



**Comune di Bologna**

# Local Action Plan

For the social inclusion of Roma and Sinti people  
2013.2014

## Table of contents and credits

---

1. European and National framework of reference.....	3
2. Roma and Sinti presence in the City of Bologna.....	10
3. The methodological process of the Local Action Plan .....	13
4. System level actions and local governance .....	16
5. Axis 1. Education .....	19
6. Axis 2. Work .....	22
7. Axis 3. Housing.....	24
8. Axis 4. Interculture and anti-discrimination .....	27
9. The dissemination of the contents of the Local Action Plan .....	28

The Local Action Plan of the Municipality of Bologna was written with the contribution of the researchers of **Codici | Agenzia di Ricerca sociale** ([www.codiciricerche.it](http://www.codiciricerche.it))





## 1. European and National framework of reference

---

The Local Action Plan of the Municipality of Bologna was written in continuity and coherence with the National Strategy for the Inclusion of Roma, Sinti and Caminanti, elaborated by the Italian Government for the fulfillment of the Communication of the European Commission n. 173 from 05.04.2011 "EU framework for National Roma Integration Strategies up to 2020".

The European Commission Communication defines the operating framework for accomplishing the integration of Roma and Sinti and contributes to the definition of the social and economical imperative for improving their life conditions. Moreover, the communication urges authorities to guarantee that the integration policies, national as much as local, "focus on Roma in a clear and specific way, and address the needs of the Roma with explicit measures to prevent and compensate for the disadvantages they face".

The communication identifies four areas demanding policies and intervention practices:

- **access to education**

All Roma children should be guaranteed the access to quality education without being subjects of discrimination or segregation. Moreover, states should: guarantee a wider access to quality services for early childhood education and care; lower the number of drop outs in secondary education, encourage access to secondary and tertiary education;

- **access to employment**

It is necessary to develop interventions aimed at reducing the gap in employment between Roma groups and the rest of the population. Data from all international agencies underline the significant levels of discrimination in access to employment and segregation among the most marginal parts of the population which are also the least protected in the labor market. For this reason, interventions should be developed in order to guarantee: full and non-discriminatory access to professional training; adequate instruments in order to sustain self-employment and microcredit; services for employment that are able to reach out to the Roma by providing personalised services and mediation;

- **access to healthcare**

The gap in health conditions and well being between Roma groups and the general population are caused by different concurring factors: life conditions and significant exposure to health risks; limited access to quality healthcare and lack of targeted information and prevention campaigns, discrimination in access to health services. In order to realize Roma's right to health it is necessary to guarantee the full access to quality healthcare, to ensure that preventive cures and social services are offered at the same level as for the rest of the population. Moreover it is necessary that qualified Roma persons get involved in community health programs;

- **access to housing and essential services**

There is a significant gap between Roma groups and the rest of the population in terms of access to housing and to essential services linked to housing. Living in disadvantaged conditions has a negative effect on the health of Roma persons and on their general level of integration in the society. It is therefore necessary to develop interventions that allow for a non discriminatory access

to housing, using an integrated approach that includes the various dimensions of integration processes. The interventions have to be actively put into practice with dedicated programs that involve regional and local authorities.

The ten basic principles for Roma inclusion, added to the conclusions of the Council of the Ministers for Social Affairs of 2009, offer a platform for the development of initiatives aimed at the social inclusion of Roma groups. Although these are not legally binding, they represent an essential part of the European framework, at the basis of national and local policies:

- **Principle n. 1. Constructive, pragmatic and non discriminatory policies**  
The policies aimed at the inclusion of the Roma need to comply with and to realize the fundamental values of the European Union, to transversally integrate with general policies. The policies need to be based on the real situation of Roma groups, by referring to studies, researches, experiences, direct contact, and by directly involving expert Roma citizens.
- **Principle n. 2. Aimed but not exclusive approach**  
Adopting an aimed approach means working with Roma as a target group, without excluding other persons that might share the same socio-economic situation and without separating interventions from the more general policies. From this point of view it is preferable to aim policies to "open" groups, defined by the common condition, explicitly indicating that Roma groups are included. It is also necessary to evaluate the impact that the more general policies and decisions could have on Roma groups.
- **Principle n. 3. Intercultural approach**  
The principle proposes a change of policy focus: not to refer so much to cultural identities but to promote and learn intercultural competences. The process of mutual understanding and of increasing awareness in reciprocal interactions is seen as a key to facing and overcoming prejudice and stereotypes.
- **Principle n. 4. Aiming towards general integration**  
All the inclusion policies need to aim towards the integration of Roma groups in the general society, avoiding the development of artificial and separated inclusion paths that can enforce the segregation. It is therefore necessary that inclusion policies be correctly evaluated also in the light of the potential negative effects they may generate on the long or short term.
- **Principle n.5. Awareness of the gender dimension**  
Roma women live in vulnerability and disadvantage conditions in access to employment, education, social and health services. They are more exposed to risks connected to the double discrimination, domestic violence, trafficking and exploitation. Disadvantage and risk conditions are in contradiction with the active role that Roma women could cover in social inclusion and mediation processes. It is therefore necessary that policies maintain awareness to the gender dimension, attention to aspects related to gender, act by valuing Roma women in their roles as social actors.
- **Principle n.6. Dissemination of policies based on evidence**

It is necessary to learn from one's own and others' experiences in order to build more effective policies. Thus policies and intervention practices should be disseminated and shared, starting with the results of monitoring and evaluation processes.

▪ **Principle n.7. The use of European Union instruments**

Legislative, financial and management instruments promoted by the European Union are available to all the Institutions of the member States so that they can be correctly used in the development and application of social inclusion policies for Roma groups.

▪ **Principle n. 8. Involvement of regional and local bodies**

Regional and local governance should be promoted in order to carry out initiatives for the social inclusion of Roma groups. The involvement of local and regional authorities, as that of local actors, is fundamental for the design, monitoring and evaluation of effective policies.

▪ **Principle n.9. Involvement of the civil society**

The policies for social inclusion need to be designed, developed, implemented and evaluated in close collaboration with the actors of the civil society engaged in social inclusion processes. Civil society's involvement is functional to mobilizing competences present in the contexts, to the dissemination of necessary knowledge in order to develop public debate and to the promotion of democratic responsibility throughout the political process.

▪ **Principle n.10. Active participation of the Roma**

The efficacy of the policies is enforced by the direct involvement of the Roma persons in the different phases of the process. Involvement should take place at different levels and in different stages of the policies: design, implementation and evaluation. Support should be given to the full participation of the Roma to public life, promoting active citizenship and the development of human and social capital.

The national strategy for the inclusion of the Roma, Sinti and Caminanti, elaborated in fulfillment of the Communication of the European Commission n.173/2011, recognizes the centrality of an approach based on human rights.

This approach is coherent with the constitutional frame and with international conventions on human rights, ratified in Italy. In particular, it is coherent with the art. 2 of the Italian Constitution, stating that "The Republic recognizes and guarantees the inviolable rights of the persons, both as an individual and in the social groups where human personality is expressed. The Republic expects that the fundamental duties of political, economic and social solidarity be fulfilled" and with the art. 3 that states: "All citizens have equal social dignity and are equal before the law, without distinction of sex, race, language, religion, political opinion, personal and social conditions. It is the duty of the Republic to remove those obstacles of an economic or social nature which constrain the freedom and equality of citizens, thereby impeding the full development of the human person and the effective participation of all workers in the political, economic and social organization of the country."

The general objectives of the National Strategy are: promoting equal treatment and social and economic inclusion of Sinti, Roma and Caminanti communities in the society; ensuring long term sustainable improvement of their life conditions; accomplish and maintain accountability and participation to their own social development, while exerting the full benefit of their citizenship rights guaranteed by the Italian Constitution and by International Conventions.

The strategy indicates two phases of implementation of its actions: the first biennial phase is intended for overcoming some particular degradation situations; the second phase is dedicated to overcoming any discriminatory form and guaranteeing the actual protection of Roma, Sinti and Caminanti communities as national minorities.

The Strategy expresses the choice of overcoming the emergency approach of the previous policies for Roma, Sinti and Caminanti, used as political instruments and made of extraordinary measures, in order to bring them to an approach of medium and long term planning of integration interventions. The approach is new also for the choice of working in an inter-ministerial manner, thus it responds to the indication of the 173/2011 Communication asking for integrated policies to be built on four areas: school, employment, healthcare and housing.

Finally, the National Strategy intends to contribute to the cultural growth of the Italian society as a whole, by overcoming all forms of racist discrimination starting with the specific forms of anti-gypsism and promoting an education towards respect.

The implementation of the Strategy and the achievement of its goals needs to result from the synergic action of different institutional and civil society actors, guaranteed by the multidimensional governance model, based on the following keywords:

- **Integration and subsidiarity**

The achievement of the declared goals results from the functional convergence of the different competences institutionally assigned by our system to different institutional actors and from the integration of the national public resources with community resources and local networks. Subsidiarity and resource integration are proposed as strategies that can be employed to obtain long term and visible effects in terms of social integration and population's perceived safety, with positive results on the dismantling of prejudice and stereotypes.

- **Coordination and sharing**

A clear governance direction should be implemented in the multilevel and multidimensional system as designed by the National Strategy, so that process management competences and roles be correctly identified. The more shared and accepted leadership is, the more effective coordinating actions will be. For the National Strategy, the leadership function is assigned to the National Contact Point, which is UNAR - The National Office Against Racial Discrimination.

- **Information and mediation**

Information is an important instrument in order to determine the impact of the National Strategy, addressed to the various subjects that are called to contribute to its implementation. In the Strategy, mediation is understood as social and cultural mediation aimed at promoting community accountability and participation. Mediation, in this approach, should increase power and representation of Roma, Sinti and Caminanti communities in front of national and local decision makers and in front of the general public.

- **Identity and change**

Roma groups are also handling the difficult topic of their own historical and cultural identity, especially when seen from an intergenerational perspective. The national strategy sets the goal to find the balance between the risk of progressive loss of memory, identity and cultural traditions of the Roma communities and the need for young generations to autonomously and freely rework their history in order to assert their own present.

In order to reach these goals, the National Strategy describes a complex mechanism that combines System actions and Areas of interventions.

The system actions identified in the National strategy are:

- **Increasing the institutional and civil society capacity building for the social inclusion of the Roma, Sinti and Caminanti**

The action points to increase the levels of capacity building at the national and local level in order to render them adequate, coherent and convergent with the established goals of the National Strategy. It will be implemented by an activity of support in the elaboration of Local Action Plans for the social inclusion of the Roma, Sinti and Caminanti; in the support given to Regions in normative, administrative and management activities; in building a joint work group aimed at overcoming the informational and statistical gap; in building a joint workgroup for analyzing the legal situation of those who find themselves in an actual statelessness condition; in building a joint workgroup for the support of the National operational plans; in identifying process and result indicators in order to evaluate the effectiveness of the National strategy itself.

- **Promoting a permanent integrated system of networks and territorial centers against discriminations**

The action continues on the system structure that was defined when constituting UNAR and is aimed at monitoring discrimination phenomena, increasing communication between public actors and information, data and good practice exchange. In the context of the National Strategy, an increased capacity of interconnections between the system and the territory is expected: by defining homogenous work and data collection standards, by activating the database and the computerized system for monitoring discrimination phenomena in the media; by activating a back-office within the UNAR Contact Center dedicated to handling investigations of alleged discriminatory actions against communities of Roma, Sinti and Caminanti.

- **Planning an integrated strategy of information, communication and mediation for dismantling prejudice and stereotypes against Roma, Sinti and Caminanti communities**

The development of a specific and continuous integrated strategy of information, communication and mediation for dismantling prejudice and stereotypes against Roma, Sinti and Caminanti communities. While continuing what UNAR already initiated in the previous years, the action foresees: implementing information and awareness raising campaigns aimed at different targets; creating informal networks for increasing the participation of Roma women and youth; implementing informative and communicative instruments for public and private bodies on topics linked to social inclusion policies; promoting networks of Roma and Sinti linguistic and cultural mediators, competent and adequately trained.

- **Elaborating and testing a model for the participation of the Roma, Sinti and Caminanti communities to national and local decisional processes**

The action comprises: involving, coordinating and strengthening the most relevant institutional and associative actors in supporting policies and services dedicated to Roma and Sinti communities; activating models and strategies for promoting the political, economical, institutional and associative participation of the communities; promoting direct participation of the communities by testing and organizing a participation model.



The participation model needs to be characterized by positive interaction forms and by negotiated inclusion processes.

In the context of the National Strategy, the Forum of Roma and Sinti communities will be elaborated and tested, as a national body, structured on a territorial basis, that would allow for the participation of the communities to the decisional processes that regard them. The participated process should be initiated using a procedure of call for manifestations of interest, successfully applied in the past.

Within the National Strategy the system actions have a transversal role, while the task of dealing with specific topics regarding the inclusion of Roma, Sinti and Caminanti groups is expressed in the four Axes of intervention and their consequent specific objectives:

- **Axis 1. Education - Increasing the quantity and the quality of educational opportunities and the number of Roma, Sinti and Caminanti students in schools of all types and levels, by encouraging their attendance, academic success and full education.**

*Specific objective 1.1 - Promoting processes of pre-schooling and schooling of Roma and Sinti children, promoting non-discriminatory access (enrolment, attendance, results) to all levels of schools and combating school drop-out of Roma, Sinti and Caminanti children in primary and secondary schools.*

*Specific objective 1.2 - Increasing the participation of the Roma, Sinti and Caminanti youngsters in university education, in advanced training courses and vocational training, including access to the so-called "honor loans", scholarships and other opportunities and benefits, provided for by law.*

*Obiettivo specifico 1.3 - Promoting dialogue and cooperation between educational institutions, neighborhood, families and Roma, Sinti and Caminanti communities.*

- **Axis 2. Employment: "Promoting vocational training and access to the labour market for Roma, Sinti and Caminanti women and men"**

*Specific objective 2.1 - Encouraging the promotion of training and non-discriminatory access to training necessary to be integrated into the labor market and for the establishment of enterprises.*

*Specific objective 2.2 - Promoting tools, methods and devices for the regularization of irregular or precarious employment, entrepreneurial development and self-employment.*

*Specific objective 2.3 - Developing individualized pathways to accompany Roma women towards the labor market, and supporting the access of the Roma, Sinti and Caminanti people under the age of 35 to the system of opportunities and facilities provided for youth entrepreneurship and youth employment in general.*

- **Axis 3. Health: "Improving access to health and social-related services, available in the territories, and implementing prevention and medical care, with specific regard to the most vulnerable Roma and Sinti people"**

*Specific objective 3.1 - Promoting the analysis and methods of access to quality social services for Roma, Sinti and Caminanti people, with a specific focus on: women, children, adolescents, the elderly and disabled.*

*Specific objective 3.2 - Facilitating the access to social and preventive medicine, with specific regard to reproductive health and maternal-child-health.*

*Specific objective 3.3 - Involving trained Roma and Sinti people in social services and medical care programs, such as, for instance, cultural mediators.*

- **Axis 4. Housing: "Increasing the access to a wide range of housing solutions for the RSC people, with a participatory approach, in order to definitively overcome emergency approaches and large-sized mono-ethnic settlements, while paying due regard to local opportunities, family reunification and a strategy to be based upon the principle of equal distribution"**

*Specific objective 4.1 - Promoting integrated policies for inter-institutional cooperation in the field of housing supply for the Roma, Sinti and Caminanti people.*

*Specific objective 4.2 - Promoting housing solutions which meet the requirements and specific needs of the Roma, Sinti and Caminanti families.*

*Specific objective 4.3 - Raising awareness about the economic resources, the administrative arrangements available under the housing policies, and the real estate opportunities for the Roma, Sinti and Caminanti families.*

## 2. Roma and Sinti presence in the City of Bologna

---

The first presence groups that could be included in the category of the Roma (gypsies, as once called) was signaled in historical documents starting from 1422, when the anonymous writer of the Bologna Chronicle mentioned the resolution in favor of some families.

Their presence, thus, has been constraining administrators and citizenship to deal with groups whose life conditions and social inclusion levels had always reached an inferior standard in comparison to the general population.

In the last twenty years, Sinti groups with Italian citizenship and historical presence in the city were joined by other Roma groups coming from the Balcan area, escaping wars and persecutions in the ex-Yugoslavia, and Roma groups coming from Romania. Thus, other groups joined the Italian ones, the latter more connected to the territory and to the local economies. The new groups had different situations, not only from the point of view of their self-identification with the Roma or Sinti category, but also because of their need for international protection and humanitarian aid (taking into consideration, for example, the problematic condition of statelessness) and the need for recognition of the autonomy of their migratory projects.

The specificity of the condition of the newly-arrived underlined the necessity to review the main instrument of regional policies for Roma and Sinti: the regional 47/88 in order to adapt it to the needs of groups that are cannot be called nomadic, considering their non-migratory life and the need to develop other housing solutions. The Region Emilia-Romagna has already taken action towards overcoming the nomad camps understood as large encampments of numerous persons, being aware that this housing typology alimented segregation, degradation and was a barrier to social inclusion processes for Roma and Sinti. Since 2005 the Region actually favored the realization of equipped micro-areas that allow residents to live better and to become more aware as co-participation is asked for covering the cost of bills and for the duty of minors frequenting compulsory education. This orientation is reiterated in the Regional intervention program for the improvement of the life conditions in nomad camps (DGR 808/12).

The regional legislator should thus be called in to a revision of the frame of reference in order to update it, both with regard of the ongoing European debate as of the present social phenomena and processes.

The presence of Roma and Sinti in Bologna, as elsewhere in Europe, is difficulty quantifiable. The reasons are numerous. On the one hand, the entire category lacks a clear definition, consequently leading to the use of different research criteria, thus making results of different surveys difficult to compare or to aggregate.

Very often research uses the criteria of living in a context labeled as "Roma" (for example living in a regular or irregular camp), thus applying a criterion of hetero-attribution of ethnic identity, derived from the ethnic connotation of the living context. The nomad label itself has dominated Italian public discourse for the last twenty years, is highly imprecise, as it refers to populations that have been sedentary for centuries.

The criterion of self-attribution of ethnicity, meaning that Roma is who declares him/herself as such, presents further problems. By using it, research can underestimate the dimensions of the population, as the attribute of "Roma" or "Sinti" is stigmatizing, and some persons might choose not to identify with it, in order to avoid consequent discredit. Furthermore, "nomad" and "Roma" are labels that excessively simplify the reality: very often, self-attribution of ethnicity as asserted by individuals or groups relies on citizenship (for example, when referring to Kosovo Roma or Romanian Roma - distinctions that also imply completely different migratory experiences), or subgroups (as in the case of Romanian Roma who do not identify

themselves as all belonging to the same ethnicity, but to ethnic subgroups, on the basis of traditions, geographical areas of origin and dialects).

Moreover, the difficulty in measuring a “hidden” part of the population is to be underlined, which refers to those who live in irregular conditions (e.g. squats and slums) or those who practice temporary migration, with frequent coming and goings between Italy and the country of origin, but also between different cities in Italy).

These difficulties can partly explain the lack of data regarding the presence, the living conditions and the life of Roma and Sinti groups or, when research has been carried out, the incomparability or contrast between existing data. Considering all the issues above, is it necessary to activate systematic research activities, coherent and shared by all actors, regarding the local population, as these are indispensable for gaining a better knowledge of the situation and for an effective social planning.

Emilia Romagna Region’s “Report on the Roma and Sinti population present in camps, trailer and transit courts”. The Report was the result of administering questionnaires to municipalities, thus without considering the irregular presences or persons not registered in the population records. Monitoring actions included public, private and Sinti property camps, in 98,3% of the Region’s municipalities.

In 2009, the year in which data was gathered, the Region comprised 108 camps, out of which 48 were irregular areas – referring only to agricultural lands used for housing by Sinti. On the territory of the Province of Bologna, 8 camps were counted, with 244 inhabitants and only one transition, at that time, from the camp to an apartment of private housing.

184 housing units were counted in all camps of the Province of Bologna, most of which were campers, caravans or mobile houses (158 units).

Among the 487 persons counted in the Province of Bologna, 80,7% were Sinti, 11% Italian Roma and 4,5% foreigner Roma.

At a regional level, instead, the percentages of residents with respect to their nationality were: 96% Italian, 2% from Bosnia-Erzegovina and 1,1% from Macedonia. In 2009 the Region did not register a significant presence of Romanians. If we also examine the data indicated by the municipalities, next to the ones included in the questionnaire, we can observe that on the regional territory 139 persons are present, out of which 87 are Roma. If we consider the characteristics of migratory circuits from Romania to Italy, it is reasonable to believe that their presence was higher.

As for the employment situation, the Report indicates that in 2009 in the Province of Bologna only 30,8% of the population aged 18 to 64, living in camps and trailer courts, declared they had a regular or irregular job; the percentage mirrored strong gender disparities, rising up to 41,8% for men and dropping to 19,6% for women.

Other data are available only at the regional level, without breaking it up to the provincial level. In Emilia-Romagna Region, 45,2% of those who declared they were employed, worked in the field of entertainment, 15,8% in the services sector, 12,3% in commerce while 10,6% collected iron. 68% of those who were employed identified their work as autonomous, while only 10,5% were hired.

A clear tendency, underlined in other contexts too, is that Roma and Sinti population is a very young one, with 38,6% minors of age. The results at the regional level indicate high percentages of children’s registration and attendance to primary school (233 registered and 231 attending), that drop for the first degree secondary school (165 registered and 148 attending), reaching very low levels for the second degree secondary school (26 registered and 17 attending).

The most recent estimates regarding the number of inhabitants belonging to the Roma and Sinti galaxy of minorities are those of the “National report on the labor and social inclusion of the Roma in Italy”, written by Casa della Carità Foundation – Angelo Abriani in 2012 in the context of the project “Eu Inclusive. Information and good practice exchange regarding the integration in the labor market of the Roma

population in Romania, Bulgaria, Italy and Spain". The report includes data on different dimensions of social inclusion (occupation, access to healthcare, housing and education) gathered using a structured questionnaire, administered to 1668 persons, at a national level.

According to the estimates of the abovementioned report, obtained by secondary data analysis and by interviewing key witnesses, Roma and Sinti in Emilia Romagna region count up to 4000 persons. Unfortunately, the report does not present regional or local level analysis neither for the general estimates nor for data obtained with the questionnaires.

According to the most recent data gathered by the Municipality of Bologna, 63 families with 70 minors live in the three trailer courts instituted on city's territory by the Municipality, on the basis of the L.R 47/88, for the local Sinti community (made of Italian citizens). The areas are administered by the Districts, while the social interventions are conducted by Società Dolce Social Cooperative and by Centro Accoglienza La Rupe Social Cooperative. Following the modernization interventions of the existing trailer courts, currently one of these is exclusively made of caravans, trailers and mobile houses, while the other two have permanent structures integrated with mobile structures.

In Bologna there are also 17 Sinti families living on agricultural lands regularly acquired but, in violation of their destination of use, equipped with mobile houses or permanent structures. The municipality has long initiated an action of contact, knowledge, and research on their living condition aimed at identifying adequate living alternatives. Some families, coming from camps or expropriated of their agricultural lands on which they had abusively built, now live in campers.

The Roma population present in Bologna is mainly composed of Romanian migrants and refugees from ex-Yugoslavia. Those who managed to enter an equipped center (the Center for refugees or the local temporary residences) have been successively inserted in inclusion and integration processes, formulated in the "Extraordinary action plan for overcoming housing emergencies", put into practice between 2007-2008. Currently, 11 families live in irregular or abusive encampments, as registered by the local administration.

### 3. The methodological process of the Local Action Plan

---

The process of drafting up the Local Action Plan for Roma and Sinti for the Municipality of Bologna was articulated in three phases, aimed at interrogating different groups of stakeholders, relevant for social policies, general as well as dedicated specifically to Roma and Sinti. The choice was to differentiate the methodological approach and the level of participation on the basis of the characteristics of the actors involved, of the active role these could have played in the elaboration of the Local Action Plan.

In synthesis:

- the actors that have a structured relationship with the City of Bologna, in co-designing and co-management of social interventions for Roma and Sinti groups, were involved in the Local Support Group;
- Roma and Sinti were called to participate to focus groups, aimed specifically at the evaluation of the existing strategies of which they are currently beneficiaries;
- decision-makers and higher level professional figures in the public institutions were called to participate using the Delphi technique, in order to contribute to the evaluation of the strategies and to their harmonization with existing policies.

#### **The Local Support Group**

The Local support group was formed in order to support the process of drafting up the Local Action Plan, and was made of representatives and professionals belonging to public institutions and to local NGOs (cooperatives and associations), some of which experienced in social intervention, while others in service and policy panning in the local context of Roma and Sinti groups.

The Local support group was involved in:

- current problems definition on the situation of Roma and Sinti in Bologna, by the means of a conceptual map on the topic of social inclusion that favored a progressive construction of consensus and synthesis between group participants, departing from their individual conceptual maps;
- the definition of the goals to reach for a better level of social inclusion, using the Grammar of the objective (verb indicating the expected change, the object of change and its specification, identification of the characteristics and time for operating change), as an instrument for rendering hypotheses explicit;
- establishing priorities between identified objectives, by using the forced priorities scale, as an instrument to determine which objectives are highly relevant for the social inclusion processes of Roma and Sinti groups and which are highly feasible when confronted to the system of resources. The results of the forced priorities scale were more profoundly discussed in order to negotiate the criteria for their choice and the threshold for the selection of the optimal levels.
- In selecting strategies to put into practice for reaching the priority goals, by using the 3D rule (describe, define, dimension), as an instrument for operationalizing objectives, identifying indicators and establishing baseline levels. In carrying out this task we also referred to the Logical framework of the project, instrument for defining strategies and evaluating their internal coherence.

- the construction of the stakeholders map, aimed at defining the power of each actor to influence the success of the strategies and the achievement of the objectives, and to be, in its turn, influenced by these.

### **Focus groups with Roma and Sinti**

Four focus groups were carried out where 31 Roma and Sinti persons, residents in Bologna, participated. The focus groups were carried out in order to verify the adequacy of the priorities elaborated by the Local support group, to detail the strategies for objectives achievement, and identify problems and opportunities in the current and future situations.

Participants' recruitment was conducted with the mediation of the organizations involved in the Local support group, a choice that influenced the composition of the panel. The persons who participated in the consultation process are, thus, persons who are in touch with services, who have a good knowledge of the interventions already put into practice by the local third sector and who had been part of programs for housing transition or inclusion, thus many had already overcome the "camp" dimension.

Among those involved in the consultation, there were no persons living in irregular situations, that were not in contact with services or migrants who more recently arrived to Italy.

The focus groups participants, moreover, were all Italian or Romanian citizens. There wasn't the possibility of deepening certain aspects that might have distinguished the experience of Roma persons of other nationalities, of different migration history (e.g. citizens coming from ex-Yugoslavia).

Participants received an informed consensus letter, where the framework and the goals of the meeting were clarified and where data treatment and guarantees of privacy protection were detailed, particularly the respect of participants' anonymity.

Each meeting was focused on a topic; the participants were distributed as following:

- Employment: one focus group with 6 Roma men and one with 12 women, Roma and Sinti;
- Housing: one focus group with 7 Roma (men and women) and one with 6 Sinti (men);
- Education: only one participant was present for the focus group, so the meeting was suspended.

The guidelines for conduction were articulated in a projective manner: participants were asked to evocate in third person an hypothetical situation of a family or person that finds itself or him/herself in several situations, defined as interrogations in the guidelines. It was divided in the following sections:

- The current situation: characteristics, actors, problems and opportunities;
- Envisaged transition (change): characteristics, actors, problems and opportunities;
- Risks and alternative strategies.

Various prompts were used for each category of interrogations in order to further explore of the topics and prioritization was requested on the points made by the entire group.

### **Consulting decision-makers using the Delphi technique**

The consultation process using the Delphi technique was carried out in order to involve decision-makers (policy and service planning level). The aim was to have a further evaluation of the action priorities and of opportunities and risks that the local intervention system presents for the social inclusion processes of Roma and Sinti persons.

Delphi is a technique for building consensus, where respondents are invited to give their opinion on several topics, without meeting face to face. This last characteristic is required by the necessity of limiting group dynamics, so it is considered that Delphi is less contaminated, compared to other techniques, by the type of pre-existing relationships between participants.

The answers to the same questions are requested in two or more rounds, giving feedback each time on the answers given by the entire group in the previous round.

For the Delphi of Roma Net, a panel of 15 experts was formed, identified with project referents, among managers of public and private social services. The response rate was 46% (7 answers), which led to the impossibility of carrying out a second round. Nonetheless, the first round gave rich information regarding our research topics.

The topics included in the Delphi form were selected in coherence with the objectives formulated in the previous phases. The form was developed on the basis of the SWOT analysis method. This approach asks one to think about the strengths (S) and weaknesses (W) of an action or policy, while keeping in mind that the context in which the intervention takes place offers opportunities (O) and exposes to threats (T). For each area (employment, housing, education and interculture), experts were asked to think about the policies that are currently active on the territory of Bologna, about the specific policies for Roma and Sinti and, respectively, about the impact of the local context on the policies.



#### 4. System level actions and local governance

---

Social policies management is a central topic in this period, in which institutional assets and expenditure priorities are being redefined. The principles of subsidiarity and participation in the definition of policies should be conjugated with the capacity of efficiently and coherently manage a system of diminishing resources.

A major efficiency and reach of government processes comes abreast of political considerations that attain to the field of the values.

From this point of view, removing the topics linked to the social inclusion of Roma and Sinti groups from the emergency and special approach they were traditionally managed with means bringing them to the level of general policies that take into consideration persons as citizens and as human beings, without considering any other attribution of identity.

One of the goals that this Local Action Plan proposes is to accompany the design of local policies from their form as special policies to that of policies that can keep together a general approach and an attention to diversity.

We can summarize this choice by introducing three principles that the Local Action Plan intends to produce in the system of the local government:

- Vertical integration, promoting the integration of policies expressed by the different levels of the local government on the basis of their different institutional attributions. It means that the City of Bologna should represent itself as an integration point towards policies expressed by Emilia Romagna Region and towards those put into practice by the Districts and by Municipalities of the Metropolitan Area;
- Internal integration, within the local administration, asking for the necessary harmonization of the policies enacted by the different sectors of the local administration, in a multidimensional approach to social inclusion policies;
- Horizontal integration, promoting the participation of all different stakeholders to the construction, implementation and evaluation of policies. From this point of view, particular attention is due in order to define modalities and moments for the involvement of Roma and Sinti groups, in the respect of principles of representation and citizenship.

The government function for the processes linked to the Local Action Plan is assigned to the Institution for social and community inclusion “don Paolo Serra Zanetti”. The Institution, founded in 2007 as the result of social policy innovation processes in the City of Bologna, has by statute carried out the function of observatory, in support of the definition and innovation of territorial government policies, that are adequate and coherent with its recognized governance function.

According to the system action foreseen by the “National Strategies for the Inclusion of the Roma, Sinti and Camminanti”, the following objectives and consequent actions are identified:

##### **Objective 1**

**Enhancing local system’s capacity to produce policies for the social inclusion of Roma and Sinti groups**

##### **Action 1.1**

### **Establishment of a Committee for the Social Inclusion of Roma and Sinti groups**

A committee for the social inclusion of Roma and Sinti is created, comprising institutions and representatives of third and fourth sector's most significant organizations. The establishment of the committee is supported by a network committee which meets every two months in order to monitor the implementation of the Local Action Plan, offering indications for its progress, developing further projects born from dialogue, facilitating dialogue for the harmonization of policies and practices of the different participating organizations. The committee also has the task to ask for and facilitate the elaboration of inter-institutional protocols that should be necessary in order to implement the Local Action Plan.

The selection of Third and Fourth sector organizations takes place by the mechanism of the Public call for interest declarations, a useful instrument in order to identify organizations that are willing to enter a process of general social inclusion policy co-design.

The Local Administration coordinates the committee working with agreements between sectors, involving all the qualified subjects on topics like social inclusion and the harmonization of all the different active policies.

### **Action 1.2**

#### **Establishment of thematic working groups dedicated to the development of interventions for social inclusion**

The committee can be divided into thematic workgroups, whose task is to conduct periodic analyzes of needs and of existing territorial responses, in order to draw useful suggestions for the improvement and innovation of policies and interventions for social inclusion.

The workgroups will work on the following topics: housing, education, employment, intercultural and anti-discrimination policies. Each workgroup will establish its priorities and development strategies.

### **Action 1.3**

#### **Establishment of an Observatory on the social inclusion policies of Roma and Sinti groups**

The Social and community institution "don Paolo Serra Zanetti", within its functions, organizes an Observatory on the social inclusion policies and Roma and Sinti groups will be monitored. For the latter, the tasks are: creating a database and collecting documentation on projects and services put in place by public and private bodies on topics of social inclusion; collecting and elaborating quantitative and qualitative data on Roma and Sinti groups in the city of Bologna; drafting up thematic reports to disseminate among organizations in the territory. For the context of Bologna it is particularly important that the observatory has the capacity to collect, analyze and disseminate necessary data for elaborating evidence based and realistic policies.

Furthermore, the Observatory has the task of linking up with research on the condition of Roma and Sinti groups conducted at a national level in order to concur in the elaboration of the National Strategy.

### **Action 1.4**

#### **Conducting thematic workshops for the members of the Committee**

In collaboration between the committee, workgroups and the observatory on the social inclusion policies, workshops are promoted for training, dissemination and dialogue on the topics of the Local Action Plan. The workshops will also be an occasion to compare the work experience in Bologna with similar experiences carried out in other national and European contexts.

## **Objective 2**

## **Increasing the level of participation of Roma and Sinti groups in elaborating dedicated intervention policies and in decisional processes**

### **Action 2.1**

#### **Developing training actions in support of associative networks and other active participation instruments for Roma and Sinti groups**

Training modules are created, for the development of human capital and social capital needed to support the active participation of Roma and Sinti groups. Particular attention will be given to support groups and associations that can perform service, representation and advocacy functions for the protection and promotion of the participation of Roma and Sinti groups in decision-making. In particular, measures are developed for promoting the participation of young people and women. Associations and groups constituted as a result of this action will be directly involved in other systemic actions of this Local Action Plan.

### **Action 2.2**

#### **Developing participated design and evaluation actions conducted by Roma and Sinti groups on the interventions of which they are beneficiaries and target groups**

The committee formed on topics of consultation and participatory evaluation, also has the task of producing Guidelines and identifying methodological tools consistent with the need to facilitate participation of Roma and Sinti people. The task of the group is also to experiment innovative ways to design participatory evaluation, in connection with the municipal administration and other bodies called to intervene.

## 5. Axis 1. Education

---

Education represents one of the fundamental rights, in particular one that is guaranteed by the international community, starting with the Convention on the Rights of the Child. Contributing to the full realization of the right is in itself an obligation for the institutions and organizations that operate in this area.

Education is, secondly, one of the key instruments that our society can use in order to overcome the social stigma and the precarious social inclusion that Roma and Sinti groups experience. Education, in fact, is a key to paths of social mobility, to break the cycle of the reproduction of exclusion, to produce positive social identities, winning against prejudice.

This issue is, therefore, one of the most important ones, because future generations are the ones who will be able to overcome the disadvantage that today's Roma and Sinti are victims of. In the field of education, at least four forms of disadvantage appear from the available data at national and local level: drop-out rates and school dropout are still significantly higher than the general population, the levels of educational attainment are lower than in the general population, access to secondary education is limited to a minority of adolescents, while educational careers among those entering secondary education are still significantly channeled towards professional training.

The Local Action Plan will address these disadvantaged by asking for the activation of those who have the power and responsibility to support the academic success of young people of Roma and Sinti origin: the educational institutions and the general school community, other institutions, civil society and the private social sector.

The full realization of the right to education is a goal within the reach of these actors, especially considering how much educational institutions, social services and private social organizations have worked in the past to develop, support and monitor projects aimed at the school enrollment of Roma and Sinti children.

### **Objective 1.**

#### **Increasing educational and training levels of Roma and Sinti children and young adults**

##### **Action 1.1**

###### **Creating a network for the right to education**

Within the committee, by dedicated and specific divisions, the topic of the right to education will be handled, involving all Institutions and Agencies that should concur to the full realization of this right. The task consists of defining an activity plan for: formalizing operational protocols in order to eliminate the disadvantage situations that negatively influence the full realization of the right to education; negotiated definition of Guidelines; exchange of good practices; promotion of the comparison with other national and European contexts active on this topic.

##### **Action 1.2**

###### **Training teachers and school headmasters**

In connection with the educational institutions, training courses are guaranteed in order to foster intercultural competences in primary and secondary schools, also by developing encounters focused on national and European experiences that appear as best practices to be disseminated.

### **Action 1.3**

#### **Increasing the enrollment of Roma and Sinti minors in pre-school services**

An awareness raising and support campaign aimed to families has the task of increasing the enrollment of Roma children in educational services for infants. It thus seeks to strengthen the pre-school participation as a means to facilitate subsequent educational placement of the child and tighten the bond between families and school communities.

### **Action 1.4**

#### **Support for homework**

Trained and supported volunteer groups have the task of supporting minors and families in homework, also by organizing study groups and integrating with other after-school resources on the territory.

### **Action 1.5**

#### **Individual tutors of school careers**

Adequately trained social workers have the task of supporting families in their children's school careers, supporting them in their interaction with educational institutions, carrying out mediation, in collaboration with services for the full realization of children's school projects. Particular attention is given with this tool, to support education of young adolescents as to combat school dropout.

### **Action 1.6**

#### **Scholarships to support attendance in secondary schools for meritorious pupils**

In agreement with Social Services and the Schools of reference, meritorious pupils from Roma and Sinti origin are selected on the basis of educational outcomes and support for the continuation of schooling through scholarships is given in order to remove economic obstacles. Particular attention is given with this tool to the support of young adolescents as to combat school dropout.

### **Action 1.7**

#### **Promoting peer education to support educational paths**

Young people of Roma and Sinti origin, attending school, are properly trained and accompanied to act as peer educators in co-designed projects for awareness raising on the topic of the right and support to education. Particular attention is given with this tool to the support of young adolescents as to combat school dropout.

### **Action 1.8**

#### **Awareness raising campaigns on the right to education aimed at families of Roma and Sinti minors**

With the participation of Roma and Sinti children and their families, specific awareness raising campaigns are co-designed, on the topic of the right to education and on the importance of education as a vehicle for social inclusion.

### **The actors involved in carrying out the Actions**

The actions are carried out with the participation, first of all, of school institutions: Ministry of Education, Regional and Provincial School Offices, School institutions, school self-management organizations. One of the main points of the development of the actions of this Local Action Plan is to qualify relationships with

the educational actors as main interest and duty bearer (following an approach centered on rights, for which an institutional obligation corresponds to the right to education).

Moreover, Roma and Sinti minors and their families are involved as main actors in an intervention system that concurs to the realization of the rights and duties they are bearers of. The task of all those involved in the realization of the actions of this axis is to find forms and contents that can best qualify their participation.

Last but not least, the participation of private sector organizations, associations, parents coordination groups guarantees that the actions are carried out by qualifying and valuing relationships that could sustain social inclusion and cohesion processes, starting with the field of education.

## 6. Axis 2. Work

---

This is a time when many institutions have to rethink their active labor and training policies in the light of the difficulties of the present situation and the need to re-establish a new social contract. The fact is that it is difficult to think of labor in years marked by the crisis and the consequent changes of the local production system.

A particularly serious difficulty is faced when setting targets for change and consequent strategies for groups who are facing serious disadvantage. The image we have is that of groups that are still confined in the informal and irregular labor market in professions that combine low levels of protection, low profitability and low levels of required skills. The situation is further complicated by the fact that some of the jobs traditionally done by Roma and Sinti men and women are in contrast with current rules and regulations: for example, collecting iron.

Developing actions to improve the implementation of the right to labor requires, therefore, a multidimensional approach that acts on different aspects of the concept of capital: human, by developing projects that enable people to have the skills necessary to move into the labor market; social, by making appropriate tools available for people's labor projects and entrepreneurship; economic, by ensuring funding and support for projects that otherwise would not be able to start and reach sustainability; symbolic, opposing discrimination in labor or credit markets of which Roma and Sinti feel they are victims. Effort must be directed to develop actions dealing with gender differences in access to vocational training and the labor market.

### **Objective 1**

#### **Favoring access to professional training and to employment counseling services**

##### **Action 1.1**

###### **Building a Network for work and professional training**

In collaboration with the Network for Social Inclusion, a network for work and vocational training is established. It connects together the various stakeholders and professionals in order to exchange information, experiences, projects. The Network, established at the Social and community institution "Don Paolo Serra Zanetti", also aims to share with the most relevant actors, innovative interventions and experiences at national and European level that can be identified as good practices.

##### **Action 1.2**

###### **Informative and awareness raising campaign on vocational training and employment counseling services**

With the participation of the main actors in the system of vocational training and employment counseling, an informative and awareness raising campaign is designed and implemented, targeting specific youth and women in Roma and Sinti groups. The campaign has the task of facilitating access to services for the general population without creating such services for Roma and Sinti people only.

##### **Action 1.3**

###### **Support for the creation of cooperatives and the promotion of forms of self entrepreneurship**

Interventions are carried out in order to test modalities of accompaniment of target Roma and Sinti groups in the creation of cooperative enterprises: training, counseling, writing a business plan, raising capital and financing, and start-up activities.

The interventions are aimed primarily at young people and women, creating connections with local and national similar actions, also aimed at the general population.

In the development of this action the local authority also takes on the task of creating the necessary involvement from private companies and credit agencies, promoting their support as an implementation of Corporate Social Responsibility.

### **The actors involved in carrying out the Actions**

One of the tasks of the active work policies is to create networks that, besides the more traditional involvement of public bodies, training bodies and the third sector, succeed to connect the various realities in the field of employment.

The Local Action Plan, seeing labour as one of the main factors for social inclusion processes, involves in its realization employing agencies and autonomous work agencies, labor unions, private agencies active on the market and other realities that contribute to the economic development of the territory, while aware of the specific difficulties of this historical period.

The involvement of different actors is coherent with the approach that intends to bring the topic of employment out of an emergency logic, trying to give birth to a cycle that connects a reading of the economic dynamics of the territory, with identifying necessary competences and professional sectors, with the definition of the necessary active policies and with the definition of the priorities for local development.



## 7. Axis 3. Housing

---

The specificity of the Italian case, of all the European countries that have dealt with policies for the social inclusion of Roma and Sinti, has long been the idea that the camp is the only (or almost the only) response to the right of being hosted and to adequate housing. A myopic choice that, over the decades, has helped to perpetuate concentrations of disadvantage and social marginalization on which, rightly, public institutions and agencies were asked to give serious thought and to engage in significant rethinking.

Today, public policy, despite some contradictions, are increasingly oriented to overcome the idea of the "nomad camp", recognizing the need to build appropriate responses to families that were present in the region for a long time. Above all, the interpretation that sees housing as part of a cycle of social policies that also involves the employment, education and access to services is starting to be clearly stated.

In recent years, the Municipality of Bologna has been able to create a virtuous path of joint planning with the affected population, as in the case of the Equipped Area of Savena, and transitional housing to condominium apartments, especially in public housing.

Of course, there is still much to do: find new and more effective forms of management of unauthorized and irregular housing on agricultural land; re-launch (especially at a time of economic crisis such as the present) the issue of public housing, find alliances with the private housing market and the central cooperatives involved in construction; experiment with forms of construction and reconstruction performed by themselves, that also enhance job skills.

It is obviously necessary to find different responses to the different needs associated with the topic of housing, according to the different trajectories of families, knowing that, beyond the characteristics of what will be called home, the recommendations of the European Agency for Fundamental Rights on the housing conditions of Roma need to be safeguarded: security regarding the occupancy title; availability of services and infrastructure; adequacy; accessibility; reasonable cost; adequate localization; cultural appropriateness. In order to do this it is necessary, first of all, to distinguish between situations which by their characteristics must be addressed with specific tools (because they show specific social problems) from those that must be ascribed to the general management policies for families with housing problems, without having to indicate the "ethnicity" of the holders of need.

### **Objective 1.**

#### **Promoting participated and differentiated paths in order to improve housing conditions**

##### **Action 1.1**

###### **Creating a network for housing**

In the context of the functions carried out by the Institution on housing transitions, in connection with the network for social inclusion, joint work aimed at sharing current projects design, networking with various actors on the housing topic (specifically by developing connections with the actors of the private market and central cooperatives) to experimenting innovative projects and comparing good practices at a national and European level.

##### **Action 1.2**

###### **Accompanying housing transitions to apartments**

The experience made so far by the Municipality of Bologna in collaboration with the private social reality is drawn upon to develop new projects that will enable interested families to find accommodation in

apartments. With each family an individual housing project is defined, comprising the objectives and tasks for its implementation. The housing project also takes into account the aspects related to the ability of producing income and savings in the household, that are central to ensuring costs sustainability of the transition.

The housing projects are also supported, if necessary, by an action of support, in order to replace or strengthen the network of relationships available to the household who may have diminished as a result of the transfer and by necessary mediation with the context of insertion.

The housing projects are followed in their development, pointing to the autonomy of families and their progressive emancipation from the relationship with the service of reference.

### **Action 1.3**

#### **Regularization of irregular or abusive situations**

The management of irregular or abusive situations related to buildings and settlements made on agricultural lands owned by families, as well as on public property cannot be carried out exclusively through actions of eviction or expropriation. Beyond the legal requirements, which must be fulfilled, social issues should be addressed with an attitude of negotiation and confrontation. For this reason, as part of the Local Action Plan, a workgroup is established between the different representatives of institutions, social cooperatives and families involved, to explore innovative solutions safeguarding both compliance with laws and regulations and the housing needs of families.

### **Action 1.4**

#### **Co-design of Micro Areas**

For families whose housing project is based on autonomous dwelling, publicly owned areas are identified, properly placed in the local context and situated in the various Districts of the City of Bologna, to be granted a title of some use (e.g. lease). Each Micro Area is co-designed and built with the involvement of the family to whom it will be assigned and is equipped with all necessary infrastructure and necessary services. The grant of the Micro Area is associated with a family project of social inclusion that defines the method of use of the area and identifies the strategies and tasks aimed at strengthening family's social projects.

### **Action 1.5**

#### **Testing self-made construction and renovation**

Transition paths are tested with the participation of cooperatives and other experienced organization and the active involvement of the families, based on self-made constructions on public land and self-made renovation of buildings of public property. By constant comparison with similar experiences made at national and European level the most effective approaches to get the three expected results are identified: renovating public properties to respond to the demand for housing; promoting and consolidating skills, useful on the labor market; developing processes of social inclusion by contrasting negative stereotypes.

### **The actors involved in carrying out the actions**

The Local Action Plan involves bodies and institutions that have the task of planning and programming interventions on the territory, managing public and private housing, managing the public buildings estate. Furthermore it involves bodies and NGOs that already carried out significant experiences in the past years on the topic of social support to housing and to housing transitions.

One of the tasks of the Local Action Plan is, finally, to involve the actors of the private housing markets in order to promote corporate social responsibility projects, explore the possibilities offered by the private market and contribute to diversify the housing solutions.

## **8. Axis 4. Interculture and anti-discrimination**

---

Rendering the intercultural approach vital means, first of all, proposing a vision of identities as outcomes of complex processes of interaction and not as crystallized essences destined to repeat, always in the same manner. The Local Action Plan aims to be a central element in the processes of identity construction, creating opportunities to meet, exchange and discuss that could lead to the deconstruction of stigmatizing stereotypes. Many elements of disadvantage in achieving adequate levels of social inclusion by Roma and Sinti groups, in fact, are the result of discriminatory attitudes and practices that they experience.

One of the first choices is that of progressively abandoning “ethnic” approaches in social inclusion policies, acknowledging when necessary specific social conditions that require specific interventions. The topics treated in this Local Action Plan also have to be included, coherently with this approach, in the general policy regarding the right to education, employment, housing and intercultural society.

The Local Action Plan is placed in direct contact with the National Office Against Racial Discriminations, in order to support actions aimed at preventing any kind of behaviour or action that can have discriminatory effects, and with the European Council, in order to effectively support the Dosta Campaign.

### **Objective 1.**

#### **Break down prejudices and stereotypes against Roma and Sinti groups**

##### **Action 1.1**

#### **Promote initiatives aimed at creating moments for mutual contact between Roma and Sinti groups and non Roma and Sinti population**

Activities leading to experiences of encounter and exchange are created, with the support of NGOs and the contribution of Roma and Sinti associations and groups. Diverse people with various background (in terms of family, work, migration) meet each other, using the places and spaces of everyday life in the city.

##### **Action 1.2**

#### **Periodical survey of attitudes towards Roma and Sinti groups**

In connection with the work of the Observatory on Social Inclusion Policies, a periodic survey is carried out on the diffusion of the attitudes towards Roma and Sinti groups. Survey results support the planning of further activities related to the actual diffusion of prejudices and positive attitudes.

##### **Action 1.3**

#### **Porrajmos not to be forgotten**

In conjunction with the Memorial Day (27 January) activities are planned to commemorate the Porrajmos. The memory of Porrajmos, is an opportunity to remember the victims and renewed the condemnation of those who, in Italy too, collaborated in the killing of so many men and women, it is an opportunity to renew the mutual commitment against any discrimination and against any form of persecution.

## 9. The dissemination of the contents of the Local Action Plan

---

The dissemination of the contents of the Local Action Plan takes place during its implementation, but with a different focus depending on its stage of development.

In the initial phase, following its approval, its contents are disseminated so that all stakeholders and citizens become aware of the intentions both in the actions planned and in the approach to policies.

Particular attention is paid to involve the various Sectors of the Municipality, according to an intersectorial approach is intended to characterize the implementation of the entire Plan. The Plan is presented and discussed with institutional representations and adopted by the City Council.

The Plan is presented and discussed in a public conference, where are invited to participate: social workers of public and private services, representatives of associations and groups that represent Roma and Sinti communities, representatives of associations and voluntary organizations, experts from academia, media workers.

The Local Action Plan and documents linked to it are also available to the public and can be downloaded in full version on a dedicated page of the website of the Municipality of Bologna.

In the implementation phase, the progress of the actions and the achievement of stated objectives are made public. An annual report on the state of implementation of the Local Action Plan, produced with an intervention of participatory evaluation made by an independent party, will be transmitted to the institutions and bodies concerned, as well as made available directly from the website of the Municipality of Bologna.

The Network for Social Inclusion organizes periodical seminars dedicated to a public debate on the topics covered by the Local Action Plan, involving all stakeholders and finding the most significant collaborations at national and European level.

The Observatory on Social Inclusion Policies annually organizes a public presentation of the data collected, as well as public presentations of any studies conducted.

In the closing phase, the results achieved by the Local Action Plan are communicated to the city and to the institutions involved, through a final conference, with the participation of experts and institutional representatives recognized at national and European level, and through the publication of the proceedings on a page of the website of the Municipality of Bologna. The website of the Municipality of Bologna also hosts the downloadable text of the evaluation report prepared by an independent agency. The results of the project are communicated to the municipal administration and thematic meetings help define the start of a new phase of social policy design.