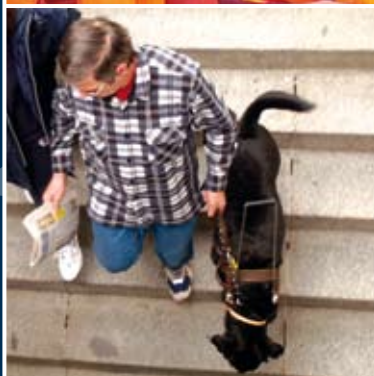


1  years

working with the EU for an Inclusive Society

The work and the added value of social organisations acting as private operators in the Multi-regional Operational Programme for Fighting Against Discrimination.



10 years working with the EU for an Inclusive Society

This document was written by José Manuel Fresno with the support of Andreas Tsolakis and co-financed by the European Social Fund within the framework of the Multi-regional Operational Programme for Fighting Against Discrimination 2007-2013

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Introduction



The aim of this publication is two-fold:

To make public the joint results which five Spanish not-for-profit institutions –**Cáritas Spain, the Spanish Red Cross, the Luís Vives Foundation, the ONCE Foundation and the Roma Secretariat Foundation**– have obtained over the past decade within the Multi-regional Operational Programme for Fighting Against Discrimination (hereinafter, the **OP**).

To reflect jointly upon the issues arising from the lessons learnt and the experience gained from the programme, and to suggest ideas, proposals and future challenges. All this against a backdrop of job losses which is acutely affecting the most excluded population groups and within the current framework of reviewing European employment and social policies.

The European Structural Funds are the most significant financial instruments in the European Union’s arsenal for reducing regional inequalities and reinforcing its economic and social cohesion.¹ Although in practice for many years these funds were mainly directed towards economic development, the creation of infrastructure and employment training, in recent years, and in particular since 2000, a more inclusive and open approach has been decided upon. **In the case of Spain, this has allowed for the development of the OP since 2000, targeting the fight against discrimination and socio-labour insertion of the most excluded population groups.**

The Spanish Government appointed not only the major public institutions in this sector as management and intermediary organisations for the implementation of the OP but also five private organisations with a wealth of experience of working with especially vulnerable groups such as immigrants, the disabled, those of Roma descent and others living in acute poverty. From the outset, we NGOs have understood that our mission is not only to develop **activities to promote inclusion into society and employment** for our respective target groups but also to **cooperate in designing and implementing public policies**, coordinating partnerships with different actors and working in close cooperation amongst ourselves with a view to generating synergies, making the most of the resources and hard work invested in the programme and finding innovative responses to the problems experienced by the most disadvantaged.

¹ General Council Regulations relating to Structural Funds [http://ec.europa.eu/regional_policy/sources/docoffic/official/regulation/pdf/2007/general/ce_1083\(2006\)_en.pdf](http://ec.europa.eu/regional_policy/sources/docoffic/official/regulation/pdf/2007/general/ce_1083(2006)_en.pdf)

We believe that the **results of this joint effort** are extremely important in two respects:

- **Quantitatively:** over the last ten years we have worked with more than **350,000 people** and have supported **1,383 organisations**.
- **Qualitatively:** we have created **networked work structures** in the regions, **extending our knowledge** of exclusion problems and **developing tools**; we have specialised and we have **contributed and collaborated actively within public policies** developed at national, autonomous community and local levels.

The Private Operators of the OP believe that it is precisely in these times of financial and economic downturn, which are having an extremely adverse impact on the employment and social exclusion of the most vulnerable of groups, that we must redouble our efforts. We must not just respond to newly emerging needs but also make proposals and suggest challenges to be met within European Union's strategy for 2020, which will create a Europe of increased inclusion and solidarity, lessening inequalities and eliminating discrimination.





The Spanish experience from the last decade has shown that the **Structural Funds** as a whole and especially the **European Social Fund** (hereinafter, ESF), **can play a decisive role in the active inclusion of the most disadvantaged people, and that within this process NGOs have a crucial role to play** due to the value we can bring to the management of these funds, the adaptation of our responses to specific needs, our capacity for innovation, the forming of alliances and the mobilisation of resources from civil society.

Within the context of **the Spanish Presidency of the European Union**, during which it is intended that the future *EU 2020* strategy be adopted, this is an ideal time to encourage reflection and debate, not just on a Spanish level but also on a European level, aiming to ensure that future Regulations governing the Structural Funds and their application do not just have a more inclusive approach but also **place special emphasis on combating inequalities**. The very dimension of transnational cooperation embodied in these funds, which must be intensified in the future, enables this reflection to be made on the European level with the active participation of governments, NGOs and other relevant actors.

“Caritas gave me the opportunity to get a job and helped my family”

Kadda is a 22 year old youngster from Algeria. He started his social-labour insertion combining a carpentry course with Spanish lessons and social skills training. A year later, he currently has a job and he gained self-confidence. “I could come to Spain as my mother was already living there, as I could benefit from the program for family reunification and it was hard for me to socialize. My mother was taking cooking lessons at Caritas and asked them if they could help me. I did a joiner course, learnt Spanish, met lot of people and thanks to that, now I have a job”.

Abstract



This dossier describes the way in which the Operational Programme for Fighting Against Discrimination in the period 2000-2010 has been developed, the impact that this has had on the socio-labour inclusion of especially disadvantaged groups and the role which five social action NGOs have played as management and intermediary organisations for the programme.

The overriding idea that we seek to transmit is that the Structural Funds, and in particular the European Social Fund, can play a key part not only in implementing measures aimed at promoting these population groups, but also in formulating inclusion and employment policies and that we NGOs are indispensable for this purpose, not only because of our results but also, most importantly, due to the added value that we contribute.

Spain has played a part in this and in fact had already begun the Operational Programme for Fighting Against Discrimination in the period 2000-2006. This was a specific Operational Programme on a national level focusing on combating discrimination and social exclusion, funded with 343.7 million euros with a view to targeting 2,200,000 individuals. The programme continued into the 2007-2013 period with a further 545.055 million euros in funding and the aim of supporting 1,700,000 people.² The OP represents a huge step forward for Spain **for two reasons:**

- **Firstly, this was the first time that a national-level OP focused exclusively on the socio-labour inclusion of groups who experience particular difficulties as regards access to the labour market.**

- **Additionally, for the first time, a group of NGOs became management or intermediary organisations as part of this programme.** The participation of Spanish NGOs as beneficiaries of the Structural Funds, especially vis-à-vis the ESF was historic. Yet the unprecedented element of this programme is that these organisations were appointed to act as management and intermediary organisations.³

The **quantitative results** achieved by Cáritas Spain, the Roma Secretariat Foundation, the ONCE Foundation, the Spanish Red Cross and the Luis Vives Foundation from 2000 up until the end of 2009 are extremely important:

- 350,719 people have participated in this programme.
- 307,417 have received professional guidance.
- 122,628 participated in training processes.
- 136,298 found work.
- 737 companies were created.
- Support was provided to 1383 organisations.⁴

Over these ten years, we managed 428 million euros for the programme within which 1,073 professionals and 1,246 volunteers work each year.

² Ministry of Employment and Social Affairs (2007). *Operational Programme European Social Funds 2007-2013 Fighting Against Discrimination*.

³ An intermediary entity is an organisation which is mandated to manage part of the Operational Programme for the duration of the programming period.

⁴ Accumulated data, not individual beneficiaries

If the quantitative impact is significant, no less important are the **qualitative advances** made which can be summed up by:

- Improved knowledge gained from studies, analysis, observatories, etc. about the real extent of the problem for the groups of people who suffer most from poverty and exclusion from the labour market.
- The development and implementation of methods and adapted tools.
- Awareness raising campaigns.
- The specialisation of professionals and mobilisation of volunteers which has allowed us to adapt to the specific needs of groups with particular problems and difficulties as regards their social promotion and insertion into society and employment.

Furthermore, it is clear that one of the fundamental activities of the programme is the role that we NGOs play as agents of socio-labour insertion, not only as providers of this service but also as a stepping stone to public administrations. The building up of partnerships, the implementation of networked work systems and the active involvement and participation of those who benefit themselves are certainly aspects which exemplify the progress made within social inclusion strategies.

As numerous studies show, **poverty and social exclusion are very closely related to access to training and people's level of education, the degree of social protection afforded to these people and their employment levels.** Furthermore, many of the people with whom we work in the OP are victims of discrimination due to their cultural characteristics, their physical or mental condition, their nationality or the environment they come from. This vicious circle between exclusion and discrimination makes it necessary to introduce programmes and adapted measures of a flexible nature so that they are able to be adjusted to the individual needs of each person. **Strengthening the organisations of the Third Sector is key to responding to the needs of these population groups.**

Individual insertion pathways have become our common work method and have proved to be the ideal and most effective approach. We started from the premise that these people were not only excluded from the labour market but also from political and social participation, therefore having limited access to goods and services. Consequently, on the one hand it is necessary to put into place individualised support processes providing people with the appropriate tools to enable them to integrate into society actively and, on the other hand, to remove obstacles from their surroundings and structural obstacles hindering this full integration.

The experience gained from the work carried out over these ten years confirms that the results obtained by the social organisations during the development of the OP depend just as much on what we do –a suitable response, as on how we do this –a suitable work method. Within this “how”, several elements are decisive:

- A **bottom up – top down** approach in which national and local policies act in an integrated and complementary way taking advantage of multi-regional cooperation.
- A **focus which combines the target with mainstreaming**, that is to say, the specific actions targeting groups with special needs and the incorporation of these groups into general measures.
- **Work carried out over the long term** which develops in a stable and progressive manner.
- An **ideal partnership** which is capable of generating synergies and complementary collaboration with public administrations, the business sector and third sector organisations.
- **Close cooperation among the five bodies** carrying out the programme, both as regards political objectives and in the regions.
- **Building up the capacity of and strengthening their associative fabric.**

This publication is being released in a **decisive economic climate** for various reasons:

- After two years of financial and economic downturn, with serious effects on employment all over Europe, with especially drastic consequences in certain countries such as Spain, the social consequences are most striking among vulnerable groups and in the increasingly precarious nature of the living conditions of a section of the middle classes.
- In the European Union the new Lisbon Treaty has come into effect and this reinforces the values of solidarity and of Fundamental Rights. However, it is necessary for the political, legal and economic instruments to be put into place for this to become a reality. Furthermore, 2010 has been declared the European Year for Combating Poverty.
- During the Spanish presidency, the political and strategic objectives for the current decade will be set, *EU 2020 Strategy*.

The European Year of Combating Poverty and Social Exclusion must mark the start of a new decade, in which the values of solidarity and inequality reduction are placed at the heart of national policies and those of the European Union:

- The competitiveness objectives for our labour markets for the coming decade must especially take into account investment in social protection and the costs and loss of opportunities which a lack of inclusion entails.
- The recommendation of the European Commission on Active Inclusion⁵ has to result in immediate measures both on a European and national level.

- Structural Funds must be the main instrument of the European Union for achieving these objectives, so that in the next programming period their inclusive dimension is reinforced, seeking to create greater synergies between social policies and employment policies, incorporating a more open approach and granting a more active role to social initiatives for their administration.

The social organisations managing the OP:

- hope that with the entry into force of the Lisbon Treaty, the guarantee of fundamental human rights will be effective for all.
- would like to see the concept of an inclusive society in the future EU 2020 strategy place emphasis on those most in need.
- call for future employment policy direction to focus on those people furthest removed from the labour market, for active inclusion to be a reality for all and for the excluded to be placed at the core of future Structural Funds.

⁵ European Commission (2008). *Commission Recommendation of 3 October 2008 on the active inclusion of people excluded from the labour market [notified under the document number C(2008) 5737]*. Available on: <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32008H0867:EN:NOT>

Multi-regional
Operational
Programme for
Fighting Against
Discrimination

1



The Multi-regional Operational Programme for Fighting Against Discrimination (OP) is not merely a financial instrument for combating discrimination and promoting the insertion of excluded persons into the world of work. It also formulates equality and integration policies and coordinates with the state, the private sector and the social action Third Sector.

The five not-for-profit bodies managing the OP have achieved quantitative and qualitative results which have transformed us into increasingly essential social interlocutors.

The lack of historic maturity in the Third Sector in Spain is very much compensated for by its dynamic nature, flexibility and growing professionalisation.

The Multi-regional Operational Programme for Fighting Against Discrimination (OP)

is one of twenty-two Operational Programmes which are being carried out in the period 2007-2013 with ESF funding and is a continuation of the previous programme begun in 2000.

As Spain is a country with high levels of political and administrative devolution, a large part of European funds are administered by the Autonomous Communities. The OP is one of the three programmes acting on a national level. For this reason, it was conceived as complementary to the regional programmes and is characterised by the way it focuses on those people and population groups who especially suffer from discrimination and exclusion.⁶ The total OP budget for the 2007-2013 period is 545 million euros.⁷ The budget managed by the NGOs is around 50% of this amount.

The OP aims to combat gender discrimination as well as that of specific groups who are discriminated against or at risk of discrimination. It undertakes *to attract more people to the labour market making work a real option for everybody, promoting employability, social inclusion and equality between men and women, promoting in particular the integration of young people, the long-term unemployed,*

⁶ For the period 2000–2006 there were twenty-five ESF Operational Programmes in Spain, 19 regional, that is one for each Autonomous Community and the cities of Ceuta and Melilla, and six multi-regional.

⁷ The budget for the period 2000–2006 was 343,7 million.

immigrants, the disabled and groups at risk of being excluded from the labour market into society and the world of work. Its **core priorities** are:

- Improved access to employment, keeping people in jobs, particular consideration of the gender aspect, support services and access for children and dependents, and reinforcing the social integration of immigrants.
- Improved inclusion of the less-advantaged, fostering ways to integration and reintegration into the labour market, the fight against discrimination and promoting diversity at work.
- Mobilisation for the introduction of reforms in the employment sector and inclusion fostering collaboration, agreements and networks between interested parties.
- Reinforcing institutional capacity on a local, regional and national level.

An important new aspect is that since 2007 the OP has been able to carry out work of a transnational nature and further promote interregional cooperation. This brings about work in networks, developing partnership activities, creating synergies with similar initiatives in other European countries and, in short, reinforces aspects relating to political impact, awareness, developing tools, analysis, publications, etc. which can help to create a multiplier effect for the programme and get the most out of its activities in wider contexts.

Administrative management of the OP is carried out by ten Intermediary Organisations.

Table 1. OP managing organisations

Public Intermediary Organisations	Private Intermediary Organisations
D.G. for the integration of immigrants	Once Foundation
D.G. for immigration	Cáritas Spain
Institute for Women	Spanish Red Cross
IMSERSO	Roma Secretariat Foundation
Autonomous Organisation for Penitentiary Employment and Occupational Training	Luis Vives Foundation

Source: Own table





capacitados.org | Three renowned managers experience a day with disabilities

In an unprecedented initiative up to now, the "Program Por Talento" managed by Fundación ONCE has gathered in an absolutely disinterested way within their campaign "Capacitados.org" three prestigious businessmen with the aim of showing society the values and skills of people with disabilities.

Ferran Adrià, the international renowned chef and owner of the award-winning restaurant El Bulli, María Garaña, CEO of Microsoft Ibérica and Marcos de Quinto, CEO of Coca-Cola Iberia, are the actors of this campaign that includes a television spot, which was shown last December, and a thirty-minute documentary in which they face their ordinary professional duties by assuming a disability.

The experience of these entrepreneurs, who have enjoyed the cooperation and testimony of a real person with disabilities to help them, is described in the web www.capacitados.org and www.portalento.es

The experience of Maria Garaña who spent a full day on a wheelchair has meant a major change in her perception that the abilities of people with disabilities are over the environmental limitations. She concludes that "despite the difficulties of accessibility, she reckons she can perfectly develop her ordinary job in the wheelchair."

For Ferran Adrià, the participation in 'Capacitados.org' "has been a very enriching experience that has taught me mainly to be a better person. That means not only me but all my staff who have lived with me this day in the shoes of a deaf person. I have learnt about their difficulties, but also their adaptability, encouragement and talent."

Meanwhile Marcos de Quinto, CEO of Coca-Cola Iberia, states that some people will probably think that a disabled person may be less productive ... "and this is not true. First, these people have a Background that not everybody has and that is to show how they have overcome their disability, with effort, determination and a positive attitude."

For Marcos de Quinto, "the best lesson I received from my participation in the campaign 'Capacitados.org' is to check that the human being has an extraordinary capacity of adaptation. What matters is our own strength, and above all, not only the help that we may receive but at least ask them not to put more obstacles (physical or paradigmatic) on our way."

Who we are,
who we work with

2



Social action organisations play a crucial and indispensable role in Spain in the social inclusion of disadvantaged people and we work very closely with public administrations for the provision of our services.

In the area of socio-labour insertion, our proximity to the field, ability to adapt to needs, flexibility and innovative spirit, together with the involvement and prominence of the participants themselves in our activities and services, allows us to treat people in a personalised and comprehensive manner.

Personalisation and comprehensiveness are two key aspects of our insertion pathways, defined as processes adaptable to the specificities of each participant, and designed to assist in the long term, which is guaranteed via ongoing support.

2.1. Social organisations managing the OP

The third sector for social action¹ in Spain is young yet it has developed enormously in recent years. It is calculated that in Spain there are more than 135,000 associations and around 6,000 active foundations. If we take the social economy into account we should also include 26,000 cooperatives, 20,000 worker-owned companies, 456 mutual benefit societies, 1,112 special employment centres and 147 insertion companies. To this we can add three organisations that are singular in nature and in magnitude: ONCE, the Red Cross and Cáritas. With the work of all the bodies making up the third sector:

- More than one million professionals work in the sector.
- There is volunteer base of more than four million people.
- The sector represents around 6% of the Spanish economy.

The following section presents the **five non-governmental organisations that manage the OP**, its structure, the activities carried out, as well as the funds available.²

¹ "The Third Sector for Charity Work is the environment formed by private not-for-profit organisations of a voluntary nature, who emerge due to free citizens' initiatives and work in an autonomous way and try, through actions for the good of society, to promote the recognition and the exercising of social rights, to achieve social cohesion and inclusion in all their dimensions and to prevent certain social groups from being excluded from adequate welfare levels". Third Sector Strategic Plan (Platform of charitable NGOs).

² Data from 2008.



Cáritas Spain

www.caritas.es

The Official Confederation of Charitable and Social Organisations of the Spanish Catholic Church was created in 1947 and instituted by the Bishop's Conference. *Cáritas Spain* is the official organisation of the Church for charitable and social work. It is a confederation formed by 68 *Cáritas* diocesan offices which in turn are distributed among 13 *Cáritas* regional offices and three ecclesial offices: San Vicente de Paúl Association, Spanish Conference of the Religious (CONFER) and the Spanish Federation of Religious Socio-health Workers. It forms part of an international network in which 198 countries and regions participate with *Cáritas Internacionalis*.

Its founding objectives include helping human promotion and the full development of the dignity of all people living in precarious conditions. It works in all fields relating to social justice, especially focusing on those who are most socially excluded through three lines of action:

- Working towards integration and the promotion of excluded groups.
- Denouncing injustice and its causes.
- Training, information and awareness raising.

In 2008, *Cáritas* provided services in Spain to 993,000 people. For this it had a staff of 4,600 professionals and the support of 57,000 volunteers. The *Cáritas* budget amounted to 217,000 Euros, invested in tackling the poverty of one million people. Within this general context, the Employment Programme has invested 23,751,903 Euros (56.49% coming from public funds and 43.51% from private funds) and reached 74,677 people affected by unemployment and social exclusion.

OP activities also form part of this general framework of the Confederal Employment Programme. Using this line of funding, groups excluded from the labour market and society, those with low levels of education or people non-existent or very low incomes who do not have access to housing are supported. Support is preferentially given to **young single mothers, young people who experience school failure, the unemployed who are far removed from the world of work, the homeless, people undergoing rehabilitation for drug addictions and other vulnerable groups or those suffering from social exclusion and immigrants.** The objective of this work is to improve the employability of these groups and bring about their socio-labour insertion.

The work method is mainly based on individualised insertion pathways within which there are welcome, guidance, work-based training, intermediation and support in employment phases. For support in employment, a lot of work has been carried out for protected work environments as well as for self-employment. This cycle is reinforced by the studies made on the situation of groups particularly excluded from the labour market, as well as awareness raising campaigns and the training of employment agents.

The **results** obtained in the Operational Programme by *Cáritas Spain* in the past ten years are:

- 86,455 people were supported
- 69,804 people received guidance.
- 29,090 people received training
- 30,448 jobs were found within companies
- 33 protected environment companies have been created.

The **budget** managed in this period was €57,485,058.

Spanish Red Cross

www.cruzroja.es

The Spanish Red Cross was founded on 6 July 1864 in accordance with the International Conference in Geneva in 1863. It is a humanitarian institution of voluntary nature acting in the public interest, which carries out its work under the protection of the Spanish state afforded to it through the Protection Council. The Spanish Red Cross always adapts its activities to the Fundamental Principles of the International Red Cross and Red Crescent Movement which incorporate humanity, impartiality, neutrality, independence, its voluntary nature, unity and universality.

Its programmes essentially focus on the field of **social intervention in which it works with the most vulnerable population groups; the promotion of employment through training programmes, labour insertion and supporting business ventures; international cooperation and the field of healthcare and emergency aid**, especially in the field of socio-healthcare and with programmes relating to the environment.

In 2008, the Spanish Red Cross provided services to more than 2,000,000 people. For this it had more than 11,700 staff members, involved more than 170,000 volunteers in its work and received support from 855,000 members. The expense budget for the Red Cross in 2008 amounted to 500,841,000 Euros.

In the OP, Spanish Red Cross acts through the program *Inter-labor@* and other labour inclusion programs. In their initiatives, Spanish Red Cross works, mainly, with non-EU immigrants and other social groups with a very difficult employability. The aim of their initiatives is to **improve the employability of immigrants and other groups which are far from the labour market, through fostering equal opportunities, the fight against discrimination and equal treatment in the labour market in conditions of equality, irrespective of workers' origin.** In order to achieve this objective, work is undertaken along two lines:

- Integrated insertion pathways.
- Activities to promote inclusive markets: meetings, seminars, information material, campaigns, etc.

Manuela, Tarragona

LEARNING IS ALWAYS POSSIBLE. Manuela thought that she was too old to learn. That was before she got in touch with Spanish Red Cross. Now, with a new job, she feels accomplished and she will be able to pay her national insurance until she retires.

Extrovert and lively; it is difficult to imagine Manuela being frightened about life. But she felt like this when she faced at 51 having to look for a job after working all her life in the same company. -"I had been making fabric since I was 16; but the factory was closed and you can't do anything"- Manuela was afraid of working in something completely new -"I am too old to... well I never thought I would be learning at my age"- She changed her mind when she got in touch with Spanish Red Cross. -"**Here they listened to me, helped me do the curriculum for the first time in my life, they offered me training courses...**"- She did not even have time to do any course: she found a job and learnt her new profession, as a butcher, on the ground. -"A place like this one, that is insured, paying the national insurance the years I still have to work. Alone I never had managed to do this"- **Manuela admits that the work has changed her life. Economic and morally above all** -"Even my sons and daughters would tell me: mom, get a job, you are getting bitter".

Moreover, it promotes professional diversification and promotion projects aimed at keeping people in the labour market, with intensive pathways for people who are most vulnerable, projects to promote women, the fostering of Corporate Social Responsibility, awareness raising campaigns for equality and the fight against discrimination, as well as research.

The most significant **results** obtained as part of the Operational Programme for the Spanish Red Cross from 2000 to 2009 are:

- 96,490 people supported.
- 93,989 people in guidance processes.
- 44,540 people who have received training.
- 40,863 jobs found within companies.
- 703 companies set up by participants.

The **budget** managed in this period amounted to €49,834,894.

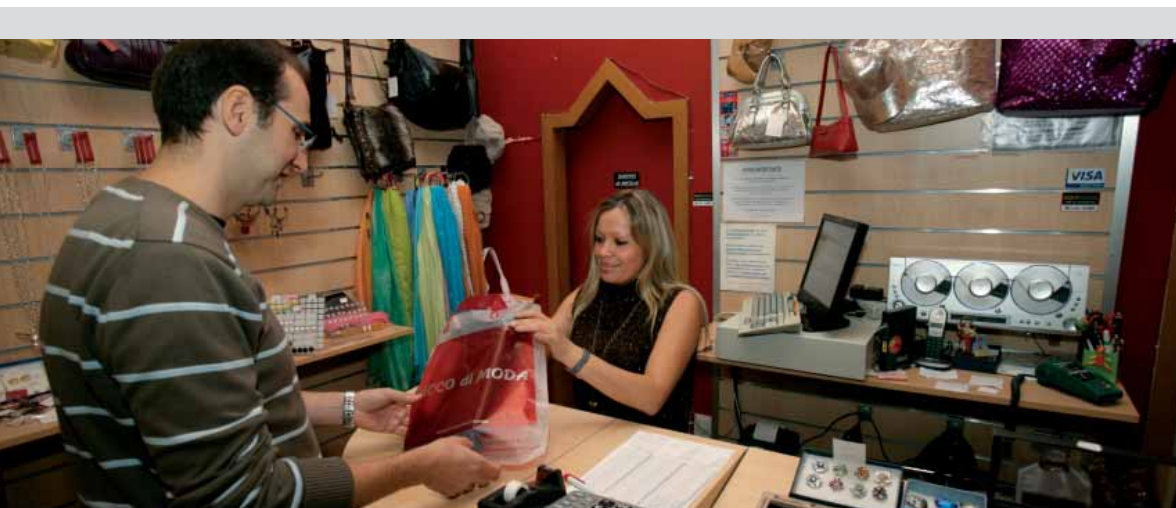
ONCE Foundation

www.fundaciononce.es

Formed in 1988, in accordance with the ONCE General Council (National Organisation for the Blind in Spain), as an expression of the will and commitment of the blind towards solidarity with other disabled people, the *ONCE Foundation for Cooperation and Social Inclusion of People with Disabilities* is an organisation whose board of trustees not only includes ONCE itself as a founding body but also major national organisations for the disabled, representing all types of disability, whether physical, mental or sensory. Furthermore it promotes the associated companies of Grupo Fundosa.

The ONCE Foundation promotes **cooperation and social inclusion of people with disabilities with the areas of training and insertion into the labour market and accessibility for all, understanding this to be the removal of all types of barriers**. It promotes, supports and finances organisations which work with the disabled and cooperates with public and private bodies with an interest in promoting the disabled and their living environments.

In 2008, the ONCE Foundation and its associated companies approved 1,545 projects in organisations, carried out approximately 1,500 accessibility projects and directly employed 15,720 people in its affiliates and associated companies. 67% of these people had some type of disability. The turn over of the ONCE Foundation amounted to 268,208,000 Euros.



The ONCE Foundation carries out OP actions under the name “Por Talento” in favour of the integration of the disabled into the labour market. In order to achieve this objective, the main activities carried out are directed towards improving employability and are implemented through employment activities and training. These activities are part of a comprehensive insertion pathway. It has also created, with cofinancing from ERDF, **the first Internet portal called Disc@pnet**, as an instrument which helps to link the concept of disability with technology and which is the largest virtual community for labour market insertion and other services for the disabled. Furthermore, it works with employers to encourage them to hire the disabled and promotes entrepreneurship through providing grants for self-employment. These final activities are completed with diagnostic and prospective studies and themed research, awareness raising campaigns and circulation and promotion of the use of information technology. Moreover, activities promoting interregional and transnational cooperation have been undertaken within the programme, inter alia **the creation of the InNET 16 network, as an Observatory for Structural Funds and Disability.**

The most relevant **results** obtained in the Operational Programme by the ONCE Foundation are as follows:

- 116,790 people supported.
- 108,287 people in guidance processes.
- 38,032 people received training
- 29,245 jobs found in companies.

The **budget** managed in this period was €226,551,970.

Project Home | Edu, Gema y Mari
(Proyecto Hogar)

The development of strategic planning in “Proyecto Hogar” has provided us with an invigorating boost, with the Luis Vives Foundation collaboration, which has allowed us where we want to be headed and more importantly, how we don’t want to be. We have strengthened our own self, delving into the history of our organization thus preparing ourselves for the new challenges ahead. The process, hard and demanding, has been exciting and endearing, because it has been a vehicle for bringing together a few generations.



Ared Foundation | Alba Anglada Medina
(Fundación Ared) | Head of communication

The project has enabled us to diagnose our needs in regards to communication in our entity. This in-depth analysis has facilitated the choosing of priorities and most urgent measures in order to implement a communications plan for 2010. Thanks to the Luis Vives Foundation support, we have also been able to know other entities in the field of social action from other autonomous communities and share experiences in the area of communications.





Luis Vives Foundation

www.fundacionluisvives.org

The *Luis Vives National Aggregation of Foundations for Promoting Social Action* was created in 1987 by the Ministry of Social Affairs by the bringing together of various existing foundations. Its mission is to support and strengthen the Third Sector of Social Action based on the principles of independence, openness, innovation and professionalism.

The LVF carries out its work following **four lines of action** which are complemented by the central themes of transnationality and publications:

- Information and awareness raising.
- All different types of training
- Consultancy and technical assistance.
- Analysis, research and debate.

In 2008, LVF services directly reached more than 14,000 people and more than three hundred training, analysis and debate events were carried out. Its website received around 500,000 hits. The foundation spent 3,827,000 euros on its activities.

In the framework of the OP, the Luis Vives Foundation is especially committed to contributing to **strengthening the organisations of the Third Sector who work in the field of insertion into the labour market**, as well as reinforcing their associative fabric, i.e. *“improving the effectiveness of structures and systems through which people are supported”*. In the first stage, this task is principally carried out through the granting of subsidies for activities which strengthen organisations and currently

through the technical assistance which the foundation provides to organisations in the management of their programmes and through consultancy, seminars, information bulletins, publications, etc.

The most relevant **results** obtained by the Luis Vives Foundation over the ten programme years have been supporting 1,383 organisations in programmes for quality, consultancy, organizational studies, etc. The **budget** managed in this period was €22,107,012.

Roma Secretariat Foundation

www.gitanos.org

This was set up as a foundation in 2001, although comprehensive work promoting the Roma community began in the 1960s. The main aim of its work is to improve the living conditions of those of Roma descent, promoting their access to rights, services and social resources on the same footing as other citizens, as well as improving recognition of and support for their cultural identity.

The Roma Secretariat Foundation acts in **key areas for the promotion of those of Roma descent: professional training and employment, promoting education, health development and housing**. These programmes are complemented by gender focus and promotion of Roma women, activities **fostering equality and the fight against discrimination**, youth programmes and awareness raising and training activities. The foundation also carries out important work within transnational co-operation and networked collaboration.

During 2008, the RSF directly provided services to around 82,000 people, preferentially those of Roma descent. It was able to do this thanks to its team of 1,255 staff and more than 200 volunteers. Of the hired staff, 40% were of Roma descent. The foundation had a budget amounting to 21,187,000 euros in order to carry out its work.

The programme managed by the Roma Secretariat Foundation within the OP is called **Acceder** (Access). Its main objective is to **help those of Roma**

descent to access employment, paying special attention to young people and women. To meet this objective, it works on two levels:

- Individualised pathways of socio-labour insertion via awareness raising, guidance, training, labour market intermediation and support in contracting.
- Promotion of active policies targeting the Roma population through training professionals, awareness raising and campaigns, consultancy services for administrations, undertaking research, etc.

Recently, new activities have been introduced aimed at developing intervention, monitoring and tutoring activities and preventing school failure for young people of Roma descent at risk of exclusion, under the name **PROMOCIONA** (Promote). Furthermore, in the past three years, **socio-labour intervention for ROMA from Eastern Europe** was begun and the **transnational network EURoma** was created. This network seeks to encourage transnational cooperation as regards employment and inclusion policies for the Roma among different member states and share Spain's experiences on a European level. More specifically, the Acceder Programme is being transferred to eight regions in Romania in collaboration with the Romanian Government and the European Social Fund.

The most relevant **results** obtained by the Roma Secretariat Foundation over the ten programme years are:

- 50,984 people supported.
- 35,337 people on insertion pathways.
- 10,966 people received training.
- 35,742 jobs found in companies.
- 1 insertion company created.

The **budget** managed in this period amounted to €72,222,833.



Abraham Motos.
Equipment operator.
Valencia.

“For me, participation in the *Acceder* Programme has meant a stable job with the ensuing economic security.”

Abraham Motos Pérez came to the Fundación Secretariado Gitano in Elche in 2001 and took part in several training courses. He took several different jobs and then, in 2003, was hired by one of the country's leading airlines where he is now an aircraft equipment operator with a permanent contract.

ECONOMIC GROWTH HAS GENERATED MORE INEQUALITY

Economic growth in Spain over the last decade has not lead to a reduction in poverty and has generating more inequality. The purchasing power of the Spanish population has not increased and excluded people consider their living conditions to have deteriorated in recent years.

This situation highlights the limitations of current measurement instruments, with a focus centred on growth instead of development, and shows that the economy must act in favour of people's quality of life, development and social cohesion.

2.2. People who suffer discrimination and exclusion

From 1999 to 2007, Spain experienced one of **the periods with the highest rate of sustained economic growth** in its recent history with average annual GDP increase of over 3%.³

This growth gave us income levels similar to the average for the 27 EU member states and lead to greater availability of goods and services. However, it has not brought about a reduction in social inequality. In fact, on the contrary, these inequalities have increased substantially. At the same time, **company profits have not seen returns equivalent to investment**: in the last decade, the percentage of business profits used to invest in physical capacity, not just in Spain but also in all OECD countries, was less than 40%, which is a reduction of eight percentage points compared with the 1980s.⁴

³ National Institute for Statistics (INE). *Gross Domestic Product. Chain-linked volume reference year 2000. Data corrected for seasonal and calendar effects*. <http://www.ine.es/jaxiBD/tabla.do?per=03&type=db&divi=CNTR&idtab=9>.

⁴ International Labour Organisation (ILO). *World of Work Report 2008: Income inequalities in the age of financial globalisation* (Geneva: ILO).

Table 2. Spain. Gross Domestic Product.

	Annual growth rate (Reference year 2000)	Value (millions of euros)
2007	3.1	1,052
2006	4.0	984
2005	3.8	909
2004	3.4	841
2003	3.2	783
2002	2.7	729
2001	3.3	681
2000	4.5	630
1999	5.3	580

Source: INE

Table 3. Income and Poverty. 2004-2007

	2004	2005	2006	2007	2008
1. Nominal income (in euros)					
Decile 01	6,084	6,445	6,986	7,280	-
Median ⁶	18,399	19,019	20,100	21,017	-
Average	21,284	22,152	23,189	24,525	26,010
Decile 09	39,286	41,581	42,657	45,376	-
2. Poverty Line for Individual Poverty in Spain. Percentage of median income.					
60%	20.0	20.1	19.8	19.7	19.6
50%	13.0	13.0	13.2	12.9	-
40%	7.6	7.9	7.7	7.3	-
30%	4.0	4.0	4.3	3.9	-

Source: Fundación Alternativas (2009) and INE. In 2008, the INE defined the poverty line for individual poverty (60%) as 7,753 Euros per year (646 Euros a month).

Gross Domestic Product (GDP) almost doubled in this period (see Table 2). However, the average purchasing power has practically stayed the same with an increase of 0.4% in the decade 1997-2006. Although an increase in *nominal* income in the poorest decile (10%) over recent years can be observed (see Table 3), in *real* terms this growth has been counteracted by the relatively high levels of inflation in the last decade (over 3% per year).⁵

Furthermore, we can see an **increase in income disparity**, due to the growing significance of the richest decile (10%) and the stabilisation of the relative poverty line – 19.6% in 2008 (see Table 3). In 2007, for instance, the income ratio between the richest decile (10%) and the poorest decile (10%) was 10.3 in Spain. That is to say, that **the richest 10% of the Spanish population controls 26.6% of the country's total wealth, whereas the poorest 10% of the population only has 2.6% of the wealth.**

If we compare this situation with the previous decade, a notable increase in the differences can be observed

(Table 4). The growth of the Gini coefficient reveals an increase in inequality (from 30.7 in 2004 to 31.2 in 2008 (Table 4)).⁷ Citizens themselves are not all perceiving the effects of this economic prosperity in the same way. Whilst 50% of the middle class consider that the economic growth has benefited them and helped improve their living conditions, more than 53% of excluded people consider that their living conditions have worsened in recent years.⁸

Developments in Spain in the three past decades reflect a basic reduction in inequality in the period from the seventies until the end of the eighties. However, in the nineties inequality did not fall despite significant growth and, above all, the increase in employment. The growth experienced in recent years also did not bring about significant distributive changes either: if we look at equality and poverty, the convergence process with the European Union appears to have come to a standstill.⁹

⁵ International Monetary Fund (2009). *World Economic Outlook* (Washington DC: IMF).

⁶ The differences between the median value and the average indicate greater dispersion or inequality at the extreme levels (the poorest and the richest).

⁷ UNDP (2001) *Human Development Report. Making New Technologies Work for Human Development* (Geneva: UNDP); UNDP (2006) *Human Development Report. Beyond Poverty: Power, poverty and the global water downturn* (Geneva: UNDP); UNDP (2009) *Human Development Report. Overcoming Barriers: Human Mobility and Development* (Geneva: UNDP).

⁸ FOESSA (2008) *VI Report on exclusion and social development in Spain*, p. 84.

⁹ Fundación Alternativas (2009) *Report on democracy in Spain 2009*. <http://www.falternativas.org/laboratorio/documentos>

Table 4. Inequality in Spain 1990-2008

	1990	2000	2004	2007	2008
Gini Coefficient (1)	32.5	34.5	30.7	31.3	31.2
Income distribution: Ratio D9/D1	9.0	10.3	-	10.3	-
Income distribution: Ratio D8/D2	5.4	6.0	5.1	5.3	5.4

(1) Data from UNDP until 2000. Data from INE for 2003, 2007 and 2008. INE gives significantly lower values than UNDP: for 2007, UNDP gave a Gini coefficient of **34.7**.

Source: UNDP (2001, 2006, 2009); INE.

As we take stock of recent years, we must draw the conclusion that **we should not confuse progress with growth, assuming that the one leads to the other.** There is a clear difference between progress and growth. Improving a product represents progress – in other words, a qualitative change. On the other hand, an increase of the product represents growth – a merely quantitative change. Over the last decades, economic growth has become the accepted way of measuring the validity and suitability of governments' economic policies, on the assumption that those societies with highest levels of growth are also those which develop most.

Growth is essentially associated with an increase in the quantity of the product and, in consequence, consumption, without taking into account the costs that this brings with it, for example, environmental costs or adverse effects on income distribution, which do not just give rise to social inequalities but also to tensions which in the long term begin to become an obstacle to growth itself.¹⁰

Progress, understood as sustainable development, looks above all at the quality of the product and has clear ethical implications for governments, the business sector and citizens. It is closely connected to reducing inequality, income distribution, increasing people's quality of life, creating social capital and social fabric, developing human capital, promoting culture and civic commitment, etc. From this perspective, **it is understood that social protection is not there to rectify or compensate for the malfunctions of the economic system but instead, on the contrary, that the economy should serve to ensure people's quality of life, development and social cohesion.**

POVERTY AND EXCLUSION PERSIST, WORSEN AND DEEPEN

Exclusion is very closely related to people's level of education, access to employment and to housing and quality social services.

- The poverty rate for people with primary education or lower is 29.3%, for secondary education this figure is 13.5% and for higher education 8.2%.
- The relative poverty rate for those in employment is 10.6%. For the unemployed this is 37.5% and for the retired 21.6%.
- The number of households where all members are unemployed is 1,136,000 and this figure continues to rise. The amount of households without any form of income remains at 500,000.

Exclusion is multidimensional and affects economic, political-legal and social-relational dimensions. The economic downturn has significantly exacerbated prior situations of poverty and exclusion, particularly effecting employment and the level of income of the most excluded groups.

¹⁰ For a suitable definition of GDP and its limitations as a measurement instrument visit: <http://www.econlink.com.ar/dic/pib.shtml>.

Vulnerability and exclusion are trends which are not only related to living conditions but which also fundamentally affect participation processes of people within society in three dimensions:

- The **economic level**, as regards people's ability to contribute to the production of goods and the capacity they have to access these.
- The **political dimension**, understood as people exercising their political rights and the ability to exercise civil commitment.
- The **social dimension** facilitates access to social protection systems and support networks which allows people to become integrated into their surroundings.

The extent of inclusion or exclusion experienced by people in society and the risk they run of being vulnerable or falling into poverty

is closely linked to five key elements: employment, social protection, housing, education and healthcare. Furthermore, access to the information society and the functioning of social services particularly impact extremely excluded groups.

As is well known, there is a **close link between unemployment and the risk of poverty**: the poverty rate for the employed is 10.6%, for the unemployed this is 37.5% and the rate for the retired is 21.6%.¹¹ Until 2007, unemployment rates in Spain had been reduced to 8% of the population.

The effects of the economic downturn reveal an alarming reality a propos employment: between the second quarter of 2007, when the financial downturn began, and the second half of 2009, there have been job losses in Spain totalling 1,640,000. This has increased the unemployment rate to 17.93% and

¹¹ Data from 2008. Source: INE. <http://www.ine.es/jaxi/menu.do?type=pcaxis&path=/t25/p453/a2008/&file=pcaxis>

Table 5. Dimensions of social exclusion

Economic	- Participation in the production of goods and services (salary exclusion); - Participation in consumption (lack of resources / economic poverty).
Political-legal	- Exercising political rights (right to vote); - Exercising civic commitment and obligations (effective political access and participation and the right of association)
Social-relational	- Fair access to social protection systems; - Absence of social ties

Source: Own table from information from FOESSA and Laparra



“Thanks to the help and support I received from the *Acceder* team, I was able to fulfil my dream. I would encourage everyone to use this resource”



Julia Reyes Cortes.
Administrative
assistant.
Andalusia

Julia got into the programme in 2002. She went to the Fundación Secretariado Gitano headquarters in Cordoba with the idea of studying and doing training and then to find a job with a view to achieving economic independence. She was working part-time as a shop assistant, salesperson and hostess while doing her 804-hour administrative assistant course. She is a frequent user of FSG resources and had no doubts about wanting to receive training and then to find a job at a bank. She is currently working at the National Netherlanden Bank in Cordoba.

has been accompanied by a rise in temporary employment (25.85% of all jobs).

- Unemployment especially affects young people since 43% of young people under 25 are out of work.
- A large part of this unemployment is beginning to become long-term unemployment as 14.5% of the unemployed have not worked in the last year and just in the last financial year this group increased by almost 113,000.
- The number of households with all their members out of work is 1,136,000 and this continues to rise. The amount of households without any form of income remains at 500,000.
- If we consider remuneration, we see a situation in which 54.3% of those paying income tax have annual incomes equal to or less than 18,000 Euros.¹²

Education is without a doubt one of the most influential factors in the exclusion or inclusion of people. Training received determines the position which people reach in the labour market and, to a large extent, their quality of life, as well as the paths they take in life. There is also a close relationship between the risk of poverty and level of education: **the poverty rate for people with primary school level education or lower is 29.3%, for secondary education this figure is 13.5% and for higher education 8.2%.**¹³

Social protection mechanisms are aimed at correcting social inequalities and making up for the needs arising due to a lack or loss of income or insufficient income. Social transfers, via contributive loans and grants, and together with other forms of benefit, income and income guarantees, play an essential role, even if they have proved to be of limited effect when used alone to protect people from poverty. In fact, before all social transfers are taken into

¹² INE (2009a) *Survey of the Active Population (EPA): Third Quarter*. 23 October. Available at: <http://www.ine.es/daco/daco42/daco4211/epa0309.pdf>. INE (2009b) *Survey of Living Conditions (ECV)* 2008. 21 October. <http://www.ine.es/prensa/np573.pdf>. See also <http://www.diariojuridico.com/noticias/mas-de-la-mitad-de-los-contribuyentes-del-irpf-ganamenos-de-18000-euros-al-ano.html>.

¹³ Data from 2008 INE <http://www.ine.es/jaxi/menu.do?type=pcaxis&path=/t25/p453/a2008/&file=pcaxis>

account, the poverty rate would stand at 41.3%. Just with this transfer of allowances it becomes 25%.¹⁴

Dignified living conditions and an adequate living environment are fundamental for people's quality of life. Housing exclusion is apparent in the inability to adequately resolve housing needs for certain population groups, both as regards access and standards and quality.

- Shanty town housing continues to be a problem which still affects certain population groups such as immigrants or the Roma population.¹⁵ Furthermore, overcrowding is an issue as well as the current development in which we observe an increase of the population groups who remain excluded from the housing market.
- The high cost of housing and speculation about this has meant that less solvent groups do not have the economic ability to resolve their housing needs, reinforcing their dependence in a context of scarce provision of social housing and the high cost of renting.
- Spanish households spend, on average, 296 Euros a month on their main residence, which represents 28% of the monthly income of households in poverty (60% of median income).¹⁶

The concept of health has to be understood not just as the absence of illness, but also as people's mental, physical and environmental welfare. Differences in health are related to multiple socioeconomic factors. This is influenced by aspects connected to social structure (democracy, economic development, etc.), institutional organisation (health systems), as well as individual and cultural conditions (attitudes, identities and beliefs). The Communication of the European Commission insists in particular on addressing the needs of these specific groups.



- The life expectancy for the poorest and richest groups in Europe differs by ten years for men and six for women.¹⁷
- Inequalities in the health sector are essentially related to inequalities in education, employment, housing, etc.
- This inequality is especially centred on the most vulnerable groups such as infants, the elderly, the disabled, minorities such as the Roma and to these we could add information problems, discrimination and cultural barriers.

Social services seek to offer special social protection to those affected by poverty and marginalisation. Despite the significant progress made in Spain in recent years, these services uphold many exclusion and inequality factors, related to the lack of certain services and insufficient provision of others, in addition to clear regional inequalities. To this we should add **regulatory elements and insufficient funds, something which has become particularly apparent with the recent downturn.** Some NGOs, such as Cáritas or the Red Cross state that 50% of the new people who enter into their programmes are referred by social services.

¹⁴ Report on Social Inclusion in Spain. Obra Social Caixa Catalunya 2008 http://obrasocial.caixacatalunya.es/osocial/idiomes/2/fitxers/solidaritat/informe_incl08cas.pdf

¹⁵ Roma Secretariat Foundation (2008) *Report on Housing and the Roma Community 2007* (Madrid: FSG).

¹⁶ INE (2009b), op.cit. The average was 205 € per household in 2004.

¹⁷ European Commission (2009) *Communication from the Commission to the European Parliament, the Council, the Economic and Social Committee and the Committee of the Regions: Solidarity in health: reducing health inequalities in the EU*. COM (2009) 567/4 final.

“Thanks to Caritas now I have a job, and a house. But above all, I have hope”

Rafael is 50 years old. He used to have a job and a stable life, until he lost everything. He started living in a cheap guesthouse, but ended living in the street. He started to drink and when he got aware of the situation he already had a serious alcohol addiction. “One day I went to Caritas, they gave me the opportunity to make a fresh start, recover what I’ve lost, and move on. They helped me to recover my confidence, to have hope. They taught me to be myself again. Now I have a job and a house”.

Despite the significant economic growth experienced by Spain in recent years, poverty rates have practically remained constant since the nineties. Furthermore, **not only was the proportion spent on social protection not maintained in these periods of increased economic prosperity, it has fallen in relative terms:**¹⁸ **Spain spent 20.8% of its GDP on social investment in 2008, far under the European average** of 27.2%. In 1993, the year with the greatest social investment from the state, Spain invested 24% of its GDP in this way (20.1% in 2000).¹⁹

The data described above hide **the following reality:**

- 19.6% of the Spanish population live beneath the relative poverty line. Relative poverty affected 9,162,000 people in Spain in 2008.
- The highest rates of moderate poverty are concentrated at the two extremes of life: those under 16 (with a poverty rate of 24% in 2008) and those over 65 (27.6%). Young people are more prone to serious and severe poverty. Social policies generally protect the elderly from severe poverty but not from moderate poverty.²⁰
- The low poverty rate among young people at the age at which they should be able to become independent hides their economic dependency on their parents. If they were to leave their parental home, a large proportion would be classed as poor.
- A large proportion of households, almost 50%, experience some form of significant hardship in their daily lives. One of the biggest hardships arises because housing costs represent a significant burden for families with children. 30% of families have difficulties coping with unexpected expenses.²¹

¹⁸ FOESSA (2008), op.cit., pp.327-336.

¹⁹ Source: Eurostat.

²⁰ FOESSA (2008): Chapter 4.

²¹ Renes, Víctor in (2009) Actuar ante la exclusión. Análisis de las políticas y herramientas para la inclusión social. (Madrid: FOESSA).



- Social exclusion aids the deterioration of links and relationships between people and communities and causes poor people to have a lower associative capital (for instance they participate in 17% fewer associations) and have less relational capital: leisure, loss of usual relationships, etc.
- The downturn is having particular impact on households with children where those who support the family have lost their jobs and, within this category, single parent households, households where those who support the family are separated and large families. It is also particularly affecting young people who live alone, due to the high unemployment rates.
- The downturn has not merely moved new population groups towards exclusion but has also lead to a sharp increase in demand for help with payment for subsistence items, clothing, medicines, nappies, loans, utility bills, rent, etc.
- Furthermore, Spanish society must continue to tackle traditional patterns of exclusion such as those suffered by people with drugs problems, the homeless, feminisation of poverty, etc.
- The fall in jobs available and rising unemployment have been accompanied by increasingly precarious working conditions and disincentives to work for people who had been involved in inclusion processes and could have been considered to be *integrated*.



Difficulties accessing employment experienced by people with whom the OP works

The following section covers the profile and most commonly observed needs of the people who have participated in the OP over this period through these social organisations:

Table 6. Profile and common needs of those supported by the OP

Immigrants	
Typical Profile	Main Difficulties
Predominantly young people from 25 to 45 years old	– Not speaking the language
In general have non-compulsory secondary level education or lower	– Lack of awareness of resources for work and training
Mostly from Latin America (Ecuador, Colombia), the Maghreb (Morocco) and Eastern Europe (Romania)	– Lack of qualifications adapted to the world of work in Spain
Difficulties accessing housing	– The need to guarantee short-term income makes it difficult to undertake training in order to access more qualified jobs
Come from a diverse range of politico-social environments and situations	– Problems getting their qualifications, driving license etc. recognised
Limited social support	– Employer prejudices when hiring
Not informed about the labour market and social norms	<ul style="list-style-type: none"> – Being uprooted from their culture and family often causes a loss of social skills and communication difficulties – Extreme lack of protection against the severe rise in unemployment – Difficulties renewing work permits – Growing social rejection

People with disabilities	
Typical Profile	Main Difficulties
Predominantly young people from 25 to 45 years old	– Negative stereotypes regarding their ability to efficiently carry out work
Completed compulsory secondary education	– Lack of knowledge about professional practices
The most common types of disability are, in this order, physical, mental, sensory and mixed disabilities	– Physical and technological barriers in the workplace – Growing discrimination for access to work

The Roma population	
Typical Profile	Main Difficulties
Predominantly young people from 25 to 45 years old yet with a notable presence of the under 25 age group	– Lack of information about the labour market
Level of education is very low, many have not been educated	– A rush to secure income to support family
Come from a marginalised background	– Negative initial attitude from employers for hiring those of Roma descent
Difficulties accessing housing	– Stereotypes and social prejudices – Lack of social skills and the tradition of working within the labour market

Other excluded populations or populations at risk of exclusion (young single women with family responsibilities, young people who experience school failure, the unemployed who are far removed from the world of work, the homeless, people undergoing rehabilitation for drug addictions, young people sentenced to some form of detention, etc.)	
Typical Profile	Main Difficulties
Predominantly young people between 25 and 35	– Lack the training need to work
Low level of training and education	– Problems fitting in due to behaviour
Precarious social background	– Lack of social and communication skills
Low level of education	– Prejudice against hiring
Low level of income	– Increase in levels of juvenile delinquency
Drugs problems suffered by themselves or in their family background	– Cultural shift and difficulties moving from a “culture of complying with measures” to a “work culture”
Access to housing impossible	
Health problems linked to lifestyles	
A criminal record.	
Prior experience of prison or detention	

Source: Update using “Successes and good practice in the Operational Programme for Fighting Against Discrimination administered by social action NGOs”

Over recent years, active employment policies and a favourable economic climate have brought about a drop in unemployment. Those who benefited most from this fall were those who exhibited the highest levels of employability. However, **there are a large number of people whose employability is considered low or very low, who do not manage to access the labour market and for whom when they do they find work, this is of a precarious nature. This is the case for many disabled people, immigrants, prisoners, ethnic minorities, young people, women, drug addicts and those over 45 and out of work, etc.**

The drastic increase in unemployment rates, once again soaring to almost 19%, makes the barriers which the aforementioned population groups are confronted with when they try to access the labour market even harder to overcome:

- **Women:** despite the fact that unemployment in quantitative terms has been affecting women less in the past two years, their unemployment rate continues to be high, as is part-time employment. In addition, there is also still a large salary difference (18% in 2006).²²
- For the **Roma population**, although here the unemployment rate is not much higher than that for the general public, the level of temporary employment is extremely high and is currently at over 70%. There is also a high level of part-time work which is more than 40%.²³ The shadow economy and precarious work are on the rise due to the downturn.
- Regarding **young people**, if in the first quarter of 2007, the unemployment rate for those under 25 had dropped to 13% (the average for all of Spain was 8.5%), two and a half years later we see that 43% are now unemployed. This affects not only their perspectives for finding work but also of being independent and leaving home.
- The **immigrant population:** even before the downturn, their unemployment average was already 4 percentage points above that for the Spanish population. The downturn has had a serious impact not just on the unemployment rate for this group, which has increased to 27.51%. It has also increased the precariousness of working conditions and the consequences of this are exacerbated by the absence of social networks and legal difficulties.
- Regarding the situation for **the disabled**, out of the total number of disabled people, 2,339,200²⁴, recorded in the Survey of the Active Population (EPA)²⁵ (aged 16 to 64), only one in three are part of the active population (33,7%).
- The **prison population** in Spain has not only increased in recent years but it has also changed its profile. Of those who are conditionally released, it has been calculated that only 15% work. Reinsertion measures are closely connected to occupational training policies implemented in prisons and at the stage when prisoners are released.

One of the most serious consequences of the current situation is that it is increasingly feeding the vicious circle between inequality – exclusion and discrimination. The economic downturn is causing unequal treatment to become more apparent in a climate in which the labour market is once again becoming extremely selective. The last Eurobarometer on discrimination,²⁶ shows that despite the fact that a large proportion of citizens continues to be in favour of specific measures targeting groups with special difficulties (immigrants, the disabled, the Roma, etc.), perception of discrimination when accessing work continues to be on the rise. This increased by 6.5% for those with a disability, by 8.5% for those of Roma descent and almost doubled for homosexuals, transsexuals or bisexuals. The trend towards multiple discrimination, for example that of female Moroccan immigrants, aggravates this problem even further.

²² A certain amount of progress has been made with a reduction in the salary difference of 8 percentage points since 1995. Instituto de la Mujer (2009): *Salary Discrimination*. <http://www.inmujer.migualdad.es/MUJER/mujeres/cifras/empleo/salarios.htm>

²³ Roma Secretariat Foundation (2005) *The Roma population and employment. A comparative study* (Madrid: FSG).

²⁴ Module on disability in the EPA from the 2nd quarter of 2002.

²⁵ "A general study on the concept and sources for researching the relationship between disability and the labour market in Spain". December 2005.

²⁶ Eurobarometer (2009) *Discrimination in the EU in 2009. November 2009*. Available at: http://ec.europa.eu/public_opinion/archives/ebs/ebs_317_en.pdf

Miguel Ángel Haro | Next stop: Hope

Miguel Ángel works as a cleaner at the Oviedo bus station. Miguel Angel got his job through the Operational Programme managed by Fundación ONCE and co-funded by European Social Fund.

Miguel Ángel has been diagnosed as having psychogenic paranoid schizophrenia with a 65% disability rating. The support from his family has been decisive in his progress towards an inclusive life through employment.

Miguel Ángel thinks that for a person with a disability, it is vital to keep the mind occupied in training and educational activities, but if this leads to the opportunity to do some work which makes the person involved feel useful and productive, it can be a real way out from the blockade many people experience due to their disabilities. Training is “a door to find real work and this is the path to access a normalised life”.

Employment has been a key point in Miguel Ángel’s life. Thus, losing his job before his illness and finding one afterwards are two outstanding moments in his life.

Thinking about his own experience, but also considering the labour insertion of people with disabilities, Miguel Ángel feels that the difficulty in achieving full incorporation into society lies in being able to adapt each job to the specific characteristics of each disabled worker. Once this has been achieved, “the rest of the process would be much simpler; not all people with disabilities can do any kind of tasks, but any task can be done by people with disabilities if there is an adaptation process”. The key then, is adaptation.

Finally, he considers that the problems people with disabilities face when they want to access the labour market “it depends, since if a person wants to work and he makes an effort in order to do so, there are jobs for everyone”. In this sense, employers, when employing a person with disabilities, “already know what limitations they are going to find, but they still continue to hire them for the jobs they consider appropriate”.

Miguel Ángel highlights the importance not only of employing people with disabilities, but also of taking the disability into account so that the job can be adapted to the qualities and needs of the new worker. Once again, the vital importance of adaptation.

The bus station in Oviedo recovers its normal activity in the early morning. Last night coaches have left for their destinations and the comings and goings of passengers have given way to a stillness which seems artificial. It is hard to believe that where there have recently been last minutes hurries and emotional good-byes there are now only torn up tickets on the ground and abandoned newspapers which no longer accompany lonely waits. Miguel Ángel, now dressed with his personal clothes, also leaves the station which in just a few hours will once again be a silent witness to the frantic activity of our society. On leaving the station, however, it is as if he hears a last message over the loudspeaker. The same voice that brightens each day by announcing the name of the next stop on the journey, Hope.

How we work,
what we are achieving

3



In our work to promote people and the bodies supporting these people, we, Cáritas Spain, Spanish Red Cross, the ONCE Foundation, the Luís Vives Foundation and the Roma Secretariat Foundation, understand that beyond our individual missions and objectives and the population groups we focus upon, we are united in a target-project. Therefore we are cooperating within a common mission: that of developing more active policies for the socio-labour insertion of excluded groups and providing effective responses to their individual needs.

The OP is an ideal instrument for promoting people, in which private bodies add special value given that we share a common work philosophy, which materialises in our work style and the values we transmit.

3.1. Our work philosophy

We non-governmental bodies working for social action are characterised by our work to promote values aimed at defending human rights and a fairer society in which all people are given opportunities, for defending solidarity and combating discrimination by fighting for equality. Our work focuses on the most vulnerable, on the most excluded population groups who are most in need and those people who the public networks of social protection find hard to reach. We are therefore the last safety net for social protection. Social action NGOs are carrying out this work for altruistic ends, mobilising community resources and channelling the hard work and concern of volunteers into the fight for a fairer world.

This work philosophy is characterised by:

1. **Prioritising development and welfare over growth**

It is not all about growing more, consuming more, having more. Instead we need to ensure that people develop more, improve their quality of life and achieve levels of social welfare from a perspective of intergenerational solidarity and commitment to the environment. These social protection systems are not in place, therefore, to alleviate the market's dysfunctions. Rather, on the contrary, it is the market that must serve the development of the population in a state that is not only democratic and under the rule of law, but also a social state.

The idea that we first must grow before we can then distribute is not valid, as it is precisely in times of growth that we have seen the greatest increases in social inequalities and in which less wealth has been distributed. **We have to grow in a fair way, placing public capital and resources at the service of people's needs and of social cohesion.**

“Acceder is a good example for members of the Roma community”



Jesús Rubén Giménez Giménez,
Chinchulin.
Worker at
McDonald's.
Aragon.

Thanks to the *Acceder* Programme, I got a job at McDonald's. They helped me fill out the application form, they showed me how to approach a work interview and spoke to the company on my behalf to help me get the job. I'm happy with the company and they appreciate my work” affirms the 21-year-old Jesús Rubén Giménez. Giménez took part in the *Acceder* Programme in 2002. Since July 2006 he has been distributing the ADN newspaper (free press) and since July 2007 has been working at McDonald's.

2. Social protection is not an expense but an investment:

It is only possible to achieve lasting social and economic growth with adequate investment in social protection, which guarantees development with a framework of social cohesion, in which stable conditions and the social fabric form the basis for entrepreneurial initiative to emerge, for profit and not-for-profit, aimed at satisfying people's needs. Education is therefore the best guarantee of equal opportunities for all and human resources are a fundamental asset to a society. Thus achieving fair educational systems of a high quality, regulated or unregulated, is key. Investment in occupational and professional training, as well as creation of employment, is the only way to make the most of the potential which lies in human resources and, consequently, of providing all people with opportunities. Social protection systems and social services are vital as they not only generate employment but also help people to become active in the labour market. The highest price paid by a society is not investment in social protection but the **lost opportunity represented by leaving so many human resources lying idle by not creating the conditions conducive to them being productive.**

3. Inclusion has three dimensions: the economic, the political and the social:

Integrating people into the world of work, that is, giving all of the active population the opportunity to work, is essential but is not enough. In fact, many people are in work but are also excluded at the same time.

Economic, political and social dimensions are closely connected. This means that we have to work with people, not only so they find a job, but also so they are able to exercise their rights, participate in democracy and establish social networks which afford them stability. **Therefore, people are not merely the subject of employment programmes but instead in charge of their**

own destiny. These are people who we must support so that they find their footing in life, exercise their rights, meet their obligations and participate as committed and active citizens.

4. We NGOs are social protagonists, service providers, channels of participation and creators of social capital:

The participating organisations in the OP understand that our role in the rendering of services to people is not secondary to public administration and the market place. To the contrary, we show with our work and the results it yields that we are more, not just because we serve the needy, but because we roll out the mechanisms and structures through which these individuals exercise their rights and participate in society. Furthermore, we bring added value through efficient responses and by reaching groups of society and realities that the market and the State cannot. For both these reasons, as social organisations we understand that we do not only have an instrumental function in the provision of services, but also that **we must operate autonomously for the rights of the neediest, social awareness raising, retraining for participation, development of self-help, etc.**

5. We social organisations are united in a target-project that goes above and beyond each of our individual aims:

We understand that exclusion problems have a common root cause and that they cannot be solved unless the structural obstacles and barriers that prevent their development are removed. These obstacles are related to the **transformation of social structures that create injustices**, with education in the values of solidarity, with civic commitment to society, with the involvement of persons through altruism, with the voice of local communities, and with training and learning for participation and democracy.

6. Personal development must be understood as a process:

We are aware that we must provide people with the tools and means so they that are equipped to make choices. For this task, NGOs work as a channel to provide support systems, to accompany these people, to eliminate the barriers and remove the obstacles that are put in their way and to give them the correct tools so that they may of their own accord make decisions about their future. We have the experience to know that personal development is a long and complex process, in which the rewards are seldom reaped in the medium term, but rather the real changes are seen along generational lines. This is way **we specially value the permanence, longer term commitment and continuity of our projects, and the progression of objectives and adaptation to each individual.**



The insertion pathway is a work method that provides the necessary support to an individual in the process of moving from a position of social exclusion to one of inclusion. Through socio-labour inclusion pathways an excluded person or someone in a vulnerable situation has a chance to enter the labour market and consequently society itself. These pathways represent an option for everyone who wishes to find employment that is tailored to their particular needs.

3.2. Our method: insertion pathways

The pathway begins with welcoming the person who, directly or via a process of previous capture, needs to be informed and guided through the various choices available for their insertion into the labour market. The most important element is professional guidance through the job search process in which a personalised plan is drawn up that is adapted to the profile of each participant. This welcoming process can go through various stages: it may include an individualised stage in which interviews and vocational testing are carried out and personal employment plans are made, as well as group stages with other participants. Once the individual's needs have been evaluated and an agreement with them has been made about their objectives, the second step is to instigate the plan.

For the majority of cases, the participant is deemed to be unprepared for direct incorporation into the world of work, for which reason **further preparation is needed, principally in the form of training**, social skills workshops, job searching workshops etc., to improve their employability and professional qualifications. Training can be of a varied nature given that it combines the needs of participants with opportunities that the labour market has to offer. In this sense there may be pre-job training, occupational training in various specialities, training for a particular job position, distance training to facilitate accessibility, training for self-employment, or training for trainers with a view to achieving a multiplier effect.

For **access to employment** we employ various procedures according to the characteristics of each individual and existing resources: it may be through labour intermediation in the regular market to access employment in companies, via the creation of insertion companies, special employment centres or other protected employment systems, or through support



of the self-employed. The access to employment stage, both for in-company jobs and self-employment, must be very carefully manipulated given that it spans preparation, development, follow-up and evaluation, together with the other elements associated with research, accompaniment, complementary measures, etc. When the aim is the creation of insertion companies or special employment centres, the process tends to be even slower.

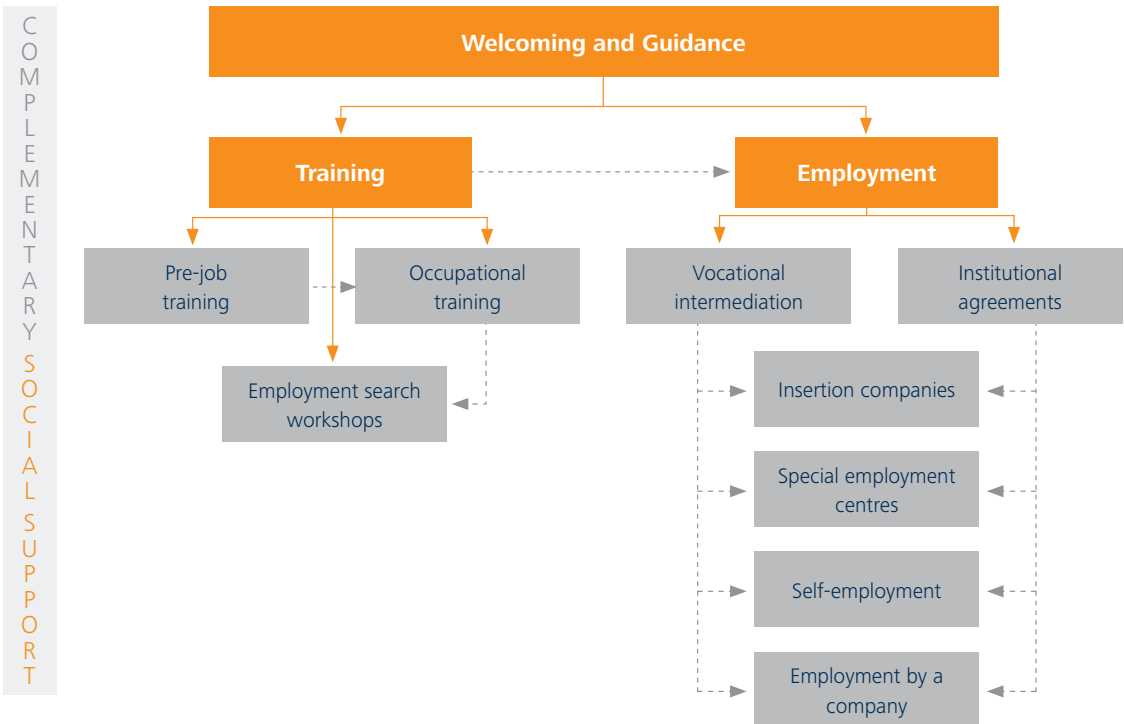
Whilst the person is taking part in the process, we social organisations facilitate **complementary support measures** that are necessary to cover other social needs that the person may have. These needs are broad spanning given that they often are concerned with the processing of documentation, looking for housing, the schooling of children, supporting family members, etc. The solution to these needs sometimes originates in the organisations themselves and others that are connected to the national public and private resources network. Coordination and follow-up of each case plays a fundamental role.

It is essential to understand that, independently from the reference group from which each participant origi-

nates, or their characteristics (the disabled, emigrants, people of Roma descent...), **every person is different and as such their process of integration will be individualised**, both in terms of each person's pace as well as the stages through which they pass. Furthermore, many people may have previously been through the process and have re-joined after a few months or years, either to improve their qualifications and gain a promotion or simply because they have become unemployed, either through having left a job or because of unforeseen social circumstances.

In the case of the Luis Vives Foundation, given that the purpose of its activities is to support social action organisations that work towards socio-labour insertion of excluded minorities, the work method is distinct. The Foundation occupies itself with four objectives: to provide information to organisations concerning the Third Sector or concerning pertinent social issues, to execute training programmes for its professionals, to give technical assessments and assistance to improve quality, communication, and the general performance its responsibilities, with analysis, research and debate that leads to a better knowledge of social issues and the reality of the Third Sector.

Graph 1. Insertion Pathway Flow Chart



Source: "Successes and best practices of the Operative Programme in the Fight Against Discrimination managed by NGO social action"

3.3. Our results and impact

From commencement of the Operative Programme until the end of 2009, social organisations:

- Have given professional guidance to 307,417 people.
- 122,628 people have taken part in training activities.
- 136,298 people have accessed the labour market.
- Have contributed towards the creation of 737 businesses.
- Have given support to 1,383 organisations.

These results are in addition to influence on policy, changes in focus and work methods and collective productions.

Impact on people

Table 7. OP Joint results 2000-2009

	ONCE	Spanish Red Cross	Cáritas	RSF	LVF	Total
Beneficiaries	116,790	96,490	86,455	50,984		350,719
Recipients of guidance	108,287	93,989	69,804	35,337		307,417
Recipients of training	38,032	44,540	29,090	10,966		122,628
Job placements achieved	29,245	40,863	30,448	35,742		136,298
Businesses created		703	33	1		737
Organisations supported	17				1,383	1,400

Source: Own table

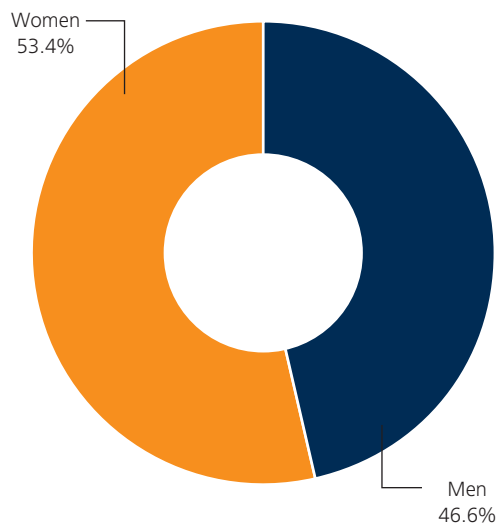
Furthermore:

- More than 60% of participants are below the age of 25.
- Turning our attention to the level of studies, note that the majority of participants have a low level of education, as 70% have not surpassed the statutory level of schooling, and of these, more than half left with no qualifications.
- In fact, nearly 35% did not even finish obligatory education.

In terms of the **total number of participants**, the programme has reached some **350,719 people** of which 46.6% are men and 53.4% are women. It is important to note that from the outset, one of our aims was to reach at least as many women as men, an aim that we have fulfilled and even surpassed.

All the above information clearly indicates the situation of vulnerability in which a substantial part of OP participants find themselves, and their subsequent struggle to access employment.

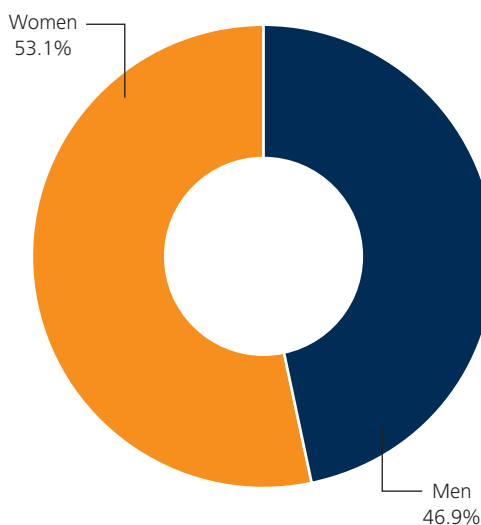
Graph 2. Beneficiaries by gender, 2000-2009



Source: Own graph

In terms of the **total number of people who have received guidance**, this amounts to 307,417 of which 46.9% are men and 53.1% are women. The guidance processes vary dramatically in terms of duration, and for the development of these we have used a range of methods spanning from one-to-one sessions to group support and ad hoc support systems.

Graph 3. Recipients of guidance by gender, 2000-2009



Source: Own graph

Rabea, Barcelona

WHEN YOUR NAME IS A PROBLEM. Arab surnames, a certain age, female... Rabea has many factors that make her integration on the labour market quite difficult. Through the training courses delivered by Spanish Red Cross, she has obtained a base that will help her to be successful.

Rabea is her name, Bea to her friends. With this diminutive she avoids some of the problems that are caused by her name. But when a business person receives her curriculum, he/she does not look where it says "Spanish nationality" - **"they only see the Arab name, and this puts off many people"**. Bea was born in Ceuta. She came to Madrid when she was very young, with a scholarship to be an industrial technician, but she left studies soon after to go with her husband to Barcelona. -"I did it wrong"- she recognises now. Soon she was alone, with a baby. But at this time she was young and she did not have problems finding different jobs: a real estate agency, a boutique, ... Now however, it has become very difficult for her to find a job and **she has had to go back to studying on the training courses delivered by Spanish Red Cross (Room clerk and Communication, Tele-assistance systems, ...** -"Here, you can get the base and then you have to find a job by yourself but they give you information about the jobs you can apply for"-.

Spanish
Federation of
Spina Bifida and
Hydrocephalus
Associations
(Federación Española de
Asociaciones de Espina
Bífida e Hidrocefalia, FEBHI)

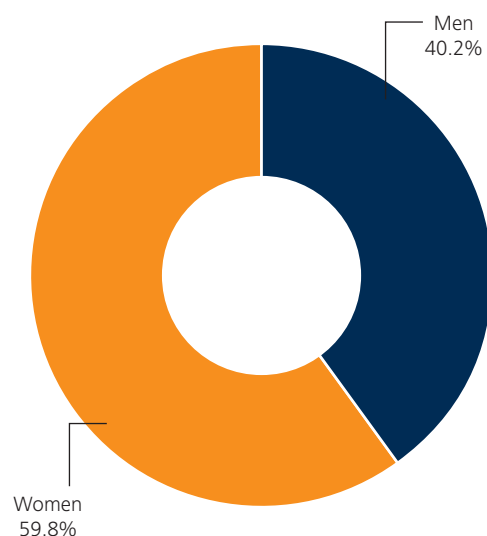


The FEBHI with the support given by the ESF was able to set up its website, www.febhi.org. This website has been useful to provide assistance to the people who suffer the illness, their families and federations in all of Spain. In addition to this, it has provided the general public with information dealing with this congenital malformation, regarded as the most serious of the life-sustaining illnesses, as well as in its prevention. Spina Bifida, in contrast to other congenital malformations, can be prevented in a high number of cases by taking folic acid before pregnancy.

We as families lead a constant struggle to acquire and consolidate the full normalization and integration of people with Spina Bifida and would like to emphasize once more that thanks to your support we can show who we are, what we hope for and where we are aiming at.

Some **122,628 people** have passed through the **training process** carried out under the OP framework, of which 40.2% are men and 59.8% are women. All the training methods were adapted both in terms of method and content and duration with the recipient. Normally we refer to non-regulated training, a significant part of which was imparted in collaboration with businesses and even within the workplace itself.

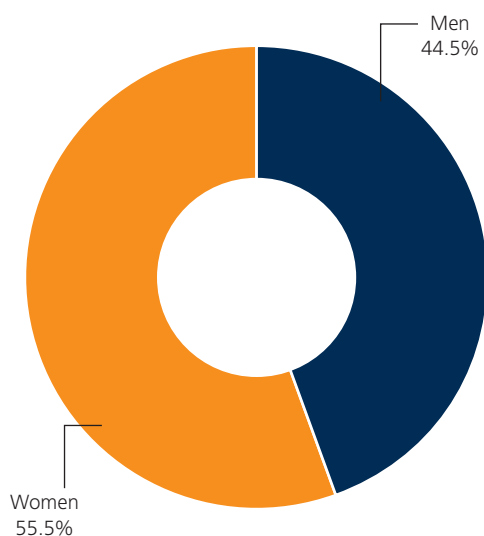
Graph 4. Training recipients by gender, 2000-2009



Source: Own graph

The collective of the four organisations achieved a total of **136,298 job placements** or labour insertions, of which 44.5% were men and 55.5% were women. The job placements are widely varied and stretch across all sectors of economic activity, either centred around the services sector, or construction in the case of men. The duration and quality of the job placements varies, but they normally centre on non-skilled labourers given the level of preparation of the majority of participants. However, it should be noted that many of the participants have further progressed in their positions to achieve promotions.

Graph 5. Job placements achieved by gender, 2000-2009



Source: Own graph

Some of the social organisations that manage the OP have set objectives related to the creation of a certain types of businesses: limited companies, cooperatives, integration companies, etc. Here, the Spanish Red Cross must be recognised for having contributed to the creation of 703 businesses, and the ONCE Foundation, with programme resources, has supported and nursed many companies belonging to its own groups.

Our impact

Together with the quantitative results it is important to mention other achievements, results and impacts that as social organisations we have achieved under the OP and that are as vital as those indicated above. These results have consequences not just for those directly benefitting from the activities, but also for labour policies for these population groups and for work methods and focuses. These are, inter alia:

Results for individuals

- Large-scale participation from those with special difficulties with labour insertion.
- Alternatives for many young people and women, for whom the programme has given a step up into their first job.
- Familiarisation with ICT for persons struggling with labour insertion, in particular the disabled, through the creation of the Disc@pnet portal for disability and distance training.
- Considerable increase in living standards for the socially excluded, not just in terms of finding employment, but in improving access to standardised services, both for training and employment as well as education, health care, housing, etc.

Political results

- Increase in actively employed population rates through the development of effective participation systems in the labour market.
- Greater awareness of economic and social agents, of national, regional and local public administrations, of society in general, to reach equality of treatment and comprehensive social integration through training, improved employability and the obtainment of more and better jobs by these groups. Often, this awareness is a result of informative actions and campaigns.
- A partnership network with public administrations of varying nature has proven effective (state, autonomous, provincial and local) as well as with businesses, thus stimulating corporate social responsibility.
- Consolidation of intervention with population groups with difficulties, in regions that lack specific employment programmes directed at certain groups.

- Active employment policies being stimulated, to which persons with special difficulties may access, which in turn produces greater social cohesion within a specific area.
- Close coordination and complementing between social policies and access measures to employment.

Results of methods and focuses:

- Development of flexible, individualised integration pathways that are adapted to people.
- Acquisition of know how for problems and difficulties that certain groups have in accessing employment, through studies and research on the socio-labour realities of people who are at risk and in a position of exclusion.
- Creation of regional and local watchdogs that monitor employment trends to provide information on the reality of these groups and viable occupations for those with few qualifications or special needs.
- Development of studies and research on the realities and problems of these groups steered towards their integration.
- Capture of professionals for management and training purposes and the development of new technologies.
- Improved capabilities for these organisations to face their duties through the training of their staff, the creation and development of network employment, the provision of databases and IT tools and the introduction of quality control management systems for social integration.

Institutional consolidation has allowed numerous organisations to make improvements in their operations, pushing forward the training of their personnel, incorporating quality control management systems, including new technologies into their work and stimulating cooperation and working as a network. Furthermore, they contribute towards creating

awareness of the social problems that are dealt with in our organisations, in the execution of awareness programmes and the development of work tools adapted to the needs of the sector.

Collective experiences

The private organisations that manage the OP made an explicit effort to collaborate, which has transformed into a collective work plan with the purpose of exchanging information and experience, sharing tools and work methods, and identifying common interest areas in which collective initiatives and actions can be developed that give greater visibility to the programme. This heightens social awareness and channels communication with public administrations.

Below we refer to the three activities that we have collectively carried out:

Debate on anti-discrimination:

Said debate took place in September 2005 in the Spanish Lower Chamber, and was covered substantially by the media. During the debate, programme participants offered their arguments, emulating those of the political parties, to express their concerns and make proposals for policy changes. This debate stimulated discussion about how to best increase the participation of groups at risk of social exclusion in society.

Collective awareness campaign (2004-2007)

This campaign set up workshops, seminars, and publications which included ***Milestones in the fight against Discrimination***, intended to highlight the results achieved as well as their undeniable social benefits. The campaign made use of symbolic moments such as the celebration of Europe Day, 9 May 2005, to win the support of administrations and social agents, and to generate a work method that continues to this day.

Methodological meeting of technical personnel and employment professionals.

This helped to deepen knowledge and exchange ideas and work methods, not just between the organisations that manage the OP but also with other NGOs with significant experience in the field of so-

cio-labour insertion of groups with difficulties. The Operative Programme resources were thus used to generate synergies and cooperation, with the aim of optimising efforts and transferring learning.

In addition, social organisations develop permanent cooperation activities on a local scale:

At times these have been in the form of awareness campaigns such as in the case of Burgos *Together for Integration*, and at other times have been common training courses, such as the case of Salamanca, whilst at other they have been seminars, or cooperation through campaigns, or joint research projects with businesses, etc. These actions have allowed for mutual learning, the provision of resources and achievement of a greater impact on the actions carried out.

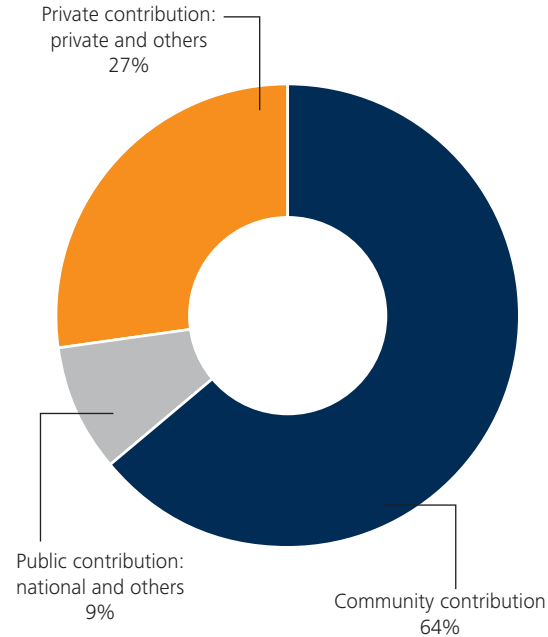
3.4. Resources managed

The total eligible cost has reached the sum of **€428,201,767.39**. Social organisations have managed to diversify, in various directions, our financing sources, simultaneously opting for the various possible alternatives. Of the total eligible cost:

- 64% comes from European Funds.
- 9% was provided by public administration.
- 27% was provided by the very organisations that manage the OP.
- 3% was provided by other private organisations.

Our effort to mobilise both public and private resources is particularly relevant not just due to financial volume but by capacity to generate commitment and synergies with the programme.

Graph 6. PO Financing 2000-2009



Source: Own graph

Financial resources are important, but only if we have the capacity to mobilise human resources, which implies knowledge and specialisation in the pertinent issues. In the OP collective social organisations annually employ some 1,073 people, who represent a very relevant asset in this field. We also have support of 1,246 volunteers on an annual basis that contribute to our various training activities, of accompaniment, awareness, etc.

What value do we bring,
what do we aspire to

4



Although in terms of total investment from the ELF, the part managed by social organisations represents less than 5%, in terms of quality it is essential. The philosophy of the very regulations that invite participation from other actors is fulfilled, making it clear that social organisations do not just have a consulting role, but that in addition to being the final beneficiaries, they can have a direct role in the management of said funds when they are directed towards the fields in which these organisations are established and have specialist knowledge.

We social organisations are an asset in the implementation of employment policy, for the inclusive focus that we give to it, assuming responsibility and not just working on a secondary basis.

4.1. Our added value

Participation of NGOs as OP managing organisations certainly brings a series of assets to the programme and to the very European Social Fund itself. This fact has been proven through periodic evaluation and has been repeatedly recognised by Spanish and European authorities. Without doubt, the guarantee of success has been the organisations that were selected to manage the OP, who were bestowed with great responsibility. We have an extensive outlook and experience, we have social credibility, we are installed in the regional collective and we have proven capacity to management, create alliances and mobilise the necessary resources.

Evaluations, reports and results obtained have shown that we bring value in the following ways:

- **Experience and specialisation** when rolling out measures intended to reach excluded minorities with the greatest difficulties accessing employment. This know how is possible because we are permanently involved on a national stage, we personally know who we are reaching out to, we have their trust and we know how to motivate and involve them. The network that organisations have established with our social foundation is key for reaching those whose would normally feel excluded from standardised services.
- The ability to **act with flexibility and of adapting to the circumstances** of the individual, independent of the community they belong to, shows another of our fundamental values. The insertion pathway model is adapted to the process of each individual, their pace, and provides continuous support throughout in the manner needed. This includes not just designing procedures ad hoc, but also methods, tools, etc. to achieve labour insertion of people in social difficulties how need obstacles



removing, which is why we dedicate a portion of our resources and efforts to background social work and accompaniment, without which access to employment would be impossible.

- We have shown our capacity to **efficiently respond to complex needs and problems** as we are geared towards those groups of society who lack standardised resources. Having reached 350,000 people with more than 136,000 insertions in the labour market with people who, aside from other problems, have very low levels of education, could be considered to be the ultimate achievement.
- This support is also made more efficient by our **working comprehensively with people and families**, given that this way we do not only employ the individual; moreover we develop them as an individual. Many of the participants that have passed through the OP have been captured because they, or their family members were already working with us in some way, such as in their children's education, hygiene and health education, support in the access to housing or literacy, mobility problems etc. When social organisations work towards full cooperation with individuals, we create a self-perpetuating cycle, synergies and a more efficient use of resources.
- Social organisations are equipped to **mobilise resources and create social capital and fabric**. In addition to contributions from the European Social fund, we have secured contributions of 30 million euros from other public administrations, 10 million from private organisations, and 103 million from our own funds. This ability to attract financial resources

is topped off with the annual contribution of some 1,246 volunteers as well as the goodwill backing of local communities, which together creates a social capital and fabric upon which people may thrive.

- The success of the programme is reinforced by our **commitment and adaptation to our surroundings and our promise to people**. Being in the neediest areas and creating solidarity social networks are essential elements for the success of labour insertion of those in social difficulties. This capacity of adaptation to our surroundings means that knowledge, tools, work methods, styles and processes are global and are flexibly applied, which allows us to work in whatever manner is demanded by the circumstances.
- **Innovation together with capacity for risk**. This innovation is grounded in finding formulas adapted to the possibilities offered by the labour market and to the needs of persons, resorting when necessary to the support of creating businesses, many of them of social economy, special employment centres or protected employment systems, should this be the most appropriate channel. This innovation has also been noted in the creation of work tools and training system adapted to demand.

Social organisations have shown themselves to be particularly capable not only in generating positive expectations among those we have worked with in the OP, but also in **promoting real empowerment in fostering protagonism** and in the taking of measures and in decisions. Many of our professional teams originate from the very groups that we originally work with. An exemplary case of this would be the active

participation of the disabled in work teams or in the multicultural nature of teams that work with immigrants or people of Roma descent. In this way we keep in line with the needs of both society and business (that integrates excluded minorities rather than discriminate against them). The active involvement of population groups in the programme is the best way of guaranteeing new participants and creating credibility and positive expectations among them.

The programme's managing organisations see our efforts to be self-rewarding, as the OP has contributed towards scaling up our activities and implementation, particularly in the field of labour insertion, and has allowed us to deepen, widen and structure our activities with certain social collectives. The fact of having been appointed as OP managing organisations has had the following effect:

- It has granted us a leading role as **instigators of socio-labour insertion** with a part in the management of public policy.
- It has favoured our **training abilities**.
- It has increased our regional influence.
- It has allowed a dialogue with national, autonomous and local governments and with the business world.
- It has afforded us greater visibility and social credibility in our work.

María Gracia Aybar Self-employed Businesswoman

Erin
Brockovich
among
wedding
dresses

The wedding dress shop, a spectacular showroom managed by María Gracia since the beginning of 2005 is located in one of the most frequented commercial streets of Puertollano, in the province of Ciudad Real. It offers a comprehensive service and guarantees personal attention: the bride can choose her dress from a wide catalogue, have it fitted in the shop and she can parade it before her family on the small catwalk set up in the shop itself and choose whatever accessories she needs... María Gracia is very satisfied with people's reactions, many people have congratulated her personally for the quality of the products she offers and they work with and for the sympathetic-personal, professional treatment.

To achieve it, Maria Gracia has become entrepreneur, facing her disability caused by an accident of a defective liquid for contact lenses.

Evaluating her relationship with the labour market, María Gracia thinks she has encountered more obstacles through being a woman and a mother rather than for having a disability.

"If it's vital for everyone to eat, have a roof over their heads, become independent, self-sufficient... why does it have to be different when getting a job?" However, María José is also aware of the fact that the chances of a person with a disability being inserted into employment, given the employment statistics for this group, are much lower than for those of someone with no disability. But the problem is not that those with disabilities need it more than those without it; we need to change the approach with regard to this issue, emphasising the fact that there are more obstacles for those with a disability than those without it. That is the key to follow. The fight against discrimination towards full inclusion must be an effort made by the whole society and Maria Gracia is a good example of it. Being an entrepreneur can be an option to get a job for a disabled person and self-employment can be the path to follow.

4.2. Ten lessons that have been learnt

Our experience over the last ten years has provided us with a series of lessons that we have incorporated into our work method and that can be transferred into activity models or third level organisations. Some of the most important of these are:

1. **Socio-labour insertion of socially excluded groups has to be approached from a partnership point of view.**

Social organisations are very aware that the success that we have achieved in the OP is not just down to our own merits, but also due to the way in which we have worked and most importantly, in the importance we granted to partnerships. Without the support of other protagonists and the mobility of all the resources, it would not have been possible to achieve our final objective of incorporating individuals into the labour market. This is because many of the organisations developed required the intervention of third parties.

This partnership is particularly important, primarily with **public administrations**, given that they are who possesses the capabilities in terms of active employment policies and must include these programmes within their network of services. Secondly, **with the business** network, given that the aim is to achieve job placements, which is at times defined in the signing of joint agreement at a national level with large businesses or groups of business leaders, and in the majority of occasions takes place at a local level with small and medium sized businesses, where a large proportion of jobs is achieved. Collaboration also takes pace with **third sector organisations** that work in similar fields or with the same target groups, with the aim of complementing resources, rolling out joint initiatives etc. Our partnership strategies have also been geared towards **the mobility of all kinds of resources**, for example seeking out the support of the media for campaign development, collaboration with universities for studies and research, etc.



2. Balance between bottom up and top down approaches with feedback.

The manner in which social organisations have developed our activities seeks supplementation from local and autonomous administrations, in avoidance of parallel activities occurring. In this sense, **the top down focus has been complementary to the bottom up focus.** The programme **has been aligned with domestic policy** that exists in both regards and as a consequence, it has become a political tool. Please note that there are already national actions plans in existence for the majority of social groups that we are directing our activities towards. For example, this is the case for the field of disability, immigration, the Roma people, etc. In some ways the OP has become more than just an instrument for action in these national plans. If a programme is developed from a national respect and is approached as being complementary to the autonomous communities' actions, in close coordination, the effect is not only duplicated but the value is heightened.

3. Multi-regional horizontal cooperation is a necessity and is valuable in itself.

A multiregional programme adds value to the regional plan, capitalising on investments in work tools, professional training, studies, the capacity to reach those in difficulties to access public employment policies, etc. In addition, the programme has allowed for the creation of **mutual learning and synergies between various autonomous communities** and the transfer of know how. Focus on a national outlook allows the lessons learnt in one area to be transmitted to others and as such reaps good return on knowledge. As many autonomous communities already know, **if resources had been transferred to the autonomous plans the majority of actions developed by the OP would not have taken place,** due to other priorities or a more generalist approach taking precedence.

4. Long term action is needed with a strategic, continuous and progressive approach.

In the majority of cases, success in the integration of socially excluded persons is not immediate, given that complicated issues are often involved that influence their standard of living, personal and family circumstances, associative elements, etc. Changes and impact are consequently obtained over the course of years, sometimes even over generations, and only when there is continual, comprehensive input with people and surroundings and when progressive objectives are marked.

5. Complementary action must be taken with the target focus and the mainstreaming focus

The OP is:

- **Target** because it is aimed at **defined groups of the population** (Roma population, immigrants, the disabled, the excluded...) and is aimed at particular disadvantages caused by: distance or social disadvantage of groups in relation to the rest of population, such as the Roma people or those in circumstances or serious social exclusion, defining characteristics of the individual, such as those with disabilities, the social relevancy of certain phenomena, such as immigration...
- **Mainstreaming** because **it is based on inclusion: it drives towards the standardisation of its beneficiaries.**

Complementing with other programmes and good coordination and synergy with surrounding resource is indispensable to combine the target and mainstreaming focuses. Whilst specific and specialised actions are combined with these collectives, a standardisation of services attempts to adapt to be inclusive of these.

6. Inclusion is socio-labour – it implies inclusion between employment and inclusion

Mere professional training of participants of the Operative Programme does not necessarily lead to better employment opportunities. The aspects that the pathway works on beyond training and job searches are not secondary but crucial, given that they aim to remove obstacles, be they personal, physical, institutional or social (mentalities, prejudices etc.) that impede successful employment. **Employment of those at risk of exclusion is possible as long as social intervention is also carried out. In short, this implies a close relationship between social policy and active employment policy.**

7. Working towards the development of individuals demands the defence and guarantee of their rights and education of their obligations and responsibilities.

It is impossible to achieve individual development if we do not guarantee rights and adequate income support¹, which allow people to live with dignity. This is why social policy measures, particularly those related with non-contributory pensions (social subsidies, basic income, among others), must be closely aligned with employment support actions. Furthermore, in the integration process, people are trained to exercise their rights for the fulfilment of their obligations as citizens and for social participation.

8. Structural Funds are not just a financial instrument but an instrument to articulate policy.

Given their characteristics, their long term implementations, their need for partnership in execution, their focus on certain issues and problems, that they are concentrated on the most needy areas, that they are flexible in the ways they can be used, that they act from a local or national community perspective and that they are ideal for articulating action policies with the most needy

groups. In fact, **the OP has generated synergies on the national stage adopting its work methods, objectives and focus on these.**

9. We must work with people and markets.

The issue is not just helping people to gain access to the job market, but also to **make the market itself inclusive, to guarantee equal treatment and abolish discrimination** against people for their characteristics or circumstances. For this reason we liaise with businesses, we promote Corporate Social Responsibility, social economy, protected employment forms, social clauses; in short, all the measures that contribute towards markets being more efficient, not wasting the human resources that are their asset.

10. Information and transparency are required for good governance.

It is essential that there is accountability for resources available, their intended use, the results that they produce, the manner in which they are used, etc. This transparency must be employed not just with public administrations, but also with beneficiaries themselves and with society in general. Social organisations that manage the OP understand that we are managing public resources and, as such, we have public responsibility in the management of these funds. **Information allows us to secure trust and contributes towards better governance.**

¹ Recommendation on active inclusion of excluded people in the job market (C 2008)

María José López's career as the one of many people with disabilities has been complex and winding. She has had different jobs, some on the ordinary labour market and others in companies aimed at people with disabilities.

Nowadays however, María José has a job where she is comfortable and she feels her professional worth is acknowledged and she can develop her skills: she is a bus driver despite having severe scoliosis.

To achieve it, the Operational Program played an important role.

One day, on one of her frequent visits to Fundosa Social Consulting, they suggested her to find out about the new training courses being offered by the Institute for Women's Affairs in Zaragoza. María José went and found out that most of them focused on training women for jobs traditionally done by men, in an attempt to introduce positive action in inserting women into the ordinary labour market. So María José joined a professional welder and a bus driver course.

When the course finished, she took the theoretical test and passed with top qualifications and the same happened with the practical exam. María José turned out to be one of the best drivers in her year and was very happy, but she was still conscious of her back pains when considering whether to lead her career in this new direction.

Soon she got a call from Fundosa who asked her if she was still determined to work in the driving sector, she accepted and in April 2004, María José got behind the wheel of a city bus.

Despite the general opinion, María José thinks that having a job is just as important for people with disabilities as those without it. "Everybody has to work, why should it be more important just because you are disabled?" There is an implicit wish to normalise the issues of people with disabilities in what she says. "If it's vital for everyone to eat, have a roof over their heads, become independent, self-sufficient... why does it have to be different with a job?"

Looking through the rear mirror she feels she has left the bends and uneven road behind. Ahead her path leads her to an open motorway, well-signposted. She won't miss the turn off again.

4.3. Consequences of the new economic climate of downturn: future challenges

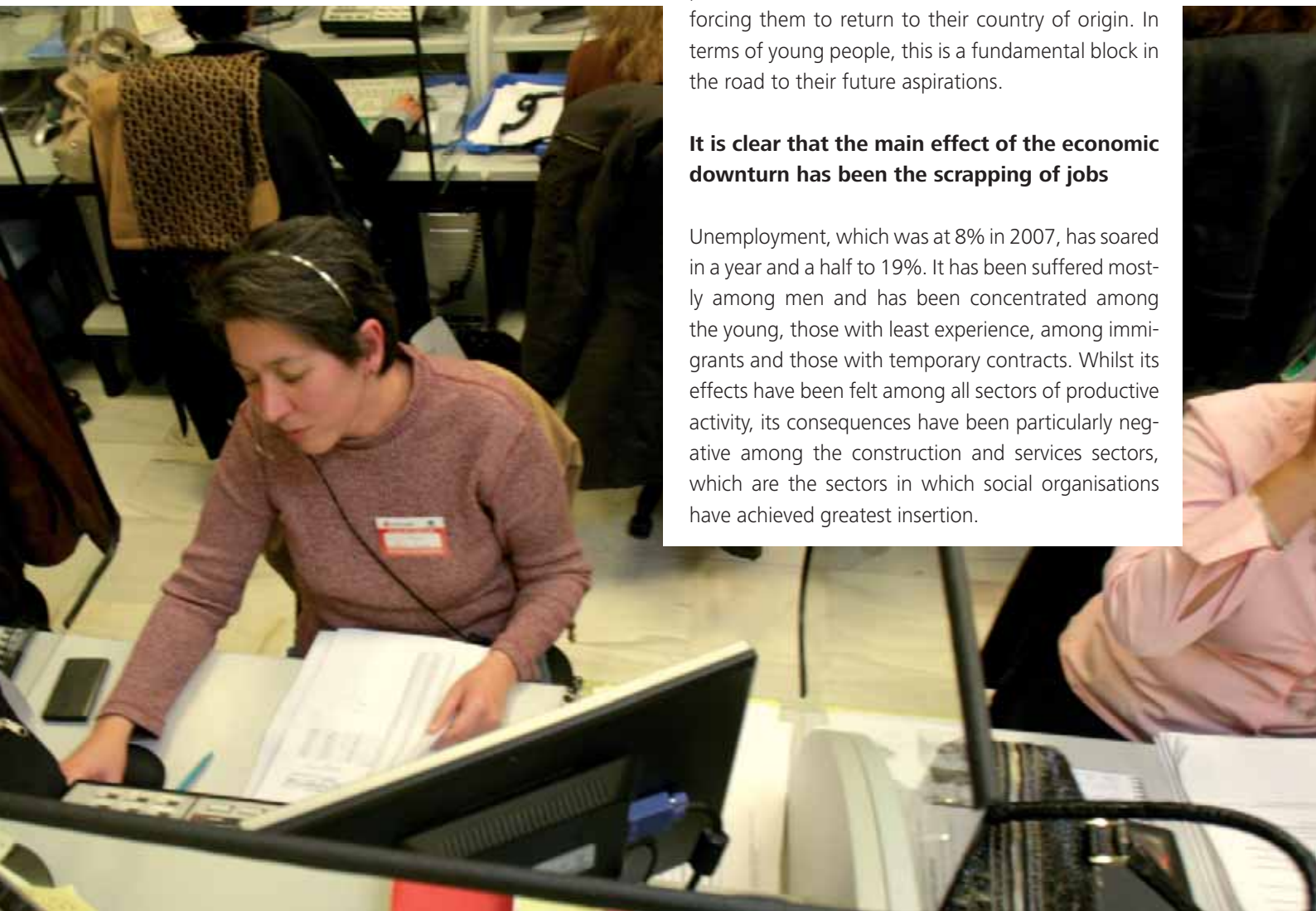
The economic downturn is certainly having an impact on those who work with the OP. It has not only introduced more pressure on the OP due to an increase in demand from participants, their type of needs and their profile, but has also impacted in terms of the difficulty of response with scarce resources, slowdown and greater difficulty when attempting to incorporate people into the job market or generate direct job placements. Faced with these challenges, social organisations are adapting to new strategies and services.

Firstly, the economic downturn has contributed towards an acceleration of deteriorating and precarious living conditions for many of the OP participants and their families.

It must be remembered that many of the people that we work with already have very low income levels and a very low level of education, which means that the poverty they experience, at times extreme, is worsened, resorting to shadow economies increases, conditioned by the need to survive, as well as the impossibility of keeping on top of regular expenses (mortgages, electricity, water, school fees, food, etc.). Problems related to health and quality of life are also worsened, as are housing conditions (overcrowding, eviction...). These situations are complicated by the response of social services. Some groups of society, such as immigrants, who often lack a front line support network, see their essential needs cut short, forcing them to return to their country of origin. In terms of young people, this is a fundamental block in the road to their future aspirations.

It is clear that the main effect of the economic downturn has been the scrapping of jobs

Unemployment, which was at 8% in 2007, has soared in a year and a half to 19%. It has been suffered mostly among men and has been concentrated among the young, those with least experience, among immigrants and those with temporary contracts. Whilst its effects have been felt among all sectors of productive activity, its consequences have been particularly negative among the construction and services sectors, which are the sectors in which social organisations have achieved greatest insertion.





Although the economic downturn affects society as a whole, it is clear who the losers are: **1.2 million families in which all active members are unemployed, 500,000 families in which there is no form of income, 1.54 million families in which the family head does not work, as well as an important reduction in the activity rate in general and especially among immigrants.** The greatest impact has resounded throughout households with children, single parent families, families with large numbers of dependents, young people living alone, and groups such as immigrants, the disabled, people of Roma descent, and people in situations of extreme exclusion.

For many OP participants who had managed access to employment and had kept their jobs, the downturn has meant a regression, not just due to the loss of their jobs, but also due to having to re-tread paths that they had already passed through. Furthermore, faced with scarce resources, the climate of tension grows and tends to cause a feeling of rejection, for example towards foreigners and in general towards those who are different. According to the latest European barometer, the feeling of rejection from employment that people perceive has substantially increased.

Faced with this situation, the managing organisations of the OP have been duty bound to adapt our services and adopt new strategies that basically follow five directions:

- **Adaptation to demand.** Rationally managing demand and identifying new needs and priorities: this includes adapting new responses, revising strategies and priorities, optimising and

adapting services, setting goals and proving outputs and outcomes, rolling out new initiatives and developing new instruments for action.

- **Better mobility of resources** and a more efficient employment of them, so as to define priority uses, prioritise activities and, in short, get better return on investments.
- **Strengthen cooperation between organisations,** making a greater effort to increase networking, improve coordination, strengthen alliances and collaboration both within the sector and with administrations and other actors, and extract the organisational changes that arise from this.
- **Drive forward labour mediation activities** with the business world, as employment has dropped but it does still exist. We have increased our collaboration with big business, for both training and employment, on a state, regional and local level.
- **Strengthen our civil society mobility activities.** This means intensifying not just the role that social organisations have as a point for meeting, involvement and personal linkage, but also the political role, providing proposals and influencing anti-downturn policies. Improving our organisational capacities, structuring demand, executing viable proposals and jump starting citizen awareness in search of better involvement of people, through the teaching capacities that organisations already have.

“Caritas trusted me and believed in my abilities. I built up my hopes again.”

Juana has three children and is separated from her husband. After her marriage failure, her children moved with their father. She had big health and addiction problems. She had never worked before. After turning to Caritas and lots of hard work from her, she got to improve in some essential matters as personal care and self-esteem. “I’ve realized that I can be useful, productive and help the society. I started with a training in a cleaning company and improved my self confident and my self esteem. I currently work as a cook in a centre for homeless people. Meanwhile I have been able to start a new relationship and resume contact with my children. It has not been easy, but the fight has been worthwhile.”

“Caritas labour orientation service have increased my chance of finding a job”

My name is Maria, I’m 33 years old and I had a low qualification professional career. I used to have a poor economic situation and to access to unstable and interim positions. After going to my neighbourhood parish church and start attending the labour orientation service, I realized I could aim for a better professional situation. Their support has been essential for me; it helped me to move forward and stopped me from crumbling down. I started some administrative and computer courses and now I have a job in an agency as a clerk. I still can’t believe it. Now I am a qualified worker and have a job.

4.4. Our work in the context of new policies

The fundamental consequences of the downturn lie in unemployment, poverty and the risk of social exclusion. It has been predicted that the downturn will be long lasting and will have a slow exit, which means that citizens lose expectations not just for their own well being, but that of future generations as well. **The challenge is to find a future development model, in which high levels of development, plentiful employment and social cohesions are all achieved simultaneously and in a balanced manner.** This model would also allow for proper levels of social protection which avoid exclusion and guarantee a dignified life for those most at risk.

Social organisations must continue working intensely so that values of solidarity and the reduction in inequality form a fundamental part of the European social model and are rooted in the heart of Spanish politics and the whole of the European Union. Furthermore, this must be done via a coordinated and coherent discourse based in the values that are essential to these organisations (freedom, solidarity, justice, equality, dignity, defence of rights of all persons especially the most vulnerable, etc). All this is parallel to our balanced execution of all the functions we carry out as defenders and spokespersons of the rights of society’s neediest members, agents of social awareness, creators of social fabric, catalysts of altruism, and solidarity between people and providers of services and support to the neediest.

Furthermore, social organisations count on the authenticity that our active involvement affords us in the fight against exclusion, the commitment to social causes, our capacity to detect emerging necessities, our social foundations, our potential to mobilise energy and resources, our experience in helping people to be the beneficiaries of their own development and our role in renewing social foundations.

The OP managing organisations wish to tackle the future with optimism. We understand that, both on the political stage as well as in the regulatory stage, both in the immediate future and particularly in 2010, important opportunities will arise to tackle exclusion and discrimination. This is based on a series of European measures that, depending on their exact direction, will affect the excluded, either to their benefit or detriment.

In these policies, NGOs can continue contributing with proposals and responses, and they understand that the collective experience in the OP and its capabilities bring an essential element. Therefore they propose:

1. To demand the guarantee of fundamental rights for all persons to be applied through the Lisbon Treaty.

One of the key advances of the Lisbon Treaty is that it contains the Charter of Fundamental Rights. The European Union is founded on indestructible and universal values of human dignity, freedom, equality and solidarity, and is based on the principles of democracy and the Rule of Law. The challenge in the coming years will be to execute regulatory developments and essential policy so that fundamental rights of all European citizens are not merely nominal but effected.

In order to do this, we must contribute not just by demanding that public institutions apply these changes, but by carrying out measures and actions under the OP framework so that these rights are exercised.

NGOs consider that the Charter contains priority rights to be developed given the impact that they will have on discrimination and exclusion of individuals:

Priority rights to be developed

Right	Article
Dignity of the individual	1
Physical and psychiatric integrity	3
Free obligatory education	14
That those originating from developing countries may work in conditions equivalent to those enjoyed by citizens of the European Union	15
The prohibition of all kinds of discrimination	21
Gender equality	23
Integration of those suffering disabilities	26
The right to employment services	29
Protection in the event of unfair dismissal	30
Fair and equal employment conditions	31
Social security and assistance	34
Access to services of general economic interest	36



In relation to the prohibition of discrimination it should be noted that the **charter bans all types of discrimination, in particular that caused by reasons of gender, race, colour, social or ethnic origin, genetic characteristics, language, religion or creed, political opinions or of any other type, belonging to an ethnic minority, birth, disability, age or sexual orientation... nationality.** In this sense the importance of **passing a new transversal draft directive that covers all elements of discrimination** established in the Treaty is called for, beyond access to training and employment, as per the other specific regulations for cases such as that of disability.

Leading on from fundamental rights, advances towards the recognition of the universal right to live in dignity and wholly participate in society are needed. This will only be viable with the provision of the appropriate support, particularly for the most excluded, for which the task must fall to NGOs and the actions of the OP.

2. To ensure that the concept of inclusive society accentuates those who are most in need EU 2020 Strategy

At the recent consultation of the Commission on the Future European 2020 Strategy², it was understood that one of the key steps in the Union's future development must be based on strengthening the role of citizenship in inclusive societies as a stimulant for innovation, capacity for citizen adaptation, the encouragement of enterprise, etc. An inclusive society is one that is driven towards development, rather than mere growth, which puts its financial markets at the service of progress, of the real economy and is at the service of the well being of its citizens.

The European 2020 Strategy takes the principal that an inclusive society is not possible without adequate social protection that reaches everyone, particularly those who are most in need of it. **An inclusive society is not possible without a redistribution of wealth and a reduction in social inequality.** Neither is it possible if its nucleus does not adopt a social dimension and the principle of equality of education, which is basic to avoid a repetition of generational exclusion, and that of training, which is essential to avoid segmentation of the job market. Both aspects are prerequisites for people to not be pushed out of this system, for generational poverty to not be repeated, and to avoid the growing segmentation of the job market.

From this perspective, social organisations play a fundamental role in supporting people who fall victim to exclusion, with fewer means with which to progress and who consequently need their disadvantages to be compensated for, through the development of specific positive actions that place them among the rest of society. An inclusive society needs emphasis to be placed on the empowerment of individuals and for the opportunity costs of exclusion are taken into account.

² Commission working document consultation on the future "EU 2020" strategy. COM(2009) 647/3

3. To ensure that future employment policy guidance places emphasis on those furthest away from the job market.

As is already widely known, employment is not the only channel towards integration, but it is without doubt the best and preferred way for those who are in a position to work. Therefore, the future direction of the European Union in terms of employment must take into account that the economic downturn has brought in tow a substantial increase in unemployment, which in countries such as Spain has had a greater effect than others, affecting nearly one fifth of the active population.

Social organisations must pay careful attention that the next steps taken in the field of employment are centred around measures that tackle the priorities related to the most vulnerable, in those which they are called to play a fundamental role:

- Enable microfinance facilities for employment and inclusion for those with the greatest difficulties, with the aim of responding to the needs of this group and achieving sustainable projects.
- Encourage declared work in the services sector, particularly through social economy, given that this business practice not only encourages participation, but also helps to redistribute wealth and stimulate involvement. Thus, well being is created at the same time as intensive employment.
- Discourage school leavers and ease the transition from education to employment, whilst understanding that this is a prerequisite for correcting social inequalities and preventing generational unemployment.
- Foster adapted professional and vocational training, so that the unemployed may have access to an opportunity and train and become active once again.



María del Carmen
Jiménez Jiménez.
Cook.
Castile-Leon.

“Thanks to the *Acceder* Programme, today I am in charge of putting together the menus for over 300 students at the University of Valladolid”

María is a married Roma woman who has gone to great lengths to find work. Thanks to her perseverance, she earned her drivers license three years ago. She was very keen on receiving training so as to gain access to greater work opportunities and three years ago enrolled in a chef's aid course organised by the Fundación Secretariado Gitano in Valladolid. At the end of the course the company that taught it offered her a staff job in the kitchen office and after just a few months, in recognition of her diligent work, she was offered a permanent post as a cook.

Arley, Oviedo

STARTING FROM SCRATCH. Hakes during weekdays and a master's degree on Saturday. For Arley, an industrial engineer and now a fishmonger, the projects that he brought from Colombia were put on hold when he arrived in Spain. Spanish Red Cross helped him to recover them.

He has only been in Spain only for eleven months but to Arley it seems like a century. One year ago he finished his degree as Industrial Engineer in Colombia, and immediately after he obtained his visa -"I wanted to study a master's degree in Spain. **But here the situation is not as I had imagined.** It was like starting from scratch". Without the recognition of his degree, he couldn't apply for either a scholarship or a grant, and he had to postpone the master's degree: finding a job became a priority. Initially he tried by himself, but soon he started to despair and looked for help in Spanish Red Cross. -"**People judge us without meeting us. They should think that nobody leaves their own country just for fun**".

After doing a salesman's fish market course, he found a job, and thanks to it Arley has been able to start his master's degree. -"My aim is to move to the accounting department of the company. Meanwhile... I am good with the fish; a secret gift that I had hidden"- Arley jokes.

- Active and personalised accompaniment, guaranteeing appropriate guidance services to all and developing inclusive enter and re-enter job markets.
- Guarantee that all employment laws are complied with, for example that of contracting a certain percentage of people with disabilities, and the development of others in the fields in which clear disadvantages can be identified
- Facilitate stimuli for businesses to employ young people and the population groups who have the most difficulties in accessing the job market.
- Confront under-the-table work and the shadow economy, in search of ways to regulate and give visibility to these activities.
- Advance business capacity and social enterprise, linking these to social innovation and responses to new social problems.
- Develop guardianship markets (for the consequences of the general interest services directive), particularly in areas in which small organisations operate under protected employment systems: specialised employment centres, insertion companies, etc.
- Guarantee equality of treatment and non-discrimination both in the access to employment and its execution, and advance business transparency measures, as well as policies that encourage diversity management practices.
- Favour and incentivise social clauses in all markets that render public services.
- Carry out activation measures for the unemployed, so that those who are not in a position to access productive employment may remain active and socially connected, thus in a better position to access employment in the future.



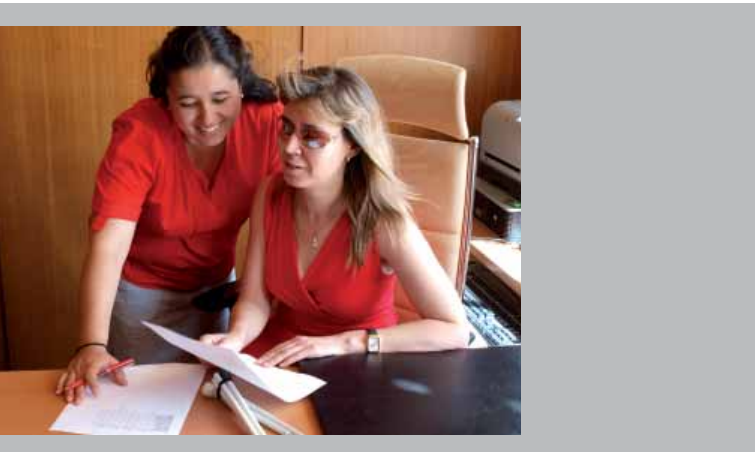
- An urgent agreement for job protection that guarantees that all those without employment have adequate income for a dignified life, with guidance, training and accompaniment services available for access to new qualifications and with job offers being made available before the unemployment period becomes long term.
- Promote labour policy that does not diminish workers' rights, directed towards overcoming the strong segmentation of the job market, job insecurity and towards improving the quality of employment for all workers, with special urgency for those sectors who historically have been the victims of labour discriminations, and not just within the most qualified sectors.
- Promote conciliation policy development between life (family and extra-family) and work, including universal, quality and flexible transfer of compensation and care services, guided towards all sectors of the job market, including those positioned on its margin.

4. To contribute to active social inclusion being a reality for all. *Recommendation on active social inclusion.*

A recommendation on Active Social Inclusion must develop its fundamentals around the three pillars of which it consists: adequate income support, accessible job markets and access to quality services, for the purpose of defining content and reaching of each of these.

Now, the community challenge is to approach collective objectives, propose follow-up mechanisms, and develop measures to support implementation in such a way that achieves substantial progress in each area. This must be done with universal policy design, comprehensive implementation, multi-level coordination and active participation from the relevant parties, particularly those affected by exclusion and NGOs.

The social organisations that manage the OP consider it necessary for **public administrations to take the recommendation as a base to mark**



its objectives of inclusion, and that for this task the role of civil society is important in the process of political drafting, follow-up and evaluation, as well as in the very implementation of measures. There are three areas in which the Third Sector could primarily contribute:

- Advancing **the establishment of common criteria with respect to adequate income support** that, from the perspective of social organisations, must at least include the following features:
 - The guarantee of minimum income to all for a dignified life.
 - The need to combine this minimum income with a coherent social protection system.
 - The need for services offered by social services to be legally guaranteed and not subject to discretion or availability of resources.
- **Definition of the characteristics that a social network supporting active inclusion must have, to ensure that it is comprehensive and understandable.** Public administrations must understand that OP activities form part of the network and improve coordination. Social organisations can contribute to this coordination in the following ways:
 - Comprehensively liaising with people and in areas based on three pillars: education, social policies and employment.
 - Directing services towards needs to make them tailor made.
 - Developing participatory focuses from the individualised pathways.
 - Tackling the prerequisite of persons with social difficulties for access to standardised services.

- Tackling educational, cultural and attitude aspects of the person in terms of their predisposition to integration.
- Comprehensively tackling the particular needs of a person, for example in terms of health, their circumstances, their environment...
- Deepening mediations and accompaniment.
- Tackling the specific difficulties and needs of certain individuals and groups e.g. accessibility, knowledge of the resources that are in their vicinity...

- **Dig deeper for service quality** and make this a characteristic for which not only services provided by administrations have to be adjusted, but those rendered by social organisations themselves, including those under the OP umbrella. These services shall include:
 - Regional availability.
 - Physical adaptation.
 - Guarantee of equal opportunities and adaptation to diversity.
 - Coordinated, whole execution.
 - Multidimensional implementation.
 - Guarantee of involvement of beneficiaries and a personal focus.
 - Follow-up and evaluation.
 - Openness to exchange and diffusion of best practices.
 - Guarantee of active participation of the relevant players.
 - Involvement of beneficiaries and location of these people in the place of action.
 - Special attention to the most vulnerable and those suffering multiple disadvantages
 - Direction towards innovation and modernisation.

5. Positioning excluded persons in the nucleus of future Structural Funds

Structural Funds are funds for economic and social cohesion. It is clear that they are directed towards economic cohesion but less so for social cohesion. They should have greater impact for issues relating to exclusion.

These funds **must be a future key instrument in inclusion policies** to contribute to improving the well being of the most disadvantaged. Substantial changes are thus needed that must be applied in the future planning session. As proposed in the Barca report³, **in the future, focus must be placed on socio-labour integration of the most vulnerable in society.** To achieve this, the following steps are necessary:

- Regulations must be more precise in indicating problems and the type of actions that the funds must focus on. Conversely, a more open, flexible interpretation of these is needed in terms of the type of actions permitted.
- The current convergence concept must be altered given that income inequality does not just occur between regions but within them. It is no longer a question of inter-territorial convergence but intra-territorial.
- As multiple studies show, the assumption that GDP produces greater cohesion is false, since there is no link between growth and development. As such, criteria for appointing goals cannot be based solely on regional income per capita levels.
- Structural Funds must be centred on promoting social cohesion and correcting social inequality. But social cohesion does not only have a regional focus, but goes much further by identifying phenomena, trouble spots and groups
- Structural Funds must proportionally combine the target focus with the mainstreaming focus. Rather, specific actions must be developed with the most vulnerable groups in society at the same time as being included in the fund collective.

³ An Agenda for the reformed cohesion policy. A place-based approach to meeting European Union challenges and expectations. Fabrizio Barca. April 2009



Andalucía Shelters (Andalucía Acoge)

Working at the Luis Vives Foundation Programme has been a great learning and exchange opportunity among those people which make up the human team in the area of labour insertion and with a view to homologating the internal work systems of the Federación Andalucía Acoge. All of this based on know-how and systematisation of reality obtained through the research done.

“In Caritas I’ve met people who have been helping me to re-direct my life in a positive way”

Angel is 21, he did not finish his obligatory educational studies, he started many courses but he never got to finish them either. He began consuming drugs and the relation with his family got problematic.

He came to Caritas because he heard there was a gardening workshop, and after a year he finally found a job at the local town hall gardens. “I didn’t want to be educated nor wanted to get a job. Thanks to Caritas formation & job centre I now have enough motivation to do better things than just messing around in the street. Right now I have a 6 months job at the town hall and I’m attending a formative course.”

Rodolfo, A Coruña

A COURSE ABOUT WHAT?
Stress, unable to sleep,
falling ill ... Rodolfo's
mind and body could
not bear the situation
of not having a job.
Physiotherapist in
Bolivia, he found the
courses delivered by
Spanish Red Cross a
door to employment.

A Home care assistant course? When Rodolfo applied for this course he did not know what it was really about -"I had no doubt: **training is the key for getting a job**. For any employment, you need to be well trained and the document to prove it"- . He liked the course very much and, along with his profession as physiotherapist, it helped Rodolfo to get a job. -"**Thanks to training, you can improve your possibilities of finding work**"- Even he passed his driving license through Spanish Red Cross. He chose this institution because of the way they treat to people: "they open the door and give you a hand. I value it very much"- . Especially in the most difficult moments when due to not finding employment stress takes its toll on your health.

Now, with a job, Rodolfo has recovered his economic, physical and psychological balance. -"I, who criticized those who were leaving Bolivia, and, finally, I had to do the same myself"- . Like many others, Rodolfo will develop his working career in a country different from his own.

- The management of funds must be simplified, driven towards results and not towards to control of more formal aspects. Bureaucracy must be abolished and swiftness in the approval of programmes as well as monitoring processes, certification, payment and inspection must be improved.
- In addition to the Operative Programmes and within them, various implementation mechanisms must be forecast, such as global subsidies, framework programmes, regional programmes, programmes steered towards innovation, etc. that satisfy various objectives and needs.
- Multi-fund programmes and the possibility that the same fund allows for costs pertaining to investment as well as the usual execution of activity should be the norm and not the exception, in the aim of fulfilling a comprehensive goal
- Civil society, and in particular NGOs with experience of socio-labour insertion of special needs groups, must have active protagonism throughout the fund management system: planning, follow-up committees, implementation as managing organisations and evaluation.
- Precise indicators must be established that measure the extent to which these funds contribute to social inclusion of the most excluded, and to verify that the objectives set forth in operative programmes are fulfilled. These indicators must be broken up into essentials elements such as gender, disability, national origin or race. Additionally, these results should be made public with the aim of improving transparency and accountability.
- The combination of bottom up and top down focuses adds value, generates synergies and efficiencies both on the political stage as well as on the administrative and technical one, which therefore must be encouraged.

- Partnership work should be included as one of the key principles of Structural Funds management, with the purpose of favouring a more complete coordination.
- Innovative projects which have demonstrated best practices must be scaled up in order to maximise value.

All this implies the necessary **development of legislative capacity in the European Union to create legal instruments for this area**, and to activate financial resources for a more socially co-

hesive Europe. Evaluation and monitoring mechanisms must be strengthened within Member States for the implementation of National Inclusion Plans. The social cohesion criterion must be included in the definition of great economic, monetary, industrial and competition policies.

Once more, **a new social commitment that involves all social players is vital**. In order for our work to be life changing, State initiatives are not sufficient, but continuous action across time is needed with **joint action strategies using the participation of society as a whole**.



Appendix



Relevant publications of each organisation in relation to the OP

Caritas Spain

Work in response to social exclusion. Action Framework of the Caritas Employment Programme (2007). This publication presents the work model that Caritas follows for employment programmes, as well methodologies, procedures and work systems used by their teams.

<http://www.Cáritas.es/publicaciones/editores/index.php?MjQ%3D>

Caritas and employment: significant experiences (2010). Various experiences are described that the organisation has carried out in numerous towns, highlighting successes, its innovative character and the way in which it is approaching projects.

<http://www.Cáritas.es/publicaciones/editores/index.php?MjQ%3D>

Guide to participatory programming and evaluation in employment schemes and activities (2010). This is a tool that tries to facilitate and guide planning and development of employment programmes, emphasising participation of beneficiaries for active involvement.

<http://www.Cáritas.es/publicaciones/editores/index.php?MjQ%3D>

Spanish Red Cross

Much more than just a job (2008). Awareness activities centred on two pillars: place emphasis on the value of employment as a principal strategy for inclusion and social cohesion, and identify the barriers that people with social difficulties face in their incorporation into the job market. It includes a microsite and print materials.

www.cruzroja.es/empleo

Employment and gender: incorporation in terms of gender in labour integration initiatives for those with social difficulties (2008). Material that includes a glossary and four independent methodological guides. Each of these tackles how to incorporate the gender issue into various technical sectors, linked to integral insertion pathways.

http://www.cruzroja.es/portal/page?_pageid=659,12330867&_dad=portal30&_schema=PORTAL30

The opportunities notice board (2008). Taking the format of an online version of the Game of the Goose, this space permits knowledge and reflection on how discriminated people live in our society and their incorporation into the job market. It explores stereotypes, prejudices and social low esteem.

www.cruzroja.es/tableroportunidades

Luis Vives Foundation

European Journals, in particular the European Journal no. 3: "Structural Funds 2007-2013. Participation of NGOs" These were used for the celebration of 19 seminars across all Spanish autonomous communities in cooperation with the EAPN, directed towards the participation of NGOs in the new Structural Funds programme 2007-2013.

http://www.fundacionluisvives.org/servicios/publicaciones/cuadernos_europeos/index.html

Spanish Third Sector Magazine. Academic Journal published three times a year that analyses social problems in which the Third Sector is involved, as well as circumstances and trends of social organisations.

<http://www.fundacionluisvives.org/servicios/publicaciones/rets/index.html>

Global Subsidy: An instrument for the strengthening of NGOs (2008). Presents results obtained from the management of Global Subsidy from 2000 to 2006 and its greatest success stories.

<http://www.fundacionluisvives.org/servicios/publicaciones/detalle/28376.html>

ONCE Foundation

(Equal treatment in employment, a Practical Guide) (2008). Introduces the rights and duties of the disabled with a view to abolition of discrimination and equality. It offers practical guidelines for best practice and information points of interest, as well as a study on the application of Directive 2000/78.

<http://sid.usal.es/libros/discapacidad/20169/8-1/la-igualdad-de-trato-en-el-empleo-guia-practica.aspx>

Debates 27/2007. Taking place between 2005 and 2006 during the visibility and awareness campaign run by PO private operators. It was developed with innovative methodology by fusing face to face meetings with remote forums and workshops. Many public and private stakeholders took part.

www.fundaciononce.org/.../II+Encuentro+Presencial+de+Debates+27+2007.htm -

Capacitados.org awareness campaign (2009-2010). Driven by the Portamento Programme. Includes radio and television spots in which senior management staff at major companies such as Coca Cola, Microsoft, and the chef Ferrán Adriá are shown carrying out their day to day lives as if there were suffering from disabilities, as well as people with real disabilities collaborating as councillors. This experience later bore a documentary called "capacitados".

www.capacitados.org





Roma Secretariat Foundation

Social Awareness Campaign. This was carried out in three phases: “Know us before judging us” (2003), “Your prejudices are the voices of others” (2005) and “Employment makes us equals” (2008). It used various media back ups (television, radio opinion spots, poster campaigns...) with the aim of making society aware of the situation of discrimination suffered by the Roma population.

<http://www.gitanos.org/iguales/>

Research study “The Roma population and employment: a comparative study”, (2005). Carried out with the purpose of identifying the employment and occupation situation of the Roma population, comparing it with the situation of the Spanish population as a whole, with the same parameters as the EPA (repeated in five autonomous communities).
<http://www.gitanos.org/publicaciones/estudioempleo/estudioempleo/index.html>

Observatory for employment and the Roma community (annually since 2000). This is an instrument for analysis that provides abundant and relevant information concerning the training and employment situation of the Roma population that participates in the programme, helping to guide action strategies made as a result of the study.

<http://www.fsgg.org/acceder/observatorio.htm>

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