



# Roma-Net

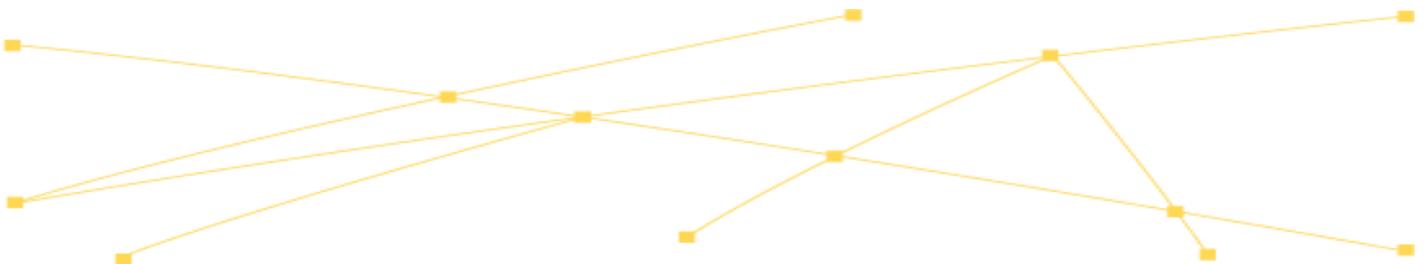
Integration of Roma Population

## URBACT II Roma-NeT

### LOCAL ACTION PLAN

Integration of Roma Population

TORRENT



**European Union**  
European Regional Development Fund

EUROPEAN  
PROGRAMME  
FOR  
SUSTAINABLE  
URBAN  
DEVELOPMENT



## **DIVERSITY MANAGING MUNICIPAL PLAN (TORRENT 2012-2016)**

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## 1. PRESENTATION

The equal access and enjoyment of social rights and the guarantee of an adequate social protection are key elements of our welfare state.

It is essential that public authorities be capable of guaranteeing the welfare of all citizens by duly eliminating inequalities and discrimination and by promoting civil participation of all people, with equal rights and opportunities.

In order to achieve this, public authorities ought to intervene by promoting policies in an attempt to overcome the effects of social exclusion, discrimination and inequalities among the population, especially in an increasingly globalized world, in which the members constituting our society are becoming more and more diverse.

Many indeed are the causes of this diversity: racial, cultural, religious, demographic, physical, social, etc..

The City Council needs to undertake that within their city all these factors are constantly intertwined and reflect one of the biggest challenges that the local management of nowadays municipalities face today. The management of the diversity ceased being an option and became an absolute must for all City Councils that aspire to be sustainable.

Citizens are divided into a variety of groups: couples, couples without children, single parents, single persons, immigrants, Roma or many others living in our society with different needs and peculiarities.

In recent studies conducted in the municipality, the increased presence of the ethnic Roma, characterized mainly by acute social exclusion, is observed within the broad spectrum of cultures in the municipality.

In the past few years, many actions meant to encourage the development and promotion of the population at risk and/ or socially excluded have been conducted, with emphasis made in Torrent on the Roma population with significant presence within our community, which in the last 50 years has left behind a nucleus of highly insecure shanty homes, poor health and lack of access to standardized services and participation in the relocation integration programs in favor of equal access to public services and a more normalized way of living.

In the current legislature, Torrent City Council is committed to paying special attention to diversity management and to approve a local plan of diversity

management in order to improve the living conditions of increasingly more diverse citizens (ethnic background, racial differences...).

When designing the local plan of diversity management, the contributions of the Local Council of Diversity Management, in which the various departments such as education, employment and economic activity, social action, health, equality as well as those of relevant organizations and associations with a voice in Torrent (Caritas, ...) have been taken into account. Furthermore, the results and conclusions of various research studies that offered a diagnosis of the situation setting up a strong basis for acting in favor of integration, as well as the input of the representatives from various groups (gypsies, immigrants and women) have been duly considered.

The present plan sets guidelines for managing human diversity for the period 2012-2016, by indicating objectives and performance criteria expected to be developed along this period of time.

It also determines the different areas of action, notwithstanding that all efforts have an impact in the areas of Education and Employment, as it is shown that professional training and support programs in employment are among the pillars of integration.

This document includes the assessment of the activities implemented in previous years and also reflects the experience and the real possibilities of development for the next five years, within the different areas of intervention, as well as the appropriate indicators for monitoring each of the envisaged programs.

The will to involve all the groups that form our society in Torrent is still very much alive, always in search of answers devoid of paternalism, with a clear focus on education, more autonomy and responsibility towards the labor market.

## **2. GUIDING PRINCIPLES**

### **2.1.-Equality**

The Spanish Constitution establishes the principle of equality as a value of utmost importance of our legal system (Article 1.1) and as a fundamental (Article 14), with all the consequences inherent to both categories.

Article 14 refers to the principle of equality before the law for all Spaniards prohibiting undue discrimination and Article 9.2 instructs the government to actively promote equality and nondiscrimination.

Therefore, the principle of equal opportunities, the respect for cultural differences of the population and for the cultural development of one's own personality is a landmark that must be underlined in the adoption of specific actions aimed at overcoming inequalities in the society.

The principle of equal treatment and non-discrimination must be present in a citizen's daily life and in all public spaces, whether political, administrative or private, as it is one of the key strategic priorities of the European Union. Discrimination for reasons of ethnicity, as well as for any other reason, is the breach of the principle of equality of all citizens and, therefore, also of the exercise of their legal rights and duties under the conditions of formal equality that are proclaimed.

### **2.2.-Citizenship and participation**

At present, the values most advocated by public institutions and civil society are human dignity and justice, essential in promoting the full exercise of the rights of individuals. Participation should be exercised at all levels of society, reflected both in the access to public office and in the non-governmental sphere; it must also encourage the participation of the most excluded segments of population, namely those who still have a long way to go to achieving the realization of the entirety of their rights as citizens.

### **2.3.-Social Inclusion**

Another important principle upon which this Plan is being drafted is that of social inclusion of potentially vulnerable population. It is therefore necessary to increase the efforts to promote access to employment and all the resources,

respect of rights, access to goods and services or the population at risk of exclusion.

Similarly, the orientation of this Plan aims at preventing the risk of exclusion, and is meant to act on behalf of families and vulnerable people and succeed in mobilizing and facilitating the participation of all actors, including institutions and social volunteers.

## **2.4.-Cooperation**

It is imperative to take all appropriate measures and invest all the efforts in the elaboration of the present Plan and in the suitability and efficacy of the measures implemented herein, through the collaboration and coordination between the various city departments involved. In the elaboration of the Plan, various entities and city departments have collaborated and the relevant regional, national and European institutions and governmental bodies have been involved.

### **3. GENERAL OBJECTIVES**

The main objective of the Plan is to promote new actions meant to correct the existing imbalances between the vulnerable population and the whole population residing in Torrent and boost various forms of participation and social development that at their turn enhance the full enjoyment of rights and access to goods and services population, given that the management of diversity acts as an enhancer of synergies and as a factor of prevention of inequalities.

Through the five areas in which the Plan is structured, it seeks to meet the following three objectives:

- 1) Deepen and advance in the design of strategies and clear actions to improve the image of vulnerable groups, eliminate all forms of discrimination and promote equal treatment and effective social participation.
- 2) Carry out specific actions in the areas of intervention identified as priority, in order to make further steps in achieving the essential goal of promoting the full enjoyment of rights and access to goods and services for vulnerable individuals, with the help, participation and collaboration of all stakeholders involved in various areas.
- 3) Contribute to encouraging the development of European policy and politics in favor of the vulnerable population, diversity management and gender equalities, these vulnerable groups not only being simple recipients but also actively involved in the development of the politics and norms.

## 4. AREAS OF ACTION

### 4.1. EMPLOYMENT AND ECONOMIC ACTIVITY

After closely analyzing the national unemployment data, it should be noted that the unemployment rate among the Roma population is 4 points higher than that of the rest of the population. Thus, this group is to be considered as the main group that requires immediate intervention. Furthermore, the access to the labor market is far too marked by underemployment and temporality, which undoubtedly makes the insertion process highly vulnerable.

Street vending is, even today, the most wide spread commercial activity practiced among the Roma, although it is far from guaranteeing a sufficient economic sustainability as to succeed as a business in the short or medium term and thus ensure that regular contributions to the Social Security are made. The chances that the new generations of Roma can keep with their habit of street vending are quite precarious. In general, the professional profile of the Roma population is characterized by high job insecurity. The street vending (mostly), scrap metal collection and junk objects collection are most extended so called occupations.

Moreover, 71% of employed Roma individuals have temporary contracts, while the average in Torrent is 31% in respect to the entire resident population. Likewise, 15% still work without a contract, based on a mere verbal agreement only and thus do not contribute to the Social Security System.

In Torrent, in the borough of Xenillet, mainly in social houses located in Liria Street, the majority of the Roman population is concentrated. Should one apply the national data to the case of Torrent and the borough of Xenillet, one observes that the same marginal work, such as street vending and temporary jobs are the main occupations and therefore primary sources of income to which pensions, state allowances and public financial aid can be added as a result of the highly dependent relation the Roma has with public help. As reflected by the social map in Torrent (2003-2005), the borough of Xenillet is characterized by a rate of potentially active population inferior to the average in the town of Torrent, reaching an alarming 16,8 %, whereas the municipal rate is 5,1% out the total number of inhabitants.

As a result of the simple observation of the very interested parties as well as stakeholders (such as municipal public servants, NGO representatives working in the borough), it has been noted that young people, women and people with

a lower level of study basically find it harder to enter the job market. It therefore becomes imperious to carry out educational programs and job trainings to facilitate the access of vulnerable population to quality employment, especially in Xenillet, given that this borough concentrates the highest number of poorly qualified youth and women.

The deterioration of the economic situation affects, first and most, the population that tends to have more difficulty in accessing the labor market and maintain a job or a significant amount of time. At present there is an extremely high risk of increasing the gap of social exclusion and even reverse the significant advances made, not only in terms of employment but also in regards to opportunities and changes that for many families represent the possibility of getting jobs and becoming active in the labor market.

In a situation of crisis, one cannot prioritize only the most competitive elements (companies and people) of the society. In order to achieve social cohesion and to avoid situations of insecurity triggered by the reduction of jobs and poor accessibility to employment opportunities especially affecting certain groups, consequently pushing them into committing petty crimes to reach a minimum standard of subsistence. Actions directed at persons who are furthest from the labor market or have very poor job conditions are to be prioritized as well.

At local level, a number of difficulties in the exact quantification of unemployment data, as data are generally collected by several different municipal services, are not structured on ethnical background or grouped by boroughs. On the other hand, it is not legal to oblige one person to disclose his/hers ethnical origin, in order that discriminatory situation be avoided; as consequence, a large number of Roma individuals are not registered as such (in the SIUSS, database depicting all the social services performed by the municipal social services, the box referring to ethnical origin is usually filled in by the social servant, who, should it not be obvious that the individual interviewed is of Roma origin, will most probably not tick the box).

Thus, after putting in balance the pros and cons on quality and quantity of information on the active population in Torrent, it was felt adequate to propose that a more reliable municipal database of the Town of Torrent be created, so that the job seeker can indicate in the questionnaire put at his disposal factors that difficult his job insertion, such as ethnical origin, functional diversity, etc. and thus facilitate the quantification of disaggregated data and the real visibility of groups with special needs and difficulties in accessing the labor market in the municipality.

## **OBJECTIVES**

1. Promote the training of vulnerable people, thus enabling them to have access to, advance and maintain their careers.
2. Establish priorities to be adopted in order to promote access to employment amongst vulnerable groups.
3. Incorporate the following mainstreaming principles: diversity management and gender equality, equal treatment and non-discrimination when accessing the labor market, job preservation and career advancement.

## **TARGETS PER ACTION**

OBJECTIVE 1: Promote the training of vulnerable people, thus enabling them to have access to, advance and maintain their careers.

- Strengthen and support the continuity in the educational system to promote a higher rate of access of the most vulnerable youth groups to formal vocational training system.
- Develop specific programs to train people at risk of exclusion, with special learning needs or difficulties of insertion or retraining.
- Carry out pre- training activities tailored for vulnerable groups to facilitate access to standardized training programs for employment.
- Promote trainings in the field of new technologies (ICT) directed at the vulnerable population to address digital literacy as a transversal element facilitating the improvement of employability and access to the labor market.
- Promoting the access of vulnerable women workers and men workers to ongoing training to facilitate their job stability and job promotion.
- Inform the vulnerable population on how to obtain/ be granted degrees and certificates of qualification through accreditation of work experience and non-formal training.

OBJECTIVE 2: Establish priorities to be adopted in order to promote access to employment amongst vulnerable groups.

- Inform the vulnerable population about the existence, scope and prerogatives of the Information, Career Guidance and Intermediation Services provided by the Public Employment Services.
- Conduct information meetings on labor standards, self-employment and social enterprises.
- Implement customized itineraries of labor insertion bearing in mind the gender perspective, therefore aiming at increasing the employability of vulnerable women.
- Follow up the implementation of the second additional provision of the Autonomous Worker's Statute in relation to the contributions to Social Security as a result of the activity of street vending.
- Support the regularization and standardization of professional activities not officially reported, undertaken by a significant part of the vulnerable population, through informative or advisory activities on issues of work interest.

For example:

- The regime set forth by the new decree on domestic staff labor
  - The seasonal agricultural work: harvesting crops etc.
  - Collective enterprises
  - Street vending
- Provide the population with information on the access to microcredit and other forms of funding for the establishment as an independent or freelancer.
  - Promote integrative companies that employ vulnerable individuals.
  - Develop actions that promote and boosts employability of the population (promoted by the EU, state government, regional or local administrations)

OBJECTIVE 3: Improve information and data collection on the situation working population

- Study the situation of economic activity for freelancers, the future prospects of the cooperative and autonomous work.
- Identify and facilitate people's access to existing or emerging employment.
- Create a database of potentially active population desegregated per boroughs; that is to say all persons registered in Torrent that have

reached workable age, that have or are in search of a job. In said database, it will be possible to obtain desegregated data on people with job insertion difficulties, such as ethnical origin.

- Inform and disseminate the opportunities offered by Law 39/2006 of 14 December on the Promotion of Personal Autonomy and Care of Dependent Individuals, in the field of job creation.

#### **[EXAMPLE OF DEVELOPMENT AREA]**

#### **OTHER POSSIBLE AREAS TO DEVELOP:**

**. HOUSING**

**. EDUCATION**

**. SOCIAL SERVICES**

**. PUBLIC SAFETY**

#### **OBJECTIVES:**

**1.**

**2.**

**3.**

#### **TARGETS FOR ACTION**

#### **OBJECTIVE:**

**1. Fighting...**

**1.1.-Develop...**

**1.2.-Develop actions...**

**1.3.-Promoting...**

**(...)**

## 4.2. EDUCATION

In the last two decades, almost total school enrollment of children from vulnerable Torrent areas has occurred, at least as far as early education, namely up to secondary school. However, the reaction of the education system and the response of the families have been different, therefore we find a variety of school situations. The widest spread situation is that of school absenteeism registered in the case of minors coming from ethnical minorities, especially the Roma minority.

The education process seems irreversible and the gypsy girls and boys have already taken schooling as part of their infantile condition, and the attendance has ceased to be a widespread rejection. Despite the progress achieved, the Roma students are still characterized by excessive absenteeism and school failure much higher than that of other students. However, thanks to the Municipal Plan for the Prevention of School Absenteeism and to the role played by the Primary School in the pre-schooling of many of these children, there has been an increased enrollment rate that has significantly reduced the degree of school absenteeism, thanks to the actions of both the technical and social services of the Torrent City Council and to the intervention of the gypsy Ombudsman as a figure of intercultural mediator.

The access to secondary education is also lower than non-Roma population, aggravated by a widespread abandonment before the end of this stage of compulsory school.

Regarding higher education, the Roma girls and boys that have earned college degrees are still few in number.

The causes of school absenteeism are different depending on the gender. Factors such as pressure from their community, the negative perception families have in respect of high schools, the traditional role of Roma women dedicated to the domestic chores and care of the children have greater weight among young Roma women, while among young Roma men the lack of motivation and dedication to the paid work are major factors.

On the other hand, the lack of role models among Roma, that have achieved a certain level of education and consequently a decent job, and the scarcity of economic resources of the gypsy families adversely affect their academic continuity.

It is necessary to make a special mention of the educational level of Roma adults; however, at the moment only national reliable data can be consulted. The number of Roma aged over 16 years who have not completed their primary education is still 70%, therefore the presence of illiterate Roma (absolute and functional) is a uncontested reality.

Without studies, it is difficult to have access to a wide variety of jobs, in reality only unskilled jobs with low wages, almost identical in amount as the welfare aid, are accessible to the Roma individuals. This has come to be the business of many families, not looking for employment and depending on public support.

In conclusion, it was decided that investment in education, with the due consideration of intercultural education policies and training of young people and vulnerable adults, should facilitate access to employment for Roma individuals, just as the rest of the population. At the same time, the investment into education / training of vulnerable groups must be intensified, making them recipients of funding, within the legal framework regulating this field.

## OBJECTIVES

1. Standardize the education of vulnerable population, especially Roma children.
2. Standardize the education of vulnerable populations, with a special focus on primary and secondary education for the Roma.
3. Facilitate the admission, enrolment and continuity of young people in vulnerable situations, especially Roma, to university education.
4. Promote continuous education and literacy programmes after the age of 16 years old and until all adult Roma women and men are literate and illiteracy becomes eradicated.
5. Training teachers with the aim of developing an intercultural education where Roma culture is part of the remaining egalitarian cultures of the Spanish state.
6. Continue to promote the knowledge and understanding of the Roma situation the field of education.

## TARGETS FOR ACTION

OBJECTIVE 1: Standardize the education of vulnerable population, especially Roma children.

- Facilitate schedules that allow the reconciliation of work, family and staff. Make schedules more flexible.
- Promote the participation of parents and families in the school activities.
- Promote actions that require the coordination of family, social and educational services in the neighborhoods, in order to monitor and evaluate the educational process of the Roma children, in the framework of the City Commission against School Absenteeism.

OBJECTIVE 2: Standardize the education of vulnerable populations, with a special focus on primary and secondary education for the Roma.

- Reinforce the actions of the City Commission against School Absenteeism., notably by encouraging a program of mediation between families and schools to help both parties understand the functioning of the education institutions, considering:
  - The necessary and normalized relation between school tutors and Roma families.
  - The incorporation of the Roma families to the so called Association of Mothers and Fathers of the Students and to School Boards.
  - Revive the functioning of the Parents' School to help the parents understand their necessary involvement in these actions.
  - The establishment at primary education level, of dedicated time and space for meeting and building a relationship of trust between teachers, school staff and student 's families.
- Promote the necessary means and procedures for monitoring and tutoring, as an effective measure to prevent school drop-out in formal education.
- Promote a program of preparation for the transition from secondary education to vocational training and / or college, in order to develop a series of academic activities and offer advice on job opportunities, as well as training opportunities and strategies for university admission, consistent with the profiles, needs and interests of Roma students.

OBJECTIVE 3: Facilitate the admission, enrolment and continuity of young people in vulnerable situations, especially Roma, to university education.

- Enhance career counseling programs in the last years of formal education to facilitate the transition from school to work or adult education.
- Promote municipal self-standing grant programs or joint funding initiatives with non-profit institutions or private sector to enhance access to college of vulnerable.
- Encourage organizations of associations of people develop programs to help vulnerable young people go to college.
- Promote academic enrichment programs in Adult Education Centers, to improve the completion of studies and presentation rate to the University admission exams.

- Promote continuity of vulnerable youth in their academic curriculum, especially in the case of Roma women.

OBJECTIVE 4: Promote continuous education and literacy programmes after the age of 16 years old and until all adult Roma women and men are literate and illiteracy becomes eradicated.

- Make due progress, in a more efficient and effective way, in the process of literacy and continuing education programs via Adult Education Centers, Trainings, Workshops, employment workshops, etc.
- Promote the development of Adult Schools and Adult Education Centers in more areas or neighborhoods with a large number of vulnerable families.
- Promote actions to obtain a driver's license provided the adult or young Roma adult becomes literate.

OBJECTIVE 5: Training teachers with the aim of developing an intercultural education where Roma culture is part of the remaining egalitarian cultures of the Spanish state.

- Encourage lifelong learning by incorporating specific courses on gypsy culture in school resources and materials to work with these issues and intercultural education consultants to advise schools in Resource Centers and Teacher Trainings.
- Identify and disseminate good practices in intercultural education, especially in schools with a high percentage of Roma students and / or vulnerable groups.
- Promote school awards on good governance of cultural diversity in schools.
- 

OBJECTIVE 6: Continue to promote the knowledge and understanding of the Roma situation the field of education

- Promote studies and research to assess the progress and difficulties of the educational situation of Roma students.
- Identify and disseminate good practices in relation to the academic success of student exchanges.

### 4.3. URBANISM AND HOUSING

The possibility of access to housing and to a normal *modus vivendi* is a key central aspect in the process of social inclusion of the Roma population. Access to decent housing is a key to integration. The socially and economically vulnerable individuals often suffer from chronic economic inability to have access to housing, even though officially protected.

The elimination of slums and substandard housing, the decentralization of vulnerable populations, especially the Roma, and the relocation to decent housing, are aspects that have been gradually resolved so that vulnerable groups, in their condition of first class citizens with full enjoyment of their rights, are treated on equal footing with the rest of the population.

Insufficient resources to have access to housing, the difficulty to establish real situations according to official requirements (given that many incomes are from the black job market), the persistence of poor housing conditions, the location Roma homes in segregated and degraded urban areas, without sanitation and services, the social prejudice and the lack of good living habits and respect to the environment are among the factors that determine the social exclusion of the Roma population.

Between the 60s and the 80s slums existed in Torrent, some of them around the river ravine in the neighborhood Xenillet, called "Zorilla", "La Mancha" and "Estrella". After the eradication of shanty houses was achieved, the relocation of families proceeded to be done in the two blocks of housing known as the White Farm (now demolished) and in the Red Estate (currently only a vertical slum in Liria Street exists).

Many more plans and investment projects were later on developed in the area such as the Igloo, or the failed attempt to have the Xenillet neighborhood be named Priority Action Neighborhood. The latest and most ambitious of the plans has been in the frame of the Urban projects that promoted the renovation of streets and the rebuilding of facades to support trade in the neighborhood or the organization of training and employment workshops. One way or another Xenillet has always been the biggest beneficiary of the initiatives in this field, receiving more resources and equipment in order to try to avoid differences in opportunities and social exclusion with other neighborhoods.

Currently the Valencian Institute of Housing SA (IVVSA) owns 90 social housed connected in a social network; 20 of them are in unhealthy and uninhabitable conditions (due to theft and destruction of infrastructure, windows, doors,

furniture, sanitation equipment, etc) while another block, in the vicinity Xenillet neighborhood, has recently been built and is still to be occupied.

The IVVSA is the body that executes the housing policy set forth by the Government, having as main objective to facilitate access to decent housing and to a quality living environment for all the citizens of Valencia. The inhabitants of the "Red Estate" sign a contract with this entity in exchange for keeping the living conditions, and pay a nominal rent. In reality there have been cases of multiple breaches by both sides, as illegal sub renting, lack of maintenance, illegal occupations, lack of payment, lack of rehabilitation or regular inspection work and control measures are frequent and influence the terms of the contract. Despite the long waiting list there has been no eviction for nonpayment, and the level of debt increases exponentially between the neighbors, that don't act lest there will be consequences for the contractual breach.

In addition the municipality has 5 public owned social homes scattered throughout the municipality; in these houses, families in vulnerable conditions are lodged, under very favorable rent conditions, as the families only pay a so called solidarity rent ( well below market prices).

According to the "Map on housing and Roma community in Spain 2007" of the total number of houses inhabited by Roma, 88% are standard, while the rest 12% are more likely to be huts, shacks or caves in particularly vulnerable neighborhoods. In the case of Torrent, the horizontal shanty settlements have been eradicated and the population is concentrated around the neighborhood and housing network in Xenillet called the "RED ESTATE". The neighborhood of Xenillet is over 30 years old, fact that shows that the Roma population is largely sedentary. Also, the Valencia highway passing through Torrent has caused a segregation of the district with the rest of the municipality.

Some of the houses are instable, lack maintenance and are in need of structural repairs: mostly, they do not lack basic services (for example, all have running water and electricity). It should be noted that many homes host more than one family, which may be cause of conflict, overcrowding and unsanitary. This is due to the difficulty in access to adequate housing of the most vulnerable families, still of national ethnic origin (Roma) and of foreign origin. Also, the lack of family planning and high rate of teenage pregnancy are causes for the overcrowding in social houses.

Despite recent improvements in regard to the inclusion of the Roma community and better access to housing in the past 20 years, some aspects still need

improvement: the housing standard and housing relocation of gypsy families have not always been accompanied by the necessary social support.

In conclusion, it appears that future social housing policies must have an integrated approach and promote access of all citizens to adequate housing within a socially cohesive society.

## **OBJECTIVES**

1. Leading an integrated housing policy for vulnerable people and promoting access to standard quality accommodation for vulnerable people.

## **TARGETS FOR ACTION**

OBJECTIVE 1. Develop a Local Housing Plan, with special consideration for preferential access of vulnerable groups, which consider the following aspects:

0. Hiring a specialized team to conduct the mediation efforts to access social housing and monitor the evolution of the "Red estate"

1. Set a protocol for the detection, prevention and eradication of potential slum settlements and / or substandard housing located in the town and keeping an updated census of the housing and Roma population.

2. Establish programs of intervention in the process of relocation of families, in order to promote the training in the use and maintenance of housing, occupation and use of community services and education, to stimulate participation of communities relocated in the life of the neighborhood, while ensuring the necessary coordination mechanisms that require coordinated action between economic development services, socio-educational care and housing.

3. Produce a manual of good practices of successful rehousing/ relocation of vulnerable families, access to standard housing and integration in nesenvironments, achieving and transfer of best practices.

e.g.:Basic socio-educational criteria for a good relocation:

- No concentration of Roma population
- Social support,
- Institutional coordination (IVVSA rehabilitates, City Councilretrains or educates)
- The positive reception from and perception of the non Roma neighbors

- Roma involvement and cooperation on the process.
- No overcrowding ( limit of persons per dwelling, etc.).
- Scales adapted to vulnerable population characteristics.

4. Increase the supply of housing for vulnerable groups through:

- Exercising pressure on the competent bodies to increase the supply of public housing for vulnerable families. Remind IVVSA social housing stock that some of the social houses remain uninhabited.
  - Enlarging the public housing network. Convert the White Estate in a temporary foster socio-educational support entity, so that the people served have completed their process of social inclusion with maximum personal independence and satisfaction and social integration.
  - Supporting and promoting the management of non-governmental organizations based in the community in programs that develop housing for Roma families in situations of exclusion. The work of the local gypsy intercultural Ombudsman would be strengthened, providing it with greater authority, as it would act as between the Roma population and the public authorities in the matter of rent payment, but then punitive measures against those who violate the terms of the contract cannot be applied and the work of the mediator is made more difficult.
  - Adapt approaches of the Inclusive Housing profiles for vulnerable families, especially Roma.
    1. Construction of individual wooden houses on the grounds of the White Estate. Older people with reduced mobility cannot use the elevator or the lift is out of order due to delays in paying the electricity bill or maintenance flaws.
    2. Increase monitoring and control measures. A specialist psycho-social team visits to re-educate the residents, to verify their living conditions (cleaning, room, ratio of inhabitants, etc.).
    3. Adjust rental costs according to the situations of need and while those situations of financial need persist, ensure continuity solutions. For example: provision of community services in exchange for reducing the rental fee (cleaning the yard and common areas, support and help of elderly neighbors, etc.)
5. Find new lines of funding for the Local Housing Plan, e.g: financing, aid for housing rehabilitation, mediation programs for access to housing and private housing assignment to manage public programs of social economy.
- Consider if the legality of covering the cost of rent / maintenance of housing with community service.

1. Enable the delivery of social housing in poor couple that awarded the repair and detract from the amount spent on rent compensation. This repair will be supervised by technicians in municipal planning.
  2. Time banks. A time bank is a system of exchange of services for time. For example: A neighbor commits to cleaning up the stairs for 1 month in exchange for another neighbor to repair the shower faucet if broken.
    - Lobby that the banks lower the rent of expropriated houses.
    - Study the feasibility of promoting housing cooperatives on municipal land.
    - Public rental company even if the psychosocial team will propose candidates who
    - Houses that can't be sold or rented, can only be used. Ways to create these cooperatives are several. You can build new homes, buying existing buildings, rehabilitate or convert buildings owned.
      - o You pay a right to use, whose amount is much lower than a rent or a mortgage. This right includes most services such as water, heating, garbage collection, etc.
      - o Buildings often have common areas for the use of all members such as laundry, party room, hallways, etc.
      - o There is a monetary fund that can be used for refurbishing or building houses.
      - o Community deals guarantee cheaper costs.
6. Specific devices to enable information to vulnerable people on public housing initiatives, requirements and access procedures are to be put in place.

## **Indicators**

### **Shanty towns**

Percentage of Roma households are shacks, caves or similar

### **Substandard housing**

Percentage of Roma households that include: severely damaged homes, sankis, barracks or transitional housing, and housing buildings for other purposes

### **Lack of basic equipment**

Percentage of Roma households lacking at least one of the following amenities: running water, hot water, toilet, shower or wiring.

### **Dampness**

Percentage of Roma households that have leaks, dampness in walls, floors, ceilings or foundations or rot in floors, window frames or doors.

### **Lack of Urban facilities**

Percentage of Roma households lacking at least one of the following urban facilities: electric lighting, refuse collection, public transportation, paved roads or sidewalks for pedestrians.

### **Overcrowding**

Percentage of Roma households with 1 bedroom and 2 members, 2 bedrooms and 4 members, 3 bedrooms and 5 members, 4 bedrooms and 7 members, 5 bedrooms and 9 members and finally, those with 6 or more rooms and more of 11 members.

## **4.4. SOCIAL SERVICES**

Historically, specific policies aimed at vulnerable people have been framed in the areas of social action and social services. This area is therefore critical to improving the welfare and participation of vulnerable communities, since, apart from the functions that are specific to it, can promote measures in other policy areas.

Regarding the Public System of Social Services, a set of services and benefits is intended for the promotion and full development of all individuals and groups within society, in order to obtain more and better social welfare quality of life in the environment of coexistence. Also, another key objective of the Public System of Social Services is the prevention and elimination of causes leading to social exclusion and marginalization.

14% of the homes of Roma families are in situations of severe exclusion which shows the need to build a strategy to facilitate the active participation of this community. It is recognized that Roma poverty remains more severe compared to the rest of the population, a situation that has worsened with the current economic crisis.

The report also shows the effect of immigration on the Spanish gypsy population, both due to increasing foreign Roma communities coming from Eastern Europe and the resulting competition experienced in many areas, resources and activities.

Exclusion takes many forms, most likely in major social disadvantages in areas such as education, health, employment, housing and civic participation. The Roma population is subjected to intolerance and social rejection by the majority population, as is stated in official surveys.

The Primary Care Services are a primary care and social intervention service for a number of families at risk of social exclusion; it is the main place where

families go in the first instance to raise claims of any kind, relating to domains described above.

The borough of Xenillet is one of the hot areas, due to the number of Roma individuals living there. It is the neighborhood that has received more investment over the years. Socio teams are created specifically for the care of the residents of the Red estate.

Instead, the nursery of the "House of Charity" has been well received among the population. It offers free of charge nursery services for children aged between 1 and 3 years, or at risk of social exclusion. The aim is to help reconcile work and family life, while children receive an education appropriate to their age.

The school offers students the expertise of the first cycle of primary education, and envisages the work content and objectives set forth by the Ministry of Education. In addition, given the profile of children enrolled, not only does it focus on curricula, but it also pays special attention to developing basic habits (hygiene, nutrition, rest ...) and the establishment of social skills.

The school has 33 seats, three of reserved for emergency cases.

**SCHOOL-FAMILY PROGRAM:** In addition to offering education to children, the Infant School also works with families. Through the School-Family Program, conducted by a social worker, it scheduled a series of talks / workshops for training on a fortnight basis, during school hours, on topics of interest to parents (family planning, substance abuse, diseases sexual transmission, hygiene and nutrition guidelines, job search techniques, etc.).

Moreover, the program also provides social care for families, providing information and guidance on issues related to employment, training, housing, legal assistance and psychological aspects.

In conclusion, after interviews with policy makers in the area, direct intervention professionals and representatives of Roma associations, the conclusion that it is necessary to increase technical cooperation and funding of NGOs of associations of people vulnerable and entities who work with her, to make real effective participation in all matters affecting them and the programs they develop has been reached. It is of vital importance that the associative network of neighborhood associations has a representative and involves as many young Roma as possible.

## **OBJECTIVES**

1. Mainstream diversity management in orientation activities, information and advice for vulnerable families in municipal services.
2. Improve the coordination of municipal services, especially among the departments of social action, employment and training, women and family to comprehensively address the integration pathways of vulnerable population.
3. Strengthen support and fulfillment of socio pathways to integration of vulnerable populations, especially among the minimum income earners, and residents and / or social housing applicants (including the commitment to participate in the contract)
4. Encourage the participation of vulnerable groups, especially Roma, in public life and in the resolution of the issues that affect them.
5. Improve awareness on the socio-demographic situation of the vulnerable population in Torrent, disaggregated by sex and ethnicity.

## **TARGETS FOR ACTION**

OBJECTIVE 1: To mainstream diversity management in orientation activities, information and advice for vulnerable families in municipal services.

- Promote activities aimed at training professionals and members of local non-profit organizations (associations, volunteer work) that serve vulnerable families. With special attention to members of Local Council Management of Diversity. The subjects to be taught:
  - o Diversity Management
  - o Rehabilitative intervention
  - o Coaching
  - o Socio-cultural and intercultural mediation

For a significant number of children in vulnerable situations.

- Develop a good practices manual at local level paying due attention to diversity (cultural cues and norms to be considered).
- Develop a municipal social resource guide, translated into the most wide spread languages in Torrent (Spanish, Valencian, Romanian, Arabic, French and English).

- Facilitating family reconciliation measures for integration pathways through the following actions: scholarships, nursery aid or school paid lunches, while performing integration activities included in the customized itinerary. Adapt the schedule of actions as far as possible to the school.
- Consult the Local Council of Diversity Management when developing municipal plans.
- Strengthen and improve the Council's corporate social responsibility by implementing municipal policies the perspective of diversity management.

OBJECTIVE 2: Improve the coordination of municipal services, especially among the departments of social action, employment and training, women and family to comprehensively address the integration pathways of vulnerable population.

- Design protocols for coordination between municipal utilities that serve the vulnerable population.
- Providing access to city records for different areas involved to know the different actions and / or services offered to the person, to offer a more global and comprehensive approach.

OBJECTIVE 3: Strengthen support and fulfillment of socio pathways to integration of vulnerable populations, especially among the minimum income earners, and residents and / or social housing applicants (including the commitment to participate in the contract)

- Creation of a socio-educational team that would perform some of the following activities:
  - o Provide information to vulnerable people on their rights and obligations as citizens. (via lectures, community meetings, distribution lists, email, sms)
  - o Coaching: directing, instructing and training a person or group of them, in order to achieve some goals or develop specific skills, using techniques such as motivational speaking, seminars, workshops and supervised practice.
  - o Periodic inspection and supervision(home visits, phone calls, follow-up interviews, appointment reminders, warnings)

OBJECTIVE 4: Encourage the participation of vulnerable groups, especially Roma, in public life and in the resolution of the issues that affect them

- Promote the presence, participation and leadership of the vulnerable population in the political and social process, while preserving gender parity.
- Consult the City Council Diversity Management when developing municipal plans.
- Strengthen the associations of vulnerable people, especially vulnerable groups, associations, promoting capacity building in organizations.
- Promote continuous training activities targeting vulnerable populations such as personnel responsible for the direction, management and professional organizations involved, making special emphasis on empowerment training for women in vulnerable situations and school parents.
- Provide technical assistance and funding to NGOs of associations of vulnerable people in the development to access new technologies.
- Encourage the creation of new associations of vulnerable groups, with greater representation (greater number and types of affiliates / as, focusing on women and youth), promoting capacity building in organizations.
- Engage in the development and implementation of social integration pathways for vulnerable populations they serve.

GOAL 5: Improve the demographic knowledge on the situation of vulnerable population in Torrent, disaggregated by sex and ethnicity.

- Review the systematic records on the needs and demands made by the vulnerable population and its relation to the resources offered in the Public and Private Municipal Social Services.
- Study the impact of minimum incomes on the vulnerable population and proposals to improve the effectiveness and efficiency.
- Analyze the situation of youth, women, elderly people, disabled and foreign population in vulnerable situations.
- Study the situation of associations of vulnerable populations and propose courses of action to strengthen them.

## 6. COORDINATION, MONITORING AND EVALUATION OF THE PLAN

- a) The present plan requires the collaboration and involvement of various participative organs that offer opportunities for debate, reflection and achieving a better knowledge of reality and diversity of the population of Torrent.

The local committee of diversity management will be in charge of monitoring and assessment of indicators. It will be acting as a working group on indicators and shall be formed of political and technical delegations and public servants involved in each area to allow monitoring and evaluation of the Plan.

- b) Example of indicators in the area of employment:
- Number of participants trained
  - Number of participants in employment programs
  - Number of participants in vocational training
  - Number of training activities requested
  - Number of job insertions

### **Employment rate**

Ratio between the number of Roma-occupied or self-employed and the number of Roma aged 16 years.

### **Unemployment rate**

Ratio between the number of unemployed Roma people and the active Roma.

### **Rate of wage-earning**

Ratio between the number of paid employed Roma and total occupied.

### **Temporality rate**

- Ratio between the number of Roma employees with temporary contracts and the total of Roma employed.
- Percentage of employed workers and freelancer who contribute to Social Security on total self-employed professionals and Gypsies.
- Percentage of employed Roma declaring to be support the family and the total working Roma population.

### **Rate elementary occupations**

Percentage of Roma employed as workers in agriculture, fishing, construction, manufacturing and transport.

## **Indicators in the area of HOUSING**

- **Shanty Towns**

Percentage of Roma households that are shacks, caves or similar.

- **Substandard housing**

Percentage of Roma households that include homes badly damaged, shacks, barracks or transitional housing, and housing buildings for other purposes

- **Lack of basic equipment**

Household percentage of Roma lacking at least one of the following facilities: running water, hot water, toilet, shower or electricity.

- **Dampness**

Percentage of Roma households that have leaks, dampness in walls, floors, ceilings or foundations or rot in floors, window frames or doors.

Example of indicators in the area of social action:

**POVERTY AND SOCIAL EXCLUSION**

- **Risk of poverty and social exclusion:**

Number of Roma living below the relative poverty line, suffering severe material deprivation and / or living in homes.

c) **Follow-up reports.**

Annually submit a report to the Mayor on the activities. In the last quarter of 2014, an interim monitoring plan containing recommendations for the development of the second phase of the plan will be submitted.

d) **Final evaluation of the plan.**

Upon completion of the plan an evaluation report of the plan as a basis for planning the second action plan will be presented.

This report will be discussed in working groups of the local committee of diversity management and will be presented to the mayor for approval.

The working groups are the essential place to monitor the implementation of the plan.

This coordination work aims to:

- Collect and evaluate the various proposals of the groups involved in this matter and submit them, if appropriate, to the competent municipal bodies or other organizations that may have expertise and resources in the area.

- Encourage joint research projects between the institutions involved, primarily serving the needs for different policy areas in the city (neighborhood, school, associations.).

Many of the actions proposed in this plan have continuity in time, so its development and effects have a time horizon in the medium and long term, up until 2016.

In the last quarter of 2015, an update of the plan shall be executed, in order to identify new actions that can be incorporated and to boost the actions identified as priorities.

Annual Operating Plan: Each year, an operational plan shall be put in place, focusing on the maximum number of possible concrete actions.

### **Evaluation indicators of resources**

An evaluation of the resources used, the coverage achieved and the degree of fulfillment of the objectives according to criteria of efficiency shall be performed.

As for human resources, both the number of professionals and other mediators who have participated in projects will be assessed, always paying attention to the gender issues. It will also assess the degree of skill and technical training acquired by the professionals included in the actions of the Plan.

Consideration will be given in this section various topics such as:

- Achievement of objectives.
- Methodology used in each of the activities and projects.
- Degree of coverage achieved in relation to the objective.
- Degree of sustainability.

### **Processes and participation**

This is one of the most relevant aspects of the Plan, and its evaluation includes in its assessment, both quantitatively and qualitatively, everything that relates to:

- The coordination and monitoring carried
- The degree of operability of the same, considering that participation is not an end in itself, unless it is accompanied by a methodology that allows increased efficiency.
- The involvement of social institutions, both public and private
- Linking activities and bodies under the Plan with other participating bodies located in the municipality, such as Health Boards, Truancy Committee, ....

- The involvement and participation of member organizations of the Plan in other forums and bodies, at regional, national, European and / or international level
- The project evaluation will take into account the degree of satisfaction of participants.

## **Results**

It should be a quantification of the participants included in each project, giving us an idea of the coverage and, above all, of the progress that is taking the Plan in its entirety. With regard to other aspects of the Plan as changing attitudes, or knowledge dissemination and diversity management, ... most difficult aspects to assess, the assessment will focus more on content and participation by the institutions themselves.

## **8. BUDGET ESTIMATE**

The Municipal Plan of Diversity Management will be implemented and will have an assigned budget corresponding to the period 2012 - 2016.

The budgetary resources allocated to this plan are twofold. On one hand, the budget line of every area intended finance actions whose direct beneficiaries are the vulnerable victims of poor diversity management among others , among which we include: studies and reports;cooperation agreements with various institutions, conferences, seminars.

On the other hand, social integration projects financed from the budget obtained due to allocation of Income Tax of Individuals (Income tax) and other projects of social intervention for the care, prevention and social integration, in collaboration with the Autonomous Communities. Also, activities financed under the European projects such as the Roma-Net project also form part of this line of budget.