

# Diversity Management

## Social mapping findings and inclusion policies in Municipality of Bitola

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„The level of development of a society is seen in its treatment of people from vulnerable groups“



# Municipality of Bitola

- Located in the southwestern part of the Republic of North Macedonia is a grand old town that still bears the marks of its turn-of-the-century importance as a centre for diplomacy and it is the largest city in the valley Pelagonija as well as the main regional center for the southwestern region.
- Bitola is nicknamed “City of Consuls” and the territory of the Municipality covers the city of Bitola and 65 villages around it, with a population of 85164 citizens of which 5141 are persons with disabilities according to the last census.



# Social protection in the Municipality - Institutional setup



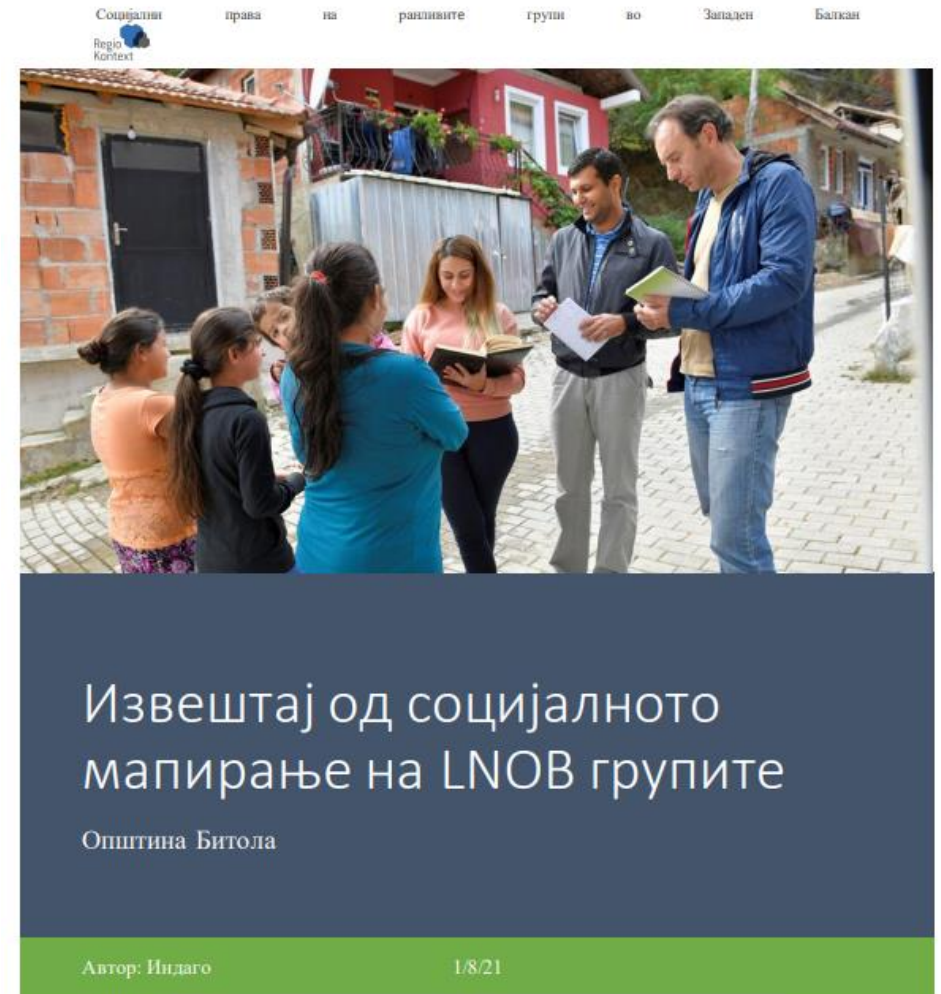
- Council for Social Protection of the Municipality of Bitola
  - Social plan as a strategic document
    - Annual program for social protection
      - Committee for Public Affairs of the Council of the Municipality of Bitola

## The biggening of the process ...

- The municipality applied to be part of the activities for the promotion of Agenda 2030
- The municipality in cooperation with ZELS, NALAS and GIZ organized a workshop for the promotion of Agenda 2030
- The mayor, employees of the municipality, representatives of institutions, Council of the Municipality of Bitola, Council for Social Protection of the Municipality of Bitola, associations of citizens and media were present.
- The people present decided on two Goals for sustainable development as priorities for the Municipality of Bitola, Goal 9 and Goal 11

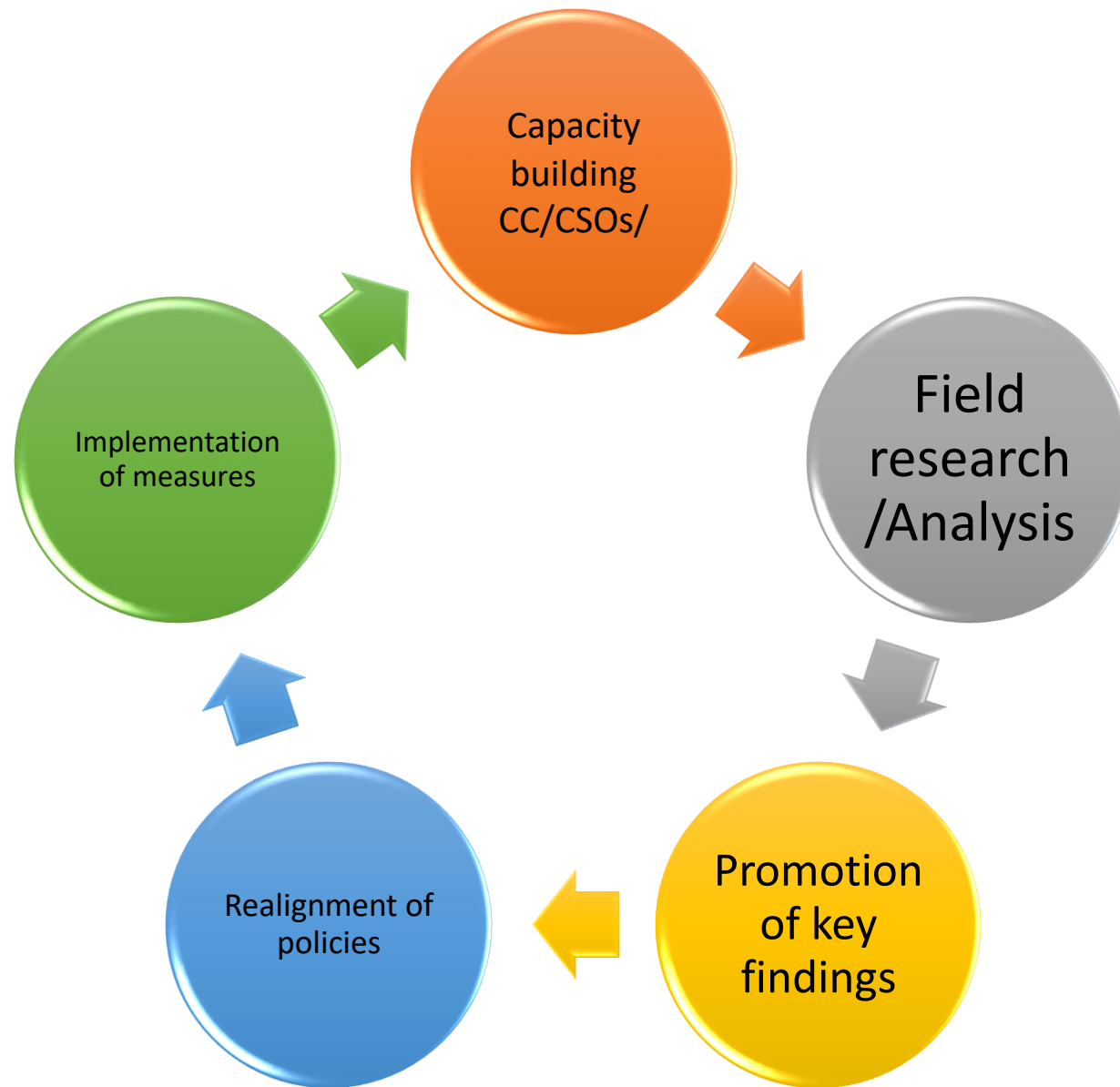


- The municipality applied to the Call for applications for the implementation of social mapping in the municipalities that was published by ZELS and was selected,
- In the period of June - July 2021 in Municipality of Bitola a social mapping was carried out in order to integrate data on people with disabilities in the planning and decision-making processes in the domain of social protection.



# Steps in the social mapping process

- Participation in LNOB social mapping training sessions,
- Consultation with Indago and local stakeholders to ensure a common understanding of the social mapping and its objectives,
- Identification and analysis of existing materials and reports,
  - The target group defined by the municipality based on the data from the existing social plan. Within the framework of the social plan, persons with disabilities are identified as persons at high social risk,
- Preparation of a questionnaire by Indago, in cooperation with Municipality of Bitola,
- Collecting contacts of participants
- Conducting field research - interviews with 260 people with disabilities,
- Conducting two focus groups with persons with pervasive and intellectual disabilities as well as their parents/guardians/persons who take care of them.



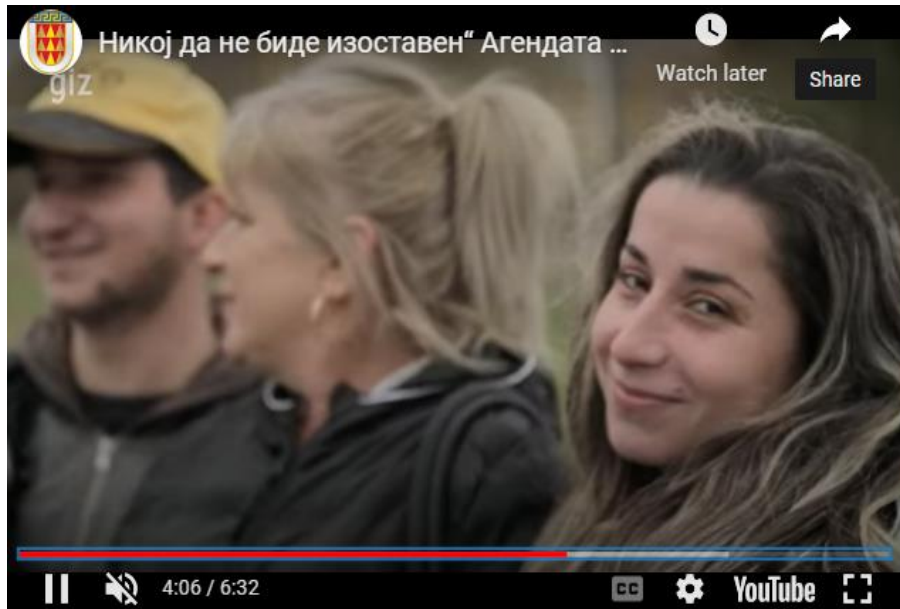


# The main goal

- To provide sufficient data on the social vulnerabilities and exclusion of the people with disabilities, and to identify those that are characteristic of a certain group of disabilities and a certain age group.
- To identify the needs of people with disabilities as well as the barriers they face when using a certain right and service related to education, health, participation in social life, employment, access to institutions, transportation... quality of life in general.

# Promotion of social mapping report

- Two thematic forums where the key findings from the social mapping conducted in the Municipality of Bitola were presented, with the participation of:
  - Mayor
  - Municipal administration
  - Decision makers – Council
  - Council for Social Protection
  - Relevant institutions
  - Associations of citizens
- Participation on National Workshop on "Social Mapping of Vulnerable Persons - a tool for creating evidence-based policies"
- Promotion of a video - persons with disabilities from Bitola
- Participation on regional conference "Creating policies at the local and national level based on social mapping data according to the LNOB principle ("Leave no one left behind")"



# Steps to integrate key findings from social mapping

- Integration into the social plan
- Integration of specific measures in the Annual Program for Social Protection
- Integration of specific measures in the Annual Programs in multiple programs of the municipality
- Budgeting of the measures
- Conceptualizing the plans and programs of the municipality

# Implemented activities resulting the findings of the social mapping

- Sign Language Interpreter
- Study of Braille, installation of Braille signs in the municipality
- Increased participation in sports and recreational as well as cultural events (equipment in the sports hall for the use of persons with disabilities, participation in cultural events, organized excursions in nature, support of handicraft workshops, support of musical events involving persons with disabilities, support at sporting events of disabled people...)
- Increased number of educational assistants in secondary schools
- Nurses in kindergartens for children with disabilities, free participation for these children
- Provision of tablets for children students with disabilities
- Campaign to increase awareness of the rights of persons with disabilities
- Financial support for adaptation of physical accessibility in the home
- Free public transport
- Training of 20 personal assistants
- ...



## ДАЛИ ЗНАЕШ

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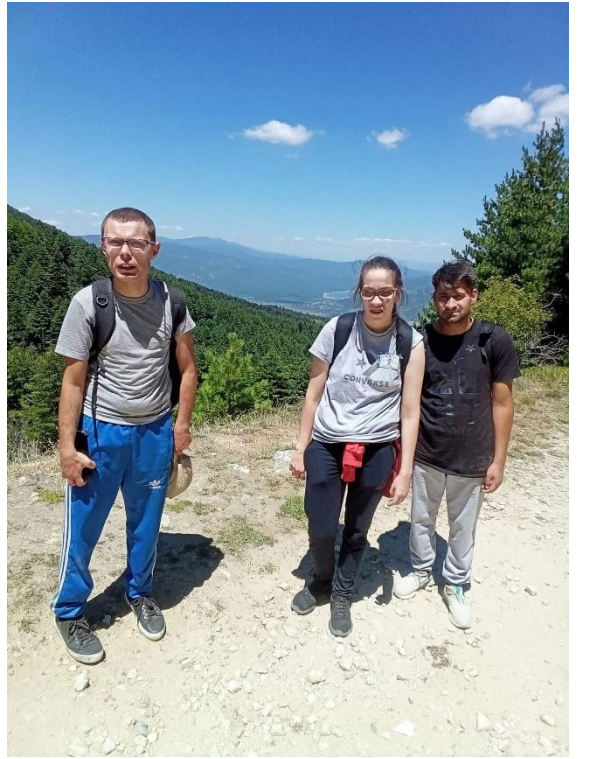
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