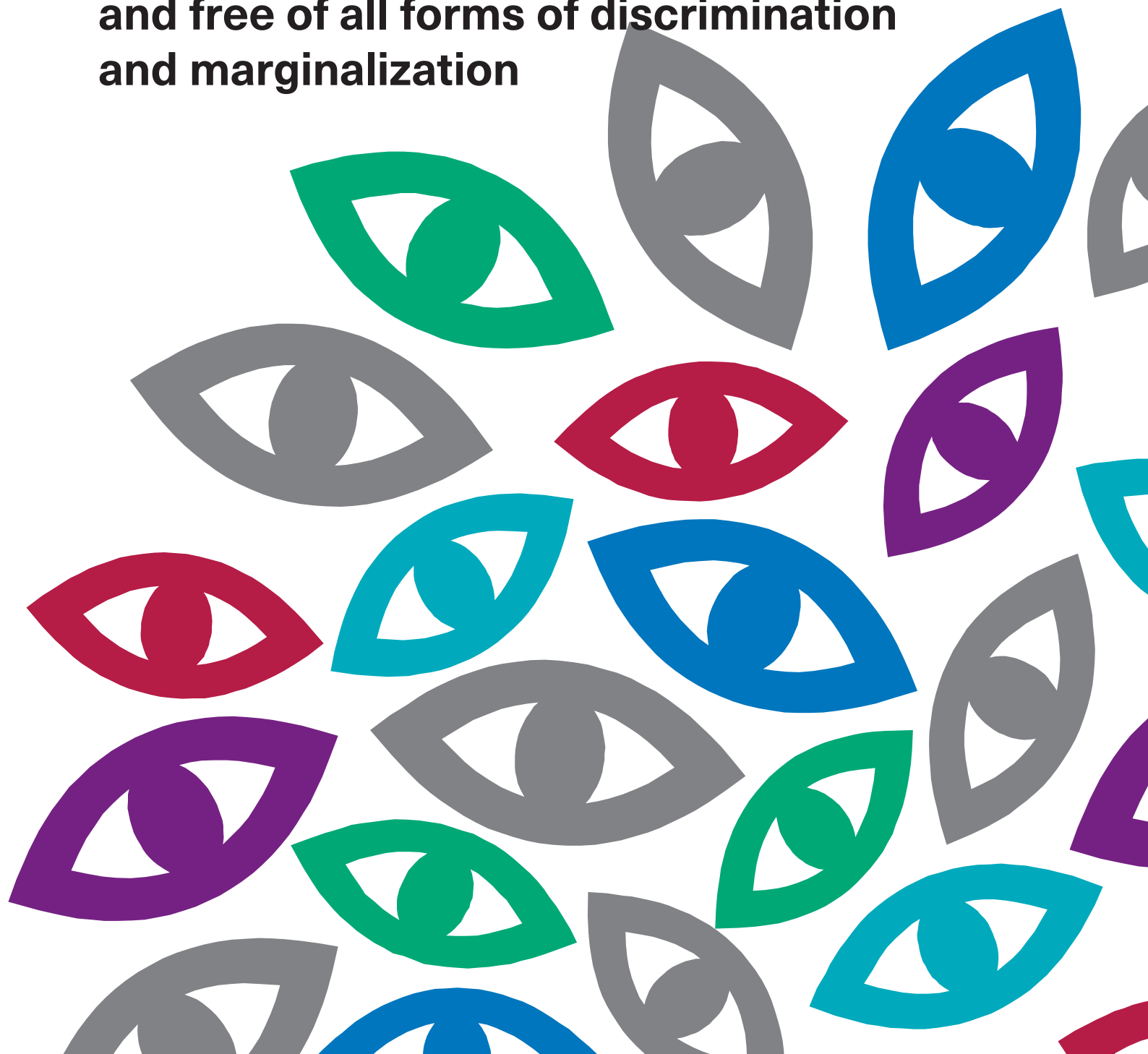


PART 3

**Societies are equal, inclusive, resilient
and free of all forms of discrimination
and marginalization**





Tolerance of differing beliefs and cultures is a cornerstone of democracy, and ODIHR works unceasingly to build inclusive societies based on human rights. To make this possible, the Office is fully engaged in combating the discrimination, exclusion and hate crime experienced by many people across the diverse societies of the OSCE region.

ODIHR works with all those responsible for strengthening tolerance in our societies, from national authorities, through law enforcement agencies, to teachers and civil society. Through resources and tools such as practical guides, teaching aids, and training, ODIHR helps increase inclusion at all levels of society.

These impact stories from 2019, which include the creation of opportunities for Roma to access education and take on leadership roles, the development of national strategies to integrate migrants, and more effective ways of tackling hate crime, show that despite ongoing challenges, real progress is being made towards building equal and inclusive societies.

3.1 Fostering Roma leadership for positive change

Roma form the largest minority community in Europe, and yet they continue to face exclusion and formidable obstacles in exercising their right to participate meaningfully in the economic, political, social and cultural life of their societies. ODIHR has repeatedly drawn

attention to this underrepresentation, and underlined the fact that Roma and Sinti, and in particular women and youth, are largely absent from relevant decision-making bodies and processes.

The Action Plan on Improving the Situation of Roma and Sinti in the OSCE Area was established on the principle “For Roma, with Roma”. This posits the genuine involvement of Roma on all issues affecting them in order to develop effective inclusion measures and end the racism and discrimination they currently experience. Political processes should thus ensure the early involvement of Roma and Sinti, and remain inclusive and transparent throughout.

To meet this commitment, ODIHR has identified creative solutions to promote the participation of Roma and Sinti representatives in national and local decision-making processes. The Office organizes training for Roma NGOs and Roma communities on democratic processes and participation, and designs programmes that encourage Roma and Sinti to stand as candidates for elected bodies.

In 2019, ODIHR organized and hosted its first annual Roma Leadership Academy, named after Nicolae Gheorghe, a prominent Roma human rights activist who was also ODIHR's first adviser

on Roma and Sinti issues. There were 20 young Roma participants, all of whom are currently in elected or appointed office or are candidates for public office or representatives of Roma civil society.

The Academy was tailored to help participants understand ways in which they can maximize the leverage provided by their positions. They acquired the skills needed to undertake stakeholder analysis, influencer mapping, effective briefing and reporting, negotiating, as well as draft and deliver speeches.

These young Roma from Bulgaria, North Macedonia, Romania, Slovakia, and Ukraine, now have a better sense of how to capitalize on their positions and talents to advance Roma inclusion. The plan to build up an Academy alumni has already borne fruit, as participants have begun collaborative efforts to address Roma and Sinti issues after returning to their own countries. ODIHR looks forward building on this success and extending the Academy to other future Roma leaders from throughout the OSCE region.

“In my view leadership is one of the skills missing from the Roma community, so this Roma Leadership Academy gave me a lot of information and knowledge about how I can be a good leader.”

— *Victor Teru, Slovakia*

“I learned at the academy how to become more influential in our society and how to make sure Roma interests are put on the decisionmakers’ table.”

— *Catalina Olteanu, Romania*

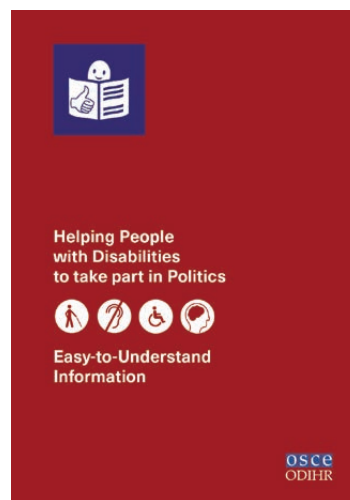


3.2 Supporting people with disabilities to access information and bring about change

Ukraine has been party to the UN Convention on the Rights of Persons with Disabilities since 2010, and in May 2019, ODIHR and the National Assembly of Persons with Disabilities of Ukraine organized training on easy-to-read methodology to help people with disabilities access information and therefore bring about change. Putting information into easy-to-read format is a tool to make language more accessible, in particular for people with intellectual disabilities.

By introducing this methodology and helping to adapt materials to meet the needs of a broader range of people, ODIHR helped to strengthen public participation in Ukraine of people with disabilities. Training participants noted that there are very few opportunities for engaging people with intellectual disabilities in public discourse, and formulated detailed action plans to share the knowledge more broadly and advocate for public documents to be made available in accessible formats.

ODIHR will continue to develop easy-to-read materials on a range of public participation topics, building on the manual *Helping People with Disabilities to take part in Politics: Easy-to-Understand Information*, which was published in 2019 in both English and Russian. This aims to create an enabling political environment not only for people with intellectual disabilities but also for communities who find themselves socially excluded because of language barriers.



“Personally, as a mother of a child with a disability, I realize how important it is to engage people with intellectual disabilities in public decision-making processes. The training on Easy-to-Read Methodology provided us with the tools and ways to make such engagement possible.”

— Oksana Zyatкова, Head of Odesa Charity Foundation “Sunny kids”



3.3 Helping to develop a national strategy to integrate migrants

Supporting the integration of migrants remains a challenge for numerous OSCE participating States.

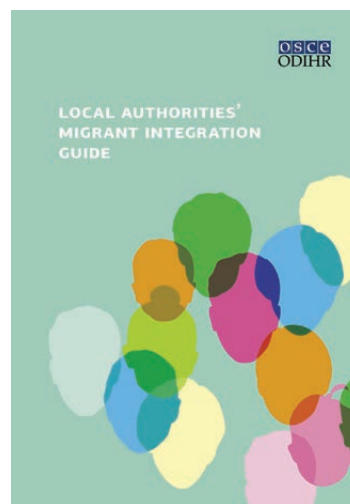
While it is widely acknowledged that both host societies and migrant communities stand to gain from effective integration, many participating States lack the expertise needed to develop integration strategies that respect the human rights of migrants and work for the greater benefit of both the host society and migrant community.

ODIHR works particularly closely with national and local authorities developing and providing integration services. In 2019, the Office published the Local Authorities' Migrant Integration Guide, which shared good practices from across the OSCE region, as well as providing training to develop a better understanding of the need for a human rights-centred approach to integration. ODIHR also helps develop integration-related legislation, as well as national- and local-level integration strategies and action plans.

Following their participation in an ODIHR event on good practices in migrant integration, Armenia's state migration service requested the Office's assistance in 2019 to help develop their national integration strategy. ODIHR has worked together with a local expert to develop the draft of the strategy, and the authorities have since incorporated most of the Office's recommendations and subsequently requested assistance to develop action plans for implementing it. The strategy covers a wide range of aspects of the migrant integration process, including Armenian language

support and access to employment, as well as healthcare, housing and education.

ODIHR maintains close relations with stakeholders throughout the process of policy and strategy development. Personal contact and regular follow-up, as well as an effort to be present on the ground as often as possible, have all been key to success.



“Collaborating with the ODIHR in the development of our national integration strategy has proved very fruitful. It is both important and reassuring that we can learn from international good practices to ensure that the outcome is the best possible.”

— Alina Poghosyan, local expert drafting Armenia’s National Integration and Reintegration Strategy



3.4 Supporting a diagnostic approach to hate crime data collection

Data collection is the first step towards combating hate crime, as reliable information and statistics are needed to target policies and customize support for victims. It is therefore essential that OSCE participating States establish robust systems for monitoring and collecting accurate and comprehensive hate crime data in line with their OSCE commitments.

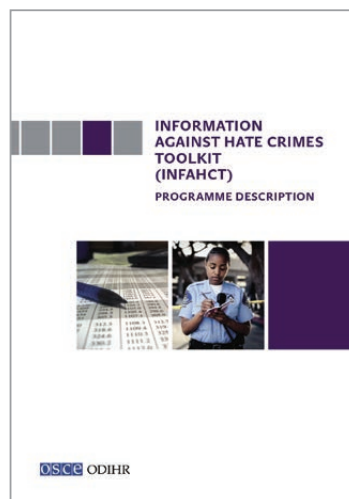
As part of its *Information Against Hate Crimes Toolkit* (INFAHCT), ODIHR provides technical assistance to improve hate crime monitoring and data collection systems upon the request of national authorities. This assistance is customized based on preliminary diagnostic workshops that draw on local expertise to pinpoint gaps and identify areas for improvement. ODIHR recently held diagnostic workshops in 11 participating States, providing follow-up recommendations tailored to each country.

Implementation of these recommendations in 2019 demonstrates the effectiveness of this diagnostic approach. The most widespread improvements relate to the recording of hate crimes, including through changes to IT systems, law enforcement policies and the ability to track hate crimes in the criminal justice system. The following are examples of actions taken by participating States in 2019:

- In Hungary, the police chief issued a binding order for police on hate crime recording and investigation, including an instruction on registering bias indicators;

- Spain developed a new template for police to use specifically to report on hate crimes. Changes were also introduced to improve how hate crimes are identified and flagged by police; and
- In Portugal, the Criminal (Judicial) Police introduced a “hate crime flag” into their electronic police recording system.

The wide-ranging assistance provided through the INFAHCT programme complements ODIHR's other hate crime tools, which equip police, prosecutors and civil society organizations with the skills to investigate, prosecute and monitor bias-motivated crime.



“Following ODIHR’s recommendations, we recently introduced changes to how our police categorize and record hate crimes. This has improved our capacity to track hate crime cases, resulting in a more efficient use of police time and resources.”

- Police Lieutenant Colonel Csilla Nagygyőrfi, national co-ordinator of hate-crime investigations in the Hungarian National Police.



3.5 Gender, intersectionality and hate crime

Hate crimes target people for who they are or are perceived to be. At the same time, hate crimes are message crimes, and the message of rejection and exclusion in each attack resonates throughout the community, from family members, to those sharing the identity of the victim, to neighbours, co-workers and the public.

In order to develop effective policy responses, ODIHR works to improve understanding of different forms of hate crime. In 2019, the Office focused on gender-based hate crimes, as well as those committed from multiple bias motivations. While many OSCE participating States submit data on both gender-based and multiple-bias hate crimes to ODIHR, these crimes are often overlooked and misunderstood. Very often, the gender bias element of hate crime is neglected, despite the scope and prevalence of gender-based and multiple-bias crimes. In order to define and categorize such crimes, and to translate key concepts into practical policy measures, ODIHR held two expert roundtables in 2019 for criminal justice staff, academics and civil society representatives.

These events examined the application of legal provisions in the 21 OSCE participating States that track gender-based hate crime, and the potential for integrating an intersectional perspective into national hate crime responses. This helped increase the visibility of victims and potential targets of hate crime, and make their voice heard when approaches to countering gender-based and multiple-bias hate crimes are developed.

Examples of gender-based and multiple-bias hate crimes reported in ODIHR's 2019 Hate Crime Report:

- Five women were subjected to humiliating and brutal sexual and physical assaults, including rape. (Czech Republic, 2018)
- A female politician was subjected to misogynist threats and physically assaulted when stones were thrown at her. (Austria, January 2019)
- Participants of a rally marking International Women's Day were physically assaulted, including with acid, by a hate group. (Ukraine, March 2018)
- A Muslim woman wearing a headscarf was subjected to anti-Muslim and misogynist insults and a lit cigarette was thrown at her in the street. (Poland, April 2018)
- Several Moroccan Muslim women were repeatedly sexually assaulted while employed as migrant labourers on a farm. (Spain, June 2018)

“Efforts to counter gender-based hate crimes are viewed by some as interfering with a particular social order. But it’s hard to see how any manifestation of hate can be part of a society’s values, and the detrimental, long-lasting impact on the victims of such crimes cannot be ignored.”

— *Liesbet Stevens, Deputy Director of the Institute for the Equality of Women and Men in Belgium and a participant in ODIHR’s event on gender-based hate crime*



3.6 Strengthening police recording of hate crimes

The moment at which a hate crime is recorded is pivotal to the outcome of the criminal case, as appropriate recording and categorization of hate crimes by police not only leads to more prosecutions, but also helps to strengthen trust among victim groups in the authorities.

In May 2019, following consultations with Ukraine's criminal justice authorities, ODIHR published two resources to promote consistent hate crime recording and categorization by police there. *Categorizing and Investigating Hate Crimes in Ukraine: A Practical Guide* contains guidance, examples and checklists on the different stages of hate crime response. The Guide is complemented by an annex, *Using Bias Indicators: A Practical Tool for Police*, which lists indications of a bias-motivated offence, including victim perception, location, timing and the nature of the attack.

Presented in a clear and informative style, these materials are designed for use by everyone working in law enforcement, from patrol police to special investigators and the police administrative authorities. They are also an invaluable resource for those involved in tracking and monitoring hate crime cases in Ukraine, including prosecutors, policymakers and civil society. While these guides were specifically tailored to Ukraine's hate crime legislation, ODIHR plans to adapt and apply them to other jurisdictions.



“Following recent brutal attacks on Roma settlements, efforts to improve police recording of hate crimes send a reassuring signal that these crimes are being treated seriously. Sensitive interviewing practices and victim response can help boost trust in police among victim communities.”

— Julian Kondur, a representative of the Ukrainian NGO Roma Coalition and Roma Women Fund Chiricli



3.7 Promoting equal access to quality education for Roma and Sinti children

Participating States have committed to improving the access of Roma and Sinti children to education, to eliminating discrimination in education, and to developing and implementing comprehensive school desegregation programs. Equal access to early education for Roma and Sinti children can play a major role in ensuring their participation in public and political life in adulthood.

ODIHR facilitates dialogue and sharing of experiences and good practices between state institutions and organizations, Roma and Sinti parents, activists, and experts in the field of education and child development. In 2019, ODIHR supported awareness-raising activities in North Macedonia and Romania that aimed to boost local access to pre-school and primary education. This included sharing information on the timely enrolment of Roma children into pre-school and primary education, as well as dialogue between Roma and Sinti parents, schools, and authorities about the ongoing difficulties in ensuring access to early education and thereafter a successful transition into primary education.

The results of ODIHR-commissioned research into ways of guaranteeing access to quality education for Roma and Sinti children show that OSCE participating States need to target educational policies more toward enrolling Roma children in early childhood education services, as well as creating the conditions to ensure the enrolment of Roma in secondary and tertiary education.

Using the findings of this research, ODIHR's Contact Point for Roma and Sinti Issues hosted a regional seminar on promoting equal access to quality early childhood education for Roma and Sinti children. This aimed to gather good practices and identify the most effective ways to address these educational challenges. The event brought together a range of international and national experts, including Roma community organizations, municipal representatives and ministry officials, as well as teachers and early childhood education experts.

During the seminar, participants put forward recommendations for action by OSCE participating States to successfully address and overcome the obstacles confronting Roma and Sinti children in accessing early childhood education. These recommendations, including the key outcomes of these awareness-raising activities as well as the results of ODIHR's research on quality education for Roma and Sinti children, are due to be published in 2020. Participants pledged to continue their exchange of knowledge and to collaborate on key areas identified as most effective in promoting access.

“ODIHR remains committed to improving the access of Roma and Sinti to education, as enshrined in our mandate. Governments have employed policies and a number of good practices for promoting the inclusion of Roma and Sinti children in early education, and yet the key obstacles that stop them from accessing education continue to exist from early in their lives.”

— ODIHR Director Ingibjörg Sólrún Gísladóttir

