

Integrated Plan for the Roma in Catalonia 2014-2016

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Generalitat de Catalunya

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Direcció General d'Acció Cívica i Comunitària
Departament de Benestar Social i Família
Passeig del Taulat, 266-270
08019 Barcelona



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Integrated Plan for the Roma in Catalonia 2014-2016



Generalitat de Catalunya

Presentation

We are beginning a new era with the approval of the Integrated Plan for the Roma in Catalonia 2014-2016 and a firm commitment to increase the social impact of our policies and improve the lives of Roma in our country.

We believe that in recent years we have made major progress in mapping out public policies aimed at the Roma people. However, we now face the challenge of achieving better and more far-reaching outcomes in the measures we put in place every year.

The Roma issue has gained increasing relevance on the European agenda over recent years, especially in policies related to social integration and promoting equal treatment. The European Commission has established a new framework for action with the Roma based on the European Agenda 2020 and the Communication from the Commission to the European Parliament, the Council of Europe, the Economic and Social Committee and the Committee of the Regions,¹ which urges governments to draw up and implement actions in the following areas: education, employment, housing and health.

The Government of Catalonia is committed to public policies that are specific to groups at risk of experiencing social inequalities, such as the Roma, in order to improve their living conditions and ensure they have the same rights as the rest of Catalan society.

To meet the challenge of improving the social impact of our policies, we have specified four core themes that are set out in the introduction to the Plan: 1) involvement of Roma in the design, implementation and assessment of the Plan; 2) consistency with the recommendations and requests in policies being carried out at the European, national and Catalan level for the Roma; 3) use of research which has demonstrated successful outcomes in improving the lives of the Roma as an indispensable source of information for designing actions; 4) close partnership with local authorities and other departments in this Government.

The decisive involvement and participation of Roma in the design, implementation and assessment of policies that affect them is essential in our structure and operation. Ongoing and equal dialogue is a central ethical and methodological principle in this Plan and in all the actions taken by our Department with the Roma.

1. European Commission: An EU Framework for National Roma Integration Strategies up to 2020, Brussels, 31.1.2011.

The scientific community is conducting research into ways of overcoming the social exclusion of the Roma. It is showing that it is possible to reduce situations of social exclusion by implementing measures which are supported by the results that have been achieved in very different socio-economic contexts. Our Government is committed to providing this Plan with measures corroborated by research and backed by major international organisations. We consider it an act of responsibility that the people who deliver a public service to society should know what works best in our field in order to make decisions based on analysis that is as meticulous as possible.

The current situation in our country means we need to manage public resources very carefully and responsibly. The Government has decided to draw up a Plan featuring short-term actions, and we have opted for a three-year plan featuring 91 specific and assessable actions aligned with the Europe 2020 strategy and with sufficiently corroborated scientific foundations. At the end of the three years of implementation, we will analyse the Plan's social impact and introduce any improvements that may be needed for future integrated policies for Roma in Catalonia.

In conclusion, I would like to underline that knowing Catalonia is becoming a benchmark for other European countries in terms of the methodology used to draw up and implement public policies for the Roma is a great incentive for us. We will continue along our path of ongoing dialogue with the community to improve the living conditions of the Roma in our country and at the same time gather and recognise their cultural contributions. We will thus be able to jointly contribute to the improvement of society as a whole in our country.

Neus Munté i Fernàndez
Minister of Social Welfare and Family

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1

Introduction

The Integrated Plan for the Roma 2014-2016 is the continuation of the second Plan, which covered the period 2009-2013. This continuity is based on Resolution 1045/VI of the Catalan Parliament urging the Catalan Government to draw up and implement an integrated plan. This Plan is intended firstly to maintain and enhance the positive aspects of the previous Plan, and secondly to improve those aspects that will enable us to achieve better outcomes in terms of participation, efficiency and the social impact of our policies.

One of the limitations of this Plan is the lack of official data about Roma in Catalonia and about their educational, social, healthcare, housing, employment and other situations. This limitation is mainly due to personal data protection legislation (Spain's Data Protection Act 15/1999, of 13 December, Official State Gazette no. 298, of 14 December) which protects data containing information about ethnicity along with other personal details. This makes it impossible to accurately obtain the data needed to draw up a sufficiently grounded state of the art. This limitation has been a constraint on drawing up impact indicators for some of the actions in the Plan.

While there are no official data, there are numerous European studies, reports and resolutions that provide corroborated information and urge Member States to step up their work with Roma. This information is set out in greater detail in section 2.2 of this Plan. However, as noted we do have the following data which have been taken into consideration when drawing up the Integrated Plan for the Roma 2014-2016 and setting the priorities, nature and scope of the planned measures, and which have also been used as the baseline of this Plan. The Roma are the largest ethnic minority in Europe. It is estimated that about twelve million Roma live in countries in Europe, the Americas and some areas of Asia and Oceania. According to the Council of Europe Roma Travellers Division, in Spain there are 725,000 Roma.¹ In Catalonia the Roma population ranges between 80,000 and 90,000 people, according to figures from Roma organisations. Over recent decades there has been a significant improvement in their living conditions through access to social protection systems, public housing and healthcare and education systems. However, a large part of the Roma continue to constitute one of the most vulnerable

1. Council of Europe (2009): *Roma and Travellers. Working with Roma to improve their own Lives.* <http://www.coe.int/t/dg3/romatravellers/>.

groups at greatest risk of social and economic exclusion in Catalonia, in addition to being frequent victims of discriminatory practices that impede their access to goods and services under equal conditions with the rest of Catalan citizens.

In 2010, the European Year for Combating Poverty and Social Exclusion, the Roma were highlighted as a group at greater risk of poverty compared to the rest of the population. According to Fundación Secretariado Gitano figures,² the unemployment rate for Roma in Spain in 2013 was 42%, 17 points above the rest of Spaniards. In terms of health, the *Study of Roma in Catalonia*³ noted the alarming gap between the life expectancy of Roma women (55 years) and non-Roma women (82 years) in Catalonia.

The core of this Plan is based on four main factors: the involvement of Roma in the entire process, contextualisation within the European, national and Catalan framework of public policies aimed at the Roma, ongoing partnership and dialogue with local authorities, and finally consistency with the results of the research with the greatest impact which is helping to improve the situation of the Roma.

1.1. Involvement of Roma in drawing up the Plan

When this Plan was being drawn up special emphasis was attached to the real involvement of Roma in shaping the policies that affect them. This *decisive participation* is a fundamental principle in mapping out any public policy, project or activity aimed at a specific group or community. Only in this way can we ensure the best conditions for our actions to become socially useful.

The main European organisations recommend informed and active involvement of representatives of Roma culture in interventions and research that address any aspect that may affect them directly.⁴ From the outset the Plan aims to meet European recommendations and Roma needs and proposals as expressed by their organisations and individual Roma.

When drawing up this Plan, Roma have been involved in the following participation forums:

- *Integrated Plan for the Roma renewal team*: composed of ten representatives of Roma organisations, an individual member of the Centre for Roma Studies at the University of Barcelona, the Roma community care advisor and the Second Vice-President of the Plenary Session of the Roma in Catalonia Advisory Board. This team is supplemented by the technical team in the Deputy Directorate General of Social Cooperation and Volunteering.
- *Roma working groups*: organised by areas and with a majority presence of Roma, they have drawn up specific proposals for the Plan's major work areas (education, housing, health, employment, culture, public safety, justice and the media). The proposals of these groups have been considered by the aforementioned renewal team when drawing up the measures in the Plan.

2. Fundación Secretariado Gitano (2014): *Informe anual 2013*. Madrid.

3. Government of Catalonia. Department of Social Welfare and Family (2005): *Estudi sobre la població gitana de Catalunya. Informe final*. Barcelona.

4. Council of Europe, 2011; European Commission, 2011a; European Commission, 2011b.

- *Roma Advisory Board*: the Plan's main participation body. It is made up of 21 representatives of Roma organisations. It amends and endorses the content and the renewal process as a whole before reporting the proposal to the Integrated Plan for the Roma Interdepartmental Committee.

1.2. European, national and Catalan framework for public policies aimed at the Roma

This Plan has been drawn up based on the European, national and Catalan framework of recommendations and public policies addressed to the Roma.

Europe

The main objectives specified by the European Commission in its Europe 2020 Strategy include the following:⁵

“Reduce the number of Europeans living below national poverty lines by 25%, lifting 20 million people out of poverty.”

“The share of early school leavers should be under 10% and at least 40% of the younger generation should have a tertiary degree.”

In January 2011, the EC published a report⁶ with recommendations for tackling early school leaving in Member States. The Report states that Roma have the highest early school leaving rate. The measures the Report recommends include carrying out policies against school segregation of Roma pupils in Member States. In this respect schools as learning communities⁷ are significant as an educational model that reduces early school leaving and helps students at risk of leaving school early.

Following the 2020 Strategy, the Commission urges Member States to implement their own national strategies and says *improving the situation of Roma is a social and economic imperative for the Union and its Member States*.⁸ The four main areas of improvement are education, housing, health and employment. In response to this communication Spain drew up its National Strategy for the Social Inclusion of Roma in Spain 2012-2020.

In June 2013, after having analysed the progress made to date by national strategies,⁹ the Commission issued a report that said the actions taken are insufficient and makes

5. European Commission: Europe 2020. A strategy for smart, sustainable and inclusive growth, Brussels, 3.3.2010, COM(2010) 2020 final, p. 3 and 11.

6. Communication from the Commission to the European Parliament, the Council, the Economic and Social Committee and the Committee of the Regions. Brussels, 31.1.2011, COM (2011) 18 final. Tackling early school leaving: A key contribution to the Europe 2020 agenda.

7. www.xtec.cat/web/projectes/comunitats.

8. Communication from the Commission to the European Parliament, the Council, the Economic and Social Committee and the Committee of the Regions. Brussels, 5.4.2011, COM (2011) 173 final, p. 2.

9. Communication from the Commission to the European Parliament, the Council, the Economic and Social Committee and the Committee of the Regions. Brussels, 26.6.2013, COM (2013) 454 final.

recommendations to Member States on key areas of action, the importance of the participation of the Roma community, the need for collaboration with local authorities and the importance of allocating proportionate financial resources to the policies and actions aimed at the Roma community in order to improve the effectiveness of their strategies. This proposal took shape in the December 2013 Recommendation of the Council. In addition to these primary documents, it also published some specific reports by areas.

In education, the Commission places particular emphasis on ensuring *full access for Roma boys and girls to quality and mainstream education and to ensure that all Roma pupils complete at least compulsory education*.¹⁰ This goal could be attained by means of measures such as eliminating any form of school segregation, reducing early school leaving, increasing access to early childhood education, encouraging greater family participation and improving teacher training.

One of the actions recommended by the European Commission is schools as “learning communities”.¹¹ This means schools that agree on a common vision, basic values and objectives of school development. They also create favourable conditions for reducing school dropout and helping students at risk of dropping out.

In the field of employment, the Commission has drawn up a report on the social situation of the Roma and urges Member States to undertake a series of measures to improve their access to the labour market in the EU.¹² Among other recommendations, it invites Member States to support first work experience, support self-employment and entrepreneurship and eliminate barriers, including discrimination, to (re)entering the labour market.¹³

It also makes recommendations in the field of healthcare and housing that can be seen in the reports cited above.

National

As mentioned above, Spain has drawn up its National Strategy for the Social Inclusion of Roma in Spain 2012-2020.¹⁴ The priority areas of the strategy are education, employment, health and housing. These areas have quantitative objectives to be met by 2020 and some intermediate targets for 2015. For example, one of the specific objectives in education is to increase the proportion of Roma children who have gone through kindergarten prior to compulsory schooling (<6 years); the target for 2015 is 91% and 95% by 2020. In the field of health, one of the goals is to reduce childhood obesity to 13% by 2015 and 10% by 2020, while another objective is to reduce the percentage of children who have never had a dental check-up to 45% by 2015 and 38% by 2020.

10. Council recommendation of 9 December 2013 on effective Roma integration measures in the member states (2013/C 378/01).

11. Communication from the Commission to the European Parliament, the Council, the Economic and Social Committee and the Committee of the Regions. Brussels, 31.1.2011, COM (2011) 18 final, p. 7.

12. European Parliament resolution of 11 March 2009 on the social situation of the Roma and their improved access to the labour market in the EU (2008/2137 [INI]).

13. Council recommendation of 9 December 2013 on effective Roma integration measures in the Member States (2013/C 378/01).

14. Estrategia Nacional para la Inclusión Social de la Población Gitana en España 2012-2020, p. 14.

Each Member State has to implement their national strategies. In the case of Spain, authority in Roma policies is devolved to the regions and the Technical Cooperation Group has been set up to coordinate their actions. The Group consists of the members of the regional governments with responsibility for policies targeting the Roma community. The Group's main function is to monitor the implementation of measures in the individual regions and their impact on Roma. Using the information gathered by the Group, the Ministry of Health, Social Services and Equality reports to the Commission about the progress of the strategy in Spain.

One of the key areas in this strategy for the social inclusion of the Roma is education. In December 2011 the European Parliament supported the implementation of successful educational actions contained in the European INCLUD-ED project¹⁵ after intensive research and analysis of all educational systems in the European Union. It examined which educational strategies help to overcome inequalities and promote social cohesion and which generate social exclusion, paying special attention to vulnerable or disadvantaged groups. In addition the Ministry of Education, Culture and Sport is also promoting the implementation of successful educational actions in schools with the aim of increasing the educational attainment of Roma students.¹⁶

According to Ministry figures,¹⁷ during the 2012-2013 school year 64.4% of Roma men and women aged between 16 and 24 did not successfully complete lower secondary education in Spain. Only 3.4% of Roma did upper secondary education in the same period, and the early school leaving rate stood at 63.7% of young Roma aged between 18 and 24.

One of the strategy's supplementary blueprints for action is non-discrimination and promoting equal treatment. Specific impact goals are not set in this area but rather stress is placed on the need to enhance the effective implementation of European and Spanish legislation concerning non-discrimination, anti-racism and hate crimes, awareness and training among other proposed measures. Also significant is the Secretariado Gitano Foundation's report *Discrimination and the Roma Community 2013*. Its recommendations include professional training and raising awareness for key stakeholders, such as people working in the media, law enforcement, etc., setting up disciplinary measures to correct discriminatory behaviour, and information and training for potential victims. The progress report on the implementation of national strategies published by the Commission¹⁸ urged putting special emphasis on the fight against various forms of discrimination against Roma women in addition to the issues already mentioned.

Catalonia

Thirteen years ago the Catalan political framework concerning the Roma in Catalonia took an important turn, and it is now a benchmark for other countries in the European

15. Flecha, R. (2006-2011): INCLUD-ED. Strategies for inclusion and social cohesion from education in Europe. Sixth Framework Programme. Retrieved from <http://creaub.info/included/>.

16. MECD (2011): *Actuaciones de éxito en las escuelas europeas*, p. 9.

17. MECD (2013): *El alumnado gitano en secundaria. Un estudio comparado*. Madrid.

18. Communication from the Commission to the European Parliament, the Council, the Economic and Social Committee and the Committee of the Regions. Brussels, 26.6.2013, COM (2013) 454 final.

Union as a successful action in the political sphere which has led to measures with proven social impact.

The starting point for drawing up the first Integrated Plan for the Roma in Catalonia (2005-2008) and for its successors was two important resolutions of the Catalan Parliament (21 November 2001):

- Resolution 1045/VI of the Parliament of Catalonia on drawing up an integrated plan for the Roma in Catalonia.
- Resolution 1046/VI of the Parliament of Catalonia on recognition of the identity of the Roma and the value of their culture.

Following these resolutions, in 2003 the *Study on Roma in Catalonia*, commissioned by the Catalan Government's Department of Welfare and Family, was published. This study presents data on the situation of Roma in Catalonia that served as the starting point for drawing up the first Integrated Plan for the Roma in Catalonia (2005-2008).

Furthermore Article 42.7 of the Statute of Autonomy of Catalonia of 2006¹⁹ states that the public authorities "shall guarantee recognition of the culture of the Romany people so as to safeguard their historical heritage".

In 2007, following the involvement of a number of Roma social movements working together with the parliamentary groups, on 29 March 2007 the Parliament of Catalonia passed a Declaration recognising the persecution and genocide of the Roma.²⁰

In housing the considerations made by the Ombudsman in the 2013 Resolution on the existence of camps of Roma families with children are significant.²¹ The Department of Social Welfare and Family is to include these proposals in actions concerning settlements in Catalonia.

In education, the Department of Education published the National Offensive for Academic Success: Plan to Reduce Academic Failure in Catalonia 2012-2018. The Plan sets as a national target halving the academic failure of children in Catalonia and ensuring each school in Catalonia is a centre of excellence. The main goal of academic success and reducing failure is also a main focus of the Government. Its actions and priorities include enhancing educational inclusion,²² promoting dialogue and participatory learning in the education community to ensure the success of all students, and improving social relationships in the framework of the inclusive school and specific actions in community education plans. In addition, another cornerstone is the involvement and commitment of families in monitoring the academic and personal progress of students,²³ with support and guidance for families. The idea is to prioritise training for families from schools in a particular area (awareness, talks, workshops, parents' schools). Actions are to be implemented to increase the expectations of families, especially the Roma, about the school and

19. Statute of Autonomy of Catalonia, enacted on 19 July 2006.

20. Declaration of the Parliament of Catalonia recognising the persecution and genocide of the Roma, read in the plenary session of the Parliament on 29 March 2007.

21. Ombudsman of Catalonia: Resolution no. R-00212/2013, of 20 September.

22. Pla per a la reducció del fracàs escolar a Catalunya 2012-2018. Propostes de la societat civil gitana, 2013, p. 28.

23. Pla per a la reducció del fracàs escolar a Catalunya 2012-2018. Propostes de la societat civil gitana, 2013, p. 30.

their participation in school activities. Meanwhile measures in the Plan to prevent and eradicate truancy and early school leaving include the Roma School Promotion project designed to reduce truancy and increase the schooling expectations of students and their families.²⁴

In the field of non-discrimination, the Government of Catalonia is working on a non-discrimination law to give effect to the right to equal treatment and non-discrimination on grounds of religion, ethnic origin, age, sexual identity or orientation, disability or any other social or personal status.

1.3. Ongoing dialogue and cooperation with local authorities

The Department of Social Welfare and Family has the authority to map out and coordinate public policies targeting the Roma in Catalonia. Two levels of intra- and inter-governmental cooperation have been set up for this purpose which makes it possible to improve efficiency in the implementation of actions in the region. The first level is intra-governmental cooperation between Catalan Government departments. There are eleven government departments involved in this Plan. Firstly, all actions and implementation schedules have been agreed beforehand with the departments that have specific powers. Secondly, all the departments designate a person who liaises with our Department in order to enable ongoing dialogue and cooperation with each department. Thirdly, there is the Interdepartmental Committee chaired by the Minister of Social Welfare and Family which monitors all actions implemented over the course of the year.

The second level is inter-governmental cooperation with local authorities. Cooperation with local authorities is essential in implementing the Plan. The Plan includes several projects with a budget appropriation that are undertaken by local authorities in their areas. These projects have been drawn up in line with the context, strategic approach, priorities, objectives and actions of the rest of the Plan. In spite of being part of one of the specific areas of the strategy, some of these actions come under the direct authority of local councils, such as managing funeral parlours and street trading.

1.4. Results of scientific research and projects that help to improve the situation of Roma

The social exclusion of a high percentage of Roma has been and is being heavily researched along with their cultural customs and traditions. Unfortunately, the research has not always taken into account the voices of Roma,²⁵ and its findings and interpretations have been erroneous and led to conclusions that have not contributed to overcoming this social exclusion.

Models used in the approach taken by the Integrated Plan for the Roma in Catalonia 2014-2016 include the Code of Conduct for researchers studying the Roma, drawn

24. Pla per a la reducció del fracàs escolar a Catalunya 2012-2018. Propostes de la societat civil gitana.

25. Macías, F., Redondo, G. (2012): Pueblo gitano, género y educación: investigar para excluir o investigar para transformar. *International Journal of Sociology of Education* 1(1), 71-92. doi: 10.4471/rise.2012.04.

up by the Centre for Roma Studies at the University of Barcelona based on the recommendations of the European Charter for Researchers. A specific code of conduct for researching the Roma has been drawn up to ensure this research helps to overcome the social exclusion this community is experiencing and to improve its quality of life. The code includes a set of ethical principles to be observed by project assessors, researchers and civil society.

The first scientific research and technological development project in all the European Commission's framework programmes to focus on analysing the situation of Roma in Europe was the European Workalo project in the 5th Framework Programme.²⁶ This project set out innovative strategies for social and economic development geared towards social cohesion, given that ethnic minorities in general, and the Roma community in particular, have much to contribute to social cohesion in Europe. The political impact of the Workalo project was extremely significant and its main conclusion was unanimously approved by the European Parliament (2005) and by the parliaments of Member States, for example the Spanish Parliament (2005). One of the project's main contributions was critical communicative methodology. The process begun by Workalo has encouraged the subsequent setting up of bodies that gather the voice of the Roma for consultation about any action or policy that affects them.

Another significant European project is INCLUD-ED. Strategies for inclusion and social cohesion from education in Europe (2006-2011).²⁷ It is a project that comes under Priority 7 of the European Commission's Sixth Framework Programme. The project examined the strategies that help to overcome inequalities and promote social cohesion along with the educational strategies that generate social exclusion, paying special attention to vulnerable groups. Hence the INCLUD-ED project has provided successful educational actions which in any context achieve the best outcomes in instrumental learning and social relationships and have been recognised by the scientific community and European bodies, which recommended the implementation of these actions as a way of overcoming early school leaving, one of the key challenges of Europe 2020.

An educational action must meet the following conditions to be considered successful:

- Achieve maximum improvement in educational outcomes.
- This success can be transferred to several other contexts.
- The two previous points have been demonstrated in scientific studies that take into account all voices (researchers and participants).
- The three previous points have been endorsed by scientific publications in the field of education.

Finally, it is essential to be fully familiar with the successful actions and adapt to them, since the actions are successful precisely because they are carried out in one particular way and not otherwise.

26. CREA: (2001-2004). WORKALO. The creation of new occupational patterns for cultural minorities. The gypsy case. FP5, DG Research, European Commission.

27. CREA: (2006-2011). INCLUD-ED. Strategies for inclusion and social cohesion from education in Europe. FP6, DG Research, European Commission.

The successful educational actions are as follows:²⁸

1. Interactive groups

Interactive groups are a form of classroom organisation that gives very good outcomes in improving learning and social relationships. Interactions are multiplied and diversified through interactive groups, while effective working time is also increased. They are an *inclusive* way of organising students which has the support of other adults in addition to the teacher in charge of the classroom. Students are put into small, heterogeneous groups (in terms of sex, culture, academic achievement, special needs, etc.) and human resources that already exist in the school and the community (families, volunteers, support teachers, etc.) are brought into the classroom. The teacher suggests a range of activities and each small group works on them with the help of a relative or volunteer who joins the group. The role of this additional adult in each group is to motivate and foster interaction among the students.

Accelerated learning for all students in all subjects, values, emotions and feelings is achieved in the interactive groups as part of a single dynamic.

2. Dialogic gatherings

They involve the collective construction of meaning and understanding based on dialogue with all students participating in the discussion. The operation of dialogic gatherings is rooted in the seven principles of *dialogic learning* and they are carried out using the finest creations of humankind in various fields ranging from literature to art and music.

The gatherings are a means of learning and also a way to open the school up to the community.

Participants choose the classics they want to read and the number of pages to be read in each session.

Participants read the pages agreed at home and choose a paragraph they want to share with everyone else.

Once in the gathering, people who have chosen a paragraph ask the moderator for their turn and the moderator decides the order in which they will speak.

Then the person reads out their paragraph and explains why they have chosen it. The floor is then thrown open to anyone who wants to give their opinion about the paragraph, and the process continues until the paragraphs are finished.

These gatherings are adapted to the age of the students taking part in them.

3. Training for families

Education in schools is available to families as well as to students and teachers. Family education is based on training in successful actions and caters for the interests and needs of families.

One strategy to encourage parents and other family members to engage with the smooth running of the school is setting up and running training schemes that foster their skills and abilities and also enhance the operation and educational quality of the school and community.

4. Actions to extend learning time: tutored library

A successful strategy recognised by the international scientific community is setting up tutored libraries.

Some schools are opening their libraries outside school hours to improve aspects that are essential for children's learning: language, homework support, reading and writing, maths, etc. The tutoring is provided by members of the educational community, ranging from family members or volunteers in local organisations to professionals in the field or teachers.

5. Educational participation of the community

In addition to taking part in family education using successful actions, families and community members also participate in student learning activities during and outside school hours. Their participation in school life is also reflected in *decision making* about everything that is related to the education of their children.

This *democratic participation* helps promote cultural acceptance and improve the educational performance of children from cultural minorities.

6. Dialogic model for conflict prevention and resolution

This conflict prevention and resolution model is based on dialogue as a tool to overcome inequalities. When handling a conflict, *consensus* about the rules for social relationships among all the parties involved, especially students, takes centre stage and a dialogue which is shared by the entire community throughout the regulatory process is generated.

28. <http://www.xtec.cat/web/projectes/comunitats/actuacionsexit>.

Another reference point for this new Plan emerging from the INCLUD-ED project is the European project ROM UP! The inclusion of Roma through quality successful educational experiences (2012-2013),²⁹ in which the Directorate General of Civic and Community Action in the Department of Social Welfare and Family took part as a member. The main aim of this project was to set up an international network to disseminate knowledge of successful educational actions that are scientifically proven to be effective in promoting the social inclusion of Roma children, and all students in general, in terms of achieving educational success. The project enabled us to confirm the effectiveness of actions to improve the learning and skills level of Roma children. It was implemented in six countries (Spain, Bulgaria, Greece, Romania, Ireland and Belgium).

At present the Directorate General of Civic and Community Action in the Department of Social Welfare and Family is working on a new European project, EDUROM, Promoting the access of Roma to LLP, VET and employment through family education in Primary Schools.³⁰ Its main objective is to promote the Roma community's access to life-long learning and employment through the acquisition of core skills while also impacting the academic success of children.

All the research and projects mentioned above have in common that they are based on actions which have demonstrated their social impact in their work area. The Integrated Plan seeks to apply this principle in all fields of work; before deciding to implement an action, we try to find out if it has already been carried out elsewhere and what results it has achieved in order to analyse its impact. The principles of efficiency, results orientation and success are crucial to the management of our social policies targeting Roma in particular and the whole population in general.

29. European Commission: (2012-2013). ROM UP. The inclusion of Roma through quality successful educational experiences. Lifelong learning programme. DG Education and Culture.

30. European Commission: 2013-2015. EDUROM. Promoting the access of Roma to LLP, VET and employment through family education in Primary Schools. DG Education and Culture.

2

Basic principles and features of the Plan 2014-2016. Term

The main features of the Integrated Plan for the Roma in Catalonia 2014-2016 are as follows:

Realistic

It is a Plan responding to the significant social exclusion suffered by a high percentage of Roma in our country, which has increased with the recession we are experiencing today. It puts forward actions and measures that include the voices of the Roma community and which are also achievable and based on a European, national and Catalan framework of reference.

The specific measures are divided into the following areas: education, housing, health, employment, culture, public safety, justice, media, promotion of associations and local authorities. Gender is mainstreamed throughout the Plan. All the measures in the Plan have the structure, human resources and skills required to carry them out. The experience we have gained in the two previous integrated plans enables us to fine-tune measures, work processes and the implementation schedule more realistically.

Effective. Actions aimed at success

As specified above, the actions in this Plan are designed to achieve success in different areas of work. There is a clear focus on continuous improvement of the social conditions of the Roma and achieving results that contribute to the impact of the actions on the lives of the people they are addressed to.

Priority areas have to be specified when implementing the actions; those parts of Catalonia where the Roma are most disadvantaged as recommended by the European Commission in the Strategy 2020. Special emphasis is placed on analysing transformational factors which have high expectations of improvement and from which good results can be obtained.

Assessable and efficient

We will assess the Plan through impact indicators that will enable us to determine the efficiency of our actions and the achievement of expected results. Hence we need to find out what impact the individual actions have in order to learn whether they have actually helped to transform the current situation and promote the inclusion of Roma in Catalonia.

Performance indicators have also been drawn up that will enable us to find out whether the proposed actions have in fact been undertaken by the various organisations involved between 2014 and 2016.

Results-oriented

The actions contained in the Plan's various areas are intended to achieve an expected result that has been jointly specified beforehand by the authorities and Roma representatives from the Plan's key participation bodies. Whether or not this result is achieved determines whether the action has been carried out optimally or not. If not, we need to review the action and make any necessary changes that will enable us to achieve the expected results which are our goal. In this case the measures are only the means to achieve the social improvement required.

Participatory and transparent

The decisive participation and involvement of Roma in policies aimed at improving their situation has been crucial in drawing up the Plan right from the start. This principle is an essential quality and ethical positioning factor for our Government. The best way to ensure that a project is meeting the needs of its recipients is to let them say what they want and need and also take part in project design, management and implementation.

This Plan promotes processes and formulas that foster intercultural dialogue in an organisation, in the target group or in the drawing up and decision-making process.

3

Objectives

The Plan's general objectives take into account the ones in the previous Plan, yet there is also a major change in approach; they are based on actions supported by the international scientific community due to their social impact in the areas where they are implemented. These objectives have emerged from the voices of the Roma community and also the findings of the research and reports consulted and specified above.

The Plan 2014-2016 has four basic general objectives:

1. Map out specific policies for the Roma in Catalonia based on evidence that has been scientifically proven to be successful in the promotion and inclusion of the Roma.
2. Build strategies to put successful actions in place in the following areas: education, employment, culture, justice, health, housing, public safety, media, promotion of associations and local authorities.
3. Ensure Roma at risk of social exclusion in Catalonia are at the same socio-economic level as the society of which they are members.
4. Promote Roma culture as part of Catalan culture, disseminating its values and its contribution to the culture of Catalonia.

4

Organisation of participation

The Integrated Plan for the Roma 2014-2016, sponsored by the Department of Social Welfare and Family, seeks to ensure the engagement of the various departments of the Government of Catalonia, coordination with local authorities and the participation of representatives of the Roma and other social organisations. To that end it has joint bodies responsible for drawing up and monitoring the Integrated Plan for the Roma (the Integrated Plan for the Roma Interdepartmental Committee and the Roma Advisory Board). In addition a new informal participation body has been set up formed by individual Roma (not affiliated).

4.1. Integrated Plan for the Roma Interdepartmental Committee

The Interdepartmental Committee was established as a coordinating body for drawing up the Integrated Plan for the Roma and the subsequent consistent and effective implementation of the measures it contains. The Interdepartmental Committee enables the Plan to be carried out in a wide-ranging and agreed way as well as interdepartmental decision making to cater for needs and circumstances that affect care for Roma in Catalonia.

Based on the current departmental organisation, the following departments form part of the Interdepartmental Committee:

1. Department of the Presidency
2. Department of Governance and Institutional Relations
3. Department of Economy and Knowledge
4. Department of Education
5. Department of Health
6. Department of Home Affairs
7. Department of Planning and Sustainability
8. Department of Culture
9. Department of Social Welfare and Family
10. Department of Enterprise and Employment
11. Department of Justice

4.2. Roma Advisory Board

The Roma Advisory Board affords official and direct voice and participation to the interests and opinions of the Roma through Roma organisations and organisations working with the Roma.

The Roma Advisory Board has a plenary session and an executive committee.

4.2.1. Plenary session of the Roma Advisory Board

The plenary session of the Advisory Board consists of:

- A president, who is the head of the department in charge of social inclusion policies and responsible for the implementation of the Integrated Plan for the Roma in Catalonia.
- A first vice-president, who is the head of the body in charge of community development and support for groups at risk of exclusion and can stand in for the person holding the presidency in case of absence, illness or vacancy.
- A second vice-president, who is the Rom appointed by the president at the suggestion of the plenary session.
- The following members:
 1. Up to 21 Roma representing Roma associations and foundations appointed by the president from all Catalan provinces so as to ensure in particular the presence of young Roma and Roma women.
 2. One person appointed by the Catalan Federation of Municipalities and one by the Catalan Association of Municipalities and Counties.
 3. Two people of recognised standing in the associations working with the Roma appointed by the president.
 4. One person appointed by each of the two largest trade unions in Catalonia.
 5. The members of the Interdepartmental Committee appointed by the president for each plenary session based on the issues to be dealt with.
 6. A secretary, who is the person appointed by the president from the staff of the department in charge of social inclusion and integration policies and responsible for the implementation of the Integrated Plan for the Roma in Catalonia.
- The principle of equality between men and women has been observed when appointing Roma Advisory Board representatives.

The plenary session's main functions are as follows:

- Report the Integrated Plan for the Roma proposal.
- Request, put forward and/or draw up studies or reports on topics of interest for the Roma.
- Advise the Interdepartmental Committee or the various departments of the Government of Catalonia when requested to do so.
- Make recommendations to the Government on matters relating to the situation of the Roma.

- Promote studies, initiatives and events for the inclusion of the Roma and the defence of their culture and to combat racism and discrimination.
- Study and produce proposals for strengthening mutual understanding between the various cultures living in Catalonia.
- Maintain contacts with other similar national, state and international bodies.
- Approve the report on the actions of the Government related to the Roma and on the implementation of the Integrated Plan.
- Set up the working groups deemed necessary for specific topics of interest for the Roma.
- Advise and make recommendations to the Government to fight inequality and discrimination against Roma women. To this end, the Advisory Board issues proposals for action to promote equal access for Roma women and girls in educational, social and employment settings, to enhance the image of Roma women as transmitters and facilitators of Roma cultural identity and to publicise the contributions that Roma women make to their community and the wider society.

4.2.2. Executive Committee of the Roma Advisory Board

The Executive Committee is made up of:

- The president, who is the person who is the first vice-president of the plenary session.
- The vice-president, who is the person who is the second vice-president of the plenary session.
- Six people representing Roma associations and foundations from all Catalan provinces.
- One person appointed by the Catalan Federation of Municipalities and one by the Catalan Association of Municipalities and Counties.
- Two people of recognised standing in the associations working with the Roma appointed by the president.
- The members of the Interdepartmental Committee appointed by the president based on the issues to be dealt with.
- A secretary, who is the secretary of the plenary session.

The Executive Committee's functions are:

- Promote the implementation of the decisions taken by the Plenary Session.
- Propose issues to be discussed in the plenary session and present proposals to the plenary session.
- Draw up an annual report on the actions of the Government related to the Roma and on the implementation of the Integrated Plan.
- Propose setting up working groups to the plenary session.
- Any other duties that may be assigned or delegated to it by the plenary session.

4.2.3. Working groups

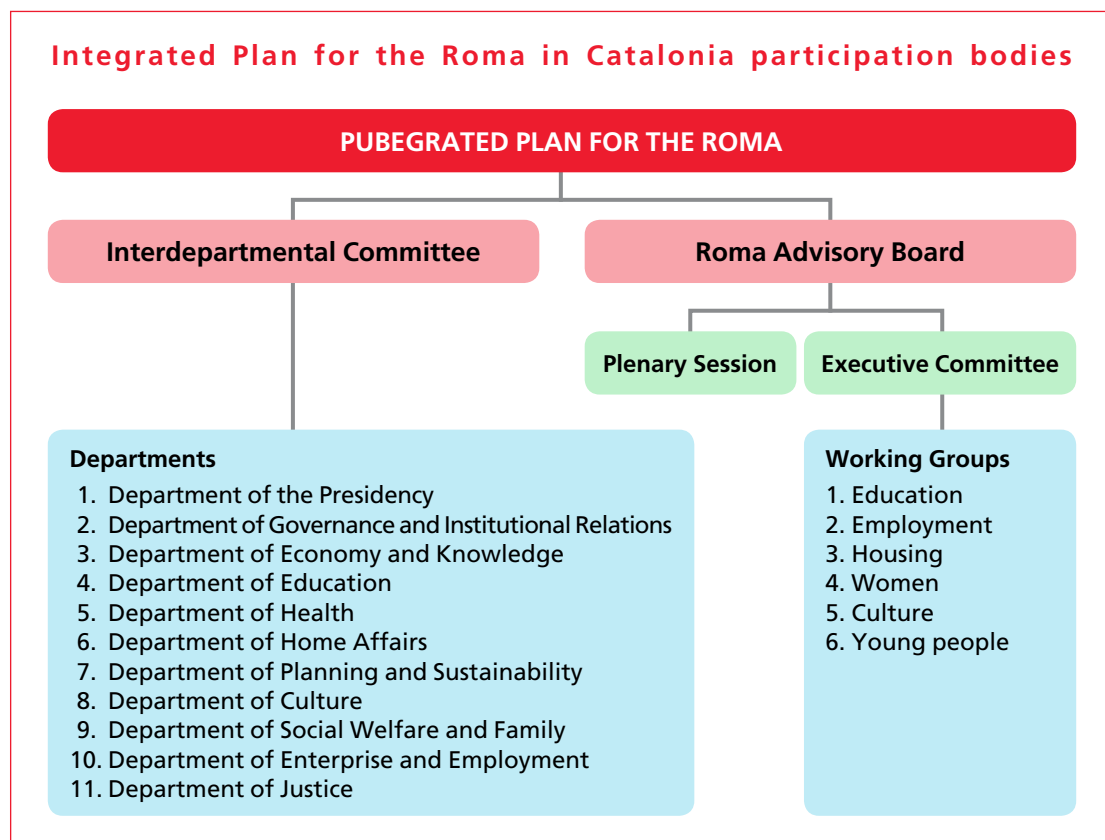
Working groups have been set up with the following general objectives to facilitate operational implementation of the actions envisaged in the various areas of the Plan:

- Propose specific actions to the departments responsible for each area.
- Establish ongoing dialogue with the departments responsible for the actions.
- Liaise between the Plan and the Roma community.
- Timetable the start-up of the actions.
- Ensure there is a connection between the Plan's actions and the actual needs of the Roma.
- Monitor the operation and impact of the actions that are carried out.
- The working groups consist of technical staff and managers from the relevant departments and individual Roma (affiliated or not).

4.3. *Pativalé Manusa*

One of the Integrated Plan's challenges in this new era is to improve the dissemination and impact of our actions in neighbourhoods to ensure they reach Roma who are not affiliated to organisations.

Organisation chart of the integrated Plan for the Roma in Catalonia



The aim is to ensure that the Plan comes from the Roma and they see it as their own, so it is important to include the *Pativalé Manusa*, a figure that is essential for the Roma. Throughout history some Roma have been recognised and respected for their life histories and integrity, and because they have always lived in accordance with Roma laws. The *Pativalé Manusa* is an internal body composed of these respected Roma which is the direct communication channel between the Plan and the community.

5

Expected results by areas

Below are the expected results by areas; these results correspond to the targets to be achieved by the end of the term of this Plan (2016). As the Plan's implementation period is short, intermediate targets have not been set.

Each of the expected results, in other words each of the final targets the Plan seeks to achieve, is accompanied by a series of concrete measures and actions that will make it possible to attain them.

CULTURE		
Expected result	CULT1	Impact indicator 2016
Enhance the learning of Romani		12 beginner's Romani courses
European, national and Catalan framework of public policies aimed at the Roma		
EN 2012-2020. Pages 25 and 30 Official Journal of the European Union. The social situation of the Roma and their improved access to the labour market in the EU. 11.03.09. Roma on the labour market: access or exclusion? Point 51		
Measures	Owner	
1. Initial training in Romani	Department of Social Welfare and Family	
2. Setting up a jobs board for Romani language trainers	Department of Social Welfare and Family	
Actions	Performance indicator	Gender perspective
1) 12 Romani language training courses in schools	Number of training actions Number of attendees Number of people who get the diploma	Y
2) 1 jobs board for Romani language trainers	YES/NO jobs board for trainers Number of people on the jobs board for trainers	Y

CULTURE		
Expected result	CULT2	Impact indicator 2016
Promote Roma history and culture, especially music, as part of Catalan culture, disseminating its values and its contribution to the culture of Catalonia		
European, national and Catalan framework of public policies aimed at the Roma		
EN 2012-2020. Page 30 Official Journal of the European Union. The social situation of the Roma and their improved access to the labour market in the EU. 11.03.09. Roma on the labour market: access or exclusion? Point 39		
Measures	Owner	
1. Celebrate the arrival of Roma in Catalonia	Department of Social Welfare and Family	
2. Observe the International Day of the Roma	Department of Social Welfare and Family	
3. Commemoration of the Great Gypsy Round-up 30 July 1749	Department of Social Welfare and Family	
4. Create a specialised collection on Roma history and culture in a public library in Barcelona, possibly extending it to other libraries in Catalonia	Department of Culture and Department of Social Welfare and Family	
5. Enhance and extend the Roma Virtual Museum website	Department of Social Welfare and Family	
6. Support activities to promote Roma culture in schools	Department of Education and Department of Social Welfare and Family	
Actions	Performance indicator	Gender perspective
1) 1 event commemorating the arrival of the Roma People in Catalonia	YES/NO event Number of attendees	Y
2) 3 events commemorating the International Day of the Roma	Number of events Number of attendees	Y
3) 1 event commemorating the Great Gypsy Round-up (30 July 1749)	Number of events Number of attendees	Y
4) Starting up and promoting a specialised collection on Roma history and culture in a public library in Barcelona (material acquisition, publicity, running activities)	YES/NO start-up YES/NO material acquisition YES/NO activities	Y
5) Post contributions of Roma organisations and/or other stakeholders on the Roma Virtual Museum website	YES/NO contributions Number of contributions	Y
6) Dissemination of Roma culture in schools: Roma tales and storytelling, awareness about the International Day of the Roma, Romani language learning, etc.	YES/NO Number of stories Number of attendees Number of courses	Y

CULTURE		
Expected result	CULT3	Impact indicator 2016
Enhance positive Roma role models and their contribution to Roma and non-Roma society in Catalonia		Identification of 20 new positive Roma role models
European, national and Catalan framework of public policies aimed at the Roma		
EN 2012-2020. Page 30		

CULTURE		
Measures	Owner	
1. Search for and coordination with positive role models	Department of Social Welfare and Family	
2. Enable the presence of positive role models in a range of venues: talks, media and visits to schools	Department of Social Welfare and Family	
Actions	Performance indicator	Gender perspective
1.1) Finding one positive role model per field: education, health, employment, housing, culture, media, public safety and justice	YES/NO role models Number of role models	Y
1.2) 1 meeting with the positive role models found	Number of positive role models who attend the meeting	Y
2) 1 interview with a media outlet and visits to 2 of the 5 priority schools by some of the positive role models	YES/NO interview YES/NO visit	Y

EDUCATION		
Expected result	EDU1	Impact indicator 2016
Have confirmed information about truancy, dropout and educational achievement in schools with a high number of Roma students.		Specification of the 5 priority schools
European, national and Catalan framework of public policies aimed at the Roma		
Brussels, 7 June 2011 10544/11 EDUC Council recommendation on policies to reduce early school leaving Brussels, 31.1.2011 COM(2011) 18 final. Tackling early school leaving: A key contribution to the Europe 2020 Agenda EN 2012-2020. Strategic line. Page 29 Brussels, Report on the implementation of the EU Framework for National Roma Integration Strategies COM (2014) 209 final - 2.4.2014		
Measures	Owner	
1. Collect data from the last three years (2010-2011, 2011-2012, 2012-2013) on early school leaving, failure to complete 4th year lower secondary and core skills test results in schools with large numbers of Roma students	Department of Education	
2. Collect enrolment data for schools with a large number of Roma students in the last 3 years (2010-2011, 2011-2012, 2012-2013)	Department of Education	
3. Analysis and interpretation of the data	Department of Social Welfare and Family	
Actions	Performance indicator	Gender perspective
1) Collecting data on 20 schools that educate a large number of Roma students	YES/NO data collection	Y
2) Analysis and interpretation of data from the 20 schools, with particular attention to data for Romanian and Bulgarian students in areas where Roma families from Eastern Europe live	YES/NO data analysis Specification of the 5 priority schools YES/NO Incomplete	Y

EDUCATION		
Expected result	EDU2	Impact indicator 2016
Reduce school truancy and dropout rates, increase educational achievement and the skills of students at the five priority schools		30% reduction in truancy by students targeted at the 5 schools 30% reduction in dropout rates 15% improvement in the results of the group-class in core skills tests in Primary 6 and Lower Secondary 4 10% reduction in students who fail core skills tests in Primary 6 10% reduction in students who fail core skills tests in Lower Secondary 4
European, national and Catalan framework of public policies aimed at the Roma		
<p>Brussels, 26.6.2013 COM (2013) 2013/0229 (NLE) 460 final 2.3 (a, b, d and e) Recommendation of the Council of 9 December 2013 concerning the adoption of effective measures for Roma integration in Member States. Point. 1.3 c Comprehensive Strategy against Racism, Racial Discrimination, Xenophobia and related Intolerance. 03.11.11. Pages 66, 70 and 71 EN 2012-2020. Strategic line. Pages 24 and 25 and specific objective 2.2 Brussels, 5.4.2011 COM (2011) 173 final. Page 5 Brussels, Report on the implementation of the EU Framework for National Roma Integration Strategies COM (2014) 209 final - 2.4.2014 Government of Catalonia. 2012. National Offensive for Academic Success. Objective 1, Area 9</p>		
Measures	Owner	
1. Implementation of the School Promotion plan	Department of Education	
2. Training in successful educational actions for PIPG community stakeholders (mediators, promoters, etc.)	Department of Education, Department of Social Welfare and Family and local authorities	
3. Promote successful educational actions (interactive groups, literary gatherings, tutored library, family training in instrumental learning, involvement and decisive participation of families in the school)	Department of Education, Department of Social Welfare and Family and local authorities	
4. Gathering of pastors for educational success	Department of Social Welfare and Family, Department of Education and the Department of Governance and Institutional Relations	
Actions	Performance indicator	Gender perspective
1) Advice to schools about implementing the School Promotion plan, including successful educational actions	Number of advisory processes conducted	Y
2.1) Training in successful educational actions for all PIPG community stakeholders	Number of training courses Number of attendees at the training courses	Y
2.2) Informative talks about successful educational actions in the five priority schools	Number of talks given	Y
3) Promote training about learning communities	Number of training courses conducted	Y
4) 1 gathering of pastors for educational success	Number of pastors attending	Y

EDUCATION		
Expected result	EDU3	Impact indicator 2016
Increase enrolment in kindergartens (3-6 years)		50 Roma children in school aged 3 to 6
European, national and Catalan framework of public policies aimed at the Roma		
Brussels, 26.6.2013 COM (2013) 2013/0229 (NLE) 460 final 2.3 (b) Recommendation of the Council of 9 December 2013 concerning the adoption of effective measures for Roma integration in Member States. Point 1.3 d EN 2012-2020 Specific objective 1.1 and strategic line. Page 24 Brussels, 5.4.2011 COM (2011) 173 final. Page 5 Comprehensive Strategy against Racism, Racial Discrimination, Xenophobia and related Intolerance 03.11.11. Page 70		
Measures	Owner	
1. Briefings with positive role models and experts on early schooling in the areas concerned	Department of Education, Department of Social Welfare and Family and local authorities	
2. Support for Roma organisation projects that promote kindergarten schooling	Department of Social Welfare and Family and local authorities	
Actions	Performance indicator	Gender perspective
1) 2 briefings in neighbourhoods with high rates of Roma about early schooling. Attendees: Roma organisations, evangelical church, parents and local authority staff	Number of sessions Number of attendees at the sessions	Y
2) Support 3 projects by organisations that promote early childhood education	Number of projects or actions supported by the Department of Social Welfare and Family	Y

EDUCATION		
Expected result	EDU4	Impact indicator 2016
Foster the suitability, skills and motivation of teachers and educational stakeholders in schools with a large number of Roma students		Adaptation of teaching staff in the five priority schools
European, national and Catalan framework of public policies aimed at the Roma		
Brussels, 26.6.2013 COM (2013) 2013/0229 (NLE) 460 final 2.3 (f) Recommendation of the Council of 9 December 2013 concerning the adoption of effective measures for Roma integration in Member States. Point 1.3 g Government of Catalonia. 2012. National Offensive for Academic Success. Area 1 EN 2012-2020. Strategic line. Page 25		
Measures	Owner	
1. Adaptation of teaching staff in the priority schools based on the decree specifying the profile and provision of teaching jobs and the decree on the independence of educational institutions	Department of Education	
Actions	Performance indicator	Gender perspective
1) Guidelines on adaptation of teaching staff to the needs of the priority schools	Response of staff to the needs of the schools	Y

EDUCATION		
Expected result	EDU5	Impact indicator 2016
Increase the number of students enrolled in post-compulsory education and at university		Increase of 50 Roma students in post-compulsory education Increase of 10 Roma students in Catalan universities
European, national and Catalan framework of public policies aimed at the Roma		
EN 2012-2020 Specific objective 4.3 and strategic line. Page 24 Brussels, 5.4.2011 COM (2011) 173 final. Page 6		
Measures	Owner	
1. Examine the regulatory changes required to articulate affirmative action measures for Roma	Department of Economy and Knowledge, AGAUR and Department of Social Welfare and Family	
2. Study the inclusion of additional criteria in the requirements for access to post-compulsory education grants, such as <i>minority group</i>	Department of Economy and Knowledge, AGAUR and Department of Social Welfare and Family	
3. Training for people over 25 to go to university (university entrance group)	Department of Economy and Knowledge, AGAUR, Department of Education and Department of Social Welfare and Family	
Measures	Owner	
4. Support for people over 25 before and after they go to university and monitoring the students' academic progress	Department of Economy and Knowledge, AGAUR and Department of Social Welfare and Family	
5. Make it easier for Roma students to do teacher training	Department of Economy and Knowledge and Department of Social Welfare and Family	
Actions	Performance indicator	Gender perspective
1) Set up a working group to discuss the regulatory and procedural changes necessary to articulate affirmative action measures for Roma	YES/NO setting up	Y
2) Working Group meetings to look at ways in which Roma can have greater access to grants	YES/NO Number of meetings	Y
3) Holding 3 sets of university entrance groups for people over 25 and provide support before and after	YES/NO holding Number of attendees Number of people sitting the exam Number of people passing	Y
4) Briefings on the conditions and requirements for obtaining university grants for groups of young Roma	YES/NO holding Number of attendees	Y
5) Put in place mentored support mechanisms for Roma young people who attend universities in Catalonia seeking educational success	YES/NO holding Number of specific tutorials	Y

PROMOTION OF ASSOCIATIONS		
Expected result	Impact indicator 2016	
Strengthen the network of Roma associations	Number of Roma organisations benefiting from the call, amount awarded and % of total	
European, national and Catalan framework of public policies aimed at the Roma		
EN 2012-2020 Other complementary lines of action. Page 41		
Measures	Owner	
1. Support Roma organisation projects that foster social cohesion and combating social exclusion and promoting and encouraging volunteerism, equality between men and women and the social participation of Roma youth	Department of Social Welfare and Family	
2. Support Roma organisation activities that promote the values of civic behaviour, civic participation, combating social exclusion and promoting and encouraging volunteerism, equality between men and women and the social participation of Roma youth	Department of Social Welfare and Family	
Actions	Performance indicator	Gender perspective
1) Call for grants from the Department of Social Welfare and Family in 2014, 2015 and 2016	YES/NO call No. of projects No. of activities	Y
2.1) Support for Roma organisations through providing facilities or resources for carrying out their activities	No. of resources	Y
2.2) Education and training for Roma organisations	YES/NO	Y

HOUSING		
Expected result	HOU1	Impact indicator 2016
Reduce the number of settlements of Roma families, as well as ensure appropriate conditions of sanitation and hygiene		Reducing the number of settlements from 4 to 2 Fully guaranteed safe drinking water, electricity supply and treatment of wastewater
European, national and Catalan framework of public policies aimed at the Roma		
EN 2012-2020 Specific objective 1.1 and 1.2 Brussels, 5.4.2011 COM (2011) 173 final. Page 8 Brussels, 26.6.2013 COM (2013) 2013/0229 (NLE) 460 final 2.7 (b) Recommendation of the Council of 9 December 2013 concerning the adoption of effective measures for Roma integration in the Member States Point 1.6 a and d Ombudsman. Resolution of the case O-01854/2013 concerning the existence of camps of Roma families with children in 4 Catalan municipalities. Pages 14, 15 and 16 Comprehensive Strategy against Racism, Racial Discrimination, Xenophobia and related Intolerance. 03.11.11. Page 82		

HOUSING			
Measures		Owner	
1. Coordination and joint work between Roma organisations, local authorities, the Housing Agency of Catalonia and the Department of Social Welfare and Family to manage resettlement		Housing Agency of Catalonia, local authorities and the Department of Social Welfare and Family	
2. Monitrol mechanisms to ensure optimal conditions of access to drinking water, electricity supply and wastewater treatment in settlements		Ens locals, Agència de Salut Pública i Department of Social Welfare and Family	
Actions		Performance indicator	Gender perspective
1.1) Signing 2 cooperation agreements (2 agreements per settlement) by the local authorities, the Housing Agency of Catalonia and the Department of Social Welfare and Family Affairs which regulate cooperation in the people relocation process		YES/NO agreements	Y
1.2) Finalise the resettlement of 2 of the 4 settlements of Roma families in Catalonia		YES/NO	Y
2) Pact to guarantee health and hygiene conditions in settlements that have not begun the relocation process (between Social Welfare and Family and the Public Health Agency or between Social Welfare and Family and the local authorities)		YES/NO pact	Y

HOUSING		
Expected result	HOU2	Impact indicator 2016
Increase access to public housing, ensuring the right conditions so that families can maintain it		
European, national and Catalan framework of public policies aimed at the Roma		
Brussels, 26.6.2013, COM (2013) 2013/0229 (NLE) 460 final 2.7 (c) Recommendation of the Council of 9 December 2013 concerning the adoption of effective measures for Roma integration in the Member States. Point 1.6 a and d Ombudsman. Resolution of the case O-01854/2013 concerning the existence of camps of Roma families with children in 4 Catalan municipalities. Pages 14, 15 and 16 Comprehensive Strategy against Racism, Racial Discrimination, Xenophobia and related Intolerance. 03.11.11. Page 82 Ministry of Public Works and Housing of the Government of Andalusia		
Measures		Owner
1. Perform social/community work to save public money		Housing Agency of Catalonia and Department of Social Welfare and Family
2. Adjust rents to household income		Housing Agency of Catalonia and Department of Social Welfare and Family
3. Hold briefings on access to public housing, its maintenance and options in non-payment of rent and/or mortgage		Housing Agency of Catalonia and Department of Social Welfare and Family

HOUSING		
Actions	Performance indicator	Gender perspective
1) Setting up a pilot project to find alternative options for families which cannot afford their rent. Clearing debt with community work in their neighbourhood (compensatory rent programme, etc.)	YES/NO pilot project Number of people benefiting from the programme	Y
2) Adjust rents to household income	YES/NO	Y
3) Briefing in 2 neighbourhoods with a high percentage of Roma on access to and maintenance of public housing and on the Ofideute service, emergency benefits, rent subsidies, emergency board and inclusion housing	YES/NO session Number of attendees	Y

HOUSING		
Expected result	HOU3	Impact indicator 2016
Get quick and effective solutions for obtaining or changing public housing in the event of exceptional situations (situations of risk, conflict, danger, etc)		
European, national and Catalan framework of public policies aimed at the Roma		

Measures	Owner	
1. Specify procedures and solutions to address the unique processes that require access to or change of public housing	Housing Agency of Catalonia and Department of Social Welfare and Family	
Actions	Performance indicator	Gender perspective
1.1) Establish stable communication channels and workspaces to deal effectively with social emergencies related to exceptional situations (situations of risk, danger or conflict) with explicit recognition of the role of the Roma network	YES/NO	Y
1.2) Social and educational mentoring and monitoring of affected families	YES/NO mentoring	Y

PUBLIC SAFETY		
Expected result	PUB1	Impact indicator 2016
Strengthen the relationship between the police and the Roma community by enhancing understanding and mutual respect		
European, national and Catalan framework of public policies aimed at the Roma		
EN 2012-2020. Strategic line. Page 30 Directive 2000/43/EC implementing the principle of equal treatment between persons irrespective of race or ethnic origin		

PUBLIC SAFETY			
Measures		Owner	
1. Provide specific training about the Roma community and the anti-discrimination framework for police officers both during their training and also as continuous training when on active service		Department of Home Affairs and Department of Social Welfare and Family	
2. Community involvement in the priority schools by the local Mossos d'Esquadra (Catalan Police) in coordination with the Department of Education		Department of Education, Department of Home Affairs, Department of Social Welfare and Family	
3. Coordination of the functions of PIPG community stakeholders (mediators, promoters), associations and other community members (pastors) with the Mossos d'Esquadra		Department of Social Welfare and Family	
Actions	Performance indicator	Gender perspective	
1.1) Include material about the Roma community and the anti-discriminatory framework in a module of the basic training course for police at the Institute of Public Safety of Catalonia	YES/NO	Y	
1.2) Include training about Roma culture in training for Mossos d'Esquadra Community Relations Office staff	YES/NO Number of courses Number of participants	Y	
2.1) Community involvement by local Mossos d'Esquadra officers at 2 priority schools by giving briefings at the school	Number of Catalan police officers involved Number of schools involved	Y	
2.2) Community involvement by local Mossos d'Esquadra officers in successful educational actions (tutored library, interactive groups, etc.) in 2 priority schools	Number of interventions	Y	
3) 2 coordination meetings in two neighbourhoods where there are priority schools. Attendees: pastors, mediators, school promoters, associations and Mossos d'Esquadra community police officers	Number of meetings Number of attendees Profile of attendees	Y	

PUBLIC SAFETY		
Expected result	PUB2	Impact indicator 2016
Improve coordination between the Mossos d'Esquadra Catalan police and Roma community stakeholders		
European, national and Catalan framework of public policies aimed at the Roma		
Directive 2000/43/EC implementing the principle of equal treatment between persons irrespective of race or ethnic origin		
Measures	Owner	
1. Draw up a map of Roma resources (Roma organisations, pastors, etc.) and post it on the Mossos d'Esquadra intranet	Department of Home Affairs and Department of Social Welfare and Family	
2. Promote Roma mediation for conflict prevention and resolution	Department of Home Affairs and Department of Social Welfare and Family	
3. Improve the protocol with civic-community mediators and the Council of Elders	Department of Home Affairs and Department of Social Welfare and Family	

PUBLIC SAFETY		
Actions	Performance indicator	Gender perspective
1) Draw up, endorse and distribute a map of online resources for Mossos d'Esquadra police officers	YES/NO resources map YES/NO distribution	Y
2) Strengthen the network of Roma mediators for conflict prevention and resolution	YES/NO hiring mediators	Y
3) Draw up a protocol for activation and recognition of civic-community mediation and the mediation of the Council of Elders	YES/NO protocol	Y

JUSTICE		
Expected result	JUS1	Impact indicator 2016

Improve the training and social and occupational reintegration of people in prison or under other forms of legal penalty

European, national and Catalan framework of public policies aimed at the Roma

EN 2012-2020. Strategic line. Page 30
 Comprehensive Strategy against Racism, Racial Discrimination, Xenophobia and related Intolerance. 03.11.11. Page 103.
 Brussels, 26.6.2013 COM (2013) 454 final 2.1 (d)

Measures	Owner
1. Health education for Roma women	Department of Justice
2. Support projects by voluntary organisations that enhance training and training and learning support for Roma inmates in prisons	Department of Justice and Department of Social Welfare and Family
3. Doing community work preferably in schools in support services (caretaker assistant, playground and dining hall assistants, etc.)	Department of Justice and Department of Social Welfare and Family

Actions	Performance indicator	Gender perspective
1) 6 health courses for Roma women in Dones de Barcelona (Barcelona Women's) prison (3) and Brians 1 prison (3)	Number of attendees	Y
2) Grants to projects by voluntary organisations that enhance training and training and learning support for Roma inmates in prisons	Number of attendees	Y
3) Community work, preferably in the 5 priority schools	Number of people doing community work	Y

JUSTICE		
Expected result	JUS2	Impact indicator 2016

Guarantee the right to worship in prisons

Presence of evangelical church in prisons

European, national and Catalan framework of public policies aimed at the Roma

JUSTICE		
Measures	Owner	
1. Analyse the situation of evangelical church worship in prisons	Department of Justice, Department of Governance and Institutional Relations and Department of Social Welfare and Family	
Actions	Performance indicator	Gender perspective
1) Set up a joint working group from the Department of Justice, Department of Social Welfare and Family and Department of Governance and Institutional Relations to analyse and examine the situation of evangelical church worship in prisons	Number of working group meetings	Y

JUSTICE		
Expected result	JUS3	Impact indicator 2016
Improve and promote access to legal services for Roma		
European, national and Catalan framework of public policies aimed at the Roma		
Brussels, 26.6.2013 COM (2013) 2013/0229 (NLE) 460 final 4.5		
Measures	Owner	
1. Link inmates to legal services of community organisations through mediators	Department of Justice	
2. Briefings in community participation forums about legal services and access to the SOJ (Legal Advice Services)	Department of Justice and Department of Social Welfare and Family	
Actions	Performance indicator	Gender perspective
1) Bring SOJ closer to Roma inmates in prisons through a pilot mediation project in three prisons	Number of people helped	Y
2) 2 briefings on legal services and access to the SOJ in the La Mina and Sant Roc neighbourhoods	Number of briefings Number of attendees	Y

JUSTICE		
Expected result	JUS4	Impact indicator 2016
Improve Roma access to socioeducational, rehabilitation and integration resources		
European, national and Catalan framework of public policies aimed at the Roma		
Brussels, 26.6.2013 COM (2013) 2013/0229 (NLE) 460 final 4.5		
Measures	Owner	
1. Enhance mediation in prisons	Department of Justice	
2. Foster partnership with Roma community organisations	Department of Justice and Department of Social Welfare and Family	
3. Draw up an instrument to gather quantitative and qualitative information to identify the needs of Roma in prisons	Department of Justice	

JUSTICE		
Actions	Performance indicator	Gender perspective
1) Start up a pilot mediation project in three prisons	Number of people helped	Y
2) Draw up a coordination and referral procedure between prison social services and Roma organisations	Number of referrals	Y
3) Implement the information gathering instrument as a pilot scheme in three prisons	Number of people contacted and needs identified	Y

MEDIA		
Expected result	MIT1	Impact indicator 2016

Guarantee the principle of equal treatment in programmes and news items about Roma and convey the enriching elements of their culture

European, national and Catalan framework of public policies aimed at the Roma

EN 2012-2020. Strategic line. Page 30
 Brussels, 26.6.2013 COM (2013) 2013/0229 (NLE) 460 final 3.4 (a)
 Brussels, 26.6.2013 COM (2013) 454 final 2.1 (d)
 Comprehensive Strategy against Racism, Racial Discrimination, Xenophobia and related Intolerance. 03.11.11 Pages 91 and 103

Measures	Owner
1. Direct dialogue with the public media to overcome stereotypes about the Roma community in news coverage	Catalan Broadcasting Corporation and Department of Social Welfare and Family
2. Work for the inclusion of Roma men and women in fiction and non-fiction programmes on Catalan television	Catalan Broadcasting Corporation and Department of Social Welfare and Family
3. Inclusion of the principles of ethical conduct in relation to Roma in the code of ethics of the Association of Journalists of Catalonia	Department of Social Welfare and Family

Actions	Performance indicator	Gender perspective
1.1) Setting up ongoing dialogue between the Roma community and the Catalan Broadcasting Corporation	YES/NO	Y
1.2) Establish a protocol for immediate action to eliminate news items and programmes which portray a stereotypical image of the Roma	YES/NO protocol	Y
2) 2 fiction and/or nonfiction programmes featuring Roma men and women	Number of programmes Number of people appearing in fiction and/or nonfiction programmes	Y
3) Suggestions for rewording the code of ethics of the Association of Journalists of Catalonia	YES/NO rewording the code of ethics	Y

HEALTH		
Expected result	HEA1	Impact indicator 2016
Increase the number of Roma children with healthy eating and physical exercise habits		100 Roma children
European, national and Catalan framework of public policies aimed at the Roma		
EN 2012-2020. Specific objectives 1.3, 1.4 and 2.2 Brussels, 5.4.2011 COM (2011) 173 final. Page 7 Brussels, 26.6.2013 COM (2013) 2013/0229 (NLE) 460 final 2.6 (a, b and c) Recommendation of the Council of 9 December 2013 concerning the adoption of effective measures for Roma integration in Member States		
Measures	Owner	
1. Activities that improve the physical condition of children (football, skating, dance courses, etc.) in the priority schools	Department of Education, local authorities and Department of Social Welfare and Family	
2. Health centre briefings for Roma children and families	Department of Education, Department of Health and Department of Social Welfare and Family	
Actions	Performance indicator	Gender perspective
1) Organise specific football, dance, etc. activities in municipal facilities in the neighbourhoods of the priority schools through organisations and mediators	Number of activities carried out Number of children attending the activities	Y
2) 2 briefings by health centres with particular emphasis on the most common chronic diseases (diabetes, cholesterol, etc.)	Number of attendees at the talks	Y

HEALTH		
Expected result	HEA2	Impact indicator 2016
Improve paediatric, ophthalmology and oral healthcare monitoring of Roma children, especially in the settlements and priority schools		Increased paediatric ophthalmology and oral healthcare visits
European, national and Catalan framework of public policies aimed at the Roma		
EN 2012-2020. Specific objectives 1.5, 2.2 and 2.3 Brussels, 5.4.2011 COM (2011) 173 final. Page 7 Brussels, 26.6.2013 COM (2013) 2013/0229 (NLE) 460 final 2.6 (a, b and c) Recommendation of the Council of 9 December 2013 concerning the adoption of effective measures for Roma integration in Member States		
Measures	Owner	
1. Include basic health monitoring for Roma children in the programme contract (settlement sheet)	Department of Health and Department of Social Welfare and Family	
2. Specific training for Roma women as community health workers	Department of Health and Department of Social Welfare and Family	
3. Creation of the position of oral health representative and eye health representative in priority schools. They will be a young person doing secondary education	Department of Health, Department of Education and Department of Social Welfare and Family	
4. Fact-finding trips and exhibitions about oral health by priority schools	Local authorities, Department of Health and Department of Social Welfare and Family	

HEALTH		
Actions	Performance indicator	Gender perspective
1) 1 specific clause on basic health monitoring for Roma children in the contract with local councils that manage settlements with Roma	YES/NO clause	Y
2) 1 training course for community health workers	Number of attendees Number of women completing the course	Y
3) 1 oral health representative and 1 eye health representative in the 5 priority schools	Number of oral health representatives and eye health representatives in schools Number of schools which have an oral health representative and an eye health representative	Y
4.1) 1 fact-finding trip to health centres by Primary 1 students about oral and eye health (in the 5 priority schools)	Number of fact-finding trips Number of schools running fact-finding trips	Y
4.2) 1 travelling exhibition provided by a public agency in each of the 5 priority schools about oral health	YES/NO exhibitions Number of schools	Y

HEALTH		
Expected result	HEA3	Impact indicator 2016
Improve gynaecological monitoring of girls and women, especially in settlements and in priority school neighbourhoods		Increased gynaecological visits
European, national and Catalan framework of public policies aimed at the Roma		
EN 2012-2020. Specific objectives 1.5, 2.2 and 2.3 Brussels, 5.4.2011 COM (2011) 173 final. Page 7 Brussels, 26.6.2013 COM (2013) 2013/0229 (NLE) 460 final 2.6 (a, b and c) Recommendation of the Council of 9 December 2013 concerning the adoption of effective measures for Roma integration in Member States. Point 1.5 b		
Measures	Owner	
1. Include gynaecological monitoring for girls and women in the programme contract (settlement sheet)	Department of Health and Department of Social Welfare and Family	
2. Specific training for Roma women as "community health workers"	Department of Health and Department of Social Welfare and Family	
Actions	Performance indicator	Gender perspective
1) 1 specific clause on gynaecological monitoring of girls and women in the programme contracts with local authorities that manage settlements with Roma	YES/NO clause	Y
2) 1 training course for "community health workers"	Number of attendees Number of women completing the course	Y

HEALTH		
Expected result	HEA4	Impact indicator 2016
Ensure proper management of the hospital situation and/or death of a Rom		
European, national and Catalan framework of public policies aimed at the Roma		
Brussels, 5.4.2011 COM (2011) 173 final. Page 7 Brussels, 26.6.2013 COM (2013) 2013/0229 (NLE) 460 final 2.6 (d) Recommendation of the Council of 9 December 2013 concerning the adoption of effective measures for Roma integration in Member States. Point 1.5 d		
Measures	Owner	
1. Understand and recognise Roma cultural specificity in hospitals (stay of relatives, death, illness, removal of bodies, autopsies, etc.)	Department of Health and Department of Social Welfare and Family	
2. Fit out a room for wakes in funeral parlours open 24 hours a day	Local authorities and Department of Social Welfare and Family	
Actions	Performance indicator	Gender perspective
1.1) 1 accompanying family room in a public hospital which Roma relatives can use during hospitalisation	YES/NO room	Y
1.2) Raising awareness about Roma cultural specificity in hospitals among healthcare staff at a public hospital in Catalonia	YES/NO Number of healthcare professionals attending	Y
1.3) Raising awareness about mourning assistants for the guidance and support of hospitals and funeral parlours	YES/NO Number of healthcare professionals attending	Y
2) 1 funeral parlour in Catalonia open 24 hours a day	YES/NO open	
EMPLOYMENT		
Expected result	EMP1	Impact indicator 2016
Improve the employability of the Roma with particular emphasis on creating new professional profiles, support in first jobs and accreditation of skills and professionalism		
European, national and Catalan framework of public policies aimed at the Roma		
Brussels, 26.6.2013 COM (2013) 2013/0229 (NLE) 460 final 2.3 (g) and 2.5 (h, k and l) Brussels, 5.4.2011 COM (2011) 173 final. Page 7 Recommendation of the Council of 9 December 2013 concerning the adoption of effective measures for Roma integration in Member States		
Measures	Owner	
1. Analyse labour market demand in order to ensure adaptation based on specified profiles	Employment Service of Catalonia and Department of Social Welfare and Family	
2. Search for emerging profiles in the Roma community	Employment Service of Catalonia and Department of Social Welfare and Family	
3. Support first jobs and accreditation of professionalism and skills	Catalan Institute of Professional Qualifications and Department of Social Welfare and Family	

EMPLOYMENT		
4. Provide teaching to prepare people over 18 to sit the compulsory lower secondary education certificate exam (GESO), preferably in schools	Department of Education and Department of Social Welfare and Family	
5. Provide access to information about training and social and occupational channels, mainly to Roma young people	Department of Education, Employment Service of Catalonia and Department of Social Welfare and Family	
6. Promote microloans for entrepreneurship	Employment Service of Catalonia and Department of Social Welfare and Family	
7. Include specific employment and social inclusion support for Roma in the priorities of the European Social Fund Operational Programme in Catalonia	Employment Service of Catalonia and Department of Social Welfare and Family	
Actions	Performance indicator	Gender perspective
1) Draw up a report based on training needs identified in the jobs market to find the professionals most in demand	YES/NO report on professional profiles	Y
2.1) Support local authority training schemes in any of the fields specified in the report for neighbourhoods with a high percentage of Roma	Number of course attendees	Y
2.2) Support training schemes run by Employment Service of Catalonia approved centres in any of the fields specified in the report for neighbourhoods with a high percentage of Roma	Number of courses Number of course attendees	Y
2.3) Support mentoring and training schemes (IPIS) for neighbourhoods with a high percentage of Roma	Number of IPIS attendees	Y
3.1) Support initiatives by companies which submit schemes under the "Train and Get a Job" programme for neighbourhoods with a high percentage of Roma	Number of schemes	Y
3.2) Sign a partnership agreement with a company that is part of the "Train and Get a Job" programme	YES/NO agreement	Y
3.3) Support specific occupational and social intervention programmes for Roma	Number of programmes	Y
Actions	Performance indicator	Gender perspective
3.4) Initiate a partnership with business organisations to promote Corporate Social Responsibility for groups at risk of social exclusion, especially for the promotion of the education of Roma children	YES/NO	
3.5) Train Òmnia Network facilitators to become supervisors and advisers in the accreditation of occupational skills	Number of facilitators and supervisors	Y
3.6) Implement the Active Recreation programme with local authorities through the programme contract	SI/NO implementation	Y
4) 1 training course to obtain the compulsory lower secondary education certificate preferably in 3 schools and in an area with a high percentage of Roma	Number of attendees Number of people who achieve the qualification	Y
5) Roma youth meeting to provide information about existing and emerging training and social and occupational inclusion resources, find positive Roma youth role models for society and set up support networks for the right to develop sexual identity	Number of attendees	Y

EMPLOYMENT		
6.1) Encourage partnership with private banks to award microloans to Roma women entrepreneurs	YES/NO incorporation	Y
6.2) Promote programmes to encourage Roma self-employment with appropriate measures and methods if needed through Catalunya Emprèn network programmes	Number of meetings Number of attendees	Y
7) Include specific actions to support Roma in employment and social inclusion in the drafting of the Regional European Social Fund Operational Programme (Theme 9)	YES/NO inclusion	

EMPLOYMENT		
Expected result	EMP2	Impact indicator 2016
Preserve street trading under appropriate conditions		
European, national and Catalan framework of public policies aimed at the Roma		
Brussels, 5.4.2011 COM (2011) 173 final. Page 7 Brussels, 26.6.2013 COM (2013) 2013/0229 (NLE) 460 final 2.5 (i) Recommendation of the Council of 9 December 2013 concerning the adoption of effective measures for Roma integration in Member States Strategic line. Page 26		
Measures	Owner	
1. Provide information about how to pay municipal taxes	Department of Enterprise and Employment, local authorities and Department of Social Welfare and Family	
2. Improve the health and hygiene conditions of street markets	Department of Enterprise and Employment, Public Health Agency, local authorities and Department of Social Welfare and Family	
Actions	Performance indicator	Gender perspective
1.1) Reduce tax by 30-40% in 3 town halls	YES/NO reduction	Y
1.2) Flexibility in the payment of municipal taxes (payment terms, other debts, etc.) in 3 town halls	YES/NO flexibility	Y
2) Install sanitary facilities in the abovementioned street markets	Number of facilities installed	Y

LOCAL AUTHORITIES	
Expected result	Impact indicator 2016
Involvement and collaboration with local authorities for the implementation of actions on their areas	
European, national and Catalan framework of public policies aimed at the Roma	
Communication from the Commission to the European Parliament, the Council, the Economic and Social Committee and the Committee of the Regions. Brussels, 26 June 2013, COM (2013) 454 final	

LOCAL AUTHORITIES		
Measures	Owner	
1. Preserve street trading under proper conditions	Local authorities and Department of Social Welfare and Family	
2. Fit out a room for wakes in funeral parlours open 24 hours a day	Local authorities and Department of Social Welfare and Family	
3. Implement programmes aimed at the Roma in the towns	Department of Social Welfare and Family	
4. Reduce the number of settlements of Roma families, and ensure appropriate conditions of sanitation and hygiene	Housing Agency of Catalonia, local authorities, Public Health Agency and Department of Social Welfare and Family	
5. Support community action sponsored by local authorities in areas with a high percentage of Roma	Department of Social Welfare and Family and local authorities	
6. Add the position of Roma mediator to town and county teams	Department of Social Welfare and Family and local authorities	
Actions	Performance indicator	Gender perspective
1.1) Provide information about how to pay municipal taxes		Y
1.2) Improve the health and hygiene conditions of street markets		Y
2) 1 funeral parlour in Catalonia open 24 hours a day		Y
3.1) Carry out participatory diagnoses in neighbourhoods with Roma under the programme contract		Y
3.2) Implement alternative leisure projects for young Roma through the programme contract		Y
4) Coordination and joint work between Roma organisations, local authorities and the Housing Agency of Catalonia to reduce the number of settlements and ensure optimal conditions of access to drinking water, electricity supply and wastewater treatment in settlements		Y
5) Implement community development plans and comprehensive community actions in neighbourhoods with high percentages of Roma		Y
6) Hire Roma mediators and add them to municipal teams through the programme contract		Y

6

Assessment

Assessment is an extremely important tool for improving efficiency in the day-to-day management of the Plan 2014-2016 as it means we can regularly review its impact on the situation we are addressing. It also provides information about whether the way we are approaching the situation, in this case Roma in Catalonia, is appropriate and enables us to achieve successful outcomes. This assessment is intended as a tool for improving government action, democratic accountability, transparency and responsibility.³¹

To learn whether we have achieved the expected results in each area, in 2017 we will examine the impact of the actions taken and to be implemented between 2014 and 2016. To that end we will use impact indicators that will show us whether we have achieved our targets and results. In the interim we will assess the actions that have been implemented in 2014 and 2015 using performance indicators.

As noted in the introduction to this Plan, the lack of official data about the situation of the Roma in Catalonia in terms of education, health, unemployment, income, access to public housing or any other issue related to the areas of action included in this Plan means that in many cases the impact indicators cannot measure improvements in the data once the various actions in the Plan have been implemented. This limitation has affected the specification of impact indicators for some of the actions in the Plan, and hence it has not been possible to specify impact indicators for improvement or increase over the baseline because this baseline is not known. In these cases, indicators have been defined based on the results achieved and not the impact achieved.

The difference between the impact and performance indicators is that the former will enable us to ascertain whether as a result of actions taken between 2014 and 2016 the expected results have been achieved, while the latter only provide us with information about whether proposed actions have actually been carried out or not, essentially on a quantitative scale.

In late 2015 we will conduct an interim assessment, a report on achievement of the performance indicators, to determine whether the implementation process is proceeding as planned.

31. Catalan Institute for Public Policy Evaluation.

In 2017 we will carry out ex-post assessment, a results report that will take into account the impact achieved based on analysis of the impact indicators. This will enable us to steer changes in the design or procedure of the intervention or inspire the design of new interventions.

However, the impact assessment is complex since it is difficult to measure whether a particular action produces a qualitative change and improvement, in this case for the Roma in Catalonia. Nonetheless, it is a real and effective assessment because it is not limited to simply analysing whether these actions have been carried out or not, but rather also examines whether there has been change and social transformation as a result of these actions.

In this respect the Integrated Plan for the Roma working groups will check and monitor how far expected results are achieved. Every month these working groups, in conjunction with the relevant department, will monitor all the actions specified in the Plan divided by field and their real impact on the geographical areas in which they are implemented.

In this final impact assessment in 2017 we will focus on the following aspects:

- **Efficiency and orientation to the success of the actions.** Achievement of expected results specified by areas through the implementation of the actions. We will check whether the results are efficient and successful and generate social transformation.
- **Participation of the Roma community.** The active and direct participation of Roma is a key element in the success of the Integrated Plan for the Roma in Catalonia, especially through their associations and participation forums. It is a quality principle that the beneficiaries should have an active and participatory role in any actions addressed to them. In addition, great importance is attached to the participation of Roma who are not affiliated to organisations. The Roma are seen as a protagonist and not a passive subject to whom the actions are addressed.
- **Suggestions for improvement.** Following the term for implementation of this Plan we will make a joint assessment of its implementation in order to analyse aspects that can be improved in the coming years and make specific proposals for future improvements.

7

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Working Group on the renewal of the Integrated Plan for the Roma

Roma representatives:

Carbonell Giménez, Manel. Agrupació d'Entitats per al Desenvolupament del poble gitano dels Països Catalans

Casermeiro Cortés, Pedro. Associació Rromane Siklovne

Contreras Fernández, Ana. Associació Gitana de Dones Drom Kotar Mestipen

Domingo Castellón, Francisca. Associació de Dones Gitanes de Ponent

Fernández Cortés, Manuel. Federació d'Associacions Gitanes de Catalunya

Ferrerres Ximenis, Francesc. Associació Gitana de Tarragona

Jiménez Pubill, Consol. Associació Cultural Gitana Monàrquica de Girona

Macías Aranda, Fernando. Centre for Roma Studies from the CREA at the University of Barcelona

Maya Heredia, Francisca. Fundación Secretariado Gitano

Perona Cortés, Francisca. Associació Veus Gitanes

Perona Cortés, Rafael. Centre Cultural Gitano de la Mina

Rodríguez Cortés, José. Directorate General of Civic and Community Action

Silva Santos, Félix. Second Vice-President of the Plenary Session of the Roma Advisory Board

Directorate General of Civic and Community Action technical team:

Garcia Espinel, Tania

Gómez López, Mercè

Heredia Jiménez, Manuel

Jiménez Crespo, Raquel

Viñas i Artola, Marc