



12/03/2020

RAP/RCha/PRT/15(2020)

EUROPEAN SOCIAL CHARTER

15th National Report on the implementation
of the European Social Charter

submitted by

THE GOVERNMENT OF PORTUGAL

Follow-up to collective complaint:

No. 61/2010

Report registered by the Secretariat on

6 March 2020

CYCLE 2019

REVISED EUROPEAN SOCIAL CHARTER

**National Report on the
Implementation of the revised European Social Charter (2019)**

Submitted by

PORTUGAL

- Follow-up to collective complaint no. 61/2010

CYCLE 2019

15th R e p o r t

Submitted by **the Government of Portugal**

In accordance with Article C of the revised European Social Charter
and Article 23 of the European Social Charter, copy of this Report

was sent to

General Confederation of Portuguese Workers,

General Workers' Union

and

Confederation of Portuguese Industry

Introductory Note

Portugal presents its 15th Report (2019) prepared in accordance with the reporting system adopted by the Council of Ministers Decision (CM (2014)26) of April, 2nd 2014 on the submission of national reports by State Parties on the implementation of the revised European Social Charter.

This Report addresses the follow-up given to the decisions of the European Committee of Social Rights regarding collective complaint No. 61/2010.

I - INFORMATION ON THE FOLLOW-UP GIVEN TO THE DECISIONS OF THE EUROPEAN COMMITTEE OF SOCIAL RIGHTS ON COLLECTIVE COMPLAINTS

European Roma Rights Centre (ERRC) v. Portugal (No. 61/2010) Violation of Article E (non-discrimination) in conjunction with Article 31§1 (right to housing - adequate housing); Of Article E (non-discrimination) in conjunction with Article 16 (right of the family to social, legal and economic protection); Of Article E in conjunction with Article 30 (right to protection against poverty and social exclusion); Decision on the merits of 30 June 2011.

Portugal is governed by the essential principles and duties of a state governed by the rule of law, with respect for and compliance with the Constitution of the Portuguese Republic. In particular, its article 13 on the principle of equality proclaims that all citizens have the same social dignity and are equal before the law and that no one may be privileged, benefited, prejudiced, deprived of any right or exempt from any duty on the grounds of ancestry, sex, race, language, territory of origin, religion, political or ideological beliefs, education, economic situation, social condition or sexual orientation. This concern extends to the rights and social duties contained in Chapter II advocated in Article 63 - Social Security and Solidarity and Article 65 - Housing and Urbanism.

The right to social security for all is also defended in Law no. 4/2007 of January 16th which approves the general bases of the social security system and the principle of universality, equality, solidarity, social equity, positive differentiation, subsidiarity, social insertion, intergenerational cohesion, among others. The social protection system of citizenship, inscribed in that law has the objectives of guaranteeing basic rights of citizens and equal opportunities, as well as promoting well-being and social cohesion.

It is also in this context that the National Strategy for the Integration of Roma Communities was approved and subsequently revised, which with the articulation of existing but scattered public policies, seeks to correct social problems and inequalities and to put forward specific measures that promote the integration of these citizens while also taking into account the real needs of

Portuguese Roma communities. This plan was conceived with the assumption that it is fundamental that the majority respect the traditions and values of Roma communities and that the minority conform to the essential principles and duties of the rule of law, which can be accompanied by the full enjoyment of the rights that Portuguese citizenship attributes to them. Given the transversal nature of this Strategy, the intervention it advocates in the multiple dimensions and priorities it identifies, it seems to us that the results of its monitoring and implementation will be able to meet the demands of the European Committee of Social Rights.

A. National Roma Communities Integration Strategy (ENICC)

The National Strategy for the Integration of Roma Communities (ENICC) 2013-2020 has been drafted with the "European Framework for National Strategies on Roma Integration to 2020" as a benchmark. Approved by Council of Ministers Resolution no. 25/2013 of 17 April, it created the legal conditions for promoting the improvement of indicators on the well-being and integration of Roma people and provided the necessary framework for dialogue between the Public Administration, Roma people and civil society organisations working for and with these communities.

The ENICC monitoring process recorded an implementation rate of 94.1% between 2013 and 2016, resulting from a higher than expected implementation of the actions of the transversal axis and the health axis. However, this evaluation showed the need for changes both in the definition of the strategy, especially regarding the clarification and operationalization of the measures, and in the determination of priority areas of intervention, namely equality between women and men, knowledge about Roma people and their participation in the implementation of ENICC. Therefore, the Government decided to **review and extend the validity of the Strategy until 2022 through the Council of Ministers Resolution no. 154/2018 of 29 November, allowing for a deeper intervention and the introduction of measures adjusted to the new ambition.**

The review process of the ENICC was based on a broad consultation with municipalities and other local public services and civil society entities at local and national level, with a special focus on community representative associations, members of the Advisory Group for Roma Communities and also focal points of the Strategy in order to strengthen the relevance of the integration of Roma people in the political and public agenda as well as the consultation of different sectors.

The guiding principles are interculturalism, non-discrimination, cooperation and participation, territorialisation and gender equality.

As a result of the ENICC review and design process and work on the ground, the priorities of the strategy are as follows:

- I. Fighting prejudice, discrimination and hostility towards Roma;
- II. Education and training for employability;
- III. Housing.

I. Fighting prejudice, discrimination and hostility towards Roma

Experiences from the field shows that prejudice, discrimination and anti-gypsism should be addressed in general society with awareness-raising campaigns, citizenship and equality education and empowerment of Roma communities.

The High Commission for Migration (ACM), as an entity responsible and involved in implementing some of ENICC's measures, namely Specific Objective 2.1. "Promoting non-discrimination and anti-discrimination measures", develops various actions and initiatives aimed at raising awareness/training technicians, agents, decision makers, politicians, sectorial bodies, other stakeholders working with Roma communities at local, regional and national level through awareness-raising sessions, training, campaigns, amongst others.

On the specific objective 2.2. “Promoting civic, political, cultural and associative participation, and volunteering for Roma people”, ACM is developing, amongst others, **funding programs for this purpose, such as the National Strategy Support Fund Integration of Roma Communities (FAPE) and the Support Program for Roma Associations (PAAC).**

While FAPE aims to fund projects to combat discrimination against Roma and support their integration, PAAC directly contributes to the achievement of the priorities set out in the National Strategy for the Integration of Roma Communities by supporting Roma associations to build actions aimed at:

- a. Encouraging Roma communities' participation as citizenship exercise;
- b. Promote the fight against discrimination and public awareness;
- c. Support initiatives / projects of civil society organizations;
- d. Invest in Roma empowerment strategies through female associations;
- e. Value Roma history and culture;
- f. To frame Roma family values in the principles and values of Portuguese society;
- g. Sensitize public institutions for intercultural mediation as a strategy for promoting services that are more inclusive.

II. Education and training for employability

Ensuring equal access to quality education for Roma communities is the main objective to be achieved in the area of education. Early school leaving is one of the most notorious challenges facing Roma communities. To combat this problem, it is important to involve the Roma community and the education system agents as well.

Considering that education is a priority in the area of integration, the ENICC has devoted an axis to this topic. Several ACM related activities / projects aim to address this important challenge.

Concerning education, ENICC's 5th strategic objective *“Ensure effective Roma access to education, educational success and lifelong learning”* has the following specific objectives:

- a. *“Promote and strengthen the capacity of cluster and non-cluster schools for the integration and educational success of Roma children and young people in primary and secondary education”*;
- b. *“Promote the integration and success of Roma students in higher education”*;
- c. *“Reinforcing the basic skills of illiterate Roma men and women”*;
- d. *“Train social security and child protection workers”*.

The Operational Program for the Promotion of Education (OPRE), is an ACM funded scholarship and training program for young university students from Roma communities. In the 2016/2017 school year, 25 students (11 men and 14 women), received this support. This program also includes accompanying Roma students with the aim of reversing the dropout trend, linking families and schools.

7

The second Edition of OPRE, implemented in the 2017/2018 school year, ended in September 2018 and **provided 32 scholarships, with 28 supported grantees completing the process.** It's now in the final phase **the third edition that supported 33 students** (17 women and 16 men).

Another initiative currently being implemented in Portugal is the **ROMA Educa Program**. It aims to avoid school dropout and to support students pursuing higher education. For the 2019/2020 school year, **100 scholarships will be awarded to Roma students** and applications are now under review.

Quality education and training is crucial for successful integration into the labour market. Socio-professional insertion is an essential pillar in the integration processes of Roma communities. These communities face various difficulties, such as low education or discrimination in the labour market. In order to combat these difficulties, the Socio-Professional Insertion Program

for Roma Communities (co-financed by *PO ISE – Social Inclusion and Employment Operational Programme* with the total amount of 1,5 million euros), launched in 2018, with the following objectives:

- a. Acquisition of employability skills by elements of Roma communities;
- b. Implementation of transition methodologies for the active life of Roma community elements;
- c. Awareness-raising for the promotion of workplace experiences for Roma community members;
- d. Integration of elements of Roma communities in the labour market;
- e. Support the implementation of sustainable business; and
- f. Promoting the awareness of employers and monitoring the elements of Roma communities employed.

It is in this sense that the Institute for Employment and Vocational Training (IEFP) as a public employment service is responsible for promoting quality and job creation and combating unemployment through the implementation of active employment policies, particularly vocational training. In this context, its tasks include the promotion of information, guidance, qualification and professional rehabilitation, with a view to placing workers in the labour market and their professional progress, always taking into account the contexts and specific characteristics of its public.

It defines methodologies, intervention models and appropriate procedures and facilitates the employability of users, building responses for a full and sustained professional integration of each one. The participation of IEFP, IP in the various National Strategies in progress, actively collaborating in the construction of a more equitable country and promoting the success of concrete people, is part of this organizational matrix, adapting, designing approaches more adjusted to the resolution of problems experienced by vulnerable audiences.

The Roma community is one of the most vulnerable in its social inclusion, highlighting situations of poverty, exclusion and marginalisation. Compared to the general resident population, the Roma community still exhibits low levels of schooling, significant educational underachievement and dropout rates, and an attachment to professional activities that are repeatedly losing ground in an increasingly digital market. Within the framework of its mandate, and in accordance with the principles governing public service, IEPF promotes access to training and employment for people from Roma communities, contributing to their positive and sustained integration into the labour market, through a targeted and diversified approach. This approach is embodied in several measures and programmes.

ENICC has created the legal conditions for promoting the improvement of indicators of well-being and integration of Roma people. IEPF is responsible for the implementation of some of these measures, such as empowering services and adapting training responses to the specificities of these communities, enhancing access to employment and job creation and increasing professional qualifications. Depending on the career evaluation, skills and expectations of the registered candidates, carried out by the employment services when defining or redefining the personal employment plan, different employment and training responses are mobilised. Such as the "Employment Contract Insertion+" measure (integration in social economy institutions that carry out socially necessary activities), vocational training actions in their various modalities, mainly with a component of increasing the level of schooling, and presentation to job offers. In order to facilitate the operation of ENICC, an interlocutor was appointed in each Employment Service. Internal guidelines produced defining procedures, responsibilities and establishing the strategy on the measures to be prioritised as a response to the Roma community.

With the amendment of ENICC in 2018, objectives and targets adjusted as shown in the table below.

Table 1 – Objectives and targets of ENICC 2013-2020

Strategic Objectives	Specific Objectives	Measures	Indicators	Target				
				2018	2019	2020	2021	2022
4. Promoting equality between women and men in measures for the integration of Roma people	4.1. Encourage and support the participation in professional, civic and political life of Roma girls and women	4.1.2. Promote the participation of Roma girls and women in the labour market and professional activity	No. of Roma women hired under Employment Contract and Employment Premium/Training Measures	5	5	5	5	5
			6.1.2. Promotion of increased registration in the EC and EFC and integration of unemployed Roma people and/or seeking their first job	No. of registrations/registerers in the EC and EFC of unemployed Roma people and/or seeking their first job			1500	
6. Ensure the conditions for full and equal participation of Roma people in the labour market and professional activity	6.1. Ensure conditions for access of Roma people to wage employment and self-employment	6.1.2. Promotion of increased registration in the EC and EFC and integration of unemployed Roma people and/or seeking their first job	No. of Roma people with Personal Employment Plan (PPE)	700	700	700	701	702
			No. of Roma enrolment in EC/CEFP promoted by GIP Network	20	20	20	20	20
			No. of mentoring processes for monitoring the professional integration of Roma people	50	100	100	100	
			No. of Roma covered by active employment measures or other employability promoting actions, including job creation itself (e.g. Active Youth Employment Measure, Investe Joven Programme, Employment Contract and Integration+, Internship Measure)			500		
		6.1.3 Qualification of trainers and technicians based on the Continuous Pedagogical Training Benchmark for Trainers "Professional Training in a Context of Cultural Diversity: Specificities of Working with Roma"	No. of training actions for CE/CEFP technicians	2	2	2	2	2

Source: IEFP,I.P

Nevertheless, and with the aim of illustrating the levels of integration of Roma communities, we present some implementation data on the different measures. This is, reinforcing the previous point, essentially an illustration of the implementation of measures with a very significant impact on the life (personal and professional...) of Roma people and the labour market.

In the table below, we can see the high number of applicants covered by ENICC and of referrals to employment and vocational training measures until 2018. The referrals are an expression of the technical work carried out with the recipients, always focused on their interests and skills. We also highlight the high number of people integrated in the answers already mentioned, with special emphasis on vocational training. The approach and integration in the employment market has been consolidating throughout the implementation of ENICC, as can be seen by the values of presentations and placements in job offers.

Table 2 – ENICC Execution from 2014 to 2018

Priorities	Measures	Indicators	2014	2015	2016	2017	2018
30. To promote greater knowledge of Roma communities	Identify potential recipients	ENICC signposted users	1065	2485	3159	3962	4587
	Promote the registration of unemployed people in SE, or update the registration	New registered EPPs	1065	308	528	998	1394
	Survey of previous interventions and referrals to measures, employment and FP	Referrals to measures and programmes	485	2081	2269	2583	3131
		Forwarded vocational training	445	1960	2126	2286	2647
		Integration into measures and programmes	239	1037	997	1116	1428
		Professional Training	223	985	997	1047	1334
	Employment measures	15	52	54	59	55	
32. Enhancing access to employment and job creation	Adjusting to offers	Presented to offers	56	335	572	887	2629
		Placed in offers	1	17	62	98	122
	CEI+	Forwarded	31	84	89	138	164
		Integrated	13	34	38	55	52
	Job Internships	Forwarded	1	2	4	1	2
		Integrated	1	2	2	1	2

Source: IEFP,I.P

Finally, Table 3 shows the implementation already achieved in 2019 under the new measures under the responsibility of IEFP, IP in the new version of ENICC.

Table 3 – ENICC Execution on the first three trimesters of 2019

Measures and Indicators	2019									
	T1		T2		T3		T4		YEAR	
	Target (distributed)	Executed	Target (distributed)	Executed	Target (distributed)	Executed	Target (distributed)	Executed	Annual Target	Execution TOTAL
MEASURE 4.1.2 Promoting the participation of Roma girls and women in the labour market and in professional activity										
No. of Roma women hired under the Employment Contract and Employment Premium/Training Measures	1	1	1	1	1	0	2		5	2
MEASURE 6.1.2 Promotion of increased enrolment in the EC and EFC, and integration of unemployed Roma people and/or those seeking their first job										
No. of unemployed Roma registered/registered in the EC and EFC and/or seeking first employment	94	450	94	408	94	408	94		375	1266
No. of Roma with Personal Employment Plan (PPE)	175	4624	175	4460	175	4344	175		700	4476
No. of Roma enrolment in EC/EFC promoted by GIP Network	5	162	5	73	5	119	5		20	354
No. mentoring processes for monitoring the professional integration of Roma people	13	110	13	37	13	97	11		50	244
No. of Roma covered by active employment measures or other employability promoting actions, including job creation itself (e.g. Active Youth Employment Measure, Investe Joven Programme, Employment Contract and Integration+, Internship Measure)	31	163	31	389	31	256	32		125	808
No. of initiatives aimed at ensuring that eligible Roma people have access to active employment measures or other employability promoting actions (within the framework of the Choices Programme, Local Plans for the Integration of Roma Communities and the intervention of intercultural mediators)	8		8		8		6		30	
MEASURE 6.1.3 Qualification of trainers and technicians based on the Benchmark for Continuing Pedagogical Training of Trainers "Professional Training in a Context of Cultural Diversity: Specificities of Working with Roma"										
No. of training actions for EC/EFC technicians		0		0		0			2	0

Source: IEFP, I.P

From the set of indicators with a major impact on integration in the employment market, presented in a succinct way, we can say that the balance sheet of ENICC is very positive. The routing and integration in the measures and in the labour market have increased significantly over time, from the beginning of the implementation to the present day, contributing greatly to the success of the objectives outlined.

III. Housing

To improve housing conditions in Roma communities, ENICC 2018-2022, strategic objective 7 determines the need to "Ensure preconditions for effective equality of access to adequate housing for Roma", which is divided into the specific objective of "improving housing conditions for Roma and families and eliminating spatial segregation" and establishes the implementing measure for the First Right Programme - a programme to support the right to housing - with the participation of local authorities.

The New Generation of Housing Policies, approved by Council of Ministers Resolution no. 50-A/2018 of 2 May, has the mission of ensuring access for all to adequate housing, understood in the broad sense of habitat and oriented to people, through a significant widening of the scope of beneficiaries and the size of the housing stock with public support, as well as creating the conditions for both building and urban rehabilitation to move from the exception to the rule and become the predominant forms of intervention in both buildings and urban areas.

13

For these purposes, various policy programmes and instruments have been created:

1.º Direito - Housing Access Support Programme

The 1.º Direito programme, created by Decree-Law no. 37/2018 of 4 May, aims to promote access to adequate housing for people who live in undignified housing situations and who do not have the financial capacity to find a decent housing solution. Although the ethnicity of families is not a criterion for access to the Programme, **the law provides that in cases of precarious and/or informal housing nuclei inhabited mostly by members of the Roma community, the Institute of Housing and Urban Rehabilitation, (IHRU) share is increased by 10%.**

Within the framework of the implementation of the Programme, the municipalities are responsible for the elaboration and presentation of their Local Housing Strategies, and should identify the households living in precarious situations in their territory, as well as the most appropriate housing solutions for each case. These strategies must obey the principles of Participation, Cooperation, Stability, Social Integration, Local Strategic Planning, Housing Accessibility, Environmental Sustainability, Accessibility, Incentive to Leasing, Building Rehabilitation, *Perequation* and Equity.

By the end of November 2019, IHRU) signed Collaboration Agreements with some municipalities, covering 5,432 families.

From Housing to Habitat

The program **From Housing to Habitat, created by RCM no. 56/2018, of May 7, is based on pilot interventions that will have as an anchor innovative solutions of integrated and participatory management, concertation of objectives and articulation of the actions of the different government areas and entities present in the neighborhoods in question, aiming to promote cohesion and socio-territorial integration of public rental neighborhoods with the aim of improving the overall living conditions of its residents.**

The purpose of this program is to test and draw conclusions about integrated, participatory and innovative governance solutions, at methodological, conceptual and operational levels, which can be adopted by the various entities involved, within the scope of their competences, and applied to other similar territories.

This programme is already being implemented in 3 neighbourhoods owned by IHRU, namely: Neighbourhood of São Pedro in Elvas; Neighbourhood of Cabo Mor in Vila Nova de Gaia and Neighbourhood of the Technical School in Ponte de Lima.

For each neighborhood, a Cooperation Agreement was signed in order to implement the defined Action Plan meeting the specificities and needs of the population living in each territory. **It is important to note that two of the Neighbourhoods selected for the Programme have a strong prevalence of Roma Communities (Vila Nova de Gaia and Elvas).**

In all the neighbourhoods, there have already been initiatives that have involved residents in actions to improve the neighbourhood and habitat, including listening to their expectations.

From the point of view of the program's operationalization, it is important to inform that for each neighbourhood a local action team was formed, consisting of technicians designated by the IHRU, with the responsibility of following up, energizing and ensuring the proper execution of the actions foreseen in the action plan. A programme monitoring committee was also set up, made up of representatives of the government areas and municipal councils involved, to monitor the development of the action plans and their implementation, and to promote the incorporation of recommendations and good practices in the final evaluation reports.

15

Front Door Program

This program created by Decree-Law no. 29/2018, of May 4, and regulated by Ordinance no. 167/2018, of June 12, is **an instrument to respond to situations of urgent housing needs of people who find themselves temporarily or permanently deprived of their housing or the place** where they maintained their permanent residence or who are in imminent risk of such a situation, as a result of an unforeseeable or exceptional event. This programme has been activated twice, once in the case of the August 2018 fires in Monchique and once in the case of Storm Leslie in the Central Region.

Affordable Rental Program

The **Affordable Rental Programme (PAA)**, created by Decree-Law no. 68/2019, of 22 May, is a **housing policy programme that aims to promote an extended supply of housing for rent below**

market values, contributing to these being more adjusted to the income of households, namely housing households that, although having average incomes, currently have difficulty in renting adequate housing, in view of market prices.

This programme grants IRS or IRC exemption for the rents of the contracts signed within its scope. The rent must be at least 20% below a reference value calculated on the basis of several factors, such as the area of the dwelling, the median price published by the National statistical office (INE), the typology and other specific characteristics of the dwelling (for example, the degree of energy efficiency, the existence of parking, equipment and furniture, the existence of lifts, etc.).

The duration of the rental contract must be at least 5 years, and may be 9 months in the case of housing for higher education students. Under this programme, housing (e.g. a house, an apartment) or parts of housing (e.g. a room, with the right to use the toilet, kitchen and common areas) can be rented. The accommodation must meet minimum safety, health and comfort requirements, subject to verification by the tenants.

Any individual or legal person, public or private, may register lodgings on the electronic platform of the PAA, as long as they comply with the rent limits and the minimum conditions of safety, health and comfort established.

Any person or group of people (a family, a group of friends, etc.), may register an application for accommodation under the PAA, as long as their total income is below a maximum value defined by the programme. Students or trainees enrolled in vocational training courses may be applicants, even if they have no income of their own, provided that the rent payment is assured by a person with income.

In order to make this programme operational, an Electronic Platform has been developed which allows the whole process to be absolutely dematerialised.

In order to provide greater security and stability to the lease contracts to be entered into under the PAA, the Government has also approved Decree-Law no. 69/2019, of 22 May, which establishes the compulsory insurance regime to be used under the programme. These insurances reinforce the security of both parties in the lease contracts, guaranteeing:

- I. The payment of rent in cases of involuntary breach of tenants' income;
- II. The payment of the rent in cases where an eviction procedure for lack of rent payment is necessary;
- III. Payment of compensation for damage to the property at the end of the contract.
- IV. The insurance will have more favourable prices and conditions than those currently available on the market and allow the requirement of a guarantor or deposit of collateral to be waived.

Chave na Mão - Housing Mobility Program for Territorial Cohesion

Created by RCM no. 57/2018 of 7 May, **it aims to support the housing mobility of families currently living in areas of strong urban pressure and who want to settle in low-density territories** while privileging the supply of affordable rental housing in areas of higher demand pressure. The Regulation of the *Chave na Mão* Programme was in public consultation until November 4th, 2019, so this programme is not yet implemented.

Urban Lease Regime

The reform of the urban lease embodied in Law 31/2012, of August 14th, underwent a profound revision with the alterations approved by the Portuguese Parliament, among which those introduced by Laws 42/2017 and 43/2017, both of June 16th, and Laws 12/2019 and 13/2019, both of February 12th.

With Law 43/2017, of June 14, the transitional periods of legal limitation to the monthly rent supported by the lessees were altered, as well as the submission of old lease agreements, introducing also other relevant particularities.

This Decree-Law also creates three new rent limitation brackets to be borne by the tenant during the eight-year period, determined according to the Gross Annual Corrected Income (RABC) of his household.

In turn, Law 13/2019, of February 12th, aims to correct situations of unbalance between tenants and landlords, to reinforce the security and stability of the urban lease and to protect tenants in a situation of special fragility. By amending, for that purpose, namely provisions of the Civil Code, of the New Urban Lease Regime (NRAU) set forth in Law 13/2019.6/2006, of 27 February 2006, and Decree-Law 156/2015, of 10 August 2005, which establishes the rent subsidy regime to be granted to tenants with housing leases entered into before November 18, 1990 and that are in the process of rent update.

Basic Housing Act

Also in 2019, the Basic Housing Act (Law 83/2019 of 3 September) **was published, which establishes the basis of the right to housing and the fundamental tasks and duties of the State in effectively guaranteeing this right to all citizens**, in accordance with the Constitution. Regarding this legislation, its regulation for the provision of more and better service to the citizen is in progress.

Housing Portal

In 2019, **the new Housing Portal was launched, which was developed from the point of view of proximity to the citizen, whom now has access to information related to the different programs**. This new portal aims to provide the citizen with generalised information on housing,

namely: housing support programmes rental and urban rehabilitation, as well as other relevant information on public support.

This new Portal serves as a unique access to the platforms of each programme, as well as providing a set of services that allow the citizen to interact with the Institute without incurring costs associated with traveling to the face-to-face services.

EAA - Electronic Platform of Supported Lease

The Electronic Platform of Supported Lease (EAA), developed within the scope of Law 81/2014, of 19 December, as amended by Law 32/2016, of 24 August, includes a database to which entities owning rented or to be rented under supported lease may access.

In the Electronic Platform of Supported Leasing, the citizen can make a single request for housing support that is sent to the municipalities and other entities managing supported leased housing (adherents) that operate in the territories where they seek residence.

19

The citizen can make only one request online in a dematerialized way, directly on the platform, which will later be forwarded to the entities. The Platform also allows citizens to consult the status of their request and change the information already communicated, at any time and anywhere.

B. Social Protection

In terms of social protection and in complementarity with the above clarifications, within the scope of social assessments, social support/accompaniment to persons and families in vulnerable situations, the technical teams of the Social Action Service of the Social Security Institute (ISS) of the Ministry of Labour Solidarity and Social Security (MTSSS) respond to a number of problem situations within the scope of housing, and identify some of the measures mobilised in this context.

The following measures are not specific to Roma communities alone, but cover all citizens within the scope of social protection in situations of fragility and vulnerability.

Thus, in order to prevent possible homelessness or even emergency support, they provide a set of cash benefits of an eventual nature. Furthermore, the technical teams of the ISS /MTSSS are always aware of situations of eventual / future homelessness:

- a. They carry out the diagnosis and social evaluation of the situations;
- b. They articulate with the local network, namely with the municipalities (City Councils and Parish Councils);
- c. They request the assignment of houses to IHRU, IP and IGFSS, IP.

Within the scope of the Social Action Subsystem (established by the Basic Law of Social Security) and in order to prevent and remedy situations of need and socio-economic inequality, dependency, dysfunction, exclusion or social vulnerability, as well as the integration and community promotion of people and the development of their capacities, a variety of measures are envisaged:

- a. Cash benefits, of a contingent nature and in exceptional circumstances;
- b. Benefits in kind;
- c. Programmes to combat poverty, dysfunction, marginalisation and social exclusion;
- d. Social services and equipment.

On the other hand, access to benefits granted within the scope of the Solidarity Subsystem obeys the principles of social equity and positive differentiation and aims to contribute to the promotion of the social insertion of individuals and families. It's achieved through the granting of a set of benefits, namely:

- a) Social Integration Income (RSI);

- b) Social Pensions;
- c) Unemployment social subsidy;
- d) Solidarity Supplement for the Elderly

As far as the RSI is concerned, support aimed at protecting people experiencing extreme poverty may consist of:

1. A cash benefit to ensure that their minimum needs are met, and;
2. An insertion programme that integrates a contract (set of actions established according to the characteristics and conditions of the family household of the benefit applicant) aiming at a progressive social, labour and community insertion of its members.

In terms of the implementation of ENICC's objectives in the area of Social Action and Solidarity, at the end of 2019 it was found that:

- a) An instrument **was elaborated that allows the collection of quarterly statistical information, in the 18 Social District Centres**, on the Social Assistance/Social Monitoring of Roma beneficiaries within the scope of Social Action and RSI. At the national level, in the District Centres were carried out in:
 - **Social Action: 5796 attendance/accompaniment**
 - **RSI: 143940 attendance/accompaniment**
- b) Start of SharePoint data collection on Social Network planning tools;
- c) A **training action was developed for 22 ISS, IP professionals in the area of social intervention, on interculturality and Roma history and culture, which will make it possible to obtain appropriate responses that facilitate the inclusion of Roma communities in the areas of Education, Employment, Health and Housing.**