



**LOCAL ACTION PLAN  
FOR ROMA POSITION IMPROVEMENT IN THE CITY OF NIS TERRITORY**

**2016-2018**



## **1. About the Local Action Plan for Roma Position Improvement in the City of Nis**

Action Plan for improvement of Roma position in the City of Nis is a document, comprehensively considering Roma issues, consisting of a set of measures and activities of various stakeholders, such as: political decision makers, institutions, bodies, citizens' associations and non-governmental organizations for the purpose of **improvement of Roma position and living**. It is in the interest of the local community that all the stakeholders make full contribution to improvement of Roma social position and their wider inclusion in all the social trends. The Action Plan has been developed with the expert support provided by the Regional Cooperation Council's Roma Integration 2020 project.

The process of local action planning for improvement of Roma position in the City of Nis territory for the period 2016-2018 implies the process of decisions making about the kind of changes, significant for Roma living, that the local self-government intends to make in the local community during the anticipated time period. That process is based on identification of the best way of engaging the capacities of all the relevant actors in the community in the Plan development and implementation. The Local Action Plan for improvement of Roma position is the result of the planning process or the plan decision, defining the basic ways of goals achievement of this national minority in the local community.

The Local Action Plan (hereinafter LAP), is intended for the representatives of the local authorities, Roma activists, employees in educational and health institutions, Social Welfare Center, and other local institutions and organizations, the fields of work of which are connected to the improvement of Roma position. The goal of this Action Plan is to point out to the significance of the planned and system approach, as well as to the significance of the inter-sectoral collaboration, the effort to achieve minimum advancement in resolving numerous problems, related to Roma improved position in the local environment.

The Local Action Plan for improvement of the position of Roma shall be passed for the period 2017-2018, with a detailed workout of the activities. For the need of the process, gathering and analysis of the basic data on the position and the needs of Roma in Nis, there have been used the following sources: statistical data, reports of the Local self-government, Social Welfare Center, Medical (Health) Center, School Administration, National Employment Service, red Cross, Community Profile, Database for following the measures for Roma inclusion, meetings and consultations with the representatives of civil sector and the representatives of Roma population, according to recommendations of the Republic of Serbia Government, provided in the Strategy for social inclusion of Roma men and women in the Republic of Serbia in the period 2016-2025.

## **2. Basic Principles and Values on which the Action Plan Rests**

- respect, protection and fulfillment of Roma legal rights;
- full and efficient inclusion of Roma in all fields of social life;
- respect, recognition and promotion of diversities;
- equal possibilities based on equal rights;
- gender equality;
- preventing and fighting all forms of discrimination and
- Affirmative action measures carrying out.

## **3. LAP Specific Objectives per Fields**

### EDUCATION

1. Full coverage of Roma children within the educational system.
2. Material and financial support to Roma pupils.
3. Minimization of Roma children dispersal from the educational system.
4. Equal educational quality and prejudices decrease and abolishment of discrimination towards Roma children in educational institutions.
5. Stopping the segregation and abolishment of discrimination.

### EMPLOYMENT

1. Entrepreneurship improvement in Roma men and women.
2. Stimulation of and support to employers for opening and equipping of new jobs, intended for employment of Roma men and women.
3. Increase of employability of Roma men and women.

### HEALTH

1. Establishing the health status of Roma population in the territory of the City of Nis.
2. The knowledge levels increasing on the significance of medical treatment and significance of the health preventive control.
3. Better health protection availability for Roma population.
4. Increased coverage of Roma children in terms of immunization for the purpose of their health preservation.

### HOUSING

1. Mapping of Roma living conditions in the settled urban quarters of the City of Nis.
2. Improvement of housing conditions for Roma in the City of Nis.
3. Adaptation and rehabilitation of the existing building structures.
4. Inhabitants of the settlement integration into an environment in the City of Nis.

### SOCIAL PROTECTION

1. Equal access to social protection and social benefits, in accordance with the “Strategy for Social Inclusion of Roma Men and Women in the Republic of Serbia 2016-2025.”

### CULTURE AND INFORMATION

1. Preservation of the language and culture of the Roma community through information providing in native language.
2. Ensuring Roma culture presentation and preservation through cultural and artistic associations (CAAs), through the music, play and dance.
3. Establishing Roma Cultural Center.
4. Nourishing the cultural identity of Romani community with building of an intercultural social community.

## **4. Local Action Plan for Improvement of Roma Position Development Commission**

For the purpose of this document development, the Commission has been formed to make the Local Action Plan for Improvement of Roma Position in the fields of housing, education, employment, health protection, culture, information and social protection, Roma inclusion in the public life and local community through sports, culture, information, and empowerment of civil society organizations in the territory of the City of Nis. The Commission comprises the representatives of: Local self-government, as the process leader and formal holder of this document, municipal authorities, representatives of public enterprises, institutions and representatives of associations and organizations.

The Commission for development of the Local Action Plan for Improvement of Roma Position shall consist of the following members (see the Enclosure 1. Decision on Foundation of a Workgroup):

- Workgroup President  
Andonov Slavica, President of the Council for Human and Minority Rights
- Workgroup Vice-President  
Svetozar Aleksov, The City of Nis Council member
- Workgroup members:
  1. Sanja Jeftic Brankovic, Office of Human and Minority Rights
  2. Karima Alijevic, a member of the Council for Human and Minority Rights
  3. Osman Balic, YuRom Center Nis
  4. Ajsa Alic, Pedagogical Assistant
  5. Turkijan Redzepi, RomaWorld Production
  6. Representative of the National Council of Roma National Minority
  7. Representative of the Police Administration of Nis
  8. Representative of the National Employment Service
  9. Representative of the Social Welfare Center “Svelte Sava” in Nis
  10. Representative of Medical Center Nis
  11. Representative of School Administration Nis
  12. Representative of the Administration for Cultural Issues
  13. Representative of the Planning and Building Administration

## **5. Roma in Nis**

Roma settled in Nis long time before Turks coming to the Balkan Peninsula, and it is supposed that a minor number came with Turkish army. The first written historical document, which mentions the existence of Roma in the Nis Region, is the Turkish Census of 1491. The purpose of this, as well as some subsequent Turkish censuses was to register the tax payers. It may be seen from this Census that in 18 Turkish administrative units (nahiye), one of which was the unit of Nis, there lived 3.237 ordinary and 211 widowed households of Roma Christians.

Nowadays, according to the Census of 2011, the City of Nis has 260.237 inhabitants. The most numerous and the most visible national minority in the City are Roma, the number of whom, according to the official data, is 6.996. It is supposed that the actual number of Roma community members is several times bigger and it is estimated to be around 20.000. Around 1.200 Roma are internally displaced persons (IDPs).

1. The City Municipality (CM) Crveni Krst is the biggest municipality of Nis, in terms of surface area, with the total of 32.301 inhabitants. The number of Roma in Romani settlements is 5.360, that representing around 18% of population. The living conditions of the majority of Roma community are unfavorable: they live in four urban, not legalized Roma settlements; the worst housing conditions are in the new settlement Sljaka (formed in 1999), with population, of Roma nationality, settled predominantly by Roma IDPs from Kosovo and Metohija (K&M), in which a big number of houses is not connected to waterworks, sewerage and electrical systems, with not asphalted streets: similar infrastructural problems also exist in the biggest settlement – Beograd Mala. It is one of the first municipalities, which, in cooperation with the Ministry of Human and Minority Rights, initiated the legalization process of entire Roma settlements.

2. CM Palilula, according to the Census of 2011, has 73.801 inhabitants. It is estimated that around 7.500 or 10% are Roma. Around 4.500 Roma live in four old, urban, not legalized Roma settlements, two of which with better housing infrastructure – permanent houses, waterworks, sewerage and electrical systems and asphalted streets, and the other two – Crvena Zvezda and Mramorska 11, have a very bad infrastructure. The management of CM Palilula exhibits a high level of understanding and devotion to various issues of Roma inclusion and a clear vision of further work in that field. The Roma community has a positive image on the local governance, because the communication is like in partnership and cooperative. The newly established management of CM Palilula understands this field and is motivated to deal with it.

CM Crveni Krst and CM Palilula have no written, explicit policies and/or development programmes for Roma inclusion, but there are implicit policies in this field and not written work practices. The most important implicit policies of Crveni Krst are: maintenance of good and not excessively formal contact with citizens of Roma nationality via the Council of Citizens; rendering informative and technical assistance to Roma in their rights realization; providing free legal assistance to all citizens, including g Roma, as well; developed and good partnership cooperation with Romani NGO sector; investigating the needs of Roma community, based on direct communication with inhabitants of Roma settlements; communicating various administrative procedures to Roma, via the representatives of the local government, who are most knowledgeable of their needs and through cooperation with the National Council of Roma Regional Office.

On the City level, there is the Council for Human and Minority Rights, while there are no similar bodies in the city municipalities.

## **6. General Presentation and the Basic Data on the Local Community in the City of Nis**

The City of Nis is an administrative, cultural and economic (industrial) center of South-East Serbia. The City area covers the surface of 596,71km<sup>2</sup>, on which there are spread five city municipalities: CM Mediana, CM Niska banja, CM Palilula, CM Crveni Krst and CM Pantelejev, with 68 suburb and rural settlements. After Belgrade and Novi Sad, Nis is the third largest city in Serbia, located on the cross-roads of the most important Balkan and European traffic routes. Nis is a university center, with around 30.000 students. According to the Census of 2011, the City of Nis has 260.237 inhabitants, and the very urban core – around 180.000 inhabitants. According to the Statistical Yearbook, there are 26 ethnic groups living in Nis.

### **- Basic data about CM Crveni Krst**

In terms of the territory space, Crveni Krst is the biggest municipality in Nis and it was established in 2004. The total number of inhabitants, according to the census of 2011, was 32.301, of that number, 10.522 inhabitants live in 4.520 urban households, and 21.779 inhabitants live in 5.987 rural households. The average density is 211

inhabitants per km<sup>2</sup>, that being almost double of the Republic average. Within CM Crveni Krst, there are 26 settled places, of that, 3 urban and 23 rural settlements. CM Crveni Krst is a multi-ethnic and multi-confessional community, in which, together with majority Serbian population, there live all the national minorities settled in Nis. Roma represents the largest minority.

- Basic data about CM Palilula

CM Palilula was established in September 2004. Palilula is situated in the south part of the City and covers a smaller City area and 15 rural settlements. In geographic terms, CM Palilula is a combination of lowland (the Nisava and the Juzna Morava banks) and the highlands. The Municipality covers the territory of 117, 37 km<sup>2</sup> space and according to the Census of 2011, it had 73.801 inhabitants, of whom 54.596 lived in the urban part of the Municipality, and 19.205 lived in the rural area. However, according to the professional estimations, CM Palilula has 90.000 inhabitants, owing to a big inflow of internally displaced persons from K&M. The plan of the future, long-term development of Palilula foresees solid waste and various secondary waste recycling development, as an industrial activity, ensuring environment preservation, rational disposing of resources and employment of a significant number of the Municipality population. The Municipality has four kindergartens, seven primary schools with 13 separate units, two secondary schools (high school and technical – mechanical school) and three faculties (Faculty of Sports and Physical Education, Faculty of Occupational Safety and the Faculty of Natural Sciences and Mathematics).

## 7. National Minorities and their Settlements in Nis

Roma make the largest and the most visible national minority in the City. According to the Census of 2011, there are 6.996 Roma, settled in Nis. The actual number of Roma community members is several times bigger. The estimations range from 15.000 (triple value of the official data, which is considered to be a real estimation of, so-called “dark numbers”) to 25.000-30.000 (estimations of Romani NGOs). Around 1.200 Roma may be classified in the category of displaced persons. Half of Roma population is less than 25 years old, while only 4% is more than 60 years old. The percentage of the unemployed persons is four times bigger than the average of the entire population. Only 27% is active in economic terms, one third receives some form of social assistance, and for 18% of families, it is the only source of income. Only 9% has got the standing income originated from work, and only 2.5% of Roma women are permanently unemployed. Around 10.780 Roma in various Romani settlements live in very bad housing conditions. After initiating the work of several enterprises, for “communal wastes management”, the number of permanently employed Roma is increasing, because a number of them found employment in these enterprises and have got descent income. In Nis, there is no radio, or TV programme, broadcasted in Romani language in the local RTV stations, except the *NGO Roma World*, which established the same name portal within its association, being the only source of information for the Roma community in the south of Serbia.

- National Minorities and their Settlements in City Municipality (CM) Crveni Krst

The most numerous national minorities in the territory of this City Municipality are Roma, and all the national minorities together (in total 21) are represented in a minor percentage. According to the data of the Census of 2011, there are 2.464 Roma in total, but that data is not correct, having in mind that a bigger number of Roma did not declare then to belong to Roma ethnic group. The number of Roma, estimated on the basis of research in Romani settlements, made in 2007, was 5.360, that representing around 14% of the total number of inhabitants of CM Crveni Kist. Roma, predominantly, live four urban, not legalized Romani settlements in solid houses. Three settlements are old (Beograd Mala, Curving Grad and 12. February), and one settlement – Slake is new (created in 1999), with both Roma and non-Roma population, mainly settled by IDP Roma from K&M. The housing infrastructure is the best in the settlement Curving Grad – there are waterworks and sewerage systems, electric power supply, then in the settlement 12. February, where only some streets were not asphalted, and the other two, biggest Roma settlements, have parts in which water, sewerage and electricity systems have been provided and some other parts where such systems are missing. Beograd Mala is only partly asphalted, while streets in Slake are not. The CM Craven Krst is one of the first municipalities which, in cooperation with the Ministry of Human and Minority Rights, initiated the legalization of the entire Romani settlements. The Table 2. Shows the details about the number of Roma in Romani settlements.

Number of Roma in the City Municipality Crveni Krst within Romani Settlements
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Name of the settlement	Estimated number of inhabitants
Beograd Mala	4.023
Sljaka	733
Kurvin Grad	511
12. februar	53
Total	5.320

*Conclusion:* The share of Roma in the total population of CM Crveni Krst is very high (14%). The living conditions of the biggest part of Roma community are unfavourable: They live in four urban, not legalized Romani settlements; the worst housing conditions are in the new settlement Sljaka, mainly inhabited by IDPs, Roma of K&M; a big number of houses have no connections to the waterworks, sewerage and electrical supply systems, and the streets are not asphalted; there are similar infrastructural problems in the biggest settlement, Beograd Mala. This municipality is one of the first municipalities which, in cooperation with the Ministry of Human and Minority Rights, initiated the legalization of the entire Romani settlements.

- National Minorities and their Settlements in CM Palilula

Palilula is a multiethnic and multi-confessional city municipality. The most of population percentage are Serbs (around 90%), but in the municipal territory there live the representatives of all ethnic groups, prevailing in Nis. The most numerous ethnic group are Roma. According to the official data of the Census of 2011, the CM is inhabited by 2.745 Roma. That data are not quite correct, because a number of Roma have not declared to be Roma, so that it is estimated that the actual number of Roma in the Municipality is around 7.500, which represents around 10% of the population. The total number of 4.500 Roma live in the four old, urban, not legalized Romani settlements: Srtocni trg, Mramorska 8, Mramorska 11 and Crvena Zvezda 21<sub>A</sub>. Two settlements – Stocni Trg and Mramorska 8, have better housing infrastructure – solid (permanent) houses, waterworks and sewerage systems, electricity and asphalted streets. The settlement Crvena Zvezda 21<sub>A</sub> has 90% of solid houses, but without water, sewerage, electricity and without the asphalted streets. The settlement Mramorska 11 consists of temporary houses, and all other infrastructural conditions are the same as in the settlement Crvena Zvezda 21<sub>A</sub>. The Table 3. shows details about the number of Roma and Romani settlements.

Number of Roma in the City Municipality Palilula within Romani Settlements	
Name of the settlement	Estimated number of inhabitants
Stocni trg (Mramorska 8 and Mramorska 11)	4.000
Crvena Zvezda 21 <sub>A</sub>	500
Total	4.500

*Conclusion:* The share of Roma in the total population of CM Palilula is high (10%). Most of Roma live in four urban, not legalized settlements. Living conditions in two settlements (Mramorska 11 and Crvena Zvezda 21<sub>A</sub>) are very unfavourable: a part of inhabitants live in temporary houses; both permanent and temporary houses have no connections to waterworks, sewerage and electrical systems. The streets are not asphalted in either of the settlements.

## 8. Local Self-Government, Institutions and the Working Manner

- Local Self-Government Attitude towards the Roma Issues

The governing structures of city municipalities are completely familiar with the problems of Roma population in their territory and they are aware of the importance of these problems resolving in order to ensure the community advancement on the whole. The vision of Roma inclusion implies **reduced poverty of Roma** community, through improvement of the employment possibility (retraining and additional training), employment support and housing improvement (legalization, infrastructure). The governing structures accept the responsibility of the local administration in that process and they have the experience in starting individual initiatives, cooperation with other relevant actors, among which it is especially important to cooperate with Romani non-governmental (NGO) organizations, operating in the territory of the CM Crveni Krst, support to the work of such NGOs: NGO RTV Nisava – partnership based on contract, RomaWorld production, Roma Women Association „Osvit“, etc., as well as the cooperation with the Regional Office of the National Council of Roma national minority. Some of up-to-date initiatives, initiated by the municipal governing structures have been chosen and published by the Standing Conference of Cities and Municipalities (SCCM), as examples of good practice within the framework of fighting the social exclusion, in the publication “Improvement of Roma Position in the Territory of the City

Municipality Crveni Krst. Some of the managers of this CM have their personal experience of growing up and living next-door to Romani settlement.

*Conclusion:* The governing structures of CM Craven Kist exhibit a high level of understanding various inclusion issues of Roma and the significance of such inclusion for the local community development. There is a devotion to these issues, as well as the clear vision of further work. The Roma community has a clear picture on the local governing authorities, because the communication is partnership and cooperative.

The governance structures of CM Palilula are well informed about the key problems of Roma living in their territory and there is a positive motivation for dealing with these problems. There is also recognized the significance of cooperation with Romani NGOs, but it is still in the initial phase – the governing structures know about the existence and work of Romani NGOs but they have not established the regular cooperation yet. A direct connection to Roma community is one informal Roma leader and the Municipality governance estimates that it functions well. The vision of the Roma community development is **”improved living conditions of Roma** through improvement of their settlement infrastructure, bigger inclusion in the educational system – regular schooling and retraining/additional training to the end of their acquiring an occupation and competitiveness in the labour market. Communication of the governing authorities with the Roma community will be more intensively developed, after all jobs, related to the constitution of the local governing structures, have been finished, so that the newly established governance shall be recognized by the Roma community in a more indirect way (through the informal Roma leader), than in a direct way.

*Conclusion:* The newly established governance of the CM Palilula understand the problems of social inclusion of Roma, it has a positive motivation to deal with their solving, as it also has the vision of future work in that field. The actual governing authorities exhibit the evident the lack of experience in this field, as well as the problem of the lack of information about the work of the previous local authorities in terms of Roma inclusion in the CM Palilula.

- Polices and Practices of Local Administration and Local Institutions

On the level of self-government of the CM Crveni Krst there are the written, explicit policies and/or developmental programmes for Roma inclusion. Currently, there are no local government reforms, either, to lead to the improved working with citizens, including the Roma citizens, as well.

There may be identified some implicit policies and unwritten work practices. Having in mind that CM has been developed from the formal local office, there is a policy of maintaining good, but not a formal contact with citizens, including Roma nationality citizens. In local offices, there are Councils of citizens, in which there are Roma, as well, so that they communicate directly, about their needs within the local administration. Having in mind that the CM Crveni Krst provides the free legal assistance in the premises of the Municipality, Roma are the equal beneficiaries of that service.

The customary bureaucratic procedures of the governance structures represent a general barrier for all the citizens. That barrier is bigger for Roma, particularly those who are not familiar with the procedures and the competences of the CM local administration. Although there are no institutionalized procedures and mechanisms making the Roma approach to the local administration easier, in everyday practice it is solved by referring Roma to those employees who are most familiar with issues of Roma population and who mostly work with them. In CM Crveni Krst, these subjects are the Head of Administration and the independent associate for entrepreneurship. Although the official titles of these persons are not directly related to minority’s issues, they have the biggest experience in working with Roma and they were the key persons for previously mentioned examples of good practice regarding the Roma inclusion. The Coordinator of the National Council of Roma Regional Office, located in the territory of the CM Crveni Krstje is also a person, facilitating the access of Romani community to various rights and services. Both mechanisms have been ad-hoc developed.

The actual states of Roma inclusion do not indicate the existence of direct Roma discrimination by the local administration. There are no indications of indirect discrimination, either, although it may be the case, having in mind that it is based on stereotypes and prejudices which are known as hard to change, as well as that some of its forms are very subtle. All the citizens, including Roma, have standard procedures for submitting claims and objections regarding the local administration work and conduct, at their disposal, according to the Law. No local administration or local self-government may develop special complaint procedures for Roma.

*Conclusion:* CM Crveni Krst has no written, explicit policies and/or developmental programme for Roma inclusion, but there are already existing implicit, unwritten policies in this field and unwritten work practices.

The most important implicit policies are: (1) maintaining good, but not a formal contact with the Roma citizens (Citizens councils); (2) rendering informative and technical support to Roma in their rights exercising; (3) providing the free legal assistance to all citizens, including Roma; (4) developed and good partnership cooperation with Romani NGO sector; (5) investigating the needs of Roma community, based on the direct communication with the inhabitants of Romani settlements; (6) communicating various administrative procedures to Roma, via the representatives of local administration, who are most familiar with their needs (Head of administration, entrepreneurship officer) and through the cooperation with the Regional Office of the National Council of Roma. In the policy and practice of the local administration work there are no formal indicators of direct discrimination of Roma, and there are no data about the indirect one, even from the representatives of Romani NGOs. Claiming and objecting procedures in view of the local administration proceeding are regulated by the Law, they are standard for all the citizens, including Roma and are available to everybody.

On the level of local self-government there are no written, explicit policies and/or developmental programmes for Roma inclusion. It has already been mentioned that currently, there are no reforms of the local administration, to lead to better way of working with citizens, also including the Roma citizens. There may be identified some implicit policies and unwritten work practices. In local offices, there are Councils of citizens including Roma, as well, so that they directly communicate their needs to the local administration. Having in mind that some services, like one-time payment benefits are realized via the CM service units, there is a person in charge of communication and assistance in realization of these rights, the prevailing beneficiaries of which are Roma. That person gives the full informative and technical assistance to Roma, which is a positive practice. Having in mind that CM Palilula has got the Office for Free Legal Assistance, Roma are equal beneficiaries of that service.

The policy of investigating the Roma community needs is based on: information gathering via the Social Welfare Center (SWC); direct gathering of information in the field, in the settlements (particularly, about the communal infrastructure of Romani settlements); indirect conclusions based on heterogeneous information sources, etc.

The customary bureaucratic procedures of administration represent a general obstacle for all citizens. That obstacle is bigger for Roma, particularly those who have not got the basic knowledge of the procedures and competences of the CM local administration. Although there are no institutionalized procedures and mechanisms facilitating Roma access to the local administration, in everyday practice, it is resolved by referring Roma to employees who are most familiar with Roma population issues and mostly work with them (two Councilmen and one person in charge of one time-monetary benefit payments). Besides, there is an ad-hoc cooperation mechanism before the local administration and an informal Roma leader, facilitating the Roma access to various rights and services. An informal leader is a kind of mediator between the Administration and the Roma community.

The actual status of Roma inclusion does not indicate the existence of direct Roma discrimination by the local administration. There are no indications of indirect discrimination, either, although it may not be excluded because the discrimination could take very subtle forms and it is based on the stereotypes and prejudices, which are known to be hard to change. All the citizens, including Roma, dispose of some standard procedures for submitting complaints and objections to work and conduct of the local administration, in accordance with the Law.

*Conclusion:* CM Palilula has not developed written, explicit policies and/or developmental programme for Roma inclusion, but there are implicit, unwritten policies in this field and unwritten work practices. The most important implicit policies are: (1) communicating Roma needs via the Citizens councils; (2) rendering informative and technical support to Roma in their rights exercising (the right to one-time benefit payment and other rights); (3) providing the free legal assistance to all citizens, including Roma; (4) investigating the needs of Roma community, via the SWC, by direct gathering of information from the informal Roma leader, coming to the Municipality and visiting Roma settlements (infrastructure) and indirect conclusion making based on heterogeneous sources; (5) communicating various administrative procedures to Roma, via the representatives of local administration, who are most familiar with their needs (two Council-men and one associate for one-time benefit payment). In the policy and practice of the local administration work there is no direct discrimination of Roma, and there are no data about the indirect one, even from the representatives of Romani NGOs. Claiming and objecting procedures in view of the local administration proceedings are regulated by the Law; they are standard for all the citizens, including Roma and are available to everybody.



## 9. Policies and Practices of Local Institutions

### - Social Welfare Center

One of the most important institutions in the field of Roma social inclusion is the SWC, functioning as a unique institution on the City level and has no functional units in the City municipalities. Roma make the biggest number of SWC services beneficiaries, particularly of onetime benefit payment service (which is, in the part of requests submission, realized via the city municipality service units), National Employment Service and public works. The work policy of this institution, apart from institutionalized services and rights, supports the project approach to services for Roma, so that in cooperation with the Association of Roma Women "Osvit", as the Project leader, there is realized SOS telephone for Roma women, the victims of family violence, and previously, there were organized projects for Roma women and men „The School of Family Life“ (2004) and „Roma Service“ (2004) – both with the support of the Open Society Fund.

The procedures for realization of rights and obtaining corresponding services are the same for all the citizens, regardless of the nationality. SWC has no special supporting mechanisms for Roma in exercising their rights, because they work according to the unique classification of rights and services, and there are no particularly singled out ones, referring to Roma. Generally, their beneficiaries are the representatives of very vulnerable social groups and in that sense, the employees are aware of their responsibility in professional communication. There is no explicit, aggressive discrimination, but there may not be excluded the implicit one, which may take the various forms. Although SWC has no institution of the protector of beneficiaries rights, all the beneficiaries are given the possibility of claims logging or objecting in accordance with the Law.

The experience of SWC indicate that the most frequent reasons for Roma discrimination, in general, in various forms of social life are as follows: insufficient recognizing of social marginalization of Roma by other inhabitants of the City of Nis, exaggerated generalization of Roma lack of education, their actual social poverty and the language barrier (in case they cannot speak Serbian).

SWC recognizes the future problem to be faced by the City of Nis, for which there are not corresponding access policies developed in advance – the problem of accepting the returnees, based on Readmission Agreement, among whom, there will be a big number of Roma. The policy of returnees acceptance should cover the services, such as: shelter, free legal assistance (particularly in view of documentation) and psychosocial support.

*Conclusion:* The operating policy of SWC covers: (1) rendering institutionalized services (one-time payment benefit, NSP and public works) and innovative, project services to Roma, (2) rendering project services, through partnership cooperation with Romani NGOs; (3) encouragement of social responsibility for communication, adjusted to vulnerable groups of citizens, which is the basic characteristic of all the services beneficiaries of the SWC, and not of Roma only; (4) the same procedures for all the beneficiaries (the same treatment of all them, although the conditions and situations, essentially different, represent the indirect discrimination, according to the International standards), according to the Republic regulations. There has not been observed the explicit discrimination of Roma by the professional staff, and there are no data about the implicit one, or the possibility of concluding, either. The procedures for submitting complaints and objections in regard to SWC work are defined by the Law and they are unique for all the citizens.

## 10. Council for Human and Minority Rights of the City of Nis

The Council for Human and Minority rights, composed of the representatives of Serbian people and the national minorities, considers the issues of exercising, protection and improvement of the national equality in the City, and particularly in the fields of culture, education and information; takes part in establishing the City plans and programmes, significant for realization of the national equality and proposes measures for acquiring the national equality; proposes the sources, volume and intended purpose of the budget resources for the national equality realization; promotes the mutual understanding and good relations between all the communities, living in the City.

The Council for Human and Minority rights, recognized the necessity of passing the Local Action Plan for Roma Position Improvement in the territory of the City of Nis (hereinafter: LAP) which represents a set of measures and activities, the ultimate goal of which is improvement of Roma, national minority position in Nis, that in accordance with the National Strategy for the Social inclusion of Roma men and women in the period 2016-2025, within the legal frameworks and all the other International, national and local documents.

The basic goal of the LAP is improvement of Roma position in Nis and reduction of the unacceptable differences between Roma and other part of population and its realization and implementation will be one of the basic priorities in the work of the Council for Human and Minority Rights of the City of Nis.

### 11. Problem of Employees in the Local Administration, dealing with Ethnic Minorities and Roma

Within the last fifteen years, there has not been enough attention paid to the trainings for capacities development of local administration employees, regarding the minority community's issues. Only a small number of local officials know about the commitments of local self-governments in the domain of managing nationally mixed environments. A small number of those employed in the local self-government had the opportunity to participate in several trainings, organized by SKSM, some of which also referring to participation of marginalized groups in the local community. The effects of trainings for practice work have been significant, and they particularly impacted better understanding of the need to cooperate with Roma NGO sector, as well as development of the municipal initiatives, subsequently selected by SKSM, as examples of good practice in the social inclusion of Roma.

*Conclusion:* The approach to the professional development of employees is reactive – it is exclusively responded to the offers for training, coming mainly from SKSM, and referring to donor-financed programmes for local administration capacities improvement. For now, there are no corresponding legal stimulations for the local administration to proactively access the issues of training of the employees, to deal with continuous investigation of the needs for trainings and plans and programmes development. In the local budget, there are no allocated resources intended for professional development of employees for management of the nationally mixed environments.

### 12. EDUCATION

#### - School Administration

According to the submitted data about the Roma pupils from 4 primary schools („Radoje Domanovic“, „Sreten Mladenovic Mika“, „Kralj Petar I“ and „Vuk Karadzic“) in the territory of the City of Nis, collected by the pedagogical assistants working in these schools, in the school year 2015/16, there were 50 pupils of Roma nationality registered in the eighth grade. Of that number, 43 took the final exam, 37 registered in the secondary school, 7 did not take the final examination and 6 did not want to continue further schooling.

Regarding the preschool groups, PS „Radoje Domanovic“ and „Vuk Karadzic“ have preschool groups in their schools, therefore the total number of registered future preschool Roma children is 34.

The primary schools „Sreten Mladenovic Mika“ and „Kralj Petar I“ have the preschool groups, but they are not under the authority of these schools, they belong to the Preschool Institution „Pcelica“, so we have no available data about the number of Roma children, registered in the preparatory preschool groups for the next school year 2016/17.

School qualification of Roma citizens:

Children, less than 15 years of age	331
Without school qualification	137
Incomplete Primary School	290
Primary Education	125
Secondary Education	39
College Education/Higher Education	0
Unknown	1
Total	923

There is one engaged pedagogical assistant in PS „Vuk Karadzic“, it is Ajsa Alic. There have not been allocated financial resources for schoolbooks for the beneficiaries of Roma nationality for the school year 2015/16, or for the snacks or school transportation, either. This is the case both in primary and secondary schools. In 2015, no scholarships for secondary school pupils approved from the budget of the local self-government. These are the data for the CM Crveni Krst.

### 13. EMPLOYMENT

In the CM Crveni Krst there are no employed Roma, so there are no Roma coordinators. Currently, the possibility of Roma employment in the local administration is not considered, because there is a problem of new jobs opening in the local administration, due to mass earnings freezing, that is, due to the restrictive employment policy in the public services.

In the CM Palilula there are no employed Roma, but there is a coordinator for Romani issues, Mr. Igor Paunovic, working as a volunteer. Currently, the possibility of Roma employment in the local administration is not considered, because there is a problem of new jobs opening in the local administration, due to mass earnings freezing, that is, due to the restrictive employment policy in the public services.

*Conclusion:* The common conclusion for the employment policy in the CM Crveni Krst, the CM Palilula is that the local administration does not consider the possibility of developing the policy of Roma employment in the administration within the existing, restrictive legal solutions, through the formulation of corresponding affirmative measures, as the contribution to their social inclusion. There is foreseen the possibility that occasional fluctuation of employees, as well as regular retirements, open the possibility to stimulate the employment of corresponding educated Roma through the affirmative policy. As already mentioned, there are no employed Roma in any of the mentioned CMs, or Roma employed on some expert positions, such as advisors or coordinators.

### 14. HEALTH

In the Health Center Nis, the Ministry of Health of the Republic of Serbia in Cooperation with Organization for Security and Cooperation in Europe (OSCE) started the Project on 01.04.2009. Two health mediators were located in the premises of the polyvalent home care Service. The goal of the Project was improvement of Roma health, particularly of women and children, improvement of accessibility of health protection, information level about health and inequality reduction. Health mediators in the territory of the City of Nis cover 14 settlements and 27 villages, as follows: 1) settlements: 12.februar, Beograd Mahala, Cair Mahala, Komren, Branko Bjegovic, settlement Nikola Tesla, Brzi Brod, Crvena Zvezda, Donja Vrezina, Pantelej, Niska Banja, Stocni Trg, Novo Selo, Cele Kula and 2) villages: Gabrovacka Reka, Medosevac, Brenica, Bubanj Selo, Cokot, Donja Studena, Donja Toponica, Donja Trnava, Donje Medjuroovo, Donji Matejevac, Gornji Matejevac, Hum, Jasenovik, Jelasnica, Kamenica, Krusce, Lalinac, Malca, Ostrovica, Pasi Poljana, Popovac, Prva Kutina, Radikina Bara, Gornja Vrezina, Secanica, Supovac, Trupale. In the period 01.04.2009 - 31.12.2012, the health mediators made 11.660 home visits, there were immunized 230 children, and 430 women were subjected to systematic gynecological examination. Mediators have been working since 2013, when they made 2.704 home visits, 165 children immunized, and 118 women covered by systematic gynecologic examination. The next year, 2014, they made 3.001 home visits, 198 children were immunized, and 106 women were covered by systematic gynecological examination, while in 2015 they made 3.370 home visits, 165 children were immunized and 171 women covered by systematic gynecological examination.

In the first five months of 2016, the number of visits was 1.617, immunized children 48, and 39 women covered by systematic gynecological examination. On the total, in the period from 01.01.2013. To 31.05.2016, the health mediators made 10.692 home visits, 511 children were immunized and 434 women covered by systematic gynecological examination.

With their help and mediation, and in cooperation with the Social Welfare Center, MUP and local self-government, a big number of Roma persons realized the right to social and health protection and obtained the personal documents.

### 15. HOUSING

CM Crveni Krst and Palilula have no DPR for the settlements, in which the members of Roma community live. In the territories of these CMs, there live around 13.000 members of Roma community in non-legalized Roma settlements: Beograd mala, Sljaka, Kurvin grad, 12.februar, Stocni trg, Mramorska 8, Mramorska 11 and Crvena zvezda 21<sub>A</sub>. Four settlements Beograd mala, Sljaka, Kurvin grad, 12.februar, have got better housing infrastructure – permanent houses, waterworks and sewerage system, electricity and asphalted streets. Two settlements – Stocni trg and Mramorska 8, have got better housing infrastructure – permanent houses, waterworks and sewerage system, electricity and asphalted streets. The settlement Crvena Zvezda 21<sub>A</sub> has got 90% permanent houses, but without water, sewerage system, electricity and asphalted streets. The settlement Mramorska 11 consists of temporary houses, and all other infrastructural conditions are the same as in the settlement Crvena zvezda 21<sub>A</sub>. The total number of around 4.500 Roma lives in four, urban, non-legalized Roma

settlements: Stocni trg, Mramorska 8, Mramorska 11 and Crvena zvezda 21<sub>A</sub>. Two settlements – Stocni trg and Mramorska 8, have got better housing infrastructure – permanent houses, waterworks and sewerage system, electricity and asphalted streets. The settlement Crvena zvezda 21<sub>A</sub> has got 90% permanent houses, but without water, sewerage, electricity and asphalted streets. The settlement Mramorska 11 consists of temporary houses, and all other infrastructural conditions are the same as in the settlement Crvena zvezda 21<sub>A</sub>.

*Conclusion:* It is necessary to map the living conditions of Roma in the settled places of the City of Nis, to improve the housing conditions for Roma in the City of Nis, adapt and rehabilitate the existing building structures, integrate the settlement inhabitants in the City of Nis environment.

## 16. SOCIAL PROTECTION

The SWC “Sveti Sava” working policy includes: (1) rendering institutionalized services (one-time benefit payment, NSP, public works) and innovative project services to Roma, (2) rendering project services through partnership cooperation with Roma NGOs; (3) encouraging professional responsibility for communication adjusted to sensitive groups of citizens, which is a basic characteristic of all SWC service beneficiaries, and not of Roma only; (4) same procedures for all the beneficiaries, in accordance with the Republic regulations. No explicit discrimination of Roma has been observed, done by the professional staff, while there are no data available about the implicit discrimination, or the possibility of conclusion, except the fact that all the citizens have been equally treated although their conditions are substantially different. Procedures for complaints and objections submitting regarding the SWC work are defined by the Law and they are unique for all citizens.

Statistics of NSP beneficiaries according to the data of 26.09.2016 per nationality of NSP holders				
	Nationality	No. of beneficiaries	Women	Men
1	Serbian	7929	3879	4050
2	Croatian	4	2	2
3	Montenegrin	3	1	2
4	Albanian	1	0	1
5	Hungarian	5	2	3
6	Ruthenian	3	2	1
7	Macedonian	7	4	3
8	Bulgarian	5	2	3
9	Slovene	1	0	1
10	Roma	574	316	258
11	Vlach	2	1	1
12	Goranian	11	4	7
13	Russian	3	1	2
14	Not responded	10363	5370	4993
15	Other	359	177	182
	Total	19270	9761	9509

Beneficiaries according to the place of residence	
Street	Number of beneficiaries
Crvena zvezda	90
Mramorska	151
Ivana Milutinovica	24
Koste Abrasevica	11
Kosovska	9
Urosa Dinica	3
Total	988
Crvena zvezda	89
Triglavska	16
Mokranjceva	9
Total	114

## 17. CULTURE AND INFORMATION

In its strategic documents, the City of Nis supports the multi-cultural development, on which there are relied numerous international projects of cross-border cooperation in which the City of Nis it participates. According to

the available information, two City municipalities, settled by the biggest number of Roma minority members, have not launched a single competition for resources allocation within the last two years which would ensure financing or co financing of projects in the field of culture. Except the support in the cultural and sports manifestations in the rural environments of the territory of these municipalities, in which the entire population takes part, there was no concrete support to cultural contents, affirming the spiritual or material cultural heritage of Roma.

In 2015, the City of Nis scheduled the contest for selecting the projects in the field of culture, to which responded three Romani NGOs among fifty non-governmental organizations, active in the field of culture. Among 29 supported projects, there were two projects of Romani NGOs and one, devoted to literary creative work of Roma. It may be concluded from all the mentioned facts that the picture of general state in the field of culture is accompanied by the state of Roma culture in Nis. Currently, it is the matter of the enthusiasm of some individual persons, NGOs activists and already affirmed artists.

The culture development requires a system support, together with education and information, through already existing or new models and programmes developed and better engagement of local administrations, apart from the City.

### **18. Profile of Roma NGO Community**

In Nis, there is a big number of registered Romani NGOs, but that number does not correspond to the real number of active NGOs. According to various estimations, the number of active Romani NGOs varies between 10 to 15. According to their structure, there may be differentiated two types of organizations – “old” associations, fulfilling their role in the field of social cohesion, preservation of tradition and culture of Roma and more difficult for obtaining the members massiveness and those “modern” NGOs, which, as a rule, have got an operational structure, made of a smaller number of persons, dealing with various issues of Roma social life. Roma NGOs in Nis have developed a local network of Romani NGOs, some of them are the members of the League of Roma, and most of Romani NGOs, dealing with Roma women, are the members of Roma Women Network on the level of Serbia. Some organizations are the members of various regional and other International NGO networks. Roma NGO community in Nis is very dynamic and similarly to other environments, there are examples of exceptionally good cooperation, as well as the examples of some individual conflict situations in relations between organizations. Some individual persons from Romani NGO sector have been recognized as significant leaders, who have outgrown the local format and seen as such on the larger scale. For example, there may be singled out the examples of some NGOs female Roma Leaders, and particularly the Leader of the League for the Roma Decade. According to the number of realized projects, various forms of public advocacy of Roma issues and capacities of the very organization, Roma Students Association, Roma World production, Mahala 1, RTV Nisava, YuRom Center, Roma Women Association “Osvit” and two folklore groups may be classified as the leading organizations.

Likewise in some other environments, it is also the case in Roma NGOs scene of Nis that there are some individual phenomena of “the family” NGOs or NGOs, which are, at the same time, a part of the profit sector, but such phenomena are sporadic and rare.

Romani NGOs, but the city municipalities and SWC, as well, have a good cooperation with the NGO “Protekta” in the field of various projects, which refer to economic empowerment of Roma, the security of local community and capacities building of Roma NGOs for organization and projects management. In the field of humanitarian and psychosocial activities, there is cooperation with the Orthodox Church Foundation “Covekoljublje”, and in various individual cases and activities of the civil sector on the City level and with other non-Roma NGOs.

Roma NGOs actively participated in Roma of Nis Education Improvement Strategy development (2005) and the Roma of Nis Employment Strategy (2005).

*Conclusion:* In Nis, there is a developed Romani NGO community, characterized by: (1) existence of a bigger number of Roma NGOs (10-15 active NGOs); (2) five to seven, especially active and recognizable NGOs, known in the NGO scene of Serbia, and on the wider scale; (3) association of Roma NGOs in various networks, one of which is the League of Roma; (4) establishing new NGOs, within the field of economic empowerment which has not been sufficiently covered by the work of Romani NGOs; (5) cooperation with other NGOs and institutions – the CM administrations and SWC; (6) participation in the process of making developmental decisions – preparation of strategic documents for Roma education and employment in Nis.

- Programme of Activities and Capacities of Romani NGOs

The programme activities of Romani NGOs are quite diverse and there is almost no field of social life not covered by the work of some of these NGOs. Most of Romani NGOs in Nis realizes its programmes in the following fields of social life: development of Roma local community; human and minority rights; women rights; improvement of the social position of Roma women (NGO ŽEC); combating family violence; education; health education and prevention; communication and media information; social position of young Roma, (Roma Students Association of Serbia); public advocacy for communication improvement between the citizens and authorities structure (NGO Active Communication Center), Roma economic empowerment.

The budget of an organization depends on the project activities development level, because it is almost exclusively a donor one that is, based on projects, as a mechanism for collection of the work means. A smaller number of (around five) Romani NGOs with built capacities have got significant annual budgets, but most of the budget data are of discretionary nature and it is mainly indicated only on the occasion of project submission to various contests only.

Some developed organization have got a work space, in most cases, on the basis of a long-term lease, or in some NGOs, some of the leading members ceded their own space for the organization work. Roma NGOs have the support for the development of their own human resources, through various donor programmes for the organization management capacities building, from projects preparation to strategic planning and financial management. Most of the organizations had the education possibilities, but there are still such needs, because the NGO scene is dynamic, there are new knowledge and skills required (as, for example, project proposals writing, according to European Commission procedures), and there is also a big fluctuation of people in NGOs. Roma NGOs have no strategies for human resources development.

*Conclusion:* Romani NGO community in Nis is characterized by the following: (1) variety of programme activities, covering almost all the fields of social life; (2) existence of prevailing but not exclusive programme directions, that is, occasional dealing with projects not within the basic goals of the organization work; (3) NGOs differentiation with the developed capacities, recognizable beyond the City of Nis; (4) human resources development through donor-created programmes and lack of development of the own strategy in that field; (5) predominantly resolved issue of work space and the basic technical equipment, as well as the use of modern technology in communication.

The biggest number of Roma NGOs in Nis has got an extensive experience in the field of facilitated access to various rights for the citizens of Roma nationality, as well as to information campaigns and activities of public advocacy. Several organizations (Roma Students Association, RomaWorld production, Roma Women Association "Osvit", YUROM Center, as well as numerous Roma Women organizations) intensively deal with such access, but there have not been initiated informative centers for Roma up-to-date, as a form of NGO programme activities. The City of Nis established corresponding mechanisms of cooperation with Roma community in the process of social inclusion, which has already given the positive results. There are missing some official, municipal bodies to access the inclusion in a planned way, in which the representatives of Roma community would participate.

## 19. The City of Nis Strategies

The City of Nis developed and adopted the strategic documents, as follows:

- The City of Nis Development Strategy (2007), where, in the Chapter – Social Development, there have been recognized the needs and problems of Roma, in the part which refers to minority groups and housing. In the field of strategic development goals, Roma have not been particularly singled out, just like all other groups of citizens, but the most important goals of social development indicated are social safety and personal advancement of every inhabitant of Nis, as well as strengthening of the community and solidarity development. The Strategy elaboration was financed by the Government of Italy, within the **SIRP** Housing Programme and permanent integration of refugees in Serbia, with the technical support of UN Habitat Programme and **ERVET** Agency for Development of the Region Emilia Romagna and in cooperation with the Ministry of Infrastructure of the Republic of Serbia.
- The Housing Strategy of the City of Nis (2006) deals with Roma and IDPs within the housing issues of vulnerable groups. In the parts: Informal and under-standard settlements and the Housing situation of vulnerable groups, there are listed problems of Roma settlements: Stocni trg, Crvena zvezda and Beograd Mala. Within the priority strategic goals, there is formulated the goal: Urgent solving of the problems of non-sanitary Roma settlements (Stocni trg, Crvena zvezda) with inclusion of Roma

community representatives. The Strategy elaboration was financed by the Government of Italy, within the SIRP Housing Programme and permanent integration of refugees in Serbia, with the technical support of UN Habitat Programme and in cooperation with the Ministry of Capital Investment.

- Roma of Nis Education Improvement Strategy (2005) the basic goals of which are: inclusion of as many Roma as possible in the educational system and continuous schooling on all the educational levels; increased success of Roma pupils (students); foundation of values of inter-ethnic tolerance and cultural diversity within the programmes of educational institutions in the local community; creating conditions for expression and affirmation of Roma culture; increased employment of unemployed Roma population. This Strategy has not been implemented in operational terms. The Strategy was created as the result of the City support to the Project “Equal Chances – integration of Roma children and Youth in the Educational System“, Open Society Fund.

The Strategies of the City of Nis have been developed through a wide participative process, which included formation of corresponding working bodies, as formally in charge of draft strategic documents making. The working bodies had the expert support of foreign and local consultants.

*Conclusion:* The City of Nis has the developed general strategic documents in the field of the overall City development and in the field of the housing in the City, as well as in the field of Roma education. Like the first two documents, the implementation of the third one has not started yet. The priorities and goals of the City strategic documents are complementary. CM Crveni Krst and Palilula have no their own strategic documents and they are to take that development direction. CM Palilula has prepared the Draft Strategic Plan of Development.

## **20. Recommendations - Priorities**

1. Having in mind the big number of Roma population in Nis, it is recommended to develop the model of Roma Culture and Information Center on the level of the City.
2. Employment and self-employment based on the previous retraining and additional qualification and stimulation of entrepreneurship of Roma men and women, social cooperatives and entrepreneurship development. It is recommended that the future projects should unite both priorities through solutions such as, e.g., encouragement to acquire the qualification through retraining programmes, to provide for employment, self-employment, in the forms of associating – formation of cooperatives, the activities of which would contribute to improvement of living conditions in Romani settlements (solid wastes collection and recycling; association of Roma women in cooperatives for rendering corresponding services, etc.). In support of this recommendation, there are general orientations in the City Development Strategy, as well as the recommendations of Roma investigations in the territory of CM Crveni Krst.
3. Improvement of infrastructure, legalization of old, sustainable Roma settlements and hygiene of Roma settlements.
4. On the level of the City, it is necessary to formulate the goals for improvement of their inclusion, develop a comprehensive local strategy or LAP for Roma, with corresponding implementation arrangements.
5. Strengthening the capacity of Roma NGOs, for Roma population empowerment in the participation and inclusion in the social community, through the trainers’ trainings to improve Roma skills for the active job search, development of entrepreneurial capacities, regulation of personal status and documents, rights exercising and availability of services in the community.
6. Support to the parents of Roma children for the purpose of increasing the responsibility for the education of children, through education and mentorship, financial and other encouragements.
7. Strengthening the capacities of Roma NGOs for planning, project cycle management, monitoring and evaluation, communication, lobbying and public advocacy, negotiating, solving conflicts, etc., aimed at their qualifying to be partners LS/LA, donors organizations and business sector.
8. Further development of already established partnerships in the field of consulting on security and public health issues of Roma community (SUP Nis, Health Center, Romani NGOs).

**TABULAR PRESENTATION OF THE ACTION PLAN FOR ROMA POSITION OF THE CITY OF NIS  
IMPROVEMENT, IN THE PERIOD 2016-2018**

<b><u>EDUCATION</u></b>	
<b>Objective 1:</b>	<b>Ensuring quality preschool education for as many Roma children as possible</b>
<b>Measure 1.1</b>	<b>Ensuring the work of Roma assistants for preschool education during the whole year</b>
Actors	CA (City Administration) Nis, NGO
Partners	Assistants for preschool education, Roma NGOs, REF, Ministry of Education, <b>Reins</b> Network of Serbia
Period	2016-2018
Indicator	Estimated need to engage assistants for preschool education on the City level. Provided resources for their engagement, independently from donations existence.
<b>Measure 1.2</b>	<b>Material support to families in the state of social need, the children of which attend preschool institutions, for the costs of children boarding in the institution (snacks, travel costs, excursions, less than 4 kms away and performances)</b>
Actors	CA Nis, Social Welfare Center
Partners	Crveni Krst, Roma NGOs, REF
Period	2016-2018
Indicator	Annual coverage of children by preschool <b>OV</b> , 70 on the average
<b>Measure 1.3</b>	<b>Inclusion of activities for ensuring quality preschool education for Roma in the annual plans of CA</b>
Actors	Pedagogical assistants and coordinators for Roma issues
Partners	Roma NGOs
Period	2016-2018
Indicator	CA Annual plans define concrete activities to be undertaken by an institution for the purpose of improvement of NGOs work with Roma children
<b>Objective 2:</b>	<b>Ensuring quality primary education for all Roma children</b>
<b>Measure 2.1</b>	<b>Cooperation of all institutions and organizations related to registration of children</b>
Actors	LSG (Local Self-Government), PU, PS (primary schools), ZC, CSR, Romani NGOs, parents
Partners	Ministry of Education, school administration, education advisors in the region and kindergarten
Period	2016-2018
Indicator	Established functional cooperation of the listed institutions and organizations, leading to exchange of information about: the children, ready to be registered in PS, children who passed <b>PPP</b> and their achievements, children who did not pass <b>PPP</b> and did not receive invitation letters for registration in PS, achievement of children in the tests assessing their maturity on the occasion of registration in PS
<b>Measure 2.2</b>	<b>Preparation of professional services for the assessment of Roma children maturity (readiness) for their starting the first grade and implementation of the agreed solutions</b>
Actors	PU, PS, Health Center, Roma Assistants, trained for the test situation
Partners	Ministry of Education, Professional organization, Roma NGOs
Period	2016-2018
Indicator	Considered possible solutions and introduced some of the forms for improvement of testing - introducing assistants who can speak Romani language, test using for making an individual plan of work, use of an alternative test
<b>Measure 2.3</b>	<b>Introducing Roma assistants into teaching process</b>
Actors	PS, LSG, Ministry of Education
Partners	EU Integration Office in Serbia, Roma NGOs
Period	2016-2018
Indicator	Roma Assistants in teaching, engaged in schools where there is such a need
<b>Measure 2.4</b>	<b>Organizing implementation of the subject „Romani language with the elements of National Culture and History“</b>
Actors	Ministry of Education, School administration, Roma NGO, pupils and parents, PS
Partners	Ministry of Education
Period	2016-2018
Indicator	Based on the shown interest of pupils and parents, organized teaching in the subject „Romani language with the elements of National Culture and History“
<b>Measure 2.5</b>	<b>Providing material support to families, the children of whom attend the primary school – providing schoolbooks, snacks, clothing and footwear, participation in all extra-curricular activities</b>
Actors	CA, PS, CSR
Partners	Roma NGOs, Red Cross, MP, Ministry of Human and Minority Rights, and of Labour & Social Policy
Period	2016-2018



Indicator	Material support provided for families for around 80 children
<b>Measure 2.6</b>	<b>Preparation of children for registration in secondary schools, including professional orientation and informing about the affirmative action measures</b>
Actors	PS, secondary schools, National Employment Service (NES), Pedagogical assistants
Partners	Ministry of Education, Ministry of Human and Minority Rights
Period	2016-2018
Indicator	All children, who are about finishing the primary school, are included in the professional orientation programme and informed about the possibility of implementation of affirmative action measures on the occasion of registration in SS (secondary school)
<b>Measure 2.7</b>	<b>Parents inclusion in the School Councils</b>
Actors	Primary schools
Partners	Roma NGO, Teaching Assistants
Period	2016-2018
Indicator	At least one of Roma parents take part in the work of the Parents Council of primary schools
<b>Objective 3:</b>	<b>Ensuring as bigger coverage of secondary schools as possible</b>
<b>Measure 3.1</b>	<b>Application of affirmative action measures on the occasion of registration in the secondary schools</b>
Actors	PS, SS, Roma NGO, Pedagogical assistant
Partners	MP, MLJMP
Period	2016-2018
Indicator	Number of Roma pupils, registered by applying affirmative action measures, the total number of those who applied and the number registered through the regular procedure
<b>Measure 3.2</b>	<b>Providing scholarships for pupils</b>
Actors	SSs, Roma NGOs, parents
Partners	MP, MLJMP
Period	2016-2018
Indicator	Inclusion in the scholarship programmes
<b>Measure 3.3</b>	<b>Ensuring mentorship work with pupils</b>
Actors	SSs, vocational and Roma NGOs, parents
Partners	MP and vocational (professional) associations
Period	2016-2018
Indicator	Mentorship work provided for pupils who need it
<b>Measure 3.4</b>	<b>Parents inclusion in the Parents Council</b>
Actors	SS
Partners	Roma NGO, pupils, mentors
Period	2016-2018
Indicator	At least one of Roma parents take part in the work of the Parents Council of secondary schools
<b>Objective 4:</b>	<b>Ensuring as bigger coverage as possible by the college and higher education</b>
<b>Measure 4.1</b>	<b>Professional orientation with secondary school pupils</b>
Actors	SSs, mentors
Partners	National Employment Service
Period	2016-2018
Indicator	Pupils about to finish secondary school, covered by the Professional Orientation Programme and informed about the possibility of affirmative action measures implementation for registration at colleges and faculties
<b>Measure 4.2</b>	<b>Implementation of affirmative action measures for registration in colleges and faculties</b>
Actors	SS, universities, Roma NGOs
Partners	MP, MLJMP
Period	2016-2018
Indicator	Number of Roma pupils, registered by applying affirmative action measures, the total number of those who applied and the number registered in the regular procedure
<b>Measure 4.3</b>	<b>Providing scholarships for students</b>
Actors	LC, Roma NGOs
Partners	MP, IOD
Period	2016-2018
Indicator	Inclusion in the scholarship programmes
<b>Measure 4.4</b>	<b>Providing for travel expenses and boarding in students' homes for students, studying in other cities</b>
Actors	LC, Roma NGOs
Partners	MP, MLJMP
Period	2016-2018

Indicator	Provided accommodation in students' homes and travel costs covered
<b>Measure 4.5</b>	<b>Providing mentor work with students</b>
Actors	Secondary school mentors, NGOs, universities
Partners	MP, REF
Period	2016-2018
Indicator	Mentorship provided for students who need it
<b>Objective 5:</b>	<b>Improvement of adult Roma education</b>
<b>Measure 5.1</b>	<b>Implementation of the Adult Roma Functional Elementary Education Programme</b>
Actors	S000, NES coordinators for functional education
Partners	MP
Period	2016-2018
Indicator	Initiated Programme of Roma Functional Elementary Education, successfully attended by 50 adults a year
<b>Objective 6:</b>	<b>Monitoring the LAP realization</b>
<b>Measure 6.1</b>	<b>Including education advisors in all processes</b>
Actors	SU
Partners	PU, PS, SS, Roma NGOs
Period	2016-2018
Indicator	Education Advisor, in charge of monitoring Roma education, actively impacts the Action Plan implementation in the City of Nis, spreading the examples of good practice & lessons learned in the territory of the City.
<b>Measure 6.2</b>	<b>Inclusion of Education Inspectors in all the processes, including monitoring of occurrence and suppressing of discrimination in education.</b>
Actors	Education Inspectors
Partners	PU, PS, SS, MP, Roma and other NGOs which dealt with this topic, REF
Period	2016-2018
Indicator	Providing manuals for monitoring discrimination in education and making the functional mechanism for responding in cases of discrimination

### EMPLOYMENT

<b>Objective 1:</b>	<b>Economic Empowerment through Self-Employment</b>
<b>Measure 1.1</b>	<b>Training in the field of starting the own business, business plan development, applying for loans and credits with the banks</b>
Actors	NES, Roma and other NGOs
Partners	International organizations - SZO, World Bank, Regional Transition Centers, ministries in charge
Period	2016-2018
Indicator	Number of Roma who started their own business by using some of the mentioned measures
<b>Measure 1.2</b>	<b>Support in opening SMEs, private employment services, firms, cooperatives, partnership associations and other forms of entrepreneurial association</b>
Actors	NES, Roma and other NGOs
Partners	International organizations - SZO, World Bank, Regional Transition Centers, ministries in charge
Period	2016-2018
Indicator	Number of Roma who started their own business by using some of the mentioned measures
<b>Measure 1.3</b>	<b>Financial support from the National Employment Service (NES), Republic SMEs Development Agency, Development Fund of the Republic of Serbia, Guarantee Fund</b>
Actors	NES, Roma and other NGOs
Partners	International organizations - SZO, World Bank, Regional Transition Centers, ministries in charge
Period	2016-2018
Indicator	Number of Roma who started their own business by using some of the mentioned measures
<b>Objective 2:</b>	<b>Economic empowerment through employment</b>
<b>Measure 2.1</b>	<b>Better employability through Roma inclusion in trainings, organized by the National Employment Serv.</b>
Actors	NES, Roma and other NGOs
Partners	International organizations, Regional transition centers, ministries in charge
Period	2016-2018
Indicator	Number of Roma who have underwent some of the trainings. Number of Roma, engaged in public works. Number of Romani NGOs, approved projects via the public works competition.
<b>Measure 2.2</b>	<b>Inclusion of unemployed Roma in the Public Works Programme</b>
Actors	NES, Romani and other NGOs

Partners	International organizations, regional transition centers, ministries in charge
Period	2016-2018
Indicator	Number of Roma who have undergone some of the trainings. Number of Roma, engaged in public works. Number of Romani NGOs, approved projects via the public works competition.
<b>Objective 3:</b>	<b>Reduce the disparity between Roma share in the total population and representativeness in the local and state (public) institutions</b>
<b>Measure 3.1</b>	<b>Employ Roma in public services (according to their percentage in the total population) - Affirmative action of authorities in charge / state bodies</b>
Actors	CA (City Administration) Nis and institutions on the Local Self-Government level
Partners	
Period	2016-2018
Indicator	Number of Roma engaged by application of these measures
<b>Objective 4:</b>	<b>Empowerment of Roma Population for Employment</b>
<b>Measure 4.1</b>	<b>Informing the Roma community about the initiated programmes and projects in the field of employment, about exercising their right to employment and the possibilities of rights protection in case of discrimination</b>
Actors	NES (National Employment Service)
Partners	Romani and other NGOs, local media
Period	2016-2018
Indicator	Number of people who have undergone some educations. Number and kind of enclosures related to initiate programmes.

### HEALTH

<b>Objective 1:</b>	<b>Better availability of health protection for Romani population</b>
<b>Measure 1.1</b>	<b>Engagement of health mediators</b>
Actors	Health centers, health mediator, home care nurses, public health institute, Romani and other NGOs
Partners	Ministry of Health, World Health Organization (WHO), World bank, UNICEF
Period	2016-2018
Indicator	Successful realization of projects approved by the Ministry of Health and other potential partnership organizations.
<b>Measure 1.2</b>	<b>Work of home care nurses in the Roma settlements</b>
Actors	Health center, medical centers, health mediator, home care nurses, public health institute, Romani and other NGOs
Partners	Ministry of Health, World Health Organization, World bank, UNICEF
Period	2016-2018
Indicator	Successful realization of projects approved by the Ministry of Health and other potential partnership organizations.
<b>Measure 1.3</b>	<b>Implementation of projects for Roma health improvement: full coverage by mandatory immunization, infants and small children nutritive status improvement, reproductive health improvement, chronic non- infective diseases prevention, education on risk prevention in Roma, dealing with wastes collecting.</b>
Actors	Health center, medical centers, health mediator, home care nurses, public health institute, Romani and other NGOs
Partners	Ministry of Health, World Health Organization (WHO), World bank, UNICEF
Period	2016-2018
Indicator	Successful realization of projects approved by the Ministry of Health and other potential partnership organizations.
<b>Objective 2:</b>	<b>Improvement of Living Environment in Roma Community</b>
<b>Measure 2.1</b>	<b>Sanitary and Epidemiological Conditions Analysis in the Settlements</b>
Actors	Public health institute, Romani NGOs
Partners	Getting connected with the Public Works Programme and Housing Improvement Programme
Period	2016-2018
Indicator	Improved supply of drinking water and sanitary devices
<b>Measure 2.2</b>	<b>Housing conditions improvement in terms of drinking water supply, sanitary devices and domestic animals keeping</b>
Actors	Public Health Institution, Roma NGOs
Partners	Joining the public works programme and the Housing Improvement Programme

Period	2016-2018
Indicator	Better supply of drinking water and sanitary devices
<b>Objective 3:</b>	<b>Improved realization of Roma right to medical (health) protection</b>
<b>Measure 3.1</b>	<b>Assistance in Roma population registration for the purpose of exercising all the health-protection rights according to Law.</b>
Actors	Local Roma coordinator and health mediator, commissioner for refugees
Partners	Registration offices, MUP, SWC, Roma and other NGOs, Ministry of Health
Period	2016-2018
Indicator	Number of persons for whom the medical card has been provided. Number and structure of persons covered by trainings.
<b>Measure 3.2</b>	<b>Roma education on their rights to health protection</b>
Actors	Local Roma coordinator and health mediator, commissioner for refugees
Partners	Registration offices, MUP, SWC, Roma and other NGOs, Ministry of Health
Period	2016-2018
Indicator	Number of persons for whom the medical card has been provided. Number and structure of persons covered by trainings.
<b>Measure 3.3</b>	<b>Organization of seminars and workshops for the purpose of informing the medical staff on the culture and specific problems of Roma population for the purpose of reducing the possibility of discrimination</b>
Actors	Local Roma coordinator and health mediator, commissioner for refugees
Partners	Registration offices, MUP, SWC, Roma and other NGOs, Ministry of Health
Period	2016-2018
Indicator	Number of persons for whom the medical card has been provided. Number and structure of persons covered by trainings.

### HOUSING

<b>Objective 1:</b>	<b>Comprehensive and sustainable rehabilitation and living conditions improvement in Roma settlement.</b>
<b>Measure 1.1</b>	<b>Construction of infrastructural systems in Roma settlements – streets, waterworks, sewerage, electric supply system, to the neighbourhood level</b>
Actors	Existing city/municipalities communal services. Special group formed in the city/ municipality managing and monitoring the realization of the entire programme.
Partners	Independent institutions in the field of housing and urbanism, settlement inhabitants, Roma NGOs
Period	2016-2018
Indicator	Development of plans for settlements, the proprietary and legal status of which is to be solved during the “Action Plan” implementation
<b>Measure 1.2</b>	<b>Improvement of the existing bad housing fund in Roma settlements to the level of minimum housing standards</b>
Actors	Existing city/municipal communal services. Special group formed in the city/ municipality managing and monitoring the realization of the entire programme.
Partners	Independent institutions in the field of housing and urbanism, settlement inhabitants, Roma NGOs
Period	2016-2018
Indicator	Housing structures for around 20 families, brought to the level, meeting the technical conditions for housing structures (buildings)
<b>Measure 1.3</b>	<b>Including Roma settlements in the city (local/municipal) network of social &amp; society services.</b>
Actors	Existing city/municipalities communal services. Special group formed in the city/ municipality managing and monitoring the realization of the entire programme.
Partners	Independent institutions in the field of housing and urbanism, settlement inhabitants, Roma NGOs
Period	2016-2018
Indicator	All settlement inhabitants included in social and society services.
<b>Objective 2:</b>	<b>Regulation of proprietary-legal status of housing structures in Roma settlements</b>
<b>Measure 2.1</b>	<b>Elaboration of corresponding plan (urban) documentation: a) for all the settlements with already regulated proprietary-legal status and b) for the settlements which are to settle the proprietary-legal status of housing structures; a) in the settlements located on the land, the owner of which is some of the state institutions and b) in the settlements located on the land, which is a private property.</b>
Actors	Existing city/municipal communal services. Relevant NGOs
Partners	Ministry of Environment and Spatial Planning and the Ministry of Minority and Human Rights
Period	2016-2018
Indicator	Regulated proprietary-legal status: of housing structures – settlements located on the land the owner of which is some of the state institutions; Housing structures – settlements in the locations (parcels) which are the private property.

	Development of necessary plans for the settlements.
<b>Objective 3:</b>	<b>Rehabilitation of urgent situations</b>
<b>Measure 3.1</b>	<b>Dislocation of the settlement / building structures in which the conditions are extremely bad, which cannot be covered by the process of upgrading and renewal. New apartments building in corresponding locations.</b>
Actors	Special group, formed in the City/municipality
Partners	MLJMP, Existing City / municipal services
Period	2016-2018
Indicator	Dislocation; Apartments building in new locations
<b>Objective 4:</b>	<b>Settlement inhabitants integration in the environment</b>
<b>Measure 4.1</b>	<b>Common actions of Roma and non-Roma population</b>
Actors	Roma and other NGOs, sports centers, House of Culture, schools
Partners	Ministry of Human and Minority Rights (MHMR)
Period	2016-2018
Indicator	Organizing sports activities the objective of which the inclusion of the youth in the sports clubs, associations and alliances, procurement of sports equipment and organization of tournaments.

### SOCIAL PROTECTION

<b>Objective 1:</b>	<b>Strengthen the advisory role of the Social Welfare Center in cooperation with OCD, preschool and school institutions and work on more intensive inclusion of Roma children and the youth in the local social protection services, with special emphasis on children without parental care and upgrading of the support programme for mothers by initiating and development of the support programme to Roma families with children in the risk from abuse.</b>
<b>Measure 1.1</b>	<b>Define the concrete activities for improvement of Roma living quality, especially of the children and the youth, via some innovative and field provided social services and social work with children in regard to the risk from abuse and neglect; establish a widespread local partnership (SWC, OCD); provide for donors funds and implement the project.</b>
Actors	Ministry in charge of social protection issues, Social Welfare Center „Sveti Sava“
Partners	Roma nongovernmental organizations
Period	2016-2018
Indicator	Number of Roma families using the SWC support. Number of engaged coordinators for working with the community in SWC. Share and number of Roma children, the beneficiaries of family support intensive services.

### CULTURE, MEDIA AND INFORMATION

<b>Objective 1:</b>	<b>Upgrading and protection of Roma culture</b>
<b>Measure 1.1</b>	<b>Organization of the Manifestation - Days of Roma Culture and Tradition, establishing of Roma Cultural Center</b>
Actors	CA Nis, Roma NGO
Partners	Ministry of Culture, local media, foreign donors (EC, EU delegation, IPA funds, and other EU Pre-Accession Funds)
Period	2016-2018
Indicator	Manifestation - Days of Roma Culture and Tradition, takes place regularly, it has an established Roma Cultural Center
<b>Measure 1.2</b>	<b>Support to Roma Cultural and Artists Associations (CAAs) participation in manifestations organized in other towns and municipalities of Serbia</b>
Actors	CA Nis, Roma NGOs
Partners	Ministry of Culture, local media, local enterprises
Period	2016-2018
Indicator	Roma CAAs participation in CAAs events
<b>Measure 1.3</b>	<b>Organizing drama workshops for education of the youth, dealing with amateur acting</b>
Actors	CA Nis, Roma NGOs
Partners	Ministry of Culture, local media, local enterprises, foreign donors
Period	2016-2018
Indicator	Number of young people who passed the training through the drama workshops
<b>Measure 1.4</b>	<b>Including literature of Roma authors in the literature in Romani language in the Fund of the City library and its promotion</b>
Actors	CA Nis, Library Nis, Roma NGOs
Partners	Ministry of Culture, local media, local enterprises, foreign donors

Period	2016-2018
Indicator	Library Nis establishes the Fund
<b>Measure 1.5</b>	<b>Celebration of the World Roma Day</b>
Actors	Roma NGO
Partners	CA Nis
Period	2016-2018
Indicator	Regular holidays celebration
<b>Objective 2:</b>	<b>Realization of the right to information in the language of the national minority and to timely information</b>
<b>Measure 2.1</b>	<b>Including the programme in Romani language in the local Radio and TV stations and The financial support to the existing Romani media</b>
Actors	Roma NGOs, Ministry of Culture, local media, Romani media
Partners	CA Nis
Period	2016-2018
Indicator	Programme in Romani language is broadcast in Radio and TV stations
<b>Measure 2.2</b>	<b>Training of Roma mediators for information to report on the initiated measures, promote them and monitor their implementation</b>
Actors	Ministry of Culture, Department for Human and Minority Rights
Partners	Local media, Roma NGOs, City administration (CA)
Period	2016-2018
Indicator	Roma mediators monitor the implementation of the programme and report adequately

***ESTABLISHING STRUCTURES FOR LAP IMPLEMENTATION***

<b>Objective 1:</b>	<b>Establishing Structures for LAP Implementation</b>
<b>Measure 1.1</b>	<b>Establishing intersectoral body - work group for coordination of LAP implementation</b>
Actors	CA Nis, State Coordination Body of the Government of Serbia for Roma Strategy implementation, Office for Roma Issues
Partners	Local institutions, Romani NGOs
Period	2016-2018
Indicator	Intersectoral body, summoned once in 6 months to coordinate LAP implementation
<b>Measure 1.2</b>	<b>Strengthening Capacities of Romani NGOs – Providing Equipments and Necessary Trainings</b>
Actors	CA Nis
Partners	NGOs, providing trainings, donors, MLJMP
Period	2016-2018
Indicator	Provided technical devices for Roma NGOs work and continuous training
<b>Measure 1.3</b>	<b>Establishing the Monitoring and Evaluation System</b>
Actors	CA Nis
Partners	Intersectoral bodies
Period	2016-2018
Indicator	Defined structures to implement monitoring, the ways of gathering the existing data, which are missing, as well as outcome indicators
<b>Measure 1.4</b>	<b>Functioning of the Office for Roma issues and Roma Cultural Center</b>
Actors	CA Nis
Partners	Donors, Roma NGOs
Period	2016-2018
Indicator	The work of Roma issues offices is smooth, they cooperate with Roma NGOs and all the institutions of the system, providing administrative support to intersectoral body, participating in providing donations and programmes and projects initiating

It is to foresee at least **5.000.000, 00** RSD in the budget of the City of Nis for each year, total for all the above mentioned priority fields.

Enclosure 1. Decision on a Workgroup Establishing

Logo: Republic of Serbia  
The City of Nis  
Major's Office  
Number: 878/2016-01  
Date: 17.03.2016

In accordance with the Article 54 of the City of Nis Bylaw ("Official Journal of the City of Nis", No. 88/2008) the Major of the City of Nis makes the following

## **DECISION**

### **I**

There shall be formed a Workgroup for development of the Local Action Plan for implementation of the Roma of Nis Position Improvement Strategy (hereinafter Workgroup), composed of the following members:

- Workgroup President  
Andropov Slavic, President of the Council for Human and Minority Rights
- Workgroup Vice-President  
Svetozar Aleksov, The City of Nis Council member
- Workgroup members:
  1. Sanja Jeftic Brankovic, Office of Human and Minority Rights
  2. Karima Alijevic, a member of the Council for Human and Minority Rights
  3. Osman Balic, YuRom Center Nis
  4. Ajsa Alic, Pedagogical Assistant
  5. Turkijan Redzepi, PomaWorld Production
  6. representative of the National Council of Roma National Minority
  7. representative of the Police Administration of Nis
  8. representative of the National Employment Service
  9. representative of the Social Welfare Center "Sveti Sava" in Nis
  10. representative of Medical Center Nis
  11. representative of School Administration Nis
  12. representative of the Administration for Cultural Issues
  13. representative of the Planning and Building Administration

### **II**

The task of the group is to develop the Action Plan for Roma of Nis Position Improvement Strategy implementation, to deal with key topics for protection and improvement of Roma position in the City of Nis territory.

### **III**

The Decision is to be submitted to the Work Group named members and to the Major's archives.

**MAYOR**  
Prof. Zoran Perisic, Ph.D.  
Signed and sealed