



Kultūras ministrija



This project is co-financed within the framework of the Rights, Equality and Citizenship Programme of the European Union

# SUMMARY REPORT

## on the Latvian Roma platform meeting

*in the framework of the project „Latvian Roma platform III: facilitation of Cooperation and Participation”*

**PLACE AND TIME OF THE MEETING :** The Exhibition Hall of the National Library of Latvia (Musical Street 3, Riga), 3 July 2019, from 11 :00 to 15 :30.

**PARTICIPANTS:**

- State and local authorities (members of the Advisory Council for the Implementation of the Roma Integration Policy, including the Ministry of Culture, the Ministry of Welfare, the Youth International Programme Agency, the Ministry of Health and the State Employment Agency (SEA),
- representatives of the Network of Regional Experts on Roma Integration, including social workers; administrators of educational institutions; representatives of Latvian Roma civil society (NGO activists and mediators);
- representatives of non-governmental organisations.

**A TOTAL OF 34 PARTICIPANTS.**

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- 2.1. Issues addressed by and results of the work of the working groups:

WorkingGroup I: The work of Roma mediators and cooperation with representatives of local authorities;

WorkingGroup II - Information and awareness-raising measures for mainstream society on Latvian Roma culture, history and the social status to reduce negative stereotypes;

WorkingGroup III: Measures to improve the coordination of Roma integration policy between co-responsible state and municipal authorities.

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## 1. MAIN RESULTS OF THE PROJECT „LATVIAN ROMA PLATFORM III” MEASURES AND VIEWS REPRESENTED AT THE MEETING

The project is funded under the European Commission's "Rights, Equality and Citizenship" programme (95%) and national co-financing (5%). Its measures are consistent with the set of national policy measures for Roma integration.

Project objectives:

- 1) to develop the Latvian Roma platform established in 2016 by promoting cooperation and dialogue between Roma civil society, particularly Roma youth, representatives of state and local authorities, employers and social partners;
- 2) to ensure a wider effective participation of the persons involved;
- 3) better coordination and implementation of the Roma integration policy package at national, regional and local level.

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### 1.1. MEASURES AND MAIN RESULTS OF THE „LATVIAN ROMA PLATFORM III” PROJECT

#### EVENTS IMPLEMENTED:

- **Support for the activities of the Roma mediators in municipalities (Riga, 01.10.2018. - 30. 06.2019), including training, exchange of experience and evaluation of the results of work.**

Roma mediators operate in Jelgava, Riga, Valmiera and Ventspils, providing a mediation service to Roma community representatives in cooperation and receiving services from state and local government education, social services and assistance, health care and other institutions. Expert Sandra Kraukle assessed the results of the mediator's work by interviewing specialists from municipal authorities, interviewing Roma mediators, as well as evaluating monthly reports on the work done by the mediators. Mediators' experience exchange seminar took place. In total, four Roma mediators cooperated and helped 125 Roma families within 8 months. Co-financing for the work of mediators in Ventspils and Jelgava has been provided. As part of the activity, the State Administration School held a communicative competence training of Roma mediators under the title *How to negotiate, communicate and cooperate?*

- **Expert discussion “Roma integration policy coordination practices in countries with a small Roma population” (Riga, 03.10.2018.)**

The discussion was attended by experts from Georgia, Estonia, Lithuania, Norway, Finland and Slovenia, an expert from the European Centre for Minorities, as well as representatives of the co – responsible ministries and state agencies, regional experts on Roma integration from several Latvian municipalities (Jelgava, Jūrmala, Jēkabpils, Dobele, Kandava, Rīga, Tukums, Valmiera, Ventspils and Viļaka), as well as and Roma civil society activists. Experts agreed to more clearly define the challenges of Roma integration policy and to find effective solutions for the sustainable implementation of Roma integration policies in countries with a small Roma population. A report in English has been prepared on the expert discussion and thematic visit to Latvia. Presentations are published at the web page of the Ministry of Culture.<sup>1</sup>

- **Meetings of regional experts and good practice visits in Rēzekne and Viļaka (23-25.01.2019.)**

Representatives of the network of regional experts on Roma integration from 12 municipalities in Latvia met and discussed good practices of Roma integration at local level, jointly seeking the most effective solutions for Roma participation and social inclusion. A secondary school in Malta, Viļaka elementary school, Viļaka municipality music and art school, as well as Viļaka's pre-school education institution “Namiņš” were visited. The practice of a family assistant identified as a good practice in Rēzekne, as well as practice at Malta secondary school promoting Roma education and parental employment was found effective. A good example is Viļaka municipality's experience in motivating the Roma community and providing practical support to the local Roma NGO “Maro”, for preparation, submission of project applications, and later supporting projects’ implementation. Regional experts acknowledged that the experience gained during the visit in the implementation of Roma integration measures, as well as the possibility of exchanging information and views among regional experts, have provided new initiatives to improve work on Roma families’ integration in local communities, providing Roma people with support in their municipalities. The final report on expert meetings and good practice visits is available on the Internet website of the Ministry of Culture.<sup>2</sup>

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<sup>1</sup> Presentations in English are available to retrieve at <https://www.km.gov.lv/lv/integracija-un-sabiedriba/romi/projekti-un-pasakumi/latvijas-romu-platforma-iii/ekspertu-diskusija>.

<sup>2</sup> Final report in Latvian is available to retrieve at [https://www.km.gov.lv/uploads/ckeditor/files/Sabiedribas\\_integracija/Nosl%C4%93guma%20zi%C5%86ojums\\_Malta\\_Vi%C4%BCaka\\_070319.docx.pdf](https://www.km.gov.lv/uploads/ckeditor/files/Sabiedribas_integracija/Nosl%C4%93guma%20zi%C5%86ojums_Malta_Vi%C4%BCaka_070319.docx.pdf)

- **Practical workshop for “SĀRE KHETENE 2019” to strengthen the capacity of Roma young people (Riga, 26.06 27.06 .2019).**

17 Roma young people aged 15-26 from Jelgava, Daugavpils, Jurmala, Riga, Sabile, Valmiera and Ventspils learned the skills of organising civil society actions, were informed about the benefits of volunteering and solidarity projects, as well as were involved in educational and cultural activities. A “Sāre Khetene” Roma Youth Interest Group was created on *Facebook*, in which Roma young people can exchange information, spotlights and project ideas, ask questions to youth organisations, and simply contact them. The workshop brings together ideas from young Roma projects on health activities, such as organising sports activities, preventing internet addiction and creating a Roma ensemble. The workshop was organised by the Ministry of Culture in cooperation with the Youth International Programme Agency and NGO “Creative Alliance for Youth TREPES” (“LADDERS”).

- **Workshop “Women in Communities and in Action” for strengthening the capacity of Roma women in cooperation with the association “Latvian Women’s Non-Government Organisations Network” (Rāmava, 17.04.2019.)**

The workshop offered a programme that was adjust to the interests of the members, which helped to raise the level of self-awareness of Roma women, to improve their time and resources planning capabilities, to learn ways to overcome stress and to understand the benefits of healthy life, as well as improve collaborative skills and understand the benefits of social networking. Six project ideas and their implementation plans were developed during the workshop. For example, the idea of organising Roma festivals, creating fairy tales’ collections and songbooks, training for practical skills, the involvement of Roma in organising city rallies and local festivities, as well as ideas on intercultural evenings, dance and music street campaigns and TV talent contests. The views and practical recommendations expressed during the Roma women's workshop are summarised in the final report, which is available on the Internet website of the Ministry of Culture.<sup>3</sup>

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<sup>3</sup> Final report in Latvian is available to retrieve at <https://www.km.gov.lv/lv/integracija-un-sabiedriba/romi/projekti-un-pasakumi/latvijas-romu-platforma-iii/seminars-romu-sieviesu-kapacitates-stiprinasanai-un-lidzdalibas-veicinasanai>

- **Seminar “Various faces of Latvian Roma culture” (Riga 24.05.2018.)**

The seminar created space where the participants, including Roma themselves could learn more about outstanding Roma cultural personalities, their eloquence, and the authentic Roma culture and its presentation in the public area (including films). The workshop also improved cooperation with non-Roma activists – musicologist Ieva Tihovska, researcher, folklorist Māra Vīksne and specialist of the Cinema Museum Juris Freidenbergs.<sup>4</sup>

An illustrative information material **“A Short Introduction to Latvian Romani culture”**, was presented during the seminar, describing the cultural history of Latvia's Roma in an attractive way, as well as highlighting prominent Roma cultural workers and activists, and their contribution to the preservation of Latvia's Roma cultural heritage.<sup>5</sup> This material has been published in Latvian and English and has been produced in cooperation with Elvita Ruka and the NGO “Roma Culture Centre”. In addition three success stories about Latvian Roma have been published in social media to popularize a positive image of Roma in mainstream society.<sup>6</sup>

- **Support measures to strengthen Roma civil society, including a project workshop (12.12). 2018, Riga), English courses.**

Project application writing and project management training, including exchanges and promotion of the best practices of Roma projects in Kurzeme and Zemgale regions were held to improve participants' skills in project writing and implementation. Certain project applications were developed during training, for example, in the city of Valmiera, plans to create and translate *a song book* into Roma language.<sup>7</sup>

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<sup>4</sup> Additional information in Latvian is available to retrieve at <https://www.km.gov.lv/lv/integracija-un-sabiedriba/romi/projekti-un-pasakumi/latvijas-romu-platforma-iii/informativais-seminars-latvijas-romu-kulturu-izpauzsmju-dazadas-sejas>

<sup>5</sup> Material is published on the website of the Ministry of Culture, retrievable at : [https://www.km.gov.lv/uploads/ckeditor/files/Romi\\_LV\\_web\\_FINAL.pdf](https://www.km.gov.lv/uploads/ckeditor/files/Romi_LV_web_FINAL.pdf)

<sup>6</sup> Stories are available to retrieve at <https://www.lsm.lv/raksts/dzive--stils/cilvekstasti/izvilkt-berns-no-bezceribas-romu-mediatoros-ikdiena-ventspili.a320579/?fbclid=IwAR0ySyFKbwBDEGWMH-NV9JCdSw7uzyQoUj5027n-C3UOO5l4PKQwGqmjZA;>  
<https://www.lsm.lv/raksts/dzive--stils/cilvekstasti/turas-ringa-un-dzive-tahirs-pec-pusgada-lielbritanija-atgriezies-majas.a318984/?fbclid=IwAR1Lkex7EsR5cWLCqzNKFRSvrdfhIkVVCEWaRjiWHOLDuVP-pBr1quvOw;>  
<https://www.lsm.lv/raksts/kultura/muzika/toposa-dirigente-agnese-korvstileva-par-dzives-misiju-uzskata-muziku-un-milestibu-pret-romu-tautu.a316219/?fbclid=IwAR1h0yxhV1iJHXWzgwUHyCNNiGpzs8HH2v1Pu-t8ffbNrUoAhEiv1Q3Cfw>

<sup>7</sup> Additional information in Latvian is available to retrieve at <https://www.km.gov.lv/lv/integracija-un-sabiedriba/romi/projekti-un-pasakumi/latvijas-romu-platforma-iii/romu-aktivistu-un-nvo-parstavju-apmacibas-projektu-darbnica>

In order to promote the possibility of participation of Latvian Roma at EU level, Roma activists and Roma NGO representatives were offered the opportunity to attend an English course free of charge.

## THE MAIN RESULTS ACHIEVED:

- A total of 213 participants from 18 cities and municipalities involved in project activities, including: 109 representatives of national and local authorities, non-Roma NGO representatives, as well as 90 Roma representatives and 9 experts from other EU Member States and international organisations.
- Roma mediation practice in Latvian municipalities was significantly advanced to work more effectively in promotion of better dialogue between disadvantaged Roma families and local government institutions (schools, social services, council administration), as well as the State Employment Agency.
- Cooperation and dialogue between Roma and representatives and specialists of ministries, sub-national authorities and municipalities, strengthening the trust of local authorities in Roma were enhanced.
- Support to the exchange of mutual learning and best practices between experts and other stakeholders involved in the Roma integration policy implementation in key areas at local and regional level has been provided.
- Empowering measures for Roma youth and women are organised in order to improve their capacity and participation in civil society and cooperation with active Latvian Youth organisations and active organisations for political advocacy of Latvian women.
- Promotion of the participation and involvement of Roma NGOs and representatives of civil society in the implementation of the Roma integration policy package.
- Public awareness has been raised on the Latvian Roma culture and history, as well as the success stories of Roma in social media have published.

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## 1.2. OPINIONS OF THE EXPERTS OF THE ACTIVITIES OF THE “LATVIAN ROMA PLATFORM III” PROJECT

1. **Roma mediation practices** are a promising approach to improving the situation of Roma families and their social inclusion. In order to ensure continued support for Roma socially vulnerable families, continuation of the activities of Roma mediators in municipalities where relatively large numbers of Roma population live (Valmiera, Ventspils, Jelgava, Rīga, Dobele, Jūrmala, Limbaži and Valka) is crucial, increasing the number of Roma mediators in Riga.

2. **Coordination between the parties involved in policy making and implementation needs to be improved**, particularly between national authorities – ministries and agencies. Special attention should be devoted to enforcement of cooperation with the Ministry of Education and Science to foster inclusive solutions in terms of continuing the education of Roma pupils (as opposed to early school leaving), as well as work for diminishing numbers of Roma pupils in special education programmes. One of the tasks of municipalities, in turn, would be to support the identification and information to parents/family members of five-year-old and six-year-old children for the need to apply for admission in schools. The intervention of state and local government agencies, responsible for health care, is crucial to improve the health services for Roma, considering the increase in the proportion of Roma people with disabilities in Latgale (Viļaka case).
3. **The public has a weak knowledge of the social problems of Roma**, their isolation, as well as on traditional and modern culture of the Roma.
4. There is a **lack of data on Roma** to design policy initiatives to improve their situation.
5. The implementation of Roma policy needs to allocate **more financial resources from the national budget**, not just from the European Commission's programmes.
6. **Dialogue with politicians and members of parliament** should be developed to ensure support and sustainability of Roma integration policy.
7. In developing Roma integration policies, greater emphasis should be placed **on educating Roma children and young people, participation of Roma women**, and on strengthening Roma civil society activists and organisations.
8. Cooperation with Roma families and representatives of civil society should **address the problem of early marriages spread across traditional Roma families**.



## BEST PRACTICES:

1. The new Roma Platform project foresees an expert visit in Lithuania to discuss existing good practices in support of Roma employment activities, such as regular employment activities for Roma from the Employment Agency, support for Roma cultural workers and artists, NGO representatives and Roma mediators. Experts believe that Latvia should adapt these practices at national level.
2. Roma who have a very low level of education, including illiteracy, to discuss existing good practices in support of Roma employment activities, such as regular employment activities for Roma from the Employment Agency, support for Roma cultural workers and artists, NGO representatives and Roma mediators. Experts believe that Latvia should adapt these practices at national level. need to have access to information relevant to their perceptions on the receipt, as well as on diverse rehabilitation, education and employment services; special measures to raise the self-awareness of Roma should be developed, as well as education and skills learning activities; for example, career counselling opportunities SEA is offering, should be used.
3. It is worthwhile to examine the possibility of promoting good practices in the inclusion of Roma in the municipality of Malta (Rēzekne district) and Viļaka district (support of a family assistant; support of the local government for the Roma association; provision of individual aid to Roma residents, especially children and young people; cooperation between schools and the Roma community through the Roma trust person).
4. It is appropriate to set up a Roma youth workshop as a Baltic-wide event inviting young people from Lithuania and Estonia to write joint projects.
5. It is appropriate to update the good experience of previous Roma policy measures with the assistant Roma teachers at schools who provided the necessary support for Roma children, especially during elementary schooling. The teacher's assistant, as an activist in the local Roma community, has a key role to play in promoting educational establishments and mediating in cooperation between Roma parents and schools, and in a long term - positive incentive for changing the attitudes of Roma parents towards education in general. This was particularly the case for Pārventa elementary school, which is schooling around 70 Roma children.

### The project's "Latvian Roma Platform IV" will focus on:

- 1) Promoting the participation of young Roma and women (in cooperation with Roma from Lithuania and Estonia, as well as respective professionals),
- 2) Raising public awareness on Roma culture and history, as well sharing success stories,
- 3) Support for the practice of Roma mediation at the local level and development of respective practices,
- 4) Measures to promote effective policy cooperation and coordination between co-responsible institutions;
- 5) The exchange of good practices on Roma integration for policy development in municipal, national and international level.

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## 2. PARTICIPANTS/EXPERTS 'RECOMMENDATIONS FOR DEVELOPMENT ACTIVITIES OF THE LATVIAN ROMA PLATFORM AND PRACTICAL SOLUTIONS TO THE PROBLEMS

### 2.1. ISSUES ADDRESSED BY AND RESULTS OF THE WORK OF THE WORKING GROUPS:

Participants of the III meeting of the Latvian Roma Platform developed recommendations and practical solutions in three thematic groups:

**WorkingGroup I:** *The work of Roma mediators and cooperation with representatives of local authorities;*

**WorkingGroup II** - *Public information and awareness-raising measures on Roma culture and the social status to reduce negative stereotypes;*

**WorkingGroup III:** *Measures to improve the coordination of Roma policies between co-responsible state and municipal authorities.*

### GROUP I: THE WORK OF ROMA MEDIATORS AND COOPERATION WITH REPRESENTATIVES OF LOCAL AUTHORITIES

**Objective:** Develop sustainable solutions to ensure and improve Roma mediation practices.

**Challenges:**

- *What should be improved in existing practice?*
- *What are the recommendations for the future work of Roma mediators and strengthening their prestige?*

## IMPLICATIONS BY WORKING GROUP:

- 1.1. Provision of support for the remuneration of mediators, at least 3 working days per week, 12 working hours.
- 1.2. Technical provision for a Roma mediator to use local government premises for meetings with Roma, if necessary, transport to reach client.
- 1.3. The mediator needs support personnel in the municipality on a variety of issues for the extension of the communication with the local government and public authorities.
- 1.4. For the purposes of reporting and feedback, it is important for mediators to provide information on the accomplishments, set up accountability procedures, with the contact person in the local government or the management of the bodies with which cooperation is being carried out.
- 1.5. In addition to the training of mediators, it is important to include in such the development of communication, conflict resolution and presentation skills; job planning skills, digital skills, project management, personal development courses.
- 1.6. Offer for mediators should include the supervision to mitigate “burn-out” risks.
- 1.7. Particular attention should be paid to institutionalising, ensuring and developing the activities of Roma mediators.

## GROUP II - PUBLIC INFORMATION AND AWARENESS-RAISING MEASURES ON ROMA CULTURE AND SOCIAL STATUS TO REDUCE NEGATIVE STEREOTYPES

**Objective:** to develop recommendations to reduce the negative stereotypes of Roma and to map out the deliberate positive experiences and stories of the Roma and to promote Roma culture to the broad audience.

### **Challenges:**

- *what should be improved in existing practice?*
- *what are the recommendations for future public awareness measures?*

## IMPLICATIONS BY WORKING GROUP:

- 2.1 There are still stereotypes about Roma, so it is necessary to organise a variety of cultural and cross-cultural dialogue activities, particularly for seniors.
- 2.2. It is necessary to develop work with young people on identifying and promoting the cultural heritage of Roma, including non-Roma young people in such measures.
- 2.3. Much depends on the social pedagogue in school to address cultural issues, including conflicts, in the school environment. This requires training for teachers, social pedagogues and social workers on the traditional cultural characteristics of Roma and the social fabric of Roma society.

- 2.4. At least within the framework of International Roma Day, Latvian Public media (LPM) should develop a programme on Latvian Roma culture, including positive stories about Roma.
- 2.5. Issue of both informative and illustrated materials and short videos on Latvian Roma culture for placement on social media platforms are to be considered.

### **GROUP III - MEASURES TO IMPROVE THE COORDINATION OF ROMA POLICIES BETWEEN CO-RESPONSIBLE STATE AND MUNICIPAL AUTHORITIES**

**Objective:** to model more effective ways and forms for the existence and sustainability of cooperation between national authorities focusing on Roma policy.

**Challenges:**

- *what should be improved in existing practice?*
- *what are the recommendations for the next steps?*

#### **IMPLICATIONS BY WORKING GROUP:**

- 3.1. Provision of support for the remuneration of mediators, at least 3 working days per week, 12 working hours.
- 3.2. Encourage the wider involvement of Roma people in SEA activities, such as the use of career counsellor services (available from 15 years onwards).
- 3.3. Education should be provided for target groups, including Roma, Roma mediators, on the competences of national administration and legal provisions. Such workshops could be conducted by employees of the relevant institution, such as employees of the SEA on employment support, employees of the Ministry of Health on health services and public health.
- 3.4. It is necessary that the management of the institutions (SEA, Ministry of Health, Ministry of Education and Science, Ministry of Welfare) meets and discusses the priority issues of Roma integration and opportunities for cooperation to address these issues.
- 3.5. A working meeting between Ministry of Culture and representatives of Ministry of Health (calling for specialists from specific areas) on specific topics for Roma society – HIV, hepatitis treatment, on the availability of free medicine to people with a certain diagnosis (information provided by family doctor and health services) should be organised.
- 3.6. In developing cooperation between the Ministry of Education and Science and Ministry of Culture, particular attention should be paid to the issue of the placement of Roma children in special education programmes, as well as to the issue of the decision-making procedure of the State Commission on of the child's health (Ministry of Education and Science, National Centre of Education).

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## 2.2. PRACTICAL SOLUTIONS FOR THE DEVELOPMENT OF ROMA INTEGRATION POLICIES.

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- I. The experts involved in the project agreed that the best practices for Roma integration in EU member states with a small Roma population are **Romani mediators**, of which approximately 70% are school mediators. In Latvia, there is still a need to promote the visibility of the mediator institute by: publicity materials for the mediator, so that every person can understand what the mediator is doing, where he can be met; business cards for Roma mediators; promotion for examples of good practice by Roma mediators. Roma mediators need regular participation in events in educational institutions - parental meetings, out-of-school events to address parents through children.
- II. It is crucial to make **more efficient the existing collaboration** between Ministry of Culture and Ministries of Education and Science, Welfare and Health to become more involved in Roma integration policy.
- III. To **improve the Roma policy especially regarding public information and awareness raising**, the report on Roma image in Latvian media, prepared by the Latvian Centre for Human Rights in 2017 should be considered.
- IV. **National budgetary resources**, including municipal, should be engaged on stable basis into the Roma-related strategy, while the EU grants should play only auxiliary role, in line with the EU principle of subsidiary (art. 5 of the Treaty on European Union).

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## 2.3. RECOMMENDATIONS FOR FUTURE MEASURES OF THE LATVIAN ROMA PLATFORM PROJECT.

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### At the National level – Strengthening the Latvian Roma platform and building sustainability:

1. Continue to develop the Latvian Roma platform by extending Roma involvement in the implementation of Roma integration policy and by developing cooperation and communication at local level.
2. The Ministry of Welfare, the Ministry of Education and Science and the Ministry of Culture should develop a common approach to tackling the problem of Roma employment (a cooperation memorandum or a mid-term horizontal policy action plan can be signed, consistent with the medium-term policy planning documents, guidelines and EU recommendations for integration and employment policies).
3. Establishing a new Roma Employment Support Programme/Activities within the planned

- inter-ministerial initiative.
4. Expanding the network of regional experts on Roma integration (involvement of new experts).
  5. Provide an analysis of the individual needs of Roma based on the performance of mediators (as data source and advocates).
  6. Coordinating support for strengthening the capacity of Roma NGOs (training in developing and implementing projects), as the writing and implementation of projects is one of the methods to help attract more Roma people and contribute to improving their quality of life.
  7. Provide support for non-formal education (including sexual and reproductive health) in Roma communities.
  8. Establishing a network of active Roma women for representation in the European Roma network.
  9. It is useful to plan the events aimed at the improvement of Roma Youth' history knowledge, including the information on Roma Holocaust during WWII.
  10. Elaborate targeted social media platforms for and among Roma youth (e.g. *Facebook* groups on Roma issues, etc.); and inform general public on attractiveness of the traditional Roma culture.
  11. Work meetings with the relevant Ministries as well as with the members of the Latvian Parliament are necessary in order to establish better coordination principles;
  12. Improvement of the cooperation with the Ministry of Health is of special importance, addressing, among others, the drug addiction problems in big town Roma communities, as well as expand the cooperation with Finland and engage in experience exchange on health-related issues including reproductive health and vaccinations.

### **At the Municipal level: coordinated provision of services based on the needs of the local Roma community:**

1. providing a range of services to the Roma population in the social, health, education, housing and employment areas;
2. the activation and involvement of local Roma young people (organising joint actions for Roma and non-Roma young people with a view to developing intercultural dialogue; encouraging Roma young people to participate in work of local youth centres);
3. providing support to non-governmental Roma organisations and their local development in order to promote the participation of Roma people in urban or municipal social life and cultural activities;
4. providing information in "easy language" for more effective delivery of the Roma community;
5. It is critical to develop Roma mediation practices in other municipalities, bearing in mind the following issues: parental education, childcare and education, promotion of employment, protection of children's rights, clarification of the situation of emigrant families and health issues, involvement in activities co-financed by the ESF project,

integration, closer cooperation and contacts with the representatives of specific fields, and in particular with specialists from social services, crisis centres and educational institutions.

*Final report was prepared by*

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