:

- *Number of measures and actions that are monitored and evaluated and number of variables that are measured.*
- *Number of modifications of policy and practice made based on findings and conclusions of evaluations*
- *Number of stakeholders and shareholders that participate in monitoring process, evaluations and proposals for modification.*
- *Cost / Benefit indicators for different measures.*

Promoting dialogue and partnership:
Reinforcing dialogue at national level

Measures:

- *Development of commissions and coordinating bodies composed of all national stakeholders and shareholders for permanent evaluation and debate on content and implementation of National Inclusion Plans and National Plans for Promotion of Roma and Traveller people.*
- *Clear definition of resources and power that such commissions and members have in regards to acting on government plans and policy.*
- *Measures that increase participation, power of decision and use of resources of relevant social organizations in formulating policy and carrying out actions for Social Inclusion.*
- *Promote national networks of Roma and Traveller organizations for more effective participation in dialogue and coordinated action on national level.*

Indicators:

- *Number of organisations that participate in National commissions*
- *Number of Roma and Traveller organizations that participate.*
- *Number of policy and practice changes that are proposed by these commissions and approved regarding content and implementation of inclusion plans and social policy that affect Roma and Travellers.*

Promoting partnerships at local level

Same measures and indicators as in previous point, but implemented on a local level. Development of horizontal networks and cooperation among different localities and regions for sharing experience and resources

Involving social partners, NGOs, Roma and Traveller leaders/representatives and social service providers

Measures:

- *Social partners, NGOs, Roma and Traveller organizations and social service providers should be organized in officially recognized bodies. As a minimum program these bodies should have a formally recognised consulting role, and as a maximum program they should have access to participation, clearly defined powers of decision, and resources for participating, along with the administration, in formulating policy and directing programs and actions of Social inclusion.*
- *Promotion of partnerships of different organizations for directing social policy actions.*

Indicators:

- *Number of NGOs, Roma and Traveller leaders and organizations and social service providers that participate in coordination bodies, networks and partnerships for social action.*

Encouraging the social responsibility and active engagement of all citizens

Measures:

- *Sensitizing campaigns directed at the general society for encouraging greater solidarity with the most disadvantaged sectors of society, and that educate around the value of social inclusion for all of society.*
- *Sensitizing campaigns directed at the general society for promoting anti discrimination and equality of treatment for all persons.*
- *Measures for combating prejudice against Roma and Travellers and for promoting positive image of Roma and Traveller citizens.*
- *Fiscal advantages of persons who contribute monetary or material donations for social good.*
- *Promotion of voluntary work on behalf of the community.*
- *Actions for promoting a more socially responsible communication media.*

Indicators:

- *Money and resources donated for social causes by citizens.*
- *Attitudes of citizens regarding Roma and Travellers, excluded persons and social inclusion policies.*
- *Media treatment of Roma and Travellers and excluded persons.*
- *Number of volunteer workers and hours of voluntary work.*
- *Number of Roma and Traveller volunteers.*

Fostering the social responsibility of business

Measures:

- *Sensitizing campaigns directed at businesses regarding the benefits of reducing social exclusion, the value of incorporating social responsibility criteria for their business success and the value of promoting diversity in their companies.*
- *Fiscal and other economic advantages for promoting socially responsible actions in business.*
- *Sanction of business practices that are prohibited under the anti discrimination laws.*
- *Development of a "socially responsible seal" for businesses, and criteria for measuring quality in regards to a business's actions for social responsibility.*

Indicators:

- *Number of businesses that incorporate social responsibility goals and criteria into company practice. (Hiring of minority and other disadvantaged persons, establishing clear policy for anti discrimination, anti bias training for all workers, affirmative action for training and promotion of minority and disadvantaged workers, etc.)*
- *Number of companies awarded Social Responsibility seal of quality.*

Gender mainstreaming as an horizontal priority

Measures:

- *Insure that all measures designed for promoting inclusion of Roma and Traveller people include analysis of how these measures will help Roma and Traveller women, and set targets for promotion of inclusion of Roma and Traveller women in each action.*
- *Insure that all actions carried out under Plans for Development of Roma and Traveller People include analysis, with quantifiable goals, of how these actions will help Roma and Traveller women.*
- *Measures that insure that all policies for promoting the advancement and equality of all women take into consideration the specific needs of Roma and Traveller women.*
- *Measures that enhance contacts and common work between Roma and Traveller women and women from the majority society.*
- *Measures to promote Roma and Traveller women's organizations and their participation in the design and development of government policy on inclusion, Roma and Traveller people and women, and their participation in all spheres of social life.*

Indicators:

- *Each indicator used for measuring progress of all inclusion measures and measures included in Plans for Development of Roma and Traveller People will include gender breakdown, and specific evaluation of outcomes that affect Roma and Traveller women.*

- *Number of actions and plans for the promotion of equality of Women that take into account Roma and Traveller women, and include specific actions and goals for them.*
- *% of measures that have specific targets for Roma and Traveller women.*
- *Number of Roma and Traveller women who benefit from these measures*
- *Perception of Roma and Traveller women in regards to how inclusion policies, social policies for Roma and Travellers, and policies for women's equality affect them.*

Annex. Specific measures for Roma and Travellers in individual country NAPs

These measures are quotes taken directly from each National Action Plan, regarding specific actions that are aimed at promoting social inclusion of Roma and Travellers. Rumania has not published a NAP, but has a draft document for a Joint Inclusion Memorandum.

Portugal

The measures, actions or programmes presented in the Portuguese National Action Plan fit, mainly, in the general policies focused on the fight against poverty and social exclusion. These measures are in general addressed to all the persons exposed to conditions of vulnerability to poverty. But and despite this these measures are not focused, specifically, on the gipsy community:

In a brief resume:

- Social Integration Income (Law n^o. 13/2003 of 21st May and Constitutional Law on Social Security – article 57). This measure contributes to assure the necessary resources for people to live with human dignity having as specific objective to confer to the people and their families the satisfaction of their basic needs and to favour their communitarian, professional and social integration.
- Measures within the scope of the Basic Education, namely the Alternative Curricula and the Educational-Training Courses – to guarantee the conclusion of obligatory school for children and young people with regular scholar failure, problems of integration in the school community and problems conditioning their learning. These measures are aimed also to help students at risk of abandoning obligatory schooling or who left without qualification to finish a minimum degree and receive a diploma.

However, we can find in the NAP some specific measures for gypsy communities (public sector):

- **To certify and to qualify the young gypsies aged between 13-21 years old.** The qualifications levels are BE 1st Cycle, 6th and 9th years.
- **Social Promotion Programme for Gypsies** - To promote the social integration of the gypsy ethnic minority through an in loco information service in a centre, in different public services (offices) (620/year) and home contacts (250/year)
- To overcome the lack of data and information about the gypsy communities in Portugal: **publish 5 thematic Studies** produced by various Research Teams on the global subject of integration of the Gypsy Community in Portugal (these researches were produced in the framework of a protocol between the High Commissioner for Ethnic Minorities and the Ministry of Science and Technology between 1998-2000).
- **Working Group about Gypsies from Rumania** - to implement a cooperation and coordination Platform (public services and NGOs) to provide shelter and support for Rumanian Gypsies (migrants) and development of Information programmes to prevent "child beggars".
- Development of a **Street Vendors' Monitoring Group** having as main target to develop legislation in this field and to try to organize these activities (legislation disposable in site ACIME - www.acime.gov.pt)

These last three measures are from the responsibility of the High Commissioner for Immigration and Ethnic Minorities. The High Commission for Immigration and Ethnic Minorities was set up in direct supervision and dependence of the Presidency of the Council of Ministers, and it is an interdepartmental support and advisory structure of the Government in respect of immigration and ethnic minorities. Its mission is to promote the integration of immigrants and ethnic minorities in Portuguese society, to ensure the participation and collaboration of the associations which represent immigrants, social partners and institutions of social solidarity in the definition of the policies of social integration and combat against exclusion, as well as to accompany the application of the legal instruments of prevention and prohibition of discrimination in the exercise of rights for reasons based on race, colour, nationality or ethnic origin.

*Taking in consideration the scope and structural effects in terms of designing policies and public answers of some measures promoted by NGOs, and even if they're **not included in the NAP** we believe it is important to point out some examples:*

- *The **Training Program for Gypsies Mediators** (order nº. 304/98 de 31 of March) – to promote the establishment of connections and communications between school and gypsies communities; work with teachers, with students and gypsies relatives; develop activities in the spare time of students and increase measures to reduce school abandon rates between gypsies communities. This Training permits to acquire the basic and preparatory education. This is a recent initiative and is considered a good practice in which concerns the intervention with gypsy population. This Training is implemented by some NGO'S, such as Secretariado Diocesano de Lisboa da Obra Nacional para a Pastoral dos Ciganos, the Social Promotion Programme for Gypsies (Santa Casa da Misericórdia de Lisboa) and the Gypsy Association of Coimbra*
- *Project Nómada developed by ICE - Instituto das Comunidades Educativas. This project allows to achieve a greater visibility of gypsy communities in schools and to fight against intolerance, racism and school, cultural and social exclusion that usually affect them.*

Spain:

Improvement of the situation of the Gypsy population in a situation of or at risk of exclusion is one of the goals of the Gypsy Development Programme of the Ministry of Labour and Social Affairs. In the years of 2001 and 2002, the integrated social intervention programmes managed by the Public Administrations and by NGO continued. Their allocation by the aforementioned Ministry was equal to over 12 million euros each year. In general, the programmes are targeted at improvement of access to and use of public resources: reinforcement and support for required schooling of the Gypsy population, increasing training and entrance into the job market, promoting health education, providing support in forced changes of residence and generalising social aid for families.

Measures to improve the situation of the Gypsy population in a situation of, or at risk of social exclusion.

- *To improve the standard of living of the Gypsy population in a situation or at risk of exclusion, by ensuring access to and use of social protection systems and promoting living side-by-side in a better way amongst the various social*

and cultural groups, through the development of integrated social intervention programmes which include simultaneous activities in the fields of education, housing and habitat, health, training and employment, and social services.

- To develop activities against discrimination related to equal treatment and opportunities, the training of social agents and the sharing of information and good social practices.
- To gather updated information on the Gypsy population through reports and research, and to evaluate the impact of the corresponding social policies.
- To develop, through NGO, programmes to favour the employability of and entrance into the labour market by those Gypsies who cannot access training activities and the normalised work market.
- To carry out training courses for inter-cultural mediators in the fields of social action, education, housing, habitat and health.
- To promote the social integration and entrance into the labour market by Gypsy women, especially in terms of their access to employment and resources, rights, goods and services, through NGO, using programmes of literacy, training, social skills, prevention and health education.
- To carry out programmes for sensitisation and promotion of equal opportunities between Gypsy men and women.
- To carry out activities which favour the acknowledgement of the cultural facts of Gypsies and their identity, as well as the recovery and teaching of their language.
- To improve the levels of education of the Gypsy population at ages of schooling and among adults, through:
 - Programmes and services to promote pre-school education (0-6 years of age) and required schooling (6-16 years of age) among Gypsy female children and adolescents and the corresponding social assistance activities with families.
 - Programmes which facilitate continuity and permanence of the Gypsy population in studies at the intermediate and upper levels, especially for Gypsy girls and female teens.
 - Training and sensitisation courses for teachers regarding the diversity, the right to be different and the need to develop adapted curricula.
 - Programmes which facilitate access and knowledge of new technologies by the Gypsy population.
 - Training programmes for adults.
- To promote complementary action by primary health care services and NGO, by starting up health promotion programmes and pilot programmes to improve access to and the proper use of health care services, with special attention to paediatric check-ups for minors, perinatal check-ups, oral health and gynaecological care.

En 2002 the Budget allocation of Spain's NAP for programs for Gypsy population was 60 million Euros, and estimates for 2003 are 62 million and in 2004 will be 63 million Euros.

Ireland:

Policy task: further develop policies with the necessary supports to enable Travellers achieve greater integration while respecting their distinctive way of life.

The NAPs/inclusion outlined the planned investment under the National Development Programme on housing and on accommodation for the Traveller

Community. Between 2000 and the end of 2002 a total of 760 new units of accommodation were built of which 437 units were standard local authority dwellings and 323 were Traveller specific. In the same period, a further 239 units of Traveller accommodation were refurbished.

The Affordable Housing Initiative and other arrangements under the Planning and Development Act, 2000, will increase on an ambitious scale the supply of affordable housing for those unable to purchase a house from their own resources in the current housing market. There will also be a priority focus on the implementation of the Local Authority Travellers accommodation programmes.

A series of performance indicators has been developed in the Health Sector. These are now in use in association with the annual Service Plan, which is a legislative requirement for all regional health boards. Performance indicators for services for a wide range of vulnerable groups are included e.g. for Travellers, the homeless, people with disabilities, asylum seekers, drug users, children and the elderly. Refinement and improvement of these indicators will continue in 2003 –2005.

The Community Development Programme aims to develop a network of community development resource centres or community development resource projects in communities affected by high unemployment, poverty and disadvantage. The emphasis has been broadened to include groups which act as a resource for community development work with particular vulnerable groups e.g. Travellers, disadvantaged young people, lone parents, the homeless, the unemployed, people with disabilities, elderly people who live in isolated circumstances. The number of projects in the Community Development Programme has grown from 9 in 1990 to 138 in 2002 and 152 in 2003.

A Programme of Core Funding for Community and Family Support Groups provides support for smaller scale self-help work among specific target groups that experience disadvantage – disadvantaged women and men, lone parents, Travellers etc. to articulate their point of view and participate in a process of personal and community development. At present, some 50 groups are participating in the Programme or in the process of being set up.

3.5.5 Travellers:

The overall objective in relation to Travellers is to improve the life experience of Travellers through the provision of appropriate education, health and housing services and to remove any remaining barriers to the full participation of members of the Traveller Community in the work and social life of the country.

Key targets in relation to Travellers

- The gap in life expectancy between the Traveller Community and the whole population will be reduced by at least 10 % by 2007.
- Age appropriate placement of all Travellers in primary school will be achieved by 2003.
- The transfer rate of Travellers to post-primary schools will be increased to 95% by 2004.
- Each third-level institution will double the participation by mature disadvantaged students, including Travellers and Refugees by 2006 (within the 15% quota).



- All Travellers' families identified in the local authority five-year Traveller accommodation programme process as being in need of accommodation will be appropriately accommodated by end 2004.

Greece:

c. Integrated programme for Gypsies/Roms

Work is continuing on implementation of the Integrated Action Programme for the Social Inclusion of Greek Gypsies, responsibility of a Joint Ministerial Committee coordinated by the Ministry of the Interior, Public Administration and Decentralization.

The basic principles are: respect for cultural differences, encouragement of active involvement, promotion of cooperation on the local and regional level, respect and understanding for the attitudes of local communities. The programme is designed along two axes: the creation of infrastructures to tackle the housing problem of the Rom population and to provide services in the areas of training – promotion of employment, education, culture – sport, health - welfare.

Housing. The objective is that all Greek Gypsies should lack permanent housing. It is anticipated that by the end of 2005 no Greek Rom family will be living in tents or makeshift accommodation.

- 1,510 prefabricated houses have been made available in 33 areas and families have moved into them. 187 permanent homes have been constructed and handed over in 4 municipalities in various regions of Greece. The provision of another 850 prefabricated houses has been approved, as well as the financing of infrastructures for another 17 regions.
- The process of making available 3,500 home loans has begun. So far 2,160 loan applications have been lodged with the Loans Committee (Ministry of Interior). Procedures have been simplified.
- Legislative provision is under way to transfer plots of land into full ownership of the Rom.
- Planning is under way for building on public plots of land in two regions.

The **Workers Housing Association (OEK)** is the main instrument for intervention in the housing market and addresses its efforts mainly to its own insured wage-earners. It provides rent subsidies and rent-for-purchase schemes on special terms, while through its own construction projects it can play a crucial role in the housing market and influence the urban planning fabric of an area. It has special programmes for Rom groups, earthquake victims, repatriated Greeks, etc.

Education. Actions already implemented:

- The programme for Rom children has led to a decline in the primary school drop-out rate from 75% five years ago to 25%.
- The travelling child card has been issued to 3,500 children. The programme is continuing as part of the 3rd CSF. The intention is to extend use of the card to all areas where the Rom are living, and especially in encampments.

Health-care. The objective is to implement programmes of preventive medicine and vaccination for those living in encampments. Health interventions have been carried out – preventive examinations, referrals to hospital, vaccinations – in 15

areas where Gypsies live. Tenders are being invited currently for the creation of 50 medical-social support centres – doctor, nurse, social worker etc. – to operate in areas where the Rom are living in encampments.

Culture. The main objective is to record and promote the cultural heritage of the Rom population. At the same time it is necessary to familiarize them with Greek culture. The Ministry of Culture (Popular Culture Directorate) is implementing programmes in two municipalities: creative activity, theatre workshop, photography workshop. The creation of 80 Houses of Culture and Clubs is to be included in the Operational Programme 'CULTURE'.

Particular emphasis is being laid on the development of special programmes, such as: sport at work, Gypsy encampments, areas with a high population of repatriated Greeks, Muslim and immigrant communities – where activities are organized in association with their own community groups. The goal is to have at least 5% of the population signed up within the next three years

Czech Republic

Special educational plans and teaching materials have been developed with a view to improving the educational results of Roma pupils.

Support to construction of housing fulfilling the role of social housing, thereby meeting the needs of people who are not in a position to purchase their own home, as well as people who are at risk of social exclusion. The latter group of people includes ... and members of ethnic minorities, in particular the Roma, foreigners and asylum seekers;

Special attention must also be paid to groups which are disadvantaged in access to health care, such as the homeless and people from socially and culturally disadvantaging environments (for example the Roma). to create in collaboration with health insurance companies integrated community care, i.e. to link health and social care in order to meet specific needs experienced by target groups, such as... the Roma.

To improve access to early care for children with special educational needs, i.e. children with disabilities and those from socially disadvantaged environments, including Roma children, within the pre-school education; To continue the programme which provides support to Roma students in intermediate schools and to launch a new programme to support Roma students in higher education;

The Roma at risk of social exclusion:

In the Roma integration strategy of 16 June 2004 the Government declared conflict free cohabitation of the Roma within mainstream society as its main goal. Six priorities were approved as individual objectives to be met by 2020 (five of which deal with social inclusion issues):

- Removal of external obstacles which prevent inclusion of the Roma at risk of social exclusion into society; in particular the elimination of all forms of discrimination against individuals and groups based on race, colour, nationality, language, national or ethnic origin;

- Assistance towards removal of internal obstacles which prevent inclusion of Roma at risk of social exclusion in society especially elimination of existing disadvantages in education and skills;
- Improvement of the social status of Roma at risk of social exclusion, in particular the reduction of unemployment levels, improvement of their housing conditions and health status, prevention of social exclusion in Roma communities and removal of its impact;
- Promotion of the Roma culture and the Roma language;
- Creation of a broad-minded environment free of prejudices where affiliation to groups defined by race, colour, nationality, language, national origin is no reason for unequal treatment of individuals;
- Ensuring full personal safety to members of the Roma who are at risk of racism.

With a view to improving the national, regional and local policies concerned with integration of Roma communities, the Government will be provided with a draft long-term (7 year) plan of comprehensive sociological field research directed at mapping situations in Roma communities. The deadline for completion of this research is 30 September 2004.

Social Integration and Equal Opportunities. In the area of social services, support will be channelled into activities at national scale. Target groups will include workers and volunteers in the social services sector, providers of social services to assist target groups at risk of social exclusion and members of specific target groups, such as Roma communities...

Within Measure 3.1 specific support will be provided for the improvement of conditions for and for the increased access to education of children, teenagers and adults with special educational needs (within this measure educational projects concerning pupils in the 1st grade of primary schools will not be supported, only Roma pupils constitute a tolerated exception)

Positive measures implemented in the areas of education of children from the Roma communities are in conformity with strategic and conceptual papers, such as the Strategy for Improved Education of Roma Children, and the Strategy on Roma Integration.

Between December 2002 and February 2004 a Phare project – Promoting Integration of the Roma - was implemented. The objective of this project was to enhance respect and to improve the status of the Roma, specifically by providing adequate education to their children... through the establishment of a comprehensive system in the area of basic education of the Roma. The project was implemented in three areas:

1. Mapping of the current situation of the Roma in the area of basic education;
2. Development of educational materials and plans aimed at improved education of Roma pupils;
3. Training of teachers and pedagogic workers, who are in charge of education of Roma pupils.

*Since 2002, a Programme to Promote Integration of the Roma **Community** has been launched each year. Emphasis in the 2004 programme has been placed on pre-school education of children from the Roma communities, on activities to promote education, specific projects directed at improving effectiveness of*

education (preventing emergence of prejudices) and activities towards provision of incentives for achieving good educational results.

Assistant of the CR Police for Co-operation with the Roma Community. (Note: The Czech NAP mentions a number of measures for improving relations between Police and Roma, improved police services for Roma, particularly when victims, mediation, anti bias training and a project concerning police assistants to combat usury in socially excluded Roma communities based on the National Strategy of Police Work in Relation to National and Ethnic Minorities.

The Government Council for Roma Community Affairs, established in 1997 is an advisory body to the Government. However, in its capacity as advisory body, it is not and most likely cannot be equipped to become a partner to local government authorities that are expected to promote integration (of the Roma). Thus a study is being carried out in relation to establishing an agency and to granting it a specific role in the implementation of programmes targeted at problems of social exclusion.

Another Government body, the **Council for National Minorities** of the CR deals with nationality issues of concern to the Roma community. The institutional framework for integration of the Roma has further been strengthened by the establishment of specialised expert bodies at the level of individual ministries. In a broader sense, further professionals dealing with the problems of the Roma are educators and teachers' assistants, and social professionals, fieldworkers who act in the capacity of State or local administration employees. The basic strategic document dealing with State Policies on Roma Integration is the Strategy on Roma Integration.

Equalisation measures are used to assist in achieving a more rapid integration of Roma communities and contributing to their economic self-reliance. The Government has adopted this approach with a view to fulfilling these objectives by 2020. A specific approach is related to efforts to adapt general measures and resources to specific conditions and needs experienced by the Roma. These equalisation measures include the corresponding tools, such as activities with a view to increasing their educational levels and providing them with skills to enhance their employability.

In implementing the equalisation measures the Government has not opted for quotas which would determine the numbers of the Roma in certain occupations or among applicants for study. Instead, targeted assistance has been applied in order to eliminate adverse factors and barriers and to assist members of the Roma communities to meet the corresponding requirements.

One of the most important equalisation measures is the programme Field Work in Excluded Roma Communities, which has been implemented by the Government Council for Roma Community Affairs through local government authorities and a number of NGOs, such as People in Need, since 1999. Its objective is to make a contribution towards the transition from granting social benefits towards provision of social assistance with the emphasis on fieldwork with clients in their communities.

Government order sets rules for State subsidy policies which are aimed at promotion and presentation of specific cultures of national minorities, promotion of national minority languages and provision of information in these languages, education in minority languages, etc. In relation to the Roma, specific objectives are related to equalisation of conditions in the areas of education, enhancement of

their social status with emphasis on elimination of social exclusion of Roma communities, and participation of the Roma in the formulation and implementation of integration programmes.

Regional Roma co-ordinators were appointed in all regional offices. These positions were established by act No. 129/2000 Coll. on regions. Regional Roma coordinators assumed their duties in all regions between 2002 and 2003.

Note: The Czech National Action plan also includes a number of detailed descriptions of "Good Practices" of specific NGOs and administration projects for Roma inclusion.

Hungary:

2.5.1. Mainstreaming the fight against the social exclusion of the Roma:

Comprehensive employment, training, housing, healthcare, justice, cultural and anti-discrimination measures, implementing the 2004-2006 medium-term package of measures to promote the social integration of the Roma population including campaigns to shape public opinion and sensitising training.

The goal of public work is to offer temporary work to people in the most disadvantaged positions as far as accessing the labour market is concerned, to retain their employability. When offering these jobs, priority is given to people who have been unemployed on long term, primarily to Roma.

There have been numerous initiatives taken to improve Roma access to the labour market. These initiatives include labour market programmes and services run by employment organisations, PHARE programmes, Structural Funds projects starting from 2004, and the EQUAL Community Initiative. In addition, within the framework of the Széchenyi Business Development Programme in 2003 a separate invitation for bids was issued for Roma businesses. For a number of years, Roma advocates, mentors and employment coordinators have been employed in the labour centres as well as in programme management to promote and facilitate Roma participation in the employment programmes. Most of the new programmes including measures supported by ESF treat promotion of social inclusion of the Roma population as a horizontal issue. Measures described here are intended to influence all factors of exclusion (low education levels, disadvantaged settlement, etc.) for all disadvantaged groups, although because of its high rate the Roma population has been specifically targeted

Improving the employability of disadvantaged people, particularly of the Roma is a measure that offers customised training, labour market services and personalised psycho-social supports, to people in disadvantaged situations. The programme will reach about 8,000 people by 2008.

The Operative Programme for Regional Development (ROP) includes measures to support local employment initiatives. Hungarian EQUAL Community Initiative supports the development and the dissemination of innovative approaches and methods that contribute to eradicating discrimination and inequalities from the labour market.

To reduce school dropouts among Roma youth and to improve the quality of their education, with the financial support of the Labour Centres in several counties, supportive teachers are employed to offer extra-curricular activities (tutorial

activities, counselling, promoting inclusion, etc.) The employment of Roma school care takers and social work assistants serves the same purpose.

The Ministry of Education has begun a comprehensive programme to build an enabling and affirmative education system from pre-school to college degree, in the epicentre of which the improvement of life chances of disadvantaged and in particular Roma children can be found. Since the foundation for educational success are determined as early as in pre-school years, enabling and affirmative measures need to appear here first. To increase their participation rate, disadvantaged children are provided with free meals in pre-schools. Admission of children in disadvantaged situations ... could not be denied admission to pre-schools, after-school day-care or student dormitories due to lack of space. Within the framework of the Operational Programme for Regional Development (ROP) it will become possible to increase pre-school facilities and places and primary schools in disadvantaged micro-regions, particularly ones in which there is a high rate of Roma population.

Education targets to support 150-180 institutions a year in increasing pre-school facilities and places and primary school infrastructures in order to include larger proportions of disadvantaged and Roma children.

The integrated educational policy bans discrimination in schools. In line with this legislative framework, to prevent disadvantaged and Roma students from dropping out of school and to reduce current school segregation practice, as of September 2003 a programme of integrated education was established in grades one and five of the primary schools and grade nine of vocational schools.

The National Education Integration Network (NEIN) is providing professional assistance to the schools involved in the integration programme by sending coordinators to the regions. At present there are 45 schools participating in the programme with a high number of Roma population. The goals of a HRD OP measure is to train experts involved in educating these two target groups, namely Roma children and special needs students, and develop a methodology for integrated education. To assure equal opportunity for students in disadvantaged situations, primarily for Roma students, practical training is to be provided for 11,500 teachers and other professionals assisting teachers in 2005-2006. At the same time, 270 comprehensive models focused on an integrated pedagogical framework are being developed.. In 2003, a reform of the current system of defining students with special educational needs was initiated which focused on the issue how to prevent social disadvantages directly translated as special educational needs.

The goal of a project called "Out of the Back Row" is to reduce the number of students, who are unreasonably labelled as disabled and to return them to schools and classes with general curricula. As of September 2004, local self-governments will receive enhanced capitation grant for children thus returned to the mainstream education. The HRD OP central programme contains the resources intended to standardise the non-culture-biased tests that are relevant to the programme. At present about 3,000 children per year begin first grade labelled mildly disabled. The target of the programme is to reduce that number by two-thirds. Besides the effort to reduce the number of children unnecessarily labelled as disabled, an increased effort is needed to improve the quality of education children receive. Between 2004-2006 an HRD OP measure called 'Ensuring equal opportunities for disadvantaged pupils in education' will finance programmes to promote educational integration and the provision of other local services for children in special

educational needs with the help of special regional methodological education centres. Re-qualifying pupils as "home schooled", exempting students from attending school, is a widespread form of discrimination and segregation. In order to reduce this dropout rate, the Act on Public Education was amended to require more circumspect measures before declaring a pupil "home schooled".

There are several programmes to support disadvantaged and Roma youth in catching up in school, in continuing their studies, in accessing dormitory accommodations, in learning foreign languages, and in participating in secondary school through distance-learning combined with personal consultations. In higher education, affirmative action and positive discrimination is being introduced as of September 2005. As of 2005, an applicant in a disadvantaged situation may be admitted to college with only 80% of the points set as the admission. The students thus admitted are also assigned a mentor to help them with their studies. Enabling and affirmative programmes must be closely coordinated to the system of need-based social assistance.

A regional health centre model institutions are also focusing on advancing health behaviour among the Roma population. They will handle early diagnosis, screening and treatments occurring in a high-risk population.

A sub-programme called "Tolerance for Health" is establishing a model programme operating in hospitals in five cities. It is intended to resolve the special needs and problems of Roma population (advancing hospital social work, providing sensitising training for physicians, regular screenings, boosting patient advocacy and offering training in conflict management for involved professionals).

Other tasks of the Environmental Programme include comprehensive survey of settlement and micro-regional environment health problems, exposure of the environmental health problems of more sensitive social strata including Roma who previously worked in hazardous occupations, and support to eliminate these problems

Operation of the Roma Anti-discrimination Client Service Network begun in 2001 will continue and expand operations in 2004-2006. The goal of this network is to offer legal assistance to Roma people in discrimination cases. The assistance includes counselling, the drafting of documents and legal representation before courts or other authorities. At present there are one or two attorneys per county (altogether 27) employed in this project offering free services to Roma clients.

Within the framework of the medium-term Roma programme, Roma cultural institutions and organisations are being surveyed, and publications including the cultural values of the Roma receive special supports. The conditions for maintaining a system of Roma cultural institutions are currently being designed. The Roma Cultural Fund, which has existed since 2003, regularly supports Roma minority self-governments, social organisations and associations that conduct registered cultural and artistic activity, and Roma artists.

The strategy considers it very important to reduce inequalities in access to computers, to build equal opportunity to information technology and to promote such access among disadvantaged groups, with a particular emphasis on persons living with disabilities, women, the Roma, rural residents and elderly people. Measures included are to build up Internet access in every settlement, principally in libraries, cultural institutions or local self-governments within a programme called

Public Network. Public Network includes building 4,000 Internet access points by 2005. Small settlements enjoy priority

A new territorial and regional development fund operates since 2004 intended to provide funding to overcome regional inequalities.

The programme offers support to the disadvantaged regions in the following areas:

- *investments to create or retain jobs,*
- *investments to advance the human infrastructure,*
- *projects to advance community based employment and public work,*
- *measures to resolve social, economic and employment crisis situations,*
- *measures to promote micro-regional welfare gap-reduction programmes.*

Developmental grant aimed at equalising regional development may also be provided to disadvantaged settlements.

A social land programme has been in operation since 1992. It has helped to improve living conditions for people in backward settlements, mostly Roma families hit by long-term unemployment. The programme is currently running in nearly 250 settlements, involving 30,000 people, half of whose are Roma

In 2004, the Hungarian government adopted a medium-term package of measures to promote the social integration of the Roma. It calls for fulfilment of tasks in the following areas:

- *Incentives to achieve equal treatment and equal rights (operation of a Roma Anti-discrimination Client Service Network, and further advancing the network if necessary, operation of a Roma Conflict Management and Legal Protection Fund),*
- *Improving quality of life (model programme to eliminate slums followed by involvement of a complex slum elimination programme, additional surveys of the health status of Roma population, further advances in the social land programmes),*
- *Education and training (promoting integrated education, designing reintegration programmes for early school leavers, introducing scholarships for Roma students),*
- *Employment (promoting cooperation between county Labour Centres and Roma NGOs, further advancing public work programmes),*
- *Integration into information society (training programmes, mentoring system),*
- *□Culture, communication and identity (learning and nurturing cultural values, Roma Cultural Fund, National Cultural Fund).*

"Decade of Roma Integration" project, coordinated by the Hungarian Prime Minister gets underway in 2005. The programme is offering nine countries of Central and Eastern Europe between 2005 and 2015 the opportunity to implement extensive measures to integrate the Roma and eliminate their isolation and exclusion. The four main areas of these measures will involve employment, education, healthcare and living conditions:

–Education: setting up an International Roma Education Fund to promote the partnership between the government and the NGOs in the pilot projects to improve the situation and performance of the Roma in the education system.

–*Employment: offering incentives to county Labour Centres to cooperate with Roma Minority Self-Governments and NGOs, employment of Roma staff in the Labour Centres, regular evaluation of the public work programmes, starting up training and employment model programmes, expanding social land programmes.*

–*Housing conditions: the programme is supporting a complete mapping of slums and slum-like living conditions and the design of a government implementation plan to eliminate/rehabilitate them.*

–*Health: to improve the health status of the Roma population, the programme aims to promote the dissemination of preventive services and to advance the quality and quantity of healthcare services for the Roma.*

The Roma Anti-discrimination Client Service Network is operated by the Ministry of Justice. The Government Office of Equal Opportunities coordinates other programmes promoting Roma integration. It controls the Roma Coordination and Intervention Fund, which funds Roma Minority Self-Governments and Roma organisations in financial crisis. The Office also operates the Conflict Management and Legal Defence Fund, which offers assistance to organisations fighting against Roma discrimination and offering legal protection as well as conflict management and resolution programmes. The Public Foundation for Hungarian Roma has been in operation since 1996 to support Roma integration programmes. In 2004 the Foundation funds participation in education, training and cultural activity, setting up businesses and participating in the information society. The Ministry of Health, Social and Family Affairs also operates several support programmes to improve Roma access to social, child protection and healthcare facilities. Training programmes are also offered to local decision-makers and NGOs. The programme "Tolerance for Health" is a model project being started up in five hospitals to improve care for Roma patients. It will improve hospital social work, provide physicians with sensitivity training in issues related to care for Roma patients, to assure discrimination-free care for Roma patients during the admissions process and through the work of the patients' rights advocate. Finally, scholarships will be available to Roma young people to train in healthcare and social professions.

Within the framework of the National Equal Opportunity Network programme, equal opportunity offices and information points have been set up on regional and micro-regional level, and county Opportunity Centres are being set up. The main activity of these centres will be to provide information and legal assistance, and to promote grass-roots initiatives. They also are expected to ...promote equal opportunities for people living with disabilities, Roma, the elderly, families, women, and children in disadvantaged situations.

A Minister without Portfolio responsible for Equal Opportunities was appointed in 2003, and the Government Office of Equal Opportunities was established. The role of the Office is to mainstream equal opportunity and to reinforce coordination between the Government, NGOs and interest groups. The Office also develops and initiates programmes aiming to improve the life-chances of the Roma, of people living with disabilities, and of women. To improve governmental coordination, Roma desk officers have been appointed in various ministries, as well as government level inter-ministerial Committees (Roma issues, demography, migration, drugs, etc.) are in operation

Initiatives called 'Creating an inclusive society' and 'Local initiatives to reinforce tolerance' are being started up in 2004 to reduce anti-Roma prejudice and increase social inclusion as part of a nationwide media campaign. In addition to the campaign, a primary school teaching package, which tells about the history and

culture of the Roma, is being designed with the aim to transfer it to 250 teachers in 50 schools through consultations

The Social Policy Council will be organised at three – national, regional and county – levels, which will enable the diffusion of conciliation processes by offering more opportunities for the civil organisations to have a voice in the decision-making processes. Besides, the Council of the Roma, the Council of the Disabled and the Council of the Elderly will continue to provide independent and important fora for groups in disadvantaged situations.

Rumania.

Note. Rumania has not yet published a NAP, but has produced a draft document for a Joint Inclusion Memorandum. Specific measures for promoting inclusion of Roma people that are found in this document are as following:

To improve the living environment of the Roma population, by:

- *Developing economic opportunities and creating remunerated jobs;*
- *Improving access to all levels of the education system, complemented with access of young generations to the minimal educational levels;*
- *Identifying and assigning farming land in the rural areas and land for them to build houses using traditional or modern methods;*
- *Ensuring full access to primary medical services;*
- *Strongly fighting against every form of discrimination against Roma in all sectors (employment, access to public services, etc.), and promoting a supportive collective attitude.*

Education

- *Increase significantly the graduation rate for different education levels and increased participation in higher levels of education for Roma children;*
- *Developing the methodology for creating an inclusive education climate in schools To review the curricular content with a view to better promoting equality and non-discrimination and having a better understanding of the Roma culture and tradition*

Health:

An employment programme for social assistants and a network of medical mediators for working with Roma population has been developed in hospitals.

4.3.2. Social Protection for the Roma Segment of Population

Current Policies

From the beginning of the transition process, social support for Roma population has been a constant option for governments, community and all stakeholders. Special attention has been given to employment of Roma in the public system. Ever since 1990, Roma people have been employed at the County Department of Labour and Social Solidarity. There are Roma counsellors at the level of the county and local councils, Roma mayors, Roma specialists working for the county Office for Roma at the Prefecture level, Roma people working for the Mayor's Office. The Roma community has representatives in the Parliament and in the governmental institutions.

In 2001, the Rumanian Government approved "The Strategy aimed at Improving the Roma Situation" (SIPS), which defines the long-term action plan and a General Action Plan for 2001-2004. The measures aim at improving the situation of the Roma population in all major areas: increasing school participation, improving professional education, increasing employment, improving living conditions, quick solutions for cases of lack of ID papers, establishing the profession of school mediator and medical mediator, etc.

Roma organizations have been massively involved in drawing up, implementing and monitoring the strategy. The Office for Roma Issues within the Department for Interethnic Relations under the order of the Prime Minister is the government authority responsible for the application of this strategy. A number of structures have also been established at the county and local level. In 2001 the National Council for Fighting Discrimination was founded and this institution is authorized to establish and sanction any discriminatory act and on the other hand to adopt positive measures in view of preventing and fighting discrimination. One of the constant concerns of NCFD is to sanction all discriminatory acts against members of the Roma community.

In the last years, a significant number of Roma have been integrated in the labour market by various measures. Members of the Roma community who are in a difficult position are also part of the target group envisaged by the action plan drawn up by the National Employment Agency. The job fairs organized for the Roma population had modest results in the first two years.

The educational system promoted a policy aimed at supporting the school involvement of members of the Roma community at all levels:

- *Starting with 1992, a number of faculties provided a number of special places for Roma persons, an initiative which was supported by the Ministry of Education and Research (MER) and extended in 1998 at the high school and vocational school level, and in 2004 also at level of the Arts and Crafts schools;*
- *In 2002 a multi-annual programme was initiated with EU support in order to facilitate access to pre-school education, the graduation of compulsory education and the reintegration of drop-outs in the disadvantaged communities, with a special focus on the Roma children.*
- *The programme "Second chance" addresses to young people aged between 14 and 25, who dropped out from school early and it offers them the opportunity to complete the compulsory education in three years and a half, while at the same time getting specialized in a trade which is demanded on the labor market;*
- *Optional school activities focusing on the Romany language and the Roma history have been introduced and textbooks have been published in the Romany language; Roma primary school teachers and teachers for various school subjects are currently trained. Roma persons have been employed as school mediators in order to attract the members of the Roma community to go to school.*

In 2003, the Rumanian government launched the programme entitled "Partnerships supporting the Roma", financing a number of projects in the fields of residential buildings, small infrastructure, income generating activities and acquisition of agricultural plots. A similar programme, "2004 - the Year of Local Communities" will be launched in 2004.

Assessment

The complexity of the problem makes the multiple efforts made to correct the situation of the Roma population still insufficient as compared to the needs. Roma support programmes have been developed at all the levels of the public system (education, health, employment, police).

There are two major types of problems related to the implementation of the national and local programmes and strategies aimed at improving the living standards of the Roma population:

- *The limitation of the financial resources available;*
- *The institutions and components necessary to such a programme focused on the social and economic improvement of the life of the Roma population are still at an incipient stage.*

Priorities

- *Implementing a national programme aimed at identifying the Roma persons who have no IDs and finding a solution for this problem;*
- *Assuring extended school participation of Roma children in the compulsory and vocational school cycle, and also stimulating their participation in the superior education cycles;*
- *Stimulating Roma employment by:*
 - o *Increasing their professional training and promoting active employment measures;*
 - o *Stimulating their interest and motivation to get involved in formal economic activities;*
 - o *Increasing the receptivity of the employers to hire Roma people;*
 - o *Increasing employment in those fields which, by their nature, allow on-the-job qualification.*
- *Developing the capacity and motivation of the Roma families and communities to actively support the social development of their children with a view to their integration in a modern society;*
- *Developing a system of social security and medical services focused on the access of Roma individuals to primary medical services, information about a healthy reproduction, as well as on the social and medical care of mother and child;*
- *Developing a system of medical mediators, as a temporary solution until establishing a relation between the system of social workers and community;*
- *Support for the development of the community infrastructure in the problematic areas and support for the refurbishing and construction of residential buildings;*
- *Increased support in view of ensuring access to residential land and agricultural plots, especially for the Roma population living in the village area;*
- *Developing inclusion structures in all respects and in all the areas of social life (school, work place, mass-media), promoting the support of the Roma who try to integrate in a modern society;*
- *Strengthening the partnership between public institutions and the representative groups of the Roma;*
- *Implementing a number of campaigns aimed at increasing the awareness related to the rehabilitation of the self and public image of the Roma population, fighting against any kind of Roma discrimination and promoting a supportive collective attitude.*

5.3. Section V – gender differences and the politics of equal opportunities for women and men within social inclusion. (Included below are the specific measures that refer to Roma in the section of necessary complementary structures)

- To discourage adverse practices in the traditionalist communities, especially in the Roma communities where marriages at an early age significantly reduce women's access to education and social participation;
- To encourage Roma girls/women to develop an academic and vocational career.

The priority no. 3 set forth in the 2004 – 2006 NDP speaks about “Developing the human resources, increasing the employment rate and fighting the social exclusion”. This priority aims at, among other goals:

- Fighting the exclusion from the labour market of the Roma people, as well as of other groups at risk,
- To overcome the extreme poverty and exclusion experienced by the Roma community and to promote their full integration into society.

Governmental Strategy for the Improvement of the Roma Situation

To finalize the implementation of the Governmental Strategy for the Improvement of the Roma Situation and in particular to eliminate cases of people with no ID papers, to support training and employment, education, health care, housing and infrastructure development programs which promote the social inclusion of the Roma community and continue to fight against discrimination.