

Social approaches Inclusion of minorities and other disadvantaged groups and strengthening of service delivery at local level



Implemented by:



In cooperation with:



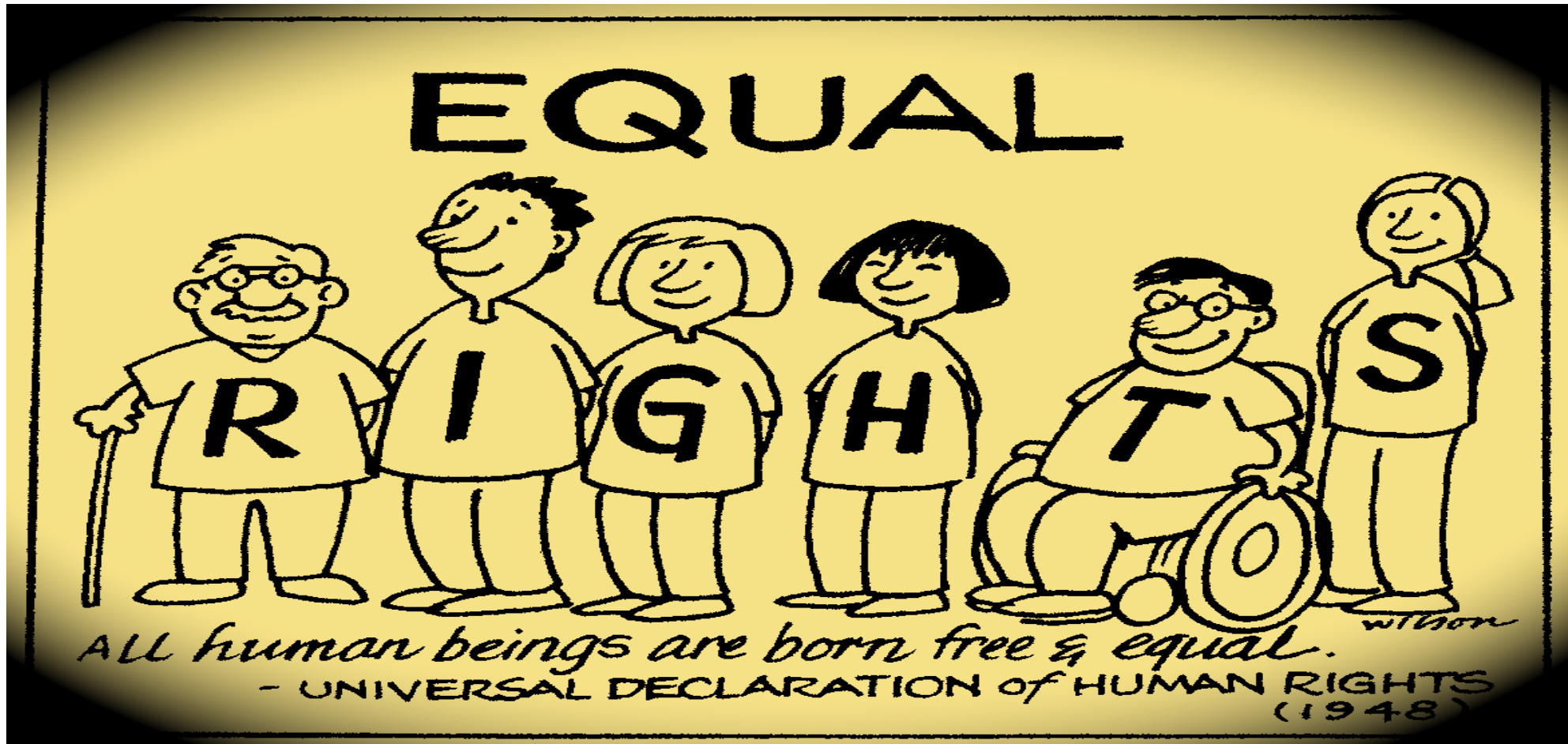
Project: “Scaling up of minorities inclusion models and strengthening of service delivery in municipal structures in the Western Balkans””



About the Courses - **Reasons for developing**

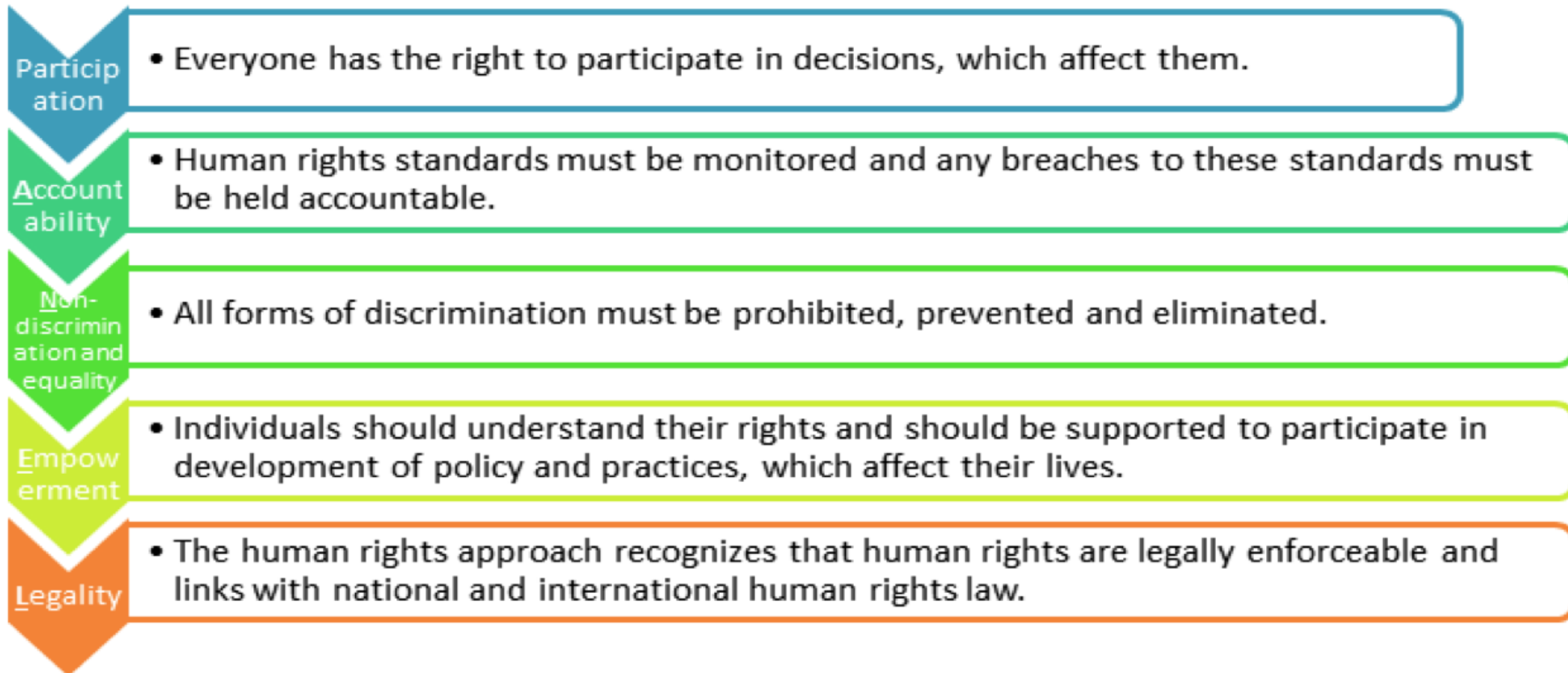
- **Municipalities** are the level of government **closest to the citizens**.
- Minorities and other disadvantaged groups rights are part of the general human rights framework and thus protection of their rights is an important task of the governments and local self-governments
- The implementation and protection of minorities and other disadvantaged groups rights in the Western Balkans is still a challenge, due to stereotypes, prejudices and other grounds for social exclusion.
- Supporting the local government units in creation **of the model for intercultural dialogue and cooperation using Human Rights Based Approach;**
- Assisting in achieving **Sustainable Development Goals at local level.**

Base for development of the courses

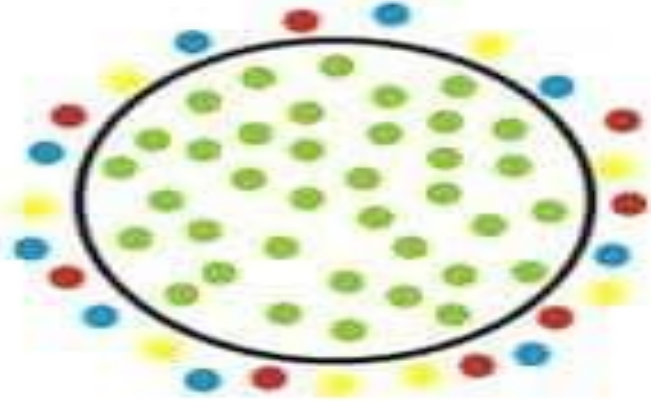


Advantages for municipalities from implementation of the concepts:

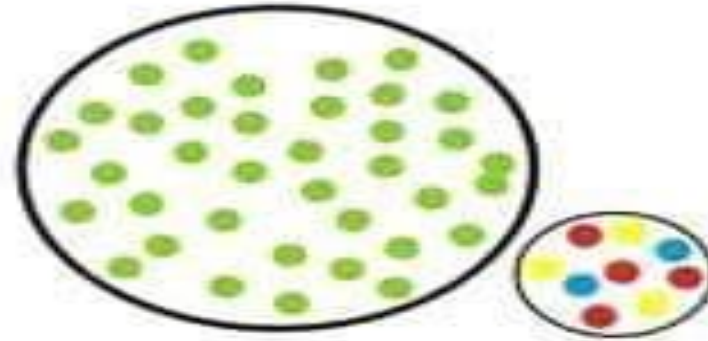
Implementation of basic Human rights principles



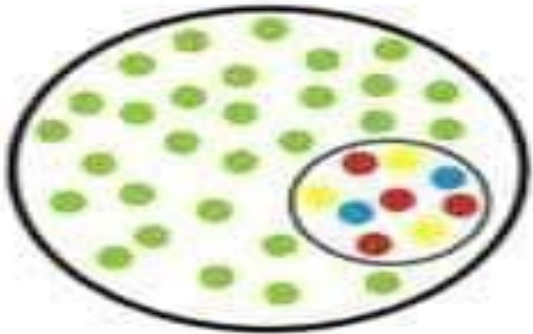
Paths towards inclusion



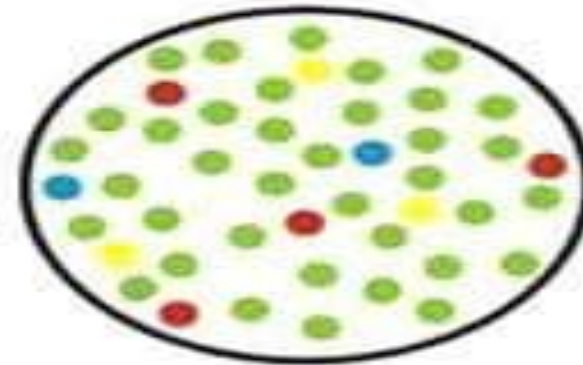
Exclusion



Segregation



Integration



Inclusion

The aim of the courses: strengthening the economic, social and cultural human rights of particularly vulnerable groups.
(Social Dialogue Forum, Minority Commissioner, Diversity Management)

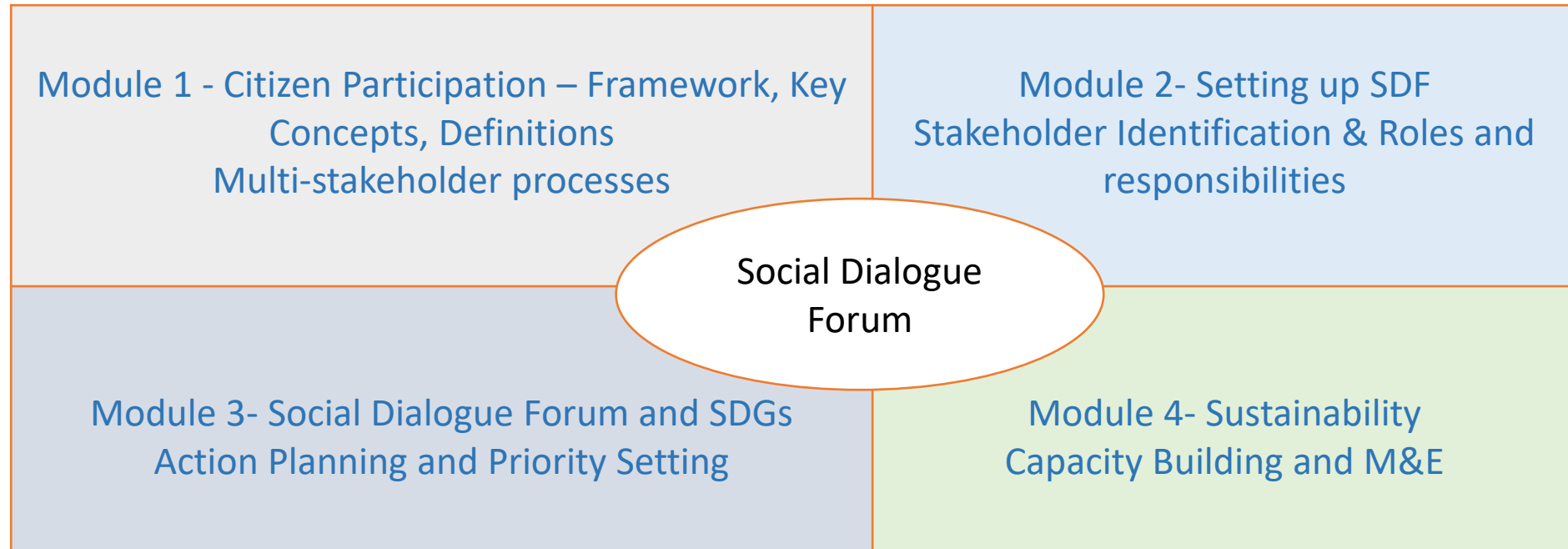


Initiatives at local level – inclusion models for specific groups

- Models for ethnic minorities inclusion (Minority commissioner, Roma decade, quotas,...)
- Models for social inclusion of vulnerable groups (Social Dialogue Forum, Social councils, Youth councils,...)
- Models for Gender mainstreaming (Gender Responsive Budgeting, quotas in the local councils,)
- Initiatives for providing support to elderly but not their inclusion in the developmental practices
- Initiatives for assistance of the persons with disability but not real inclusion
- Non discrimination policies....



Social Dialogue Forum - Structure



Module 1 – Human Rights, Discrimination and Minority Rights

key terminology, concepts and definitions related to human rights, minority rights and equality and non-discrimination principle.

Module 2 - Policy framework for Minority Rights Protection

international, regional and national policy framework for minority inclusion and protection and correlation with SDGs.

MINORITY COMMISSIONER a model for inclusion of minorities

Module 3 – Social inclusion and models for Minority protection and inclusion

concepts, definitions and examples of stereotypes and prejudices, mechanisms of social exclusion and inclusion; roles, responsibilities and function of minority commissioner as a model for intercultural dialog and inclusion.

Module 4 – Implementation of Minority Rights mechanisms at the Local Level

possibilities and country specific situations regarding implementation of the international and national policy framework and inclusion of minority groups at the local level through intercommunity dialogue and participation.

Pillars of the Diversity Management course

- a) diversity of the employees as a reflection of the composition of the municipality population,
- b) provision of municipal services that are available, accessible and adaptable to every member of the local community and
- c) diversity and inclusiveness in the process of public policies.



Modules of Diversity Management course

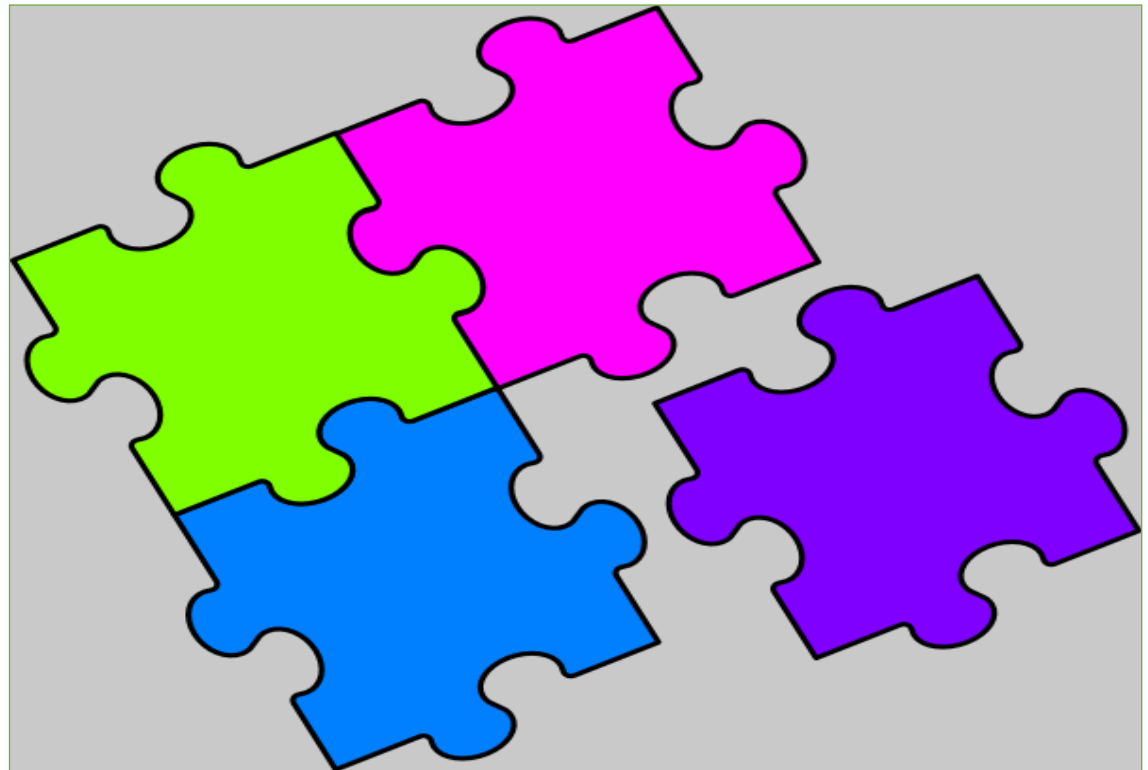
- **Module 1:** Introduction of Diversity Management and policy framework for diversity management
- **Module 2:** Policy framework for diversity management at workplace (municipality)
- **Module 3:** Diversity management and access to information and access to local services
- **Module 4:** Diversity management, community engagement and participatory policy making

Between module 2 and 3 a peer exchange webinar on the following topic: Good practices of diversity management in my municipality.




Key factors for successful transfer of the problem-solution models

- ✓ Support of the (local) government
- ✓ Good cooperation between the LGs and the civil society organizations
- ✓ Motivation of the involved parties



A model-transfer is in fact a transfer of an idea, adapted to local needs and realities

- Grass-root initiatives corresponding to **identified needs** at the community level  improved delivery of Municipal services
- Partnership should fill in the gap of a lacking institutional structure providing targeted **support to the minorities and vulnerable groups** within the community
- Mechanism to enable **regular and structured dialogue** between the public authorities and the stakeholders

PART II

What was good?

What was useful for work?

OPORTUNITIES

CHALLENGES?



