

CURRENT STATE OF ART AND NEEDS ASSESSEMENT

NATIONAL REPORT

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1 INTRODUCTION

This National Report has been realized by the Association for the Development of Citizen and European Initiatives (ADICE). It has been done for the situation analysis and the needs assessment research phase for the project e-Roma Resource. These researches have been realized in all the countries involved in the e-Roma Resource project (Slovenia, Slovakia, Croatia, Poland, France). This national Report will present the analysis of the situation and the needs assessment results concerning France. The aim of this report is to have a clear view of the needs, expectations and the situation of the professionals in the field of Roma Communities' support. The specific objectives are to make an analysis about the situation, to identify the profiles of the workers and to have precise results about the obstacles, the difficulties and the needs that they can have in their work related to the availability of resources, tools used... The results of this national research will give to the consortium of the e-Roma Resource project the opportunity to know better the situation of the Roma community support in France and to know their needs, attempts and priorities. Indeed, in the e-Roma Resource project, these analyses are essentials before starting the creation of the expected output (an online platform to share methods, tools, projects... in the field of Roma Communities support).

This report could be realized after several interviews with professionals in the field of Roma, fight against discrimination and social inclusion. The exchanges with the professionals have been done mainly by phone and by email as it was difficult and too short to organized physical meetings with all the potential respondents. You will see in this report that it was a hard work to reach the Roma workers and that these difficulties could give to us some indicators about the next steps of the global project and the implementation of the online platform.

The survey has been obtained thanks to a specific questionnaire which has been done by the partner "University of Trnava" and after the remarks from the other partners of the project. The answers from the professionals to these questionnaires and so the results of the survey will be a good base to develop our next activities taking into account the real needs and expectation of the workers in the field of Roma support. The results obtained in this report and in all the other national reports from the other countries involved in this project will permit the realization of a global transnational report which can be useful at the European level.

This report will be composed of several parts. First we will present the situation analysis that has been realized by our organization in France and more specifically in the North of France. Then, we will present the results of the survey to identify the needs of the professionals in the field of Roma communities' support. After that we will present the main findings through this research. Finally, we will give some recommendation for the next activities of the e-Roma Resource project and more specifically for the creation of the online platform that will be used by Roma Support workers.

2 RESULTS OF THE SITUATION ANALYSIS

2.1 Description of the current status of the Roma in the country

Roma have always been a subject that has caused much ink. They were both, desired, criticized and sent far away. They have been the subject of many books about a great unknown culture, tradition, history and freedom.

Demographic information

Roma people represent the largest minority in Europe, which started to become a core subject for all EU countries and EU policies for the past years. They are not a homogenous mass, but they have a different economic and social status.

Regarding Roma's origins, the anthropologists discovered thanks to the Romani language, their habits and professional occupations that Roma came from India (musicians, acrobats, and artisans). Since the 9th century they have migrated to the Middle East and Europe.

Roma people arrived in France for the first time in the 15th century when they were recognized as very talented musicians. Under this status, they were protected by the Pope and the sovereign until the 17th century, when their situation changed: Roma people started to suffer discriminations, and their endless journey troubles the authorities. This situation made that in the 19th century, Roma people were obliged to hold a certificate in order to be easier controlled. In the 20th century, more and more Roma people arrived in France from Eastern European countries, which seems to still be the trend nowadays, benefiting from the freedom of circulation within the EU. According to Amnesty International, the majority of them are coming from Bulgaria, Romania, Serbia, Croatia and Hungary. (Amnesty International)

According to some estimation today, approximately 8 million Roma people are living in all EU countries, of whom 20 000 are living in France. (Chazournes and Granja, 2014). According to a study made by DIHAL (Délégation Interministérielle à l'hébergement et à l'accès au logement), 7000 Roma people are living in the Ile-de-France area, near Paris. Other four regions of France, Nord-Pas-de-Calais, Provence-Alpes-Côte d'Azur, Pays-de-la-Loire and Rhône-Alpes, are also concerned about the high number of Roma people who live on their territory. The number of Roma in these regions is estimated at 7883 persons of whom 4300 are children and babies. (Délégation Interministérielle à l'hébergement et à l'accès au logement).

Socio - economic characteristics of Roma

Regarding their resources during their stay in France, according to the responsible of the network Roma, from La Sauvegarde du Nord Association, Roma people live their everyday life by collecting and sending metals, clothes and electronics that they find in the public bins, but also by begging in the streets. They choose the cities populated by students who move continually and who left beside them a lot of electrics or furniture. So for these reasons the main destinations are Lyon,

Lille, Paris, Marseilles, etc. Roma people are also supported by the French associations who give them gas, wood for heating and clean clothes.

The living conditions of the Roma population in France

They are living in shantytowns in very bad conditions: lack of water sources, no electricity, few possibilities to go to school, no sanitary conditions, no security or enough money to pay a health insurance. The only places where they could take a shower are not available because of lack of spaces, and do a laundry is sometimes too expensive for them. This situation exposes children and pregnant women very easily to illness. There are few associations who take care of the pregnant women and the babies and accompany them to the clinic or hospitals. In order to avoid the diseases, the French ONG conducted vaccination campaigns.

Roma people have very often accused of benefiting of the social aids, but the real situation is that they can't benefit from them as they are not living in legal situation and they don't have a regular address or receipt of accommodation, documents needed in order to finalize an application for social benefits. Moreover, in order to receive the aid for accommodation, for example, insurance is required. As the income of Roma people is very low, they cannot afford to pay it.

It must be said that their conditions are worsened by the fact that they are victims of often deportations which don't let them set in a single place. This is not a new phenomenon, deportations have always existed. In the last years, their number increased proportionally with the number of implemented camps, which have disappeared of cityscape in France. These deportations are a consequence of Roma people not living in proper houses, but in illegal camps implemented on private properties, pay station, sidewalks, churches or under bridges, they make wastes around the buildings where the local populations live, and the camps give an image of poverty to the city.

The education of Roma people in France has specific legislation with the legislative acts of 26 August 2012 and 11 October 2012 ("les circulaires du 26 aout 2012 et 11 octobre 2012"). Between the children living in France, 2000 should be in education but just a quarter of them actually are. These legislative acts represent also a progress regarding their access to the health care's and other rights, and better living conditions. (DIHAL)

Moreover there is also a very big difference of culture and values which make that the cohabitation with local people is almost impossible. The deportations, decided by authorities with no warning and no solution being offered in return, are preventing children from attending schools and adults from finding a job. The deportations are often made directly in the countries of origin, especially Bulgaria and Romania, and they have started in 2009 when approximately 10 000 persons were deported. (Wikipedia, 2014) In order to facilitate the deportation, the law Lopsi was also implemented. According to this law, the persons who represent a threat for the French society, by stealing and aggressive begging can make the object of a deportation.



Source: <http://www.lavoixdunord.fr/regionevacuation-de-deux-camps-de-roms-ce-jeudi-matin-a-ia0b0n623326>

One of the last deportations concerned the camp of Coquetiers in Bobigny, Seine Saint-Denis county, where 200 families were informed that they must leave. (L'express, 2014) The reasons are always the same: no sanitary conditions, no security. Moreover, recently fire was put to the camp, ended with the death of a little girl of just seven years old. So the families started to leave before the arrival of the police, and 10 of them, with stable incomes have been accommodated in social accommodations. For the other people, the authorities tried to find also a solution in a situation of emergency.

Health

The health of Roma people represents the target of the French associations and of their developing programs.

According to Dr. Jean-François Corty, Roma people present 'alarming indicators of health'. (Médecins du Monde: Soigner & témoigner). This situation is a consequence of the political context nowadays, the stereotypes of which they are victims in the country where they are leaving, but also the precarious living conditions (environmental factors, unhealthy accommodation conditions, unhealthy food). Nowadays, in France, very few Roma persons hold an updated health book and don't benefit of vaccination. In consequence, it is noticed a very high risk of epidemic of a lot of diseases as tuberculosis, intestinal parasites (25%), respiratory infections (35%), etc. (Bouvier d'Yvoire : 2011) In order to fight against these epidemics, in 2009 a vaccination campaign was led, but according to the Médecins du Monde estimations, just 42% of Roma people in France have been covered. (Bouvier d'Yvoire : 2011)

According to some researches, the mortality of the Roma people is eight times largest than the French's (Médecins du monde, Synthèse forum: 2010), and the medium age is 50-60 years old. (Bouvier d'Yvoire : 2011)

Roma people are also often the target of a lot of discriminations and xenophobia which cause psychological problems or depression.

In order to improve the access to the health's services, the network Romeurope started to work on the promotion of the existing measures for children and women. According to the Medecins du monde, the Roma women become pregnant for the first time, in medium, at 17 years old, and just 10% use a contraception method.

The NGOs, as Amnesty International, find guilty the legislative framework which discriminate Roma people and prevent them from the health services.

In conclusion, the living conditions of Roma people, the discriminations of which they are victims, but also the lack of knowledge regarding the health services make that the health of Roms being an important issue with very few solutions. Even if the NGO try to raise awareness around Roma health, few projects are still developed.

Employment

Regarding the employment, the legislative acts of 2012 tried to make it easier. The conditions to access employment were simplified and a list of jobs was enlarged from 150 to 291. But there is still a problem: Roma people are very little trained and a lot of them have abandoned school prematurely in their country of origin. They don't speak French very well, or not at all, and they don't have the knowledge about the network of employment in France or they just not attend a job because they are discriminated from the beginning. Between the very few who are employed, the main fields of work for them are construction and catering, which require no diploma or other knowledge. Moreover, the construction is one of the fields where they have a lot of competencies as it is one of their traditional crafts. Another reason is that the jobs in these fields are avoided by the French because of the difficulty of the tasks, the small salary and because they find it dangerous, unhealthy or unworthy. Another job for Roma in France is selling newspapers or flowers on the street.

The Roma people in France are not seen as the other immigrants with few opportunities, but instead they are very often associated with theft, prostitution networks and traffic of organs. Between these charges some were made last year by the Ministry of the Interior (Home Secretary). His arguments were supported by some testimony of the police in Paris, in spite of a lot of examples of good integration.

Social Inclusion and legislation

In order to reduce the discriminations and to encourage the inclusion of Roma people in France, €4 million were allocated for the creation of new projects in this field. As a consequence, 50 projects were selected by DIHAL which cover 23 counties in France. (Nungesser, 2013 :1)

The new legislation and the work of the NGO should be a solution to the discrimination Roma population suffers from and changes should soon be noticed. Moreover, an agreement was signed between France, as hosting country, and Romania, as origin country, in order to have an implication on both sides in the Roma inclusion. According to this agreement, "80 concrete projects of inclusion" should be developed in Romania for the Roms returning from France.

These general measures are enforced by a specialized and personalized support, but also by raising the awareness of the local population to participate in their integration and to accept them on their territory.

In order to show his will regarding Roma's insertion, the government took another measure: he nominated Alain Régnier in charge of these situation. After his nomination he implemented a group of experts in the Roma field and organized a horizontal coordination at the ministerial level, in order to raise awareness and involve all the ministries: education, employment, accommodation, etc, but also the regional and local authorities. The main aim was to open a "communication door" between governmental and non-governmental institutions, in order to find an equal solution.

The new policy of integration started to rise around the "villages of insertion". Since 2007, several villages were implemented in France, of which six are implemented by the prefecture of Saint-Denis and Bobigny, and others in the Nord-Pas-de-Calais region. The villages, coordinated by the ONG in cooperation with the town halls, host some Roma families for a short period (six months or more), on the basis of a contract, to give them time to find a job and send the children to school. The goal of the village is to lead the families towards insertion, and not just to accommodate Roma people, offer to them warm meals and the possibility to stay clean. The "village" is viewed as a bridge for the families, and not a long-term solution. During the six months, the hosted people can also be followed by the Employment Offices who can remove them if they don't find a job at the end of the six months.



Source: [http:// www.bfmtv.com/politique/municipales-hellemnes-village-dinsertion-roms-725372.html](http://www.bfmtv.com/politique/municipales-hellemnes-village-dinsertion-roms-725372.html)

The "villages of insertion" are sometimes criticized for the fact that these villages are closed places, controlled and which give few possibilities of communication with the exterior. The single contact of the families is with the leaders of the village in charge of the administration of the village, the integration of the families and children's education.

The villages are very often placed near the neighbourhood where the local people live and who disagree very often against the implementation of these villages near their homes. In other cases, the villages cannot even be implemented, because of the petitions signed by the local people against these policies.

Education

Another policy of insertion of Roma people in France regards the schooling of Roma children. The lack of space in the school, discrimination, or the rejection of the parents to enrol the children to school, were the reasons which made that 53% of Roma children to not attend the school this year. (L'express video: 2014) But even in the situation where all the conditions are respected, the schools are too far away from the camps (accommodation) and the parents don't have the money to pay the transport. Between the often deportations and the lack of transport, Roma children are in the situation to not finish the scholastic year. In order to fix this problem, the French ONG created some "school tracks" which go every week in the Roma camps to schooling the children. There is a blue truck for the nursery, green for primary, and yellow for college. The lessons are taught by specialized teachers and the truck is endowed with all school needs: a blackboard, a computer, paintings for the artistic class and books. (France info: 2013)

According to Pierre Boisseleau, one of the teachers, the children have a very big lack of knowledge in reading and writing in French, but they are very interested in learning and they are waiting the truck every time with big enthusiasm. (France info: 2013)



Source: <http://www.franceinfo.fr/emission>

If for some, Roma people should be rejected, for other they should be schooled and trained and view as a future support for the French economy and the French labour.

The main aim of the French government is to adopt a global approach of the support to these people in the fields of education, employment, accommodation and health. (Nungesser : 2013)

In conclusion, all these measures taken by the French government and NGOs should have a positive outcome in the next years and the situation of Roma inclusion improved, but at the moment, the situation of Roma people in France balances between inclusion and rejection.

2.2 Overview of the resources availability

The activities in which the organisations working with Roma people are involved, are disseminated through the web sites, information campaigns, flyers, conferences, reports, official documents, legislation, videos, photos, documentaries, notes of research and books. These materials describe

the Roma's situation, their culture, customs and history during the time, but also the solutions implemented in Nord Pas-de-Calais and in other regions of France.

Attached to this report (in annex 1), you can find a table including a large number of available resources with several important details such as the field, the description, the type of resource...

They are designed for local people or institutions, in order to inform and raise awareness on the Roma situation. The aim is also to promote their culture and exchange good practices, tools and methods of working in this field between organisations and Roma networks.

An example of good practices is given by the project developed by the network Roma in Nord-Pas-de-Calais which brings together some associations working in the Roma community. The project is based on an exchange of good practices between the French associations (Sauvegarde du Nord, Afeji, FNARS Nord Pas de Calais, Secours catholique Caritas France, Caritas Europa, ASSOC) and some Romanian organisation. The French organisations are also making part of the DIHAL, Romed, Romact, LERI, Eurobrussels, Mayors Making the most platforms. The staff is composed of specialised teachers, assistants for special services, psychologists, advisors in education, and other professional staff specialised in working with the migrants who try to share their experiences to the Romanian staff, in order to integrate Roma people in their country of origin. Roma network has also created a book about Roma culture and tradition in order to raise awareness of the local people in France.

In conclusion, ADICE could find more than 100 online articles and publications through websites of specialized organizations in the field of Roma support. We could find around 30 deeper resources which contain lot information about very specific fields related to Roma communities inclusion, employment, health, etc.

2.3 Overview of practical contacts

During the research that ADICE conducted last months, we could find more than 60 governmental and non-governmental organisations in charge of the inclusion, education and employment of Roma people. These organisations are working directly and indirectly with Roma population in schools, especially "school trucks", inclusion villages, administrative institutions, employment centres and can be represented by social workers, officials, administrative staff, specialized teachers or volunteers.

The contacts found could answer to questions regarding Roma insertion, accommodation, employment and education. Some of them are professional staffs (representatives, employees), and others are volunteers in NGO.

The list of contacts contains the names of the governmental organisation of national and regional level, the general contact of the organisation, and in some cases the personal contact of the person in charge of the projects in the Roma field, the phone number of some organisation, and the field of intervention regarding Roma community.

You can find attached to this report (in annex 2) an overview of the list of practical contacts with important details such as (name, organization, contact details...).

3 RESULTS OF THE NEEDS ASSESSMENT ANALYSIS

In its analysis ADICE has contacted by e-mail and by telephone at least 50 organisations (72 persons have been contacted by phone or by mail to participate to our research through our survey) in order to answer to the questions marked in the e-RR questionnaire.

Explanations about the difficulties in the research process

The names of the persons working in the Roma field can be found on Internet, on the websites of the ONG, official website of governmental organisations or media articles, but the details contact is not always easy to find.

ADICE doesn't work directly whit Roma people, fact which made more difficult our researches.

ADICE looked for organizations working in the field of Roma Communities support at the local and national level. We looked for these organizations thanks to internet researches and also on local direct researches in our network system. Despite our research on internet and between our personal contacts, we succeeded to join, after several reminders by e-mail and phone, just a small number of persons available to discuss with us about this subject and answer to the questionnaire. Indeed, several reasons explained these difficulties:

- 1- Although the contacts found on Internet (in media, website of the organisations) were in connexion with Roma people or projects in the field of Roma, following to our call, some of them told that they don't work directly with Roma, or that they don't have enough knowledge in this field to answer to the questionnaire.
- 2- Some persons told us that they couldn't answer to the questionnaire as they was finally not working directly with Roma communities but they insured to us that they will deliver our message to other organisations that they knew. Actually but they apparently never did, or the new organisations never contacted us (as we didn't get answered from them).
- 3- Many contacts that we get never answered to our call and mails after at least 3 reminders (we reached their voice mail and we let messages but we never got any calls back from them).
- 4- Some representatives from some organizations said that this sort of network already exists, and the creation of another one will not represent an added value for them so they didn't want to be part of it.

- 5- Several organizations were part of a same network so after reaching one of them, the others considered that they didn't have to answer also to the questionnaire despite our demands.
- 6- Some organizations just didn't want to take part to this assessment as they didn't know us and they were not confident with the fact of participating to such research by giving information to us. Even if we explained carefully and clearly the aim of the project and the output to be created and the objectives of this research, they just didn't want to participate to it.

As you can see on the annex 2, we managed to get a quite large number of contacts working in that field (or presenting that they are working in the field of Roma Communities support). Indeed, we tried to reach by phone calls more than 70 person representing more than 50 organizations working directly or indirectly with Roma Communities. Most of them just didn't answer; many others didn't want to take part to this research for the reasons explained just before.

So finally we couldn't reach so many feedbacks as wanted. Only between 15 and 20 persons accepted to participate to our research despite our explanations about the aims and the potential added value for their work thanks to this e-Roma Resource project. And over these respondents, only 14 accepted to answer until the end of the questionnaire.

That shows us the difficulties to reach them (field not very open to the other structures and to the new projects realized by unknown structure as Adice, a lack of confidence with new structures, really difficult to proof to improve their interest about such new initiative).

But even if the situation analysis and needs assessment has been difficult to realize we could get interesting information and results about the professional's needs and priorities about the available resources, the main aspects and fields of interests... Indeed, the professionals that answered completely to our questions had great and very interesting point of view, they understood the potential of such project and they are interesting to participate to the platform contents or next steps of the project if it can improve their resources and the experience share between European organizations.

We have realized several exchanges through emails, phone and directly with the professionals to get the answers from them about the e-Roma Resource project. After asking the different questions over it we could realize statistics and get some interesting results.

We will present bellow all the results and statistics that we could obtain after this needs assessment research.

The profile of the Roma Communities workers

After realizing the survey with all the respondents, we could define their different profiles and get some statistics about that:

- **The status of the respondents:**

The respondents that answered to the questionnaire have different status from one to the others: We counted the number of respondent for each status:

2 respondents are Field social workers

0 respondent is Staff of NGOs working with the Roma

1 respondent is Teacher

0 respondent is respondent is Roma teacher's assistant

0 respondent is Medical assistant

1 respondent is Managing employee

2 respondents are Representatives of local government

0 respondent is Community worker

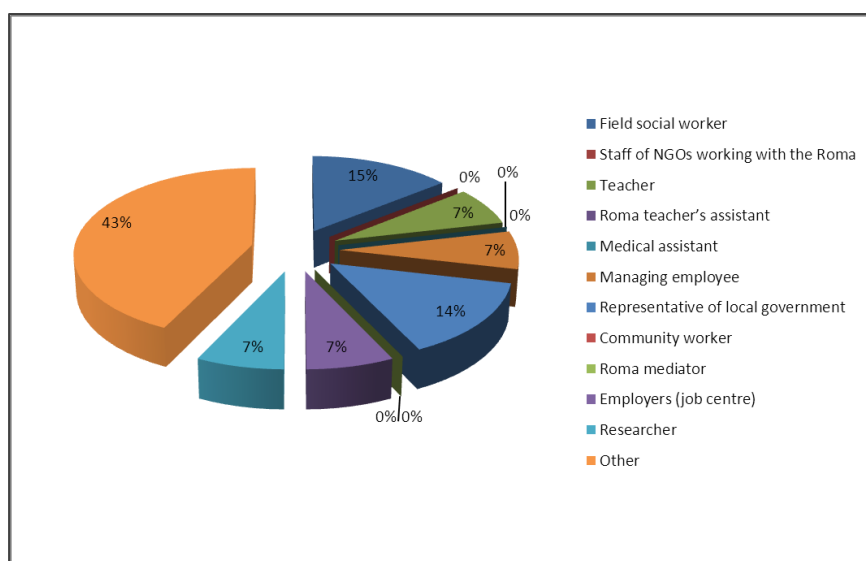
0 respondent is Roma mediator

1 respondent is Employer (job centre)

1 respondent is Researcher

6 respondents have Other status: mobility project coordinator, project managers, volunteers, member of fight against discrimination local network.

Graph 1: Status of respondents

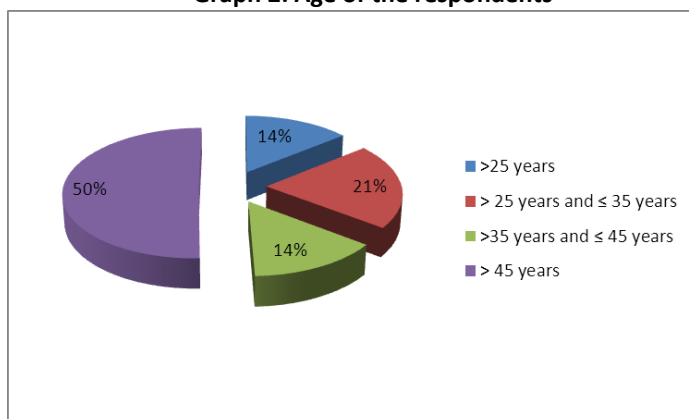


- **Age :**

The professionals have different ages that we classified in several categories.

- 2 of the respondents have >25 years (= 14%)
- 3 of the respondents have > 25 years and ≤ 35 years (= 21%)
- 2 of the respondents have >35 years and ≤ 45 years (=14%)
- 7 of the respondents have > 45 years (=50%)

Graph 2: Age of the respondents

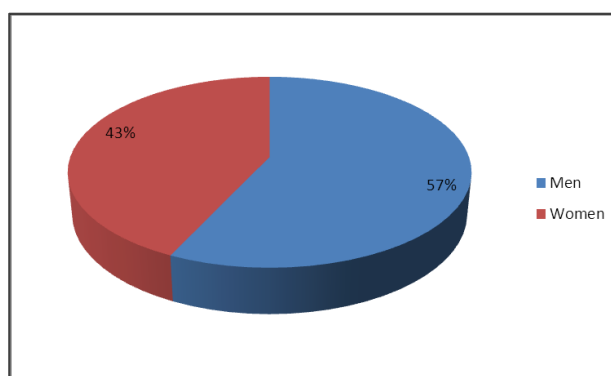


Graph 3: Gender of the respondents

- **Gender :**

The gender of the respondents is nearly equal between men and women:

- 7 of the respondents are men (= 67%)
- 5 of the respondents are women (= 43%)

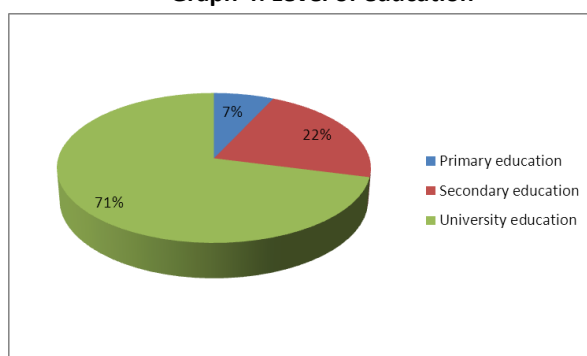


- **Level of education :**

The large majority of the respondents have a quite high level of education:

- 1 of the professionals have a Primary education (=7%)
- 3 of the professionals have a Secondary education (=22%)
- 10 of the professionals have a University education (= 71%)

Graph 4: Level of education



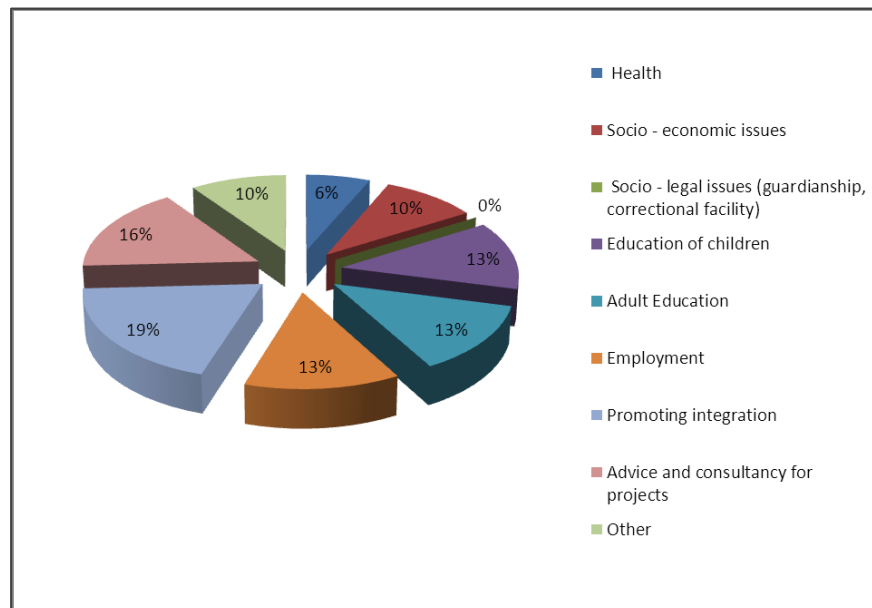
- **The length of the experience** of the professionals in the field of Roma is quite divided:
 5 respondents have between 0 -1 year of experience in this field (=36%)
 3 respondents have >1 year and ≤ 5 years of experience in this field (=21%)
 4 respondents have > 5 year and ≤ 10 years of experience in this field (=29%)
 2 respondents have > 10 years of experience in this field (=14%)

- **Fields of intervention:**

The professionals are usually working in several fields at the same time. Here is the repartition of these fields:

- 2 respondents are working in Health
- 3 respondents are working in Socio - economic issues
- 0 respondent is working in Socio - legal issues (guardianship, correctional facility)
- 4 respondents are working in Education of children
- 4 respondents are working in Adult Education
- 4 respondents are working in Employment
- 6 respondents are working in Promoting integration
- 5 respondents are working in Advice and consultancy for projects
- 3 respondents are working in other fields: 2 in Right access, 1 in fight against discrimination

Graph 5: Fields of intervention



- **Employees working with Roma in the organisation:**

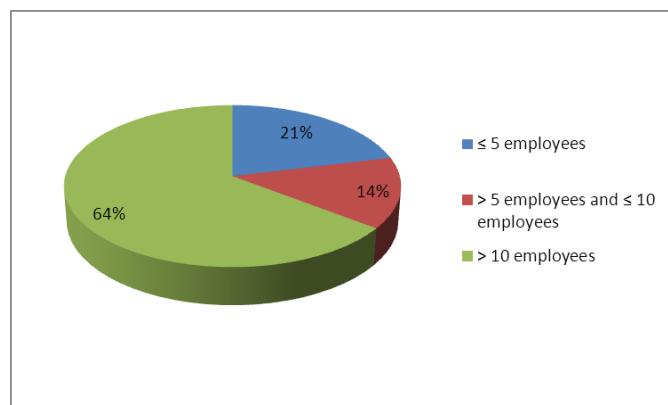
Several (9) respondents are working in organizations; these workers could tell us the number of employees in their structures:

3 respondents are working in organizations with ≤ 5 employees (= 21%)

1 the respondents are working in organizations with > 5 employees and ≤ 10 employees (= 14%)

5 the respondents are working in organizations with > 10 employees (= 64%)

Graph 6: Number of employees in organizations



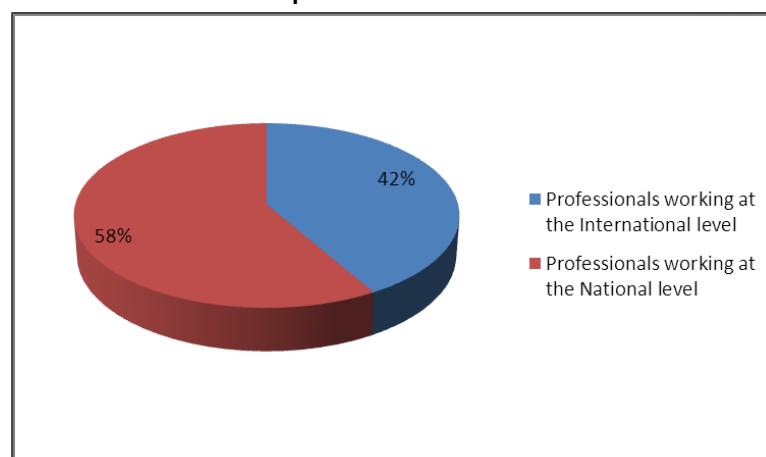
- **The level of interaction :**

The organisations are not working at the same level (national or international) and some of them are working both at the national and international level:

5 organizations are working at the international level

7 organizations are working at the national level

Graph 7: Level of interaction



- **Involvement of the organization in this field:**

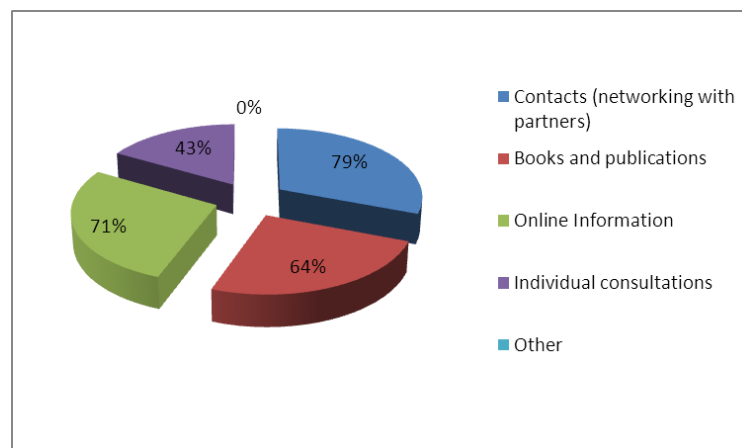
Among the respondents who are working in organizations, their organizations (association, club, entity, institution...) have been actives in the field of the Roma globally for a long time:

- 2 of the organizations are working in this field from 0 -1 year (= 22%)
- 1 of the organizations is working in this field from >1 year and ≤ 5 years (= 11%)
- 1 of the organizations is working in this field from > 5 years and ≤ 10 years (= 11%)
- 5 of the organizations are working in this field from > 10 years (= 56%)

- **Sources of the secondary data:**

The survey that we have realized with the Roma workers gave to us the opportunity to know **the sources of their secondary data**. The results show that the professionals are looking for the data through different sources: they mainly find them thanks to the contacts (for 11 respondents = 79%), online information (for 9 respondents = 64%), books or publications (for 10 respondents = 71%) and sometime through individual consultations (for 6 respondents = 43%):

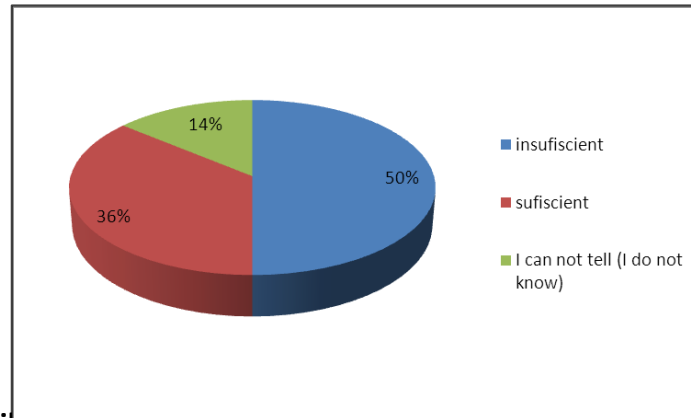
Graph 8: Sources of secondary data



- **Quality of the information:**

For half of the respondents the quality of available data is **insufficient** (for 7 respondents = 50%), the quality is **sufficient** for 5 respondents (= 36%) and 14% of the respondents (2 persons) **couldn't answer** precisely about their opinion.

Graph 9: Quality of information



- **Information available:**

Through our survey we wanted to know which information was available or not at the national and the European level for each professional. Here are the results after getting all the answers about what type of information is available or not. It is important to mention that some respondents couldn't answer to all the questions as it was too difficult for them to be sure about the availability or not of specific information if it was not in their field of activity. That is why it was not always possible to reach 100% of the answers.

Table 1: Availability of information

INFORMATION	National level		European level	
	YES	NO	YES	No
Is the following information available?				
Information about potential partners in your activities	(11) 79%	(1) 7%	(7) 50%	(5) 36%
Contact details of community outreach workers	(9) 64%	(4) 29%	(4) 29%	(8) 57%
Contact details of NGOs working with Roma communities	(7) 50%	(6) 43%	(4) 29%	(7) 50%
New legislation and the application of the rights of the Roma ethnic group	(9) 64%	(4) 29%	(6) 43%	(6) 43%
Contact details of the local representative of the Roma ethnic group	(5) 36%	(7) 50%	(2) 14%	(9) 64%
Information about the activities of community workers	(6) 43%	(5) 36%	(2) 14%	(9) 64%
List of potential employers for the Roma population	(4) 29%	(10) 71%	(2) 14%	(10) 71%
Information on the possibilities of improving conditions for residents in material distress	(7) 50%	(5) 36%	(4) 29%	(6) 43%
Information about the possibilities of voluntary	(6) 43%	(7) 50%	(5) 36%	(6) 43%

work with the Roma community				
Methods of work with the Roma community	(8) 57%	(6) 43%	(6) 43%	(6) 43%
Teaching materials and didactical tools	(8) 57%	(5) 36%	(7) 50%	(6) 43%
Information about the possibilities of coping with stressful situations while working with the Roma	(5) 36%	(8) 57%	(3) 21%	(8) 57%
Information on current legislation	(9) 64%	(5) 36%	(5) 36%	(6) 43%
Information on ongoing projects and programs focused on Roma	(8) 57%	(5) 36%	(4) 29%	(7) 50%
Information on obtaining financial support for the creation of projects and programs	(9) 64%	(4) 29%	(7) 50%	(4) 29%
Information on the possibilities of participation in international projects	(3) 21%	(8) 57%	(3) 21%	(7) 50%
Information on completed projects and their effectiveness	(8) 57%	(5) 36%	(3) 21%	(8) 57%
Examples of good practice	(10) 71%	(3) 21%	(8) 57%	(4) 29%
List of the most effective interventions in the field of Roma issues	(7) 50%	(7) 50%	(7) 50%	(5) 36%

- **Lack of information:**

The professionals estimate that there is a lack of information in different sectors (some respondents answered different sectors):

The professionals explained to us the fields where there are lacks of information, obstacles. The respondents globally answered several fields:

6 respondents answered that there are lacks of information in the field of Demography (43%)

4 respondents answered that there are lacks of information in the field of Health (29%)

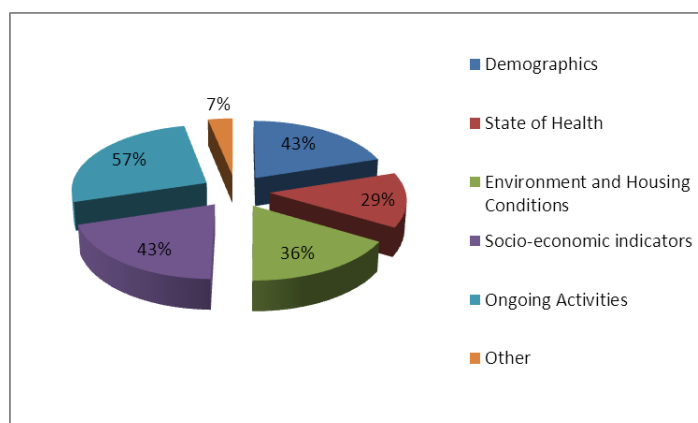
5 respondents answered that there are lacks of information or obstacles in the field environment and life conditions (36%)

6 respondents answered that there are lacks of information or obstacles in the field of socio-economic indicators (43%)

8 respondents answered that there are lacks of information or obstacles in the field of ongoing activities (implemented projects, programs and other) (57%)

1 respondent answered that there are lacks of information or obstacles in another field of European financing (7%)

Graph 10: Sector where there is a lack of information



- **The biggest problems in working in the Roma field :**

During the interviews we asked the respondents about the biggest problems they could meet, here are the main obstacles and difficulties that they can meet:

- The lack of interest
- the stereotypes
- information on the Roma community is not disseminated correctly
- regular travels of families (evictions from grounds, return in Romania or Bulgaria of families), so difficult to follow
- No recognition of this public, the discrimination....
- The poverty, the conditions, not acceptance by the population and the state
- Discrimination
- Policies / law processes
- Languages
- Public institution attitude
- Expulsions

- **Examples of Strategies, projects and/or materials :**

We have noted some examples of tools, projects, methods which have been developed and realized by the professionals who participated to the research process. Here are some examples of them:

- "The notebook of all the strategies of the countries of the EU" by the European Commission
- The project "A family, a roof "
- Village of the insertion with different tools such as a book on Roma courses realized by the organization La Sauvegarde du Nord
- Report " The integration of the populations Roma within the European Union: rights and duties" drafted by the National Assembly
- Project "Passerelles" (Footbridges): Project of schooling in some college in France for young Roma people who never had been schooled in the country of origin.
- "National Strategies of integration of the Roma: a first step in the implementation of the Executive of the EU " ; "Strategy of cooperation with Romania"
- Example of the city of Hellemmes (in North of France) which rehoused and integrated several Roma families thanks to workshops.
- Participative approaches that involve the possible beneficiaries
- The involvement of several actors in the social sector / professional insertion / health / education in assisting beneficiaries of Roma public

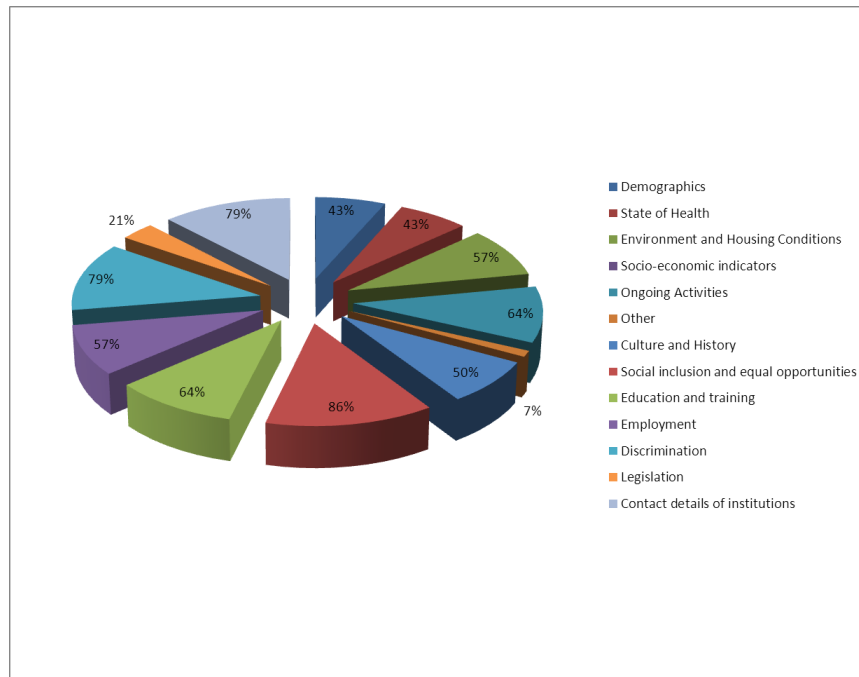
- Booklet over Roma prejudices within the network ROMA
- The town priority policy on these areas: economic development; housing; education

• **Recommendations and suggestions for the creation of the online platform:**

We asked to the professionals in which field they would like to find information, which field could be useful on the online platform (the respondents gave several answers). Here are the answers:

- 6 respondents estimate as priority to get a focus on the field Demographics (43%)
- 6 respondents estimate as priority to get a focus on the field State of health (43%)
- 7 respondents estimate as priority to get a focus on the field Culture and History (50%)
- 12 respondents estimate as priority the field of Social inclusion and equal opportunities (86%)
- 8 respondents estimate as priority the field Environment and living conditions (57%)
- 9 respondents estimate as priority to get a focus on the field Education and training (64%)
- 8 respondents estimate as priority to get a focus on the field Employment (57%)
- 11 respondents estimate as priority to get a focus on the field Discrimination (79%)
- 3 respondents estimate as priority to get a focus on the field Legislation (21%)
- 9 respondents estimate as priority to get a focus on the field Ongoing activities (completed projects, programs, and more) (64%)
- 4 respondents estimate as priority to get a focus on the field Contact details of institutions (79%)
- 1 respondent estimates as priority to get a focus on another field (project activities for lobbying for inclusion) (7%)

Graph 11: Recommendations and suggestions for the creation of the online platform



• **Form of the information / Resources :**

The professionals let us know about the most useful and interesting form to get and share the information and resources about Roma Communities' support. Some of the respondents mentioned that several forms could be interesting. Most of them think that an interactive database, documents or pedagogical materials can be the most interesting tools:

10 respondents would like to get resources through Interactive database (71%)

7 respondents would like to get resources through Videos (50%)

3 respondents would like to get resources through Audio recording (21%)

10 respondents would like to get resources through Documents (reports) (71%)

2 respondents would like to get resources through Illustration, Photography (14%)

8 respondents would like to get resources through Database of contact details of individual institutions (57%)

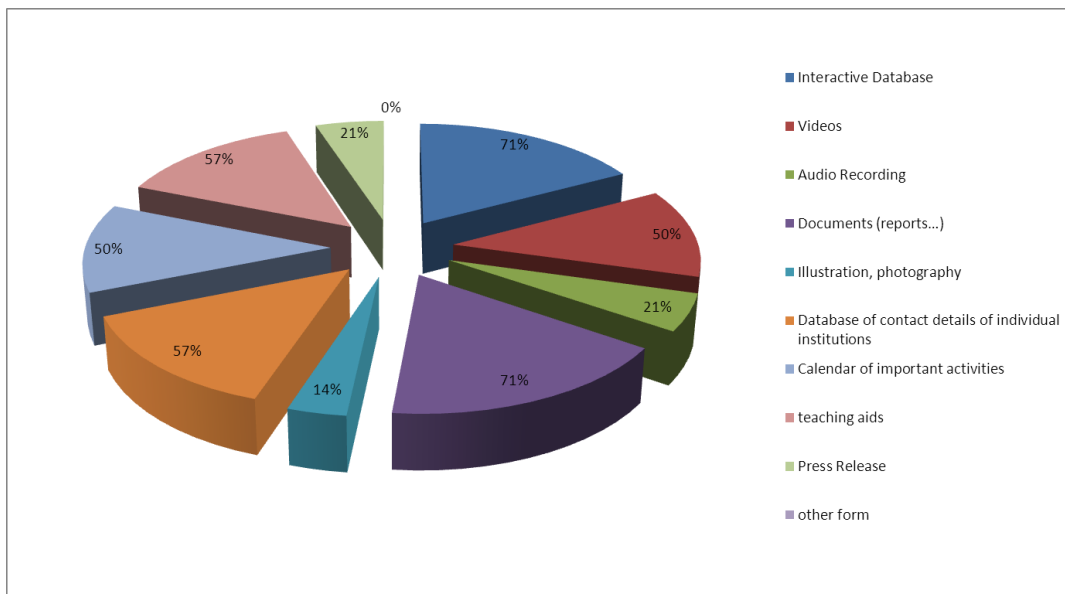
7 respondents would like to get resources through Calendar of important activities (50%)

8 respondents would like to get resources through teaching aids (57%)

3 respondents would like to get resources through Press Release (21%)

0 respondent would like to get resources through other form

Graph 12: Form of the information



- **Need of a new platform:**

Finally we asked them if they would find interesting and useful such online platform as we will create through eRoma Resource project. Respondents were asked to identify the needs of a new platform through a scale (1-not useful at all; 5- very useful). The median was 4.

4 MAIN FINDINGS

This survey which has been realized by Adice at the national level gave to us the opportunity to get an interesting view of the needs and the situation about the use, the objectives, the priorities of the professionals working in the field of Roma communities support in France.

As Adice is not an organization working specifically in this field of activity, it was hard but very interesting to learn from other organizations and all the researches made during this period, all this information about the needs from Roma communities workers, supporting structures and institutions.

All the statistics obtained during the phase of this situation analysis and the needs assessment show that e-Roma Resource project can have a good impact on the realization of different kind of supports (social, economic, administrative, law...) to the Roma communities.

First, one important thing that we could learn during the research done is that the field of Roma communities support is quite close and not easy to access. Indeed, our organization is not specialized in this field but we are involved in social inclusion and fight against discrimination activities in the North of France. And even if we are also dedicated in the social field and even if we are developing such project e-Roma Resource which can be helpful to the other Roma Communities workers, it is hard to get information from the Roma Workers, organizations...

It seems that there are not many organizations which can take time to open their feelings, ideas recommendations or remarks to other outside from this domain. So it has been very difficult for us to reach the workers and to obtain answers from many organizations. We had to insist a lot, to reassure the organizations about the use of the platform and the potential profit for them. On the other side, concerning the structures, organizations and workers who accepted to participate to the interviews and survey to realize the needs assessment and situation analysis, they were very interested and after discussion they were also interested in developing and imagining collaboration with other structures outside from Roma Communities support like ours. The exchanges that we had were a good experience to realize that complementary activities and aims could be discovered to progress in the fight against discrimination and especially to support Roma Communities.

This researches phase gave us this first indication about the real need to open this field to other structures which could be connected and to disseminate to get some tools to create / facilitate the link / connection between organizations within the Roma community support field and the other organization outside of it but which could be complementary.

The first results of our survey gave to us several indicators which can orientate the creation of tools and the idea of the potential users of our final output (the platform). Indeed, as we can consider that the respondents of the survey are potentially the users of the platform, we can have a first estimation of the profile of the future users of it. In France, nearly half of the respondents were more than 45 years old (43%), they was mostly coming from the associative social sector (around 65%) as project managers or volunteers (globally equal number between men and women). Most of the respondents (around 70%) had a big educational background (through University studies...). The profile of the workers in the Roma support field is quite various (people working in this field for a long time, people new in this field...) and we could also remark that the organizations working in Roma Communities support are globally working in several specific fields (health, social, economy, employment, education...).

Finally, most of the resources that the organization and workers get from outside are found thanks to their network or on publications (not so many individual consultations).

Concerning the needs of the professionals, first we can see that they have much more accessibility about resources and information at the local and national level than at the European level. The

statistics show that at the European level, there are fewer workers that are aware about the potential resources or have access to them. Then, we could see thanks to our survey researches that in several domains, the Roma workers has a quite good access to a certain type of information (information about the potential partners in the Roma field at the national level, professional details about other national workers in that field, new legislation and Rights applications at the national level, modality about national financial support, or examples of good practices). On the other side, there are some resources which seem difficult to obtain or to find for most of the respondents: contact details about Roma communities' leaders at the European level, information about the activities of the community workers at the European level, list of the potential employers at the national and European level). For the other resources, it is divided quite equally between those who seem to have access and those who do not find the information for the rest of the documents / tools (pedagogical materials, methodologies, possibilities of volunteering, legislation...).

About the quality of the resources that the workers can find, the opinions are diverse, even if the majority thinks that the quality of the information could be better. And globally we could discover that for the Roma workers and organizations, the biggest lack of information concerns the current projects and activities realized. That shows that there are difficulties of communication to present them and to have a clear access to show the activities that exists.

We could also find that the professionals would recommend reinforcing the information share about social inclusion and chances equity (86%), discrimination (79%), education and training (64%) and the current activities realized (64%).

The survey researches that we have done could show to us that most of the professionals in Roma support think that the resources should be available through an interactive online database of (71%), through reports (71%), contact details database (57%) and pedagogical supports (57%).

Finally, after realizing this survey, we could realize that the creation of an online platform with different resource about Roma support could be useful on their opinion (71% find that it could be useful or very useful).

5 RECOMMENDATIONS

The results of the situation analysis and the needs assessment through the survey that we have done with the Roma Communities workers gave to us the opportunity to think about the potential information that it could be very useful on the online platform that we will realize on the e-Roma Resource project.

First, the difficulties that we had to reach and to get answers from the professionals in the field of Roma support show that it seems essential to get a platform which can be really easy to use and very clear about how to share and to get the information/tools that could be useful for them or for the other professionals in this field. It seems important that the new users of this platform can identify very clearly and easily the aim of the platform, the way to use it or how and who the tools will be share to. Indeed, our experience through this situation analysis and needs assessment show to us that it can be difficult to reach the professionals and to make them participating in a new initiative. It is absolutely necessary to demonstrate on a very clear and easy way that it can be a good practice and also useful for them to take part and use this platform. The structuration of the platform must be very clear and nice to use if we want the professionals to get appropriation of it.

Then after getting the results of the survey that we have realized with the professionals, it seems important to have a specific area for European resources and information because it seems that there is a lack of information overall at that level.

The research realized gave to us the opportunity to realize that some resources can be very important to integrate in the created platform such as contact details about Roma communities' leaders at the European level, information about the activities of the community workers at the European level, list of the potential employers at the national and European level. It seems also important that the online platform get a space to present current projects in the Roma communities' field realized in Europe (with concrete examples and results).

Finally after looking at the results, we think that it could be useful to have specific space on the online platform related to social inclusion, fight against discrimination and chance equity where we could find document to support the professionals in these fields.

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