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The Fundación  
Secretariado Gitano



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# Mission, values and aims

The *Fundación Secretariado Gitano* is a non-profit inter-cultural social organisation which provides services for the development of the Roma community throughout the whole of the Spanish State and on the European level as well. It commenced its work in the 60's and was constituted as a Foundation in the year 2001.

## Mission

The mission of the FSG is the integral advancement of the Roma community based on respect for cultural identity.

The purpose of this mission is to support access of Roma persons to rights, services and social resources on an equal footing with the rest of the citizens. To accomplish this, a wide range of actions are carried out focused on improving the living standard of Roma people and encouraging recognition, support and development of the cultural identity of the Roma community.

## Values

The FSG advocates an intercultural society in which Roma persons freely and fully exercise their citizenship and contribute to the enrichment of universal culture. Therefore, the values setting the stage for Foundation initiatives are:

- Interculturality. Support for and defence of a plural society fostering neighbourly relations, mutual recognition and relationships among people of different cultures.

- Solidarity. Reduction of socio-economic inequalities and compensation for disadvantages.

- Dignity and justice. Defence of human and fundamental rights and support for the development of individuals. Improvement of the public image of the Roma people, promotion of citizenship and creation of an atmosphere favouring full rights for the Roma community throughout society.

- Capacity-building and participation. Involvement of Roma men and women in their own advancement and facilitation of access to the means to do so. Promotion of the development of the group itself both from a cultural perspective as well through focus on identity and collective advancement and likewise promotion of their participation in the development of the areas in which they live side-by-side with the rest of the population.

- Openness. Collaboration with the different entities, joining of forces and promotion of network initiatives. Collaboration with persons, associations, NGOs, platforms and public and private organisations that work for the advancement of the Roma community.

## Aims

The work carried out by the FSG focuses on the integrated advancement of the Roma community in all of its dimensions including aspects such as cultural advancement, support for identity, fostering of participation... with a special accent on compensating for the situa-

tion of its most disadvantaged members. In carrying out this mission it develops two types of actions:

- Direct services lent to the Roma community with a view to promoting and improving living standards.
- Actions aimed at fostering more pro-active policies focusing on the Roma community.

These two lines of action specifically give rise to:

- Work for the advancement and full incorporation of the Roma people in Spanish society.
- Improvement of the public image of the Roma people and dissemination of their cultural values throughout society.
- Development of advancement programmes in the fields of education, health, youth,

employment, women as well as in those other fields which contribute to improving the living standards of the Roma community.

- Offering of information services, training, counselling and advisory support to associations, administrations and all other entities interested in Roma issues.
- Development of awareness heightening measures and general campaigns with the aim of getting at the structural causes of inequality.
- Defence and support of the interests of the Roma people both on the national and international levels, exerting an influence on all decisions taken at the political level that could affect the Roma community. This is especially important in an Enlarged Europe where there is a need for increased collaboration with new European Union members and candidates and efforts need to be made to influence policies affecting the Roma community in these countries.



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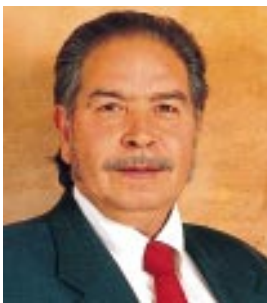
# Board of trustees



Mr. MARCELINO OREJA



Mr . PEDRO PUENTE



Mr. BARTOLOMÉ JIMÉNEZ

The Foundation is governed by a Board of Trustees which is the governing, representative and administrative body. It is comprised of 15 people, seven of whom are from the Roma environment, three from the public administrations at the different territorial levels and the remaining four are from other important fields: the University, the media, Church and the Banking community. It also has an Honorary President and a Secretary with no executive power.

The Board's role is to define the FSG's action priorities, to make sure that the aims are properly met, to manage resources and pass the budgets and accounts for each fiscal period.

During the year 2004 the Board met two times in plenary session and the Permanent Commission, comprised of the Chairperson, Deputy Chairperson, Secretary and Managing Director, met on a monthly basis.



## The FSG's Board of Trustees

### Honorary President

Mr. Marcelino Oreja Aguirre

### Chairman

Mr. Pedro Puente Fernández

### Vice-chairman

Mr. Bartolomé Jiménez

### Members

Mr. Juan Antonio Santiago

Mr. Antonio Vega

Mr. Emilio Rosillo

Mr. Jorge Ribota

Ms. Pilar Heras

Ms. Ana Giménez

Ms. Rosalía Guntín

Mr. Francesc Rodríguez

Mr. Jesús Loza

Mr. José Sánchez

Mr. Julián del Olmo

Mr. Francisco Alvira

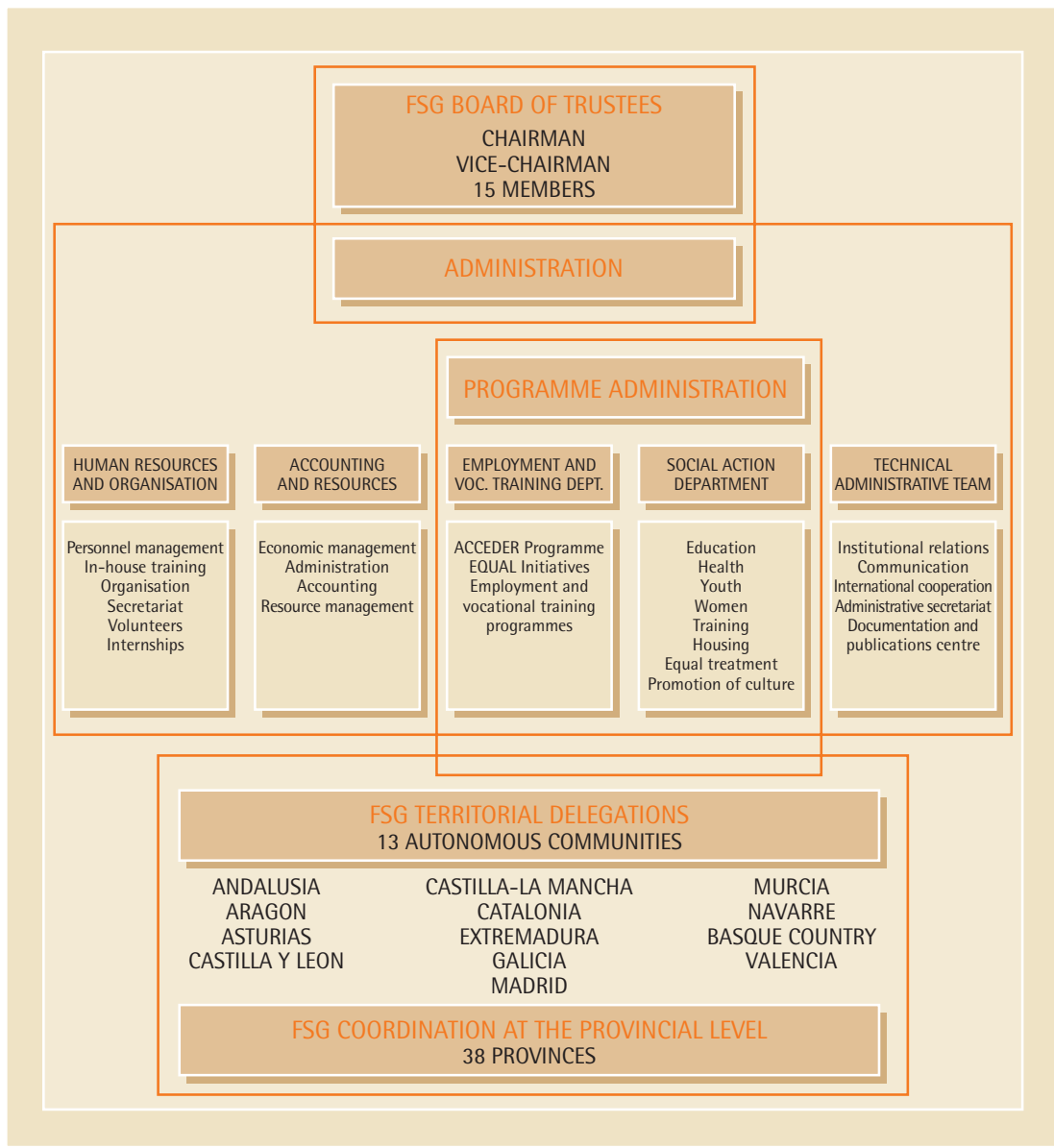
Mr. Antonio Soto

### Secretary

Mr. Valentín Suárez



# Organisational structure



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# Administrative team



Mr. JOSÉ MANUEL FRESNO

## **Director-Manager**

José Manuel Fresno

## **Programme Director**

Isidro Rodríguez

## **Department Heads**

Patricia Bezunartea  
*Social action*

Emilio Conejo  
*Employment and vocational training*

Mariano Porras  
*Accounting and resources*

Begoña Navarro  
*Human resources and organisation*



Mr. ISIDRO RODRÍGUEZ

## **Territorial Heads**

Humberto García. *Andalusia*

Isabel Jiménez. *Aragon*

Víctor García. *Asturias*

Carlos Ruiz. *Castilla-La Mancha*

Mar Fresno. *Castilla y Leon*

Pedro Aguilera. *Catalonia*

M<sup>a</sup> Dolores Fernández. *Valencia*

Valentín Suárez. *Extremadura*

Santiago González. *Galicia*

Eduardo Conejo. *Madrid*

Jesús Salmerón. *Murcia*

Inés García. *Navarre*

Javier Pérez. *Basque Country*

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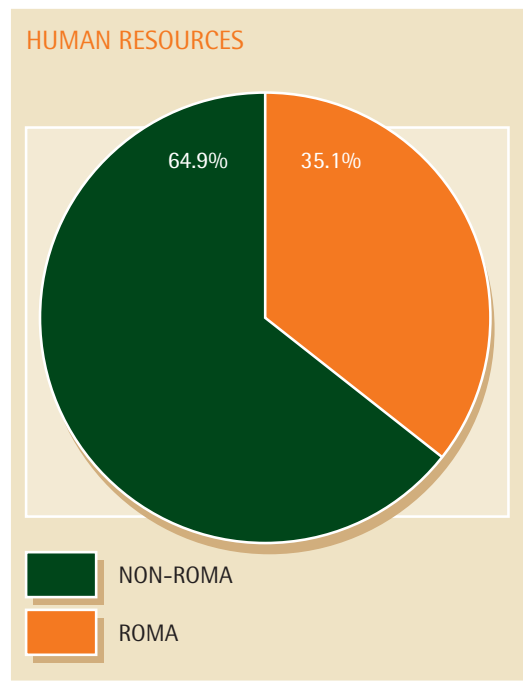
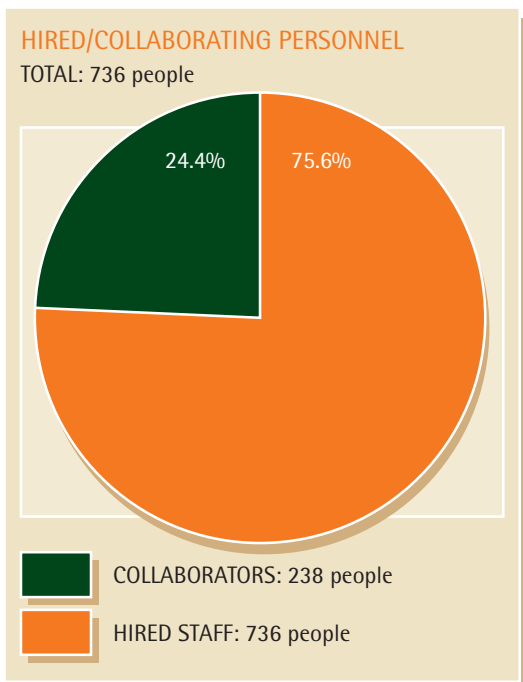
# Human resources

Once again, the Foundation's human resources have proven their worth and talent. For the FSG, its human capital (staff workers, collaborators, volunteers and interns) is its greatest strength and one of its most strategic assets, a resource that needs to be developed and nurtured. Through personal and professional development in this regard, we have managed to become increasingly more efficient in adapting to the needs and demands of our users to whom we have been successful in providing better service.

In 2004 the department focused efforts on boosting training, fostering volunteer work

and strengthening in-house communication.

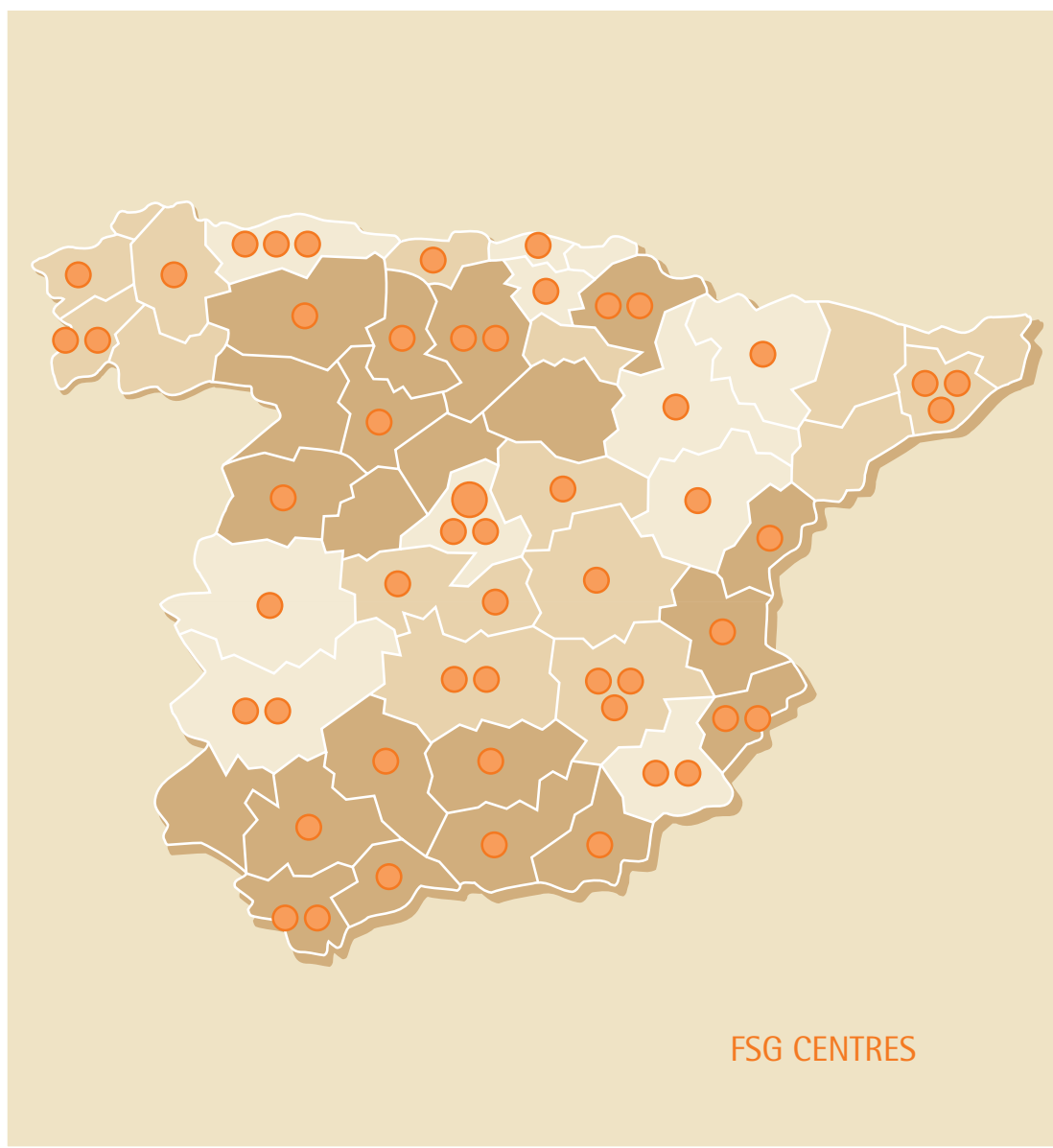
During 2004 our average staff size grew to 547 people. And thanks to collaboration agreements signed by the FSG with the different regional employment services to carry out the general interest and social work and service programmes, we finished the year with 616 staff working at the FSG. According to the final count 736 people, 35.1% of whom were Roma, were hired by the Foundation to work at some time during the course of the year.



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# Territorial distribution

*The FSG is present in 14 Autonomous Communities carrying out activities in 72 municipalities and has 58 centres*



In the Community of Madrid there are 8 centres: the Foundation's headquarters, 6 throughout different districts of the capital and one at Soto del Real Penitentiary Centre



The FSG has 58 Centres distributed throughout all of Spain where it has local offices and permanent working teams for the implementation of actions. It also carries out activities in 72 municipalities either directly or in collaboration with the local governments and Roma organisations.

### **Municipalities where work is carried out**

#### **Andalusia**

Granada, Seville, Cordoba, Almeria,  
Malaga, Linares, Jerez de la Frontera,  
Campo de Gibraltar, Jaen

#### **Aragon**

Zaragoza, Huesca, Alcañiz

#### **Asturias**

Gijon, Aviles, Oviedo, Corredor Siderúrgico,  
Castrillón, Corvera, Gozón, Muros de Nalón

#### **Cantabria**

Santander

#### **Castilla-La Mancha**

Ciudad Real, Albacete, La Roda,  
Puertollano, Talavera de la Reina, Cuenca,  
Hellín, Villacañas, Miguelturra, Guadalajara

#### **Castilla y Leon**

Valladolid, Leon, Burgos, Palencia,  
Salamanca, Aranda de Duero

#### **Catalonia**

Barcelona, Sabadell, San Adriá de Besos,  
Terrassa, El Prat de Llobregat, Hospitalet,  
Vadía del Vallés

#### **Valencia**

Valencia, Alicante, Castellón, Elche

#### **Extremadura**

Badajoz, Mérida, Cáceres

#### **Galicia**

Vigo, Pontevedra, Santiago de Compostela,  
Lugo, Compas, Porriño

#### **Madrid**

Madrid (Carabanchel, Hortaleza,  
Latina, Usera, Vallecas, Villaverde),  
Soto del Real Penitentiary Centre

#### **Murcia**

Murcia, Alcantarilla

#### **Navarre**

Pamplona, Tafalla, Estella, Falces

#### **Basque Country**

Sestao, Vitoria-Gasteiz, Santurzi, Bilbao

# Institutional activity



The Fundación Secretariado Gitano also assumes its responsibilities in terms of institutional presence in Spain and throughout Europe by taking part in forums, platforms and networks working in the area of social inclusion, the advancement of the Roma community and the development of more active policies in this regard.



It participates as a member of different national and European bodies and institutional councils through which it promotes the policies and advancements that affect the Roma community. It is a member of the State Council of Social Action NGOs and within the latter it forms part of the Working Group on Inclusion and the Working Group on Quality. It is also a member of the Advisory Commission for the Roma Development Plan and of different Roma participatory bodies created in some Autonomous Communities. It also participates in two Community Initiative Monitoring Committees: the one that is part of the Multi-regional Anti Discrimination Programme in its role as implementing organisation; and the one formed for the Equal Community Initiative as an invited member.

Its institutional activity also focuses on the promotion of and participation in network initiatives with Roma entities as well as others working in the field of exclusion, health, etc.:

- European Network for the advancement of Gypsies and Travellers.
- European Anti Poverty Network.
- Reiiies European Network (European network

focusing on economic and social integration initiatives).

- Sastipen (European Network for Drug abuse and HIV/AIDS prevention in the Roma Community).
- Social Action NGO platform.

In addition to consolidating the different framework conventions previously signed, 2004 saw an intensification of efforts to promote and support worthwhile initiatives such as the signing of a collaboration agreement with the Ministry of Health and Consumer Affairs.

The FSG's work this year earned it the "Empowerment" award for best practices in youth work (Injuve), the Acceder Employment Programme was officially recognised by the European Commission as a "Case of Best Practices" in the fight against social exclusion, special focus on employment initiatives and the FSG also received the Dubai Prize awarded by the UN's Un-Habitat Programme for its contribution to improving the living standards of the Roma community.



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# Quality management

The gradual introduction of quality control systems in the NGO sector over the last several years has become more and more prevalent. The basic objective of this improvement is simply to upgrade satisfaction levels in meeting the needs and expectations of users and clients and requires social organisations to undergo a process of reflection and organisational improvement.

From this perspective, quality leads to improvements in the structure of organisations making them more efficient, more effective and more transparent and also gives rise to reflection on the importance of providing an ethical basis for this progress and fulfilling our mission. Moreover, ethical, transparent and effective management of NGOs is steadily becoming a more established social demand.

In this connection in 2004 the FSG has developed lines of work regarding continuous improvement and quality beginning with an organisational diagnosis and identification of areas to be improved. This work has given rise to changes in organisational aspects which, having been perfectly effective in the past, needed some tailoring to better respond to the needs of a growing organisation which is progressively more decentralised and is trying to be more user and client oriented. The most relevant efforts can be highlighted as follows:

- Ongoing participation in the Quality Working group of the State NGO Council. In 2004, thanks to economic support from the Ministry of Labour and Social Affairs, work



began on the development of some of the actions set out in the “Strategic Plan for Quality Enhancement in Social Action NGOs”. Within this framework the FSG has managed training actions in which 197 people from 142 NGOs participated.

- Participation in the “Quality NGO” network, working actively for its formalisation and drafting a Strategic Plan which will be implemented as of 2005.
- The *Fundación Lealtad* (Loyalty Foundation, an external evaluator) once again carried out a



transparency evaluation of our organisation. The results can be found in the 3<sup>o</sup> *Guía de la Transparencia y las Buenas Prácticas de las ONG* (III NGO Transparency and Best Practices Handbook).

- Active collaboration with the *Fundación Empresa y Sociedad* (Business and Society Foundation) to foster private enterprise's collaboration with projects carried out by our Foundation.
- Collaborative actions and benchmarking have been carried out with other NGOs.
- Some internal management protocols have been developed and enhanced: programme management, data bases, internal organisational tools, etc.
- Presentations made at different forums on quality and NGOs.
- Basic quality training has been performed at 12 Roma associations throughout Spain.
- Participation by way of an article summarising our organisation's experience in Quality forming part of the publication entitled "La Gestión de la Calidad en los Servicios Sociales" (Quality Management in Social Services) published by IMSERSO (social services).

