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Roma MATRIX: Good Practice Guide

2. Networks in Law Enforcement



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This good practice guide is about improving redress mechanisms with law enforcement, judicial authorities and other public authorities for Roma.

This is one of nine good practice guides which have been produced as part of a suite of materials that have come out of the Roma MATRIX project. Roma MATRIX is a project that aims to combat racism, intolerance and xenophobia towards Roma and to increase integration, through a programme of action across Europe. With 20 partners across 10 countries, it is one of the largest Roma inclusion projects in the European Union (EU).

The good practice guides are intended as a resource for municipalities and civil society practitioners and field workers to refer to on a range of themes that discuss the barriers and challenges Roma face across Europe.

This guide explains the context for Roma redress processes and identifies some of the key issues that arise. It then describes emerging practice in Europe that holds enforcers, judiciary and public bodies to account for unequal treatment of Roma, as well as looking at good practice examples implemented within Roma MATRIX. Finally, it sets out key lessons and makes recommendations to improve policy and practice in relation to improving redress mechanisms.

Seeking equal treatment by law enforcement, judiciary and other public bodies via redress channels is critical to lowering discrimination experienced by Roma. When institutions are held to account for rights abuse, it provides public examples to the wider population that discrimination towards Roma will have consequences for perpetrators and will not be tolerated. Redress for the Roma population is therefore an important mechanism for building trust, equal treatment and lowering discrimination for Roma across Europe.

Sadly, in most countries however, investigations into discrimination in law enforcement, judiciary and other public bodies can fall short of expectations set within international and domestic law and redress mechanisms. Complaints that are advocated on behalf of Roma by Non-Governmental Organisations (NGOs) and specialised centres of expertise such as the European Roma Rights Centre (ERRC) using established, domestic legal redress mechanisms, might be upheld by ombudsman officers and equal opportunity commissioners yet may remain un-enacted for years.

The level of discrimination for Roma is compounded by excessive penalisation of Roma, either by fining them or imprisoning them. Such actions by state agents are extreme when compared to non-Roma, who may commit the same offences and yet do not experience the same penalties.

For example, it is common across Europe for Roma to be given large fines by police when they have not used a pedestrian crossing to cross the road or are cycling on roads with a bicycle that does not match official standards. Because it is impossible for Roma to pay

these large fines, the judiciary often rules to send Roma to prison for persistent non-payment. In turn, this has a devastating effect both on the Roma accused and their families. For the same offences, non-Roma are rarely monitored, fined or imprisoned to this degree.

Roma face both direct and indirect institutional racism and discrimination across Europe

Racism towards Roma is deeply rooted in many institutions that Roma look to for support so redress and equal treatment is vital. In 2011, a survey for the European Union Agency for Fundamental Rights (EUAFR) entitled 'The Situation of Roma in 11 EU Member States Survey Results at a Glance' found that despite being Europe's largest minority of 10-12 million people, Roma are victimised directly and indirectly across legal, housing, employment, health, education, public and commercial sectors. Direct discrimination can be enshrined in institutional guidance, laws, policy and practice and can concern the segregation of young Roma children in Romania, Bulgaria and Poland for example. Indirect discrimination is less overt and can be where Roma children are routinely assessed as needing specialised schooling for those with disabilities, despite having no literacy, physical or mental impairment, such as in Lithuania.¹

Inadequate redress mechanisms permit widespread discrimination of Roma

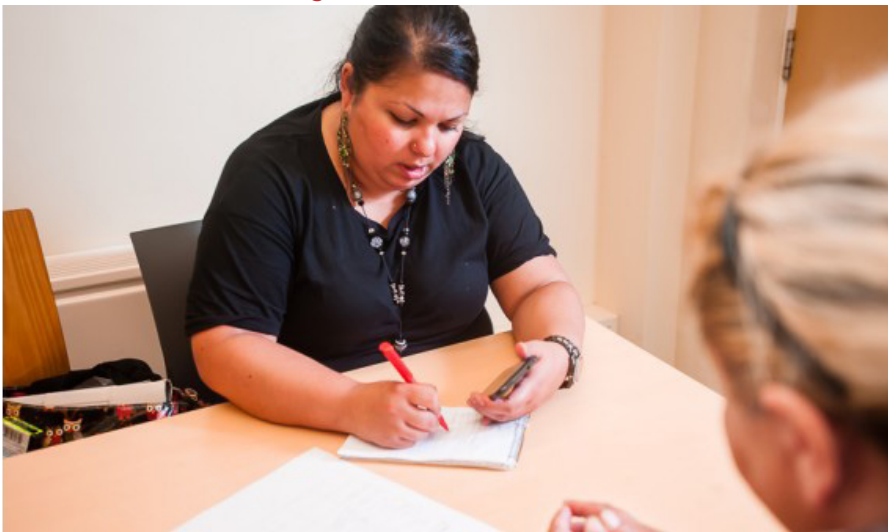
A lack of political inclusion, representation and participation often compounds inadequate redress mechanisms that can hold law enforcement, judiciary and public authorities to account for unfair treatment and violations against Roma. Inadequate accountability and responsibility allows the widespread use of discrimination

towards Roma.² Countries that do not have or utilise effective redress mechanisms to protect Roma therefore experience some of the highest instances of Roma abuse and persistent tensions between judiciary, law enforcement and other public bodies and Roma.

Exemption from consequences for law enforcement, judiciary and other public bodies is commonplace

Ombudsman, Equal Opportunities Offices or the Public Prosecutor's Offices can lack the requisite independence or will to effectively and impartially investigate alleged violations against Roma by public organisations. In some European countries, this is exacerbated by a culture of impunity amongst the police and judiciary.³ Exemption from the consequences of discriminating against Roma for law enforcers, judiciary and other public bodies is therefore a genuine concern for Roma, contributing to a lack of trust and confidence in redress mechanisms. Regrettably, ineffective investigations that have been conducted into complaints made by Roma against these bodies are not unusual.⁴

Olga Fusein, Roma Advice Worker in Yorkshire, UK



A number of interrelated factors contribute to the use and effectiveness of redress mechanisms by Roma and align closely with the issues being tackled by Roma MATRIX partners. Factors range from a general lack of awareness of rights and under reporting to an absence of Roma participation in developing practice, policy and redress procedure as well a lack of accurate data about policing and judicial sentencing.

Roma are not aware of their rights or redress procedure

In 2011, the EUA FR survey entitled 'The Situation of Roma in 11 EU Member States Survey Results at a Glance' showed that Roma are not sufficiently aware of their rights or redress mechanisms guaranteed by EU law, such as the Racial Equality Directive.⁵ This means that redress mechanisms largely remain unused by Roma and perpetrators can freely continue excessive penalisation and unequal treatment of Roma.

For example, the Advocate of the Principle of Equality, the equality body in Slovenia, reports that it receives a very limited number of complaints claiming discrimination on the grounds of ethnic origin from Roma. This, combined with the fact that a limited number of the Roma-related complaints observed by the Advocate were lodged by NGOs, illustrates that the Roma community's use of anti-discrimination 'complaining instruments' tends to be limited.⁶

Under reporting by Roma means extent of discrimination is largely unknown

Despite Roma emerging as the group most vulnerable to discrimination and crime in the EU FRA (2011) report⁷, discrimination

by law enforcement, judiciary and other public bodies is rarely reported. Findings show that 66-92% of Roma (depending on the country) did not report their most recent experience of discrimination to any competent authority and 65-100% of the Roma respondents reported lack of trust and confidence in law enforcement and justice structures.⁸

Discrimination in other public bodies is also under-reported. For example, in Latvia in 2010, the Office of Equal Opportunities Ombudsperson reported that it had not received any complaints from Roma or advocates concerning experiences and perceptions of racial/ethnic discrimination concerning health issues. This is in spite of only 27% of Roma having hot water and 33% having access to a flushing toilet⁹ and the National Institute of Public Health (Folkhälsoinstitutet) publishing a report that states: "disease is more common among Roma than among the majority population because of their marginalisation in society". Unsurprisingly, persistent disregard for Roma rights by many public bodies occurs in Latvia due to a lack of accurate data that pinpoints particular problems.

Few Roma are represented or participate in public decision-making

It is rare for Roma to become elected or representatives in public or political organisations and therefore be involved, at any level, in decision-making regarding dealing with institutional racism and discrimination issues. This means that impunity for public bodies that discriminate against Roma can be commonplace and that proactive investigations that hold state agents that breach the rights of Roma to account are rare.

For example, no person of Roma nationality has been elected to the Seimas (Lithuania's main municipality) from 1992 to 2012; not one representative of Roma has been elected to a Lithuanian Municipality Council by 2011; and only four Roma non-governmental organisations (NGOs) are actively working in Lithuania to address excessive policing and violations for minorities.¹⁰

Rights-based approaches to support Roma to redress persistent discrimination need Roma input

The interrelated issues above raise key questions about the impact and effectiveness of both fundamental rights protection, redress mechanisms and social policies concerning Roma in enforcement, judiciary and other public bodies, as well as employment, housing, healthcare, social services and education. Dealing with the issues and answering the questions needs to have Roma input. This means giving Roma people greater opportunities to participate in shaping the decisions that impact on their human rights and improving the ability of those with responsibility for fulfilling rights to hold state offenders to account. Rights-based approaches are also about ensuring that both the standards and the principles of human rights are integrated into policy-making as well as the day to day running and practice of public organisations.¹¹

At a European level, there are two significant organisations that aim to improve redress for Roma via litigation and strengthening of redress mechanisms, as well as the collation of accurate data to define and monitor progress towards correcting rights abuses against Roma. These two organisations are the European Roma Rights Centre (ERRC) and the European Union Fundamental Rights Agency (EUFRA).

The **European Roma Rights Centre (ERRC)** is very active in both domestic and international litigation and supports local legal action to improve redress for Roma. The ERRC supports local lawyers in domestic legal proceedings both professionally and financially when domestic remedies are exhausted. The Centre prepares legal submissions to international tribunals, including the European Court of Human Rights, the European Committee of Social Rights and United Nations (UN) treaty bodies. To date, the ERRC has set in motion more than 500 court cases in 15 countries to bring to justice state and non-state actors who have discriminated against Roma individuals or have committed violence against them. The ERRC has also secured over €2 million in penalties and compensation for Roma individuals for the violations they have suffered and the subsequent failure of their respective governments to ensure that redress mechanisms deliver justice.

The **European Union Agency for Fundamental Rights (EUFRA)** is one of the EU's decentralised agencies that was set up to provide expert advice and accurate information to the institutions of the EU and the Member States to ensure that the rights of people living in the EU are protected.

Fundamental rights set out minimum standards to ensure that a person is treated with fairness and dignity. This includes the right to be free from discrimination on the basis of your age, disability or ethnic background; the right to the protection of your personal data; or the right to get access to justice in law enforcement, judiciary and other public bodies. Through the collection and analysis of data in the EU, EUFRA assists EU institutions and EU Member States in understanding and tackling challenges to safeguard the fundamental rights of everyone in the EU. A key task of EUFRA in recent years has been to assess the domestic situation across Europe for Roma in regard to consistent benchmarks for housing, education, health and civil participation to inform redress procedures.

Slovenia

In Slovenia, a growing number of elected Roma councillors have challenged existing protocols and stereotypes in public decision-making. Research undertaken by the Mirovni Inštitut in Slovenia has shown that prior to working alongside Roma councillors, many non-Roma councillors were openly prejudiced towards Roma. However, over time, and particularly since Roma have been involved in public life, fewer discrimination acts and obstacles by judiciary and law enforcement officers towards Roma have been experienced.¹²

In addition, their presence in Slovenia has instigated new legislation called the Roma Community Act. The Act lays down the establishment of a special body: the Roma Community Council of the Republic of Slovenia, which represents the interests of the Slovenian Roma in relation to state bodies. The Council is composed of 14 representatives of the Roma Union of Slovenia and

seven representatives from among the Roma councillors elected in municipality councils. Since its establishment, the Human Rights Ombudsman has increased redress activity for Roma in making several constitutional complaints.¹³

Slovakia

In Slovakia, the District Prosecutor's Office in Košice dropped criminal proceedings against a young Romani man with mental-ill health when the ERRC supported domestic litigators wishing to appeal his incarceration. The Romani man was imprisoned for a number of months for refusing to heed police instructions and for throwing stones at a police car during a police raid of the Roma settlement. The ERRC intervened and took his case to the Slovak General Prosecutor, Slovakia's domestic rights ombudsman. Six months later, the Romani man was released following the Slovak General Prosecutor's ruling that *'there was serious misconduct in the activities of law enforcement officers, as well as the district branch of the Prosecutor's office in this court case'*.¹⁴ Once the investigation was completed, the investigating policeman and General Prosecutor's office faced criminal charges.

Lithuania

In Vilnius, a case of direct discrimination against a Roma woman was brought to court at the end of 2007 due to the use of 'situational testing' evidence presented by a local NGO.¹⁵ Situational testing is a method of practice that can prove that discrimination has occurred towards Roma by testing the same "actions" with a non-Roma person to test if it yields the same result.

In this case, situational testing proved discrimination was a factor



Rights and redressing racism forum

during a recruitment process at a café, where a non-Roma woman was sent to the same café a few hours after a Roma female of a similar age had been told that the job was no longer vacant despite being advertised. The non-Roma woman was immediately accepted for the role at the café due to being of non-Roma origin.

The results from the situation testing by the NGO were approved by the judicial process and later used in court to successfully challenge discriminatory behaviour by the café owner. The judge compensated the Roma female with an award of €830 for being discriminated at work due to her origin.

Roma MATRIX practice

The Roma MATRIX partners' work is also contributing to emerging practice. Across the project, partners are actively providing support to make progress towards equal treatment of Roma within enforcement, judicial and other public institutions, as well as

developing more effective redress practices. Through measures such as helping Roma to understand their rights, providing training for authorities and improving data collection regarding discrimination against Roma, Roma MATRIX activity is helping to improve rights and redress for Roma (see the following 'Good practice from Roma MATRIX' section).

A Roma policeman



Roma MATRIX partners have been working on specific projects which begin to tackle some of the issues related to improving the situation regarding rights and redress for Roma.

The Roma MATRIX partners are focusing on improving redress mechanisms with law enforcement, judicial authorities and other public authorities – working to improve or put in place systems to reduce, resolve and combat racism and xenophobia.

The case studies below draw on the good practice applied by the Roma MATRIX partners and highlight how that good practice has had a positive impact.

Good practice includes improving data collection relating to discriminatory over-targeting of Roma by law enforcement authorities, building capacity amongst Roma themselves to recognise the rights they are entitled to and how to proceed when these rights are being denied, and working with the judiciary and law enforcement to help them develop better understanding of Roma people, their culture and communities.

These examples have improved the uptake and effectiveness of redress for Roma within law enforcement, judiciary and other public practice.

Improving data capture is helping to reduce excessive penalisation and imprisonment of Roma for minor misdemeanours in Hungary

For a number of complex social and economic reasons, the majority of Roma live in remote settlements in Hungary. It is not uncommon for police to stand at the entrance to Roma settlements to detect whether bicycles meet “road-worthy” standards or if Roma are collecting firewood to heat their homes, in order to fine Roma hundreds of thousands of euros.¹⁶

Because Roma cannot pay the excessive fines lodged by the police they are usually sent to prison by the judiciary. As a result, they receive a criminal record which exponentially increases the likelihood of them being unemployed, economically excluded from employment and being incarcerated in future. Non-Roma are not monitored as closely, charged, fined or imprisoned for similar infractions.

To improve redress mechanisms within law enforcement for Hungarian Roma living in settlements, The Wheel of Future has recruited Roma activists from the 50 settlements and undertaken a mapping exercise to determine which settlements were routinely inflicted with excessive policing over minor matters. Data has been collected about the type and frequency of the offence fines issued by the police. The income and social characteristics of the families fined plus the impacts of police enforcement, such as increased family debt, criminal records or imprisonment, have also been captured. Findings have then been collated and released to leading media outlets that have reported the excessive instance of Roma penalisation by law enforcers and judiciary.

After publication in the media, excessive law enforcement practice in the majority of settlements and the number of fines have decreased significantly, for example in Tiszavasvári.

“In Hungary, arguing that racial discrimination occurs towards Roma is prohibited. So one of the most important results for our work with law enforcement has been that the country’s attention has been drawn to how the police mistreat Roma in the media and our data is now being referred to by well-known public and decision-making figures to over-turn the practice. In turn, this is encouraging more Roma to come forward with additional areas where they wish to seek redress against enforcement and judicial authorities. Another benefit of collating accurate data has been to form a National Advocacy Group to maintain the momentum for redress for Roma in Hungary.”

(The Wheel of Future professional project lead)

Roma settlement tours and briefing sessions with the judiciary are helping to improve fair treatment in sentencing in Slovakia

Around 60% of the cases in the social and legal protection of children in courts are Roma – understanding the reality and practical situation for Roma families while dealing with these cases is critical. Smile as a Gift has developed a series of Roma MATRIX seminars for family court judges with legal specialism in family law, representatives of the Ministry of Justice and other departments. The seminars aim to improve understanding of Roma culture and end the extreme violations of their rights in sentencing that Roma often encounter which negatively impact on their children’s development and life chances. The seminars also aim to

generate treatment that is comparable with that of non-Roma, i.e. the creation of court supervision orders that can help Roma families that are struggling to connect with social work services, health, community and education services.

"Following attendance at such seminars, we have witnessed two fairer rulings made by Slovakian judges that have meant that Roma children have remained with their families and have not been automatically taken into foster care. Smile as a Gift also tabled two amendments to existing redress mechanisms. One amendment was passed when it was heard in Parliament in June 2014 and the other was tabled in December 2014 and is still awaiting decision."

(Project Lead at Smile as a Gift)

Actively bringing together police and the local Roma community is helping to build and sustain mutual understanding and cooperation and improve legal support, UK

In Glasgow, in the UK, Roma MATRIX are working with Police Scotland to improve bi-lateral relations between them and the local Roma communities. They are developing an Enforcement, Policing, Information and Communication (EPIC) plan and have Roma on the working group. Roma MATRIX meets regularly with the police in a multi organisational hub to plan and address issues. The multi partnership working has led to a community festival, football matches and other cross community events, including with local school children to help build relationships and allow the police to have an open and approachable front for Roma. Roma MATRIX has worked with the police in schools where there is a high number of Roma children – in

the Govanhill area, some schools are now 85% Roma and rising.

A new Enforcement Support Officer has been employed by Glasgow City Council who speaks several Roma dialects and will act as a conduit between detection and enforcement in the city.

The police have also set up Advocacy Surgeries and, with the help of Roma MATRIX, a 'Welcome to Glasgow' booklet is being produced. One of the main issues that has arisen at the surgeries is the reluctance of Roma to report crime to the local police due to mistrust, but also because of the language issue. Although the surgeries have interpretation, any reporting outside of this needs to be done in English over the phone or by going to a police station in person and asking for an interpreter. The Police Scotland website is also only in English. This leads Roma to tolerate low-level anti-social behaviour and incidents involving more serious crimes. In light of this, a short guide for police, judicial authorities and other public authorities is being developed on engaging with Roma and the issues raised regarding engagement at a strategic level.

Increasing personal capacities of Roma to improve redress in future from other public bodies, Bulgaria

The established Roma community in the Faculteta neighbourhood of Sofia in Bulgaria has been worshipping at a local church for a number of years. In 2013, a new priest began to discriminate against Roma by excluding them from church services, refusing to allow them into the building and even verbally abusing them. In doing so, the new priest acted illegally and discriminated against Roma, disregarding the local authority's terms of agreement for the use of the building.

To provide redress for Roma worshippers, the National Network of Health Mediators (NNHM) informed church-going Roma how to prepare and lodge a complaint with the Commission for Protection against Discrimination in Bulgaria. NNHM supported 16 members of the Roma community to prepare their own court statements and taught them to understand their rights more generally and how to use redress mechanisms within other public bodies.

“The Roma community has come together and is now better equipped to understand what to use redress mechanisms for and how to lodge complaints for themselves. Now that local Roma in this community have more faith in their own abilities to report discrimination, they are more certain that they will receive help from the Protection Against Discrimination Authority when needed.”

(NNHM co-founder)

Other Roma MATRIX practice

In Spain, Maranatha Federation of Gypsy Associations has been working with the police and judges in the co-design of a new court for dealing with minority group (in particular Roma) discrimination issues. The aim is to speed up the judicial process for Roma. Early indications are that its increasing use is reflecting an increase in the use of redress systems and it is improving trust between Roma and the judicial and public authorities.

In Italy, Emilia Romagna held training for police officers and worked with the inter Regional Police School. Course material covered areas such as history and tradition, prejudices and stereotypes, regional and national legislation addressing Sinti and Roma communities, and

the regional strategy. Two Roma people were trained to co-facilitate. The initial response from police officers was fairly hostile and openly racist, but when the Roma and Sinti trainers ran the activities the participants became more interested and respectful. It was clear that the two Roma trainers could handle classes well, overcome negative attitudes and prejudices, and gain the respect of participants. As a result, the training has helped the police be more aware of and in tune with the Roma culture and way of life.

In Poland, the Roma Culture and Community Association set up meetings with law and university representatives. The aim of these meetings was for the assembled group to investigate solutions to conflict, with an understanding of Roma culture and within the law relating to minority groups.

In Hungary, training was held for local municipality officers. The topics covered included Roma and criminality, employment, cultural differences, Roma in the education system and anti-racism in school. The training has been run for over 170 participants with more training requested.

Tomas Kompus works for a local council in Yorkshire, UK



This section of the guide sets out the lessons that have emerged from the actions of the Roma MATRIX partners, and also from the improved understanding of the issues that have occurred because of the transnational and multi-country implementation that occurred during the delivery of Roma MATRIX actions.

Lesson 1 - Routinely gather accurate and regular data regarding policing and judicial behaviours towards Roma to understand where progress in law enforcement and judiciary decisions is most needed

Without accurate data regarding law enforcement and judiciary practice towards Roma in comparison with non-Roma facing similar legal charges, it is challenging for European Member States and state agents to be held accountable for unfair treatment and rights violations towards Roma. The benefit of establishing national data sets in regards to policing and judiciary and other public bodies will reduce persistent abuses of Roma rights.

Lesson 2 - Include specific redress mechanisms for Roma in all public policy for Roma in law enforcement, judiciary and other public bodies and publicise to Roma

Redress mechanisms to improve law enforcement

practice and modernise judiciary decisions need to be automatically included in policy-making and made easy for Roma to access i.e. the fact that complaints can be made in person or the availability of an interpreter. The benefit of doing this is to generate and repair trust between Roma and state agents that have discriminated against them in the past, as well as to increase the number of Roma that come forward to report abuses. Equally, informing the Roma community about existing legal redress mechanisms available for them to use to uphold their rights offers greater empowerment for Roma whilst strengthening ombudsmen and equal opportunity enforcers' influence on legal and policy decision-makers.

Lesson 3 - Recruit a more representative law enforcement, judiciary and other policing authorities workforce

Recruiting officers and staff from diverse backgrounds will provide Roma communities with greater trust and confidence in their police service. A diverse police, judiciary and public services will also enhance operational activities and practice in relation to Roma because of the greater diversity of thinking and understanding of their cultural heritage. The degree of discrimination that currently results from chronic social and economic exclusion of Roma will also be reduced.

In addition to lessons for policy-makers, there are many substantive learning points for practitioners that have been unearthed during the Roma MATRIX programmes to improve redress mechanisms within law enforcement, judiciary and other authorities.

Lesson 4 - Involve Roma in establishing cooperation and mediation procedures with the police and judiciary on an institutional level

Pre-agree a core set of principles and mutually beneficial mediation procedures between Roma and law enforcement, judiciary and other public bodies to bolster existing redress mechanisms for Roma. This will benefit Roma's confidence in redress processes as well as the development of improved redress practice for Roma. It will also build trust, confidence and knowledge within Roma communities to encourage reporting of abuses by law enforcement, judiciary and other public bodies.

Lesson 5 - Deliver factual information sessions about Roma culture to judiciary and courts services to encourage fair and equal treatment comparable to non-Roma during legal proceedings

Organise a series of judicial seminars/workshops and Roma community/settlement tours so that judges can

benefit from first hand understanding and relate better to how Roma live given the extreme societal discrimination and economic exclusion they encounter. Potentially, judicial seminars have a three-fold benefit of improving appeals, redress mechanisms and sentencing for equal treatment of Roma.

1. The Office of Equal Opportunities Ombudsperson (2011). Annual report 2010 (Lygių galimybių kontrolieriaus tarnybos 2010 m. ataskaita), Vilnius. P.9
2. Redress Trust, Discrimination and Torture in Europe: The Law and Practice Regional Conference Report, (2012) P. 9
3. Redress Trust, Discrimination and Torture in Europe: The Law and Practice Regional Conference Report, (2012) P. 46
4. As above
5. European Union Agency for Fundamental Rights (EUAFR) entitled 'The situation of Roma in 11 EU Member States Survey Results at a Glance', P. 2
6. Information was provided by the Advocate of the Principle of Equality upon request (6 September 2012, written response).
7. European Union Agency for Fundamental Rights:
<http://fra.europa.eu/en/publication/2009/eu-midis-data-focus-report-1-roma>
8. As above
9. The Office of Equal Opportunities Ombudsperson (2011). Annual report 2010 (Lygių galimybių kontrolieriaus tarnybos 2010 m. ataskaita), Vilnius. P.22.
10. Lithuania, FRANET National Focal Point, Social Thematic Study, The Situation of Roma, Lithuanian Social Research Centre, Institute for Ethnic Studies, 2012. P.6
11. Scottish Human Rights Commission:
<http://www.scottishhumanrights.com/careaboutrights/whatisahumanrightsbasedapproach>. Accessed on 4 February 2015
12. Bačlija, I. and Haček, M. (2012) 'Minority Political Participation at Local Level: the Roma', in: International Journal on Minority and Group Rights, 2012, No. 19, pp. 53-68, available at:
http://www.academia.edu/1459230/Minority_Political_Participation_at_the_Local_Level_The_Roma
13. As above
14. Slovakia, FRANET National Focal Point, Social Thematic Study, The Situation of Roma, Lithuanian Social Research Centre, Institute for Ethnic Studies, 2012. P.23
15. Lithuania, FRANET National Focal Point, Social Thematic Study, The Situation of Roma, Lithuanian Social Research Centre, Institute for Ethnic Studies, 2012. P.18
16. Statistic sourced by Wheel of Future, Hungary, 2015

The following resources may provide additional sources of assistance and background reading to those seeking to develop and improve redress mechanisms for Roma in relation to law enforcement, judiciary and other public bodies:

- European Roma Rights Centre
- Improving the tools for the social inclusion and non-discrimination of Roma in the EU Summary and selected projects, European Commission Directorate-General for Employment, Social Affairs and Equal Opportunities Unit, 2010. <http://www.errc.org/cms/upload/file/improving-the-tools-for-the-social-inclusion-and-non-discrimination-of-roma-in-the-eu-summary-and-selected-projects-2010.pdf>
- Kaplan, Robert B. and Baldauf Jr., Richard B. (2005), Language Planning and Policy in Europe: Finland, Hungary and Sweden
- Slovenia, Human Rights Ombudsman (Varuh človekovih pravic) (2010) Letno poročilo Varuha človekovih pravic Republike Slovenije za leto (2009), Ljubljana, Varuh človekovih pravic, p. 42, available at: http://www.varuh-rs.si/fileadmin/user_upload/pdf/lp/Letno_porocilo_Varuha_za_2009.pdf
- Seimas Ombudsmen's Office of the Republic of Lithuania (2005). Pažyma No. 4D-2004/03-1760(1), issued on 11.08.2005. This was the second investigation regarding the same issue in this institution; the previous one was immediately after the demolitions (Seimas Ombudsmen's Office of the Republic of Lithuania (2004). Pažyma No. 4D-2004/03-1716, issued on 13.12.2004)
- European Commission, Evaluation of the effectiveness and efficiency of collective redress mechanisms in the European Union, Final Report, Part I: Main Report: http://ec.europa.eu/consumers/archive/redress_cons/finalreportevaluationstudypart1-final2008-11-26.pdf

The research component of Roma MATRIX is investigating how the National Roma Integration Strategies (NRIS) and other policies focused on Roma inclusion and integration are being implemented and delivered within the 10 Member States. This has a particular focus on approaches to tackling anti-Roma racism, as well as exploring the progress being made in Member States around the key areas of concern to the wider Roma MATRIX project. Elements include:

- Ten 'country reports', one for each participating member state in Roma MATRIX written by various authors, considering thematic areas central to Roma MATRIX.
- The interim Roma MATRIX research report presents an overview of key issues raised by the authors of the 10 separate Member State Country Reports.
- Brown, P., Dwyer, P., Martin, P. and Scullion, L. (2014) Roma MATRIX Interim Research Report. University of Salford and University of York, UK.
- The final Roma MATRIX research report documents the empirical work and findings, which has involved more than 130 key stakeholders across 10 Member States, available in March 2015.
- Brown, P., Dwyer, P., Martin, P., Scullion, L. and Turley, H. (2015 Forthcoming) Final Research Report. University of Salford and University of York, UK.

All Roma MATRIX research is available at www.romamatrix.eu/research

For further information on the case studies from Roma MATRIX included in this guide and additional case studies, please go to

www.romamatrix.eu/casestudies

For further information on Roma MATRIX visit www.romamatrix.eu

- Good Practice Guide 1: Reporting and Care Centres
- Good Practice Guide 2: Networks in Law Enforcement
- Good Practice Guide 3: Working with Children Leaving Care
- Good Practice Guide 4: Integration of Roma and non-Roma Children and Parents in Education
- Good Practice Guide 5: Employment of Roma
- Good Practice Guide 6: Cross-community Mediation
- Good Practice Guide 7: Roma Women Community Health Mediators
- Good Practice Guide 8: Roma Mentoring in Public Authorities
- Good Practice Guide 9: Roma Anti-Racism Campaign and Positive Images

All of the guides will be available at:

www.romamatrix.eu/goodpracticeguides





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This publication has been produced in English