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COUNCIL OF EUROPE



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# EVALUATION OF THE COUNCIL OF EUROPE AND EUROPEAN UNION JOINT PROGRAMME 'ROMED'

## ANNEX 3 QUESTIONS GUIDE

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**ROMED**  
Médiation pour les Roms  
Mediation for Roma

## QUESTION GUIDES

(Question Guides have been adapted to each specific group of stakeholders, depending on their knowledge and involvement in the Programmes)

### QUESTION GUIDE ROMED 1

I. Relevance (to the context and needs)

**1. How relevant was the ROMED1 concept and design to the context and needs in the country?**

- a. What was the situation with intercultural mediation in the country at the start of the ROMED1 Programme? What was there and what was missing (level of official recognition of mediation profession, presence of mediators as a priority in Roma inclusion strategies, other training programmes, associations or other organisations of mediators, etc.)?
- b. To what extent was the international design of the ROMED1 training adapted to the local situation and needs?
- c. Did ROMED1 work in cooperation with other programmes and structures working with mediators in the country (governmental or non-governmental)?

II. Effectiveness (process and results)

**2. How effective was the ROMED1 training process? What was different and more valuable than other similar trainings?**

**Sub-questions (aspects)**

- a. How effective was the process of selection of participants in the training?
- b. Which elements of the ROMED1 curricula were most relevant for improving the work of the mediators?
- c. How was the period of practice (six months between the training sessions) used? Was some mentoring provided to the mediators in this period?
- d. How was the work of mediators supported by the Programme once the training was over?
- e. What was the participation of women in ROMED1 training and other activities?
- f. How effective was the European networking and exchange of experiences between ROMED1 participants organised by the Council of Europe? Did it contribute to increased capacities and developing of new initiatives?

**3. To what extent did the ROMED1 training contribute to increasing the capacities, self-esteem and employment of mediators? Which external and/or internal factors helped or hampered this?**

- a. What is most important for the role of the mediator?<sup>1</sup>
- b. To what extent can mediators play the role of “neutral bridges” between the municipality and the community?
- c. Do the local and national authorities/institutions which participated in the training have a better understanding and recognition of the importance of mediation?
- d. To what extent have the employment status and conditions of employment improved due to ROMED1 training and Council of Europe certification?

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<sup>1</sup> We ask this question to different groups - mediators, local institutions and the community - to see whether there is a common understanding of the role of the mediator (which was an objective of ROMED1)

- e. To what extent has the existence and use of the European Code of Ethics increased the quality and recognition of the mediators' work?

III. Emerging impacts (change in the situation in Roma communities)

**4. How has the existence of trained mediators stimulated change in their Roma communities?**

- a. Is there increased access of Roma to public services?
- b. Are there more opportunities for community members to voice their interests?
- c. Are issues faced by Roma women as beneficiaries of mediation better addressed?
- d. Has the involvement of trained mediators changed attitudes/perceptions of local authorities towards Roma?

**5. To what extent has ROMED1 succeeded in changing policies at national and European level?**

- a. How were the ROMED1 concept and objectives promoted with national authorities?
- b. Did it contribute to the inclusion of Roma mediators as a priority in national strategies and development plans? Has the government allocated funding for mediator training and work? If so, how much?
- c. To what extent have the methods and tools of the ROMED1 curriculum become part of the national programmes for training of mediators?
- d. How did ROMED1 contribute to increased acknowledgement of intercultural mediation by European institutions?
- e. Did the fact that ROMED1 was a Programme of the Council of Europe and the European Union contribute to the impact of the Programme?

IV. Sustainability

**6. How sustainable are the achieved results and impacts of ROMED1? What in your view are the key factors and key challenges for sustaining these results?**

V. Lessons/recommendations

- 7. If ROMED1 were to start now, what could be done differently to support the relevant needs of the practice of Roma mediators at local, national and European level? What would be more effective and sustainable?**

**QUESTION GUIDE ROMED 2**

I. Relevance

**1. What was most relevant and valuable in the ROMED2 concept and design in response to context and needs in the country?**

- a. What were the specific methods envisaged to ensure effective local processes?
- b. Are there other similar programmes for community empowerment, organising and participation in local planning? What is new and better in ROMED2 compared to these programmes? In what ways are these other programmes better?

II. Effectiveness

**2. How effective were the processes applied by ROMED2 in increasing the capacity of Roma communities to cooperate with the local public authorities? What worked well and why, and what did not work so well and why?**

- a. How were localities for ROMED2 implementation selected (main criteria and process of selection)?

- b. What did the process of establishing and developing the CAGs include? Which factors helped or hampered the effectiveness of this process?
- c. How did the CAGs consult and involve broader groups from the community in identifying problems and developing initiatives?
- d. To what extent were women actively involved in the implementation of ROMED2 (gender balance in CAGs and community activities)?
- e. How effective was the interaction between the CAGs and local authorities? Please provide examples of successful interactions and not so successful ones - why do you think they worked well or did not work well?
- f. Which of the suggestions of the CAGs were included in the local development plans and is there a municipal budget allocated for them? Are there any new municipal projects under preparation as a result of cooperation?

**3. How effective was ROMED2 in contributing to Roma community empowerment? What were the main success factors or difficulties?**

- a. To what extent have members of the CAGs increased their capacity (skills and self-esteem) to participate in local decision-making processes?
- b. To what extent has the broader community increased their self-esteem and trust that their voice can be heard in local decision-making processes?
- c. To what extent are the CAGs recognised by local authorities as representative of their communities?

III. Emerging impacts (change of the situation in Roma communities)

**4. What concrete impacts of the ROMED2 can be observed at community and local level?**

- a. To what extent is the applied mediation process contributing to increased access of Roma to public services?
- b. What community problems were identified by the CAG and are there any results in resolving them?
- c. Was education among the priorities and, if yes, is there evidence of increased access to school of children in the ROMED2 localities?
- d. Were there initiatives of the CAG for improving the situation of women? Are there some emerging results?
- e. Has ROMED2 contributed to changes of local policies and practices in municipalities?

**5. To what extent has ROMED2 as a locally-based Programme succeeded in making an impact at national and European level? Could you provide some examples?**

- a. What is the level of recognition of the community mediation approaches by national governments? To what extent are such approaches likely to be integrated in national strategies and development plans?
- b. To what extent has ROMED2 contributed to the recognition of community mediation approaches by European institutions?
- c. What is the value added of the ownership of the Programme by the Council of Europe and the European Commission on the impact of the Programme?

IV. Efficiency (resources vs. results; synergy and complementarities)

**6. How did the implementation of the ROMED 2 Programme ensure complementarities and synergies with other programmes and stakeholders, at local, national and European level?**

- a. What is the strategic link between ROMED2 and ROMACT and how have they complemented each other in the same localities?
- b. How did ROMED2 cooperate with similar programmes implemented in the same countries and, in some cases, in the same localities?

**7. How efficient was the allocation of financial and human resources vs. results achieved by ROMED2?**

- a. What share of resources was allocated at the level of localities?
- b. What type of resources generated most results? What type of support was missing and needs to be considered?
- c. How was differentiation of resources of ROMED2 and ROMACT ensured in the localities where both Programmes were active during the same timeframe?

V. Sustainability

**8. How sustainable are the started local processes? What are the main success factors and difficulties?**

- a. Which elements of the approach applied by ROMED2 are ensuring the sustainability of local mediation process?
- b. Will the CAGs continue working after the end of the Programme and why? What will be the main challenges in sustaining these groups?
- c. How will local administration continue participatory local planning and initiatives together with Roma activists after the end of the Programme?

VI. Lessons/Recommendations

**9. If ROMED2 were to start now, what could be done differently to increase the effectiveness of community empowerment and participation in local planning and decision making?**

**10. Do you think ROMED2 needs to continue and how – in the ROMED2 communities and in new communities? If not, why not?**

**QUESTION GUIDE FOCUS GROUP MEDIATORS TRAINED BY ROMED1**

- 1. What is a successful and good mediator?** What is most important for the role of mediators? What helps implement this role? What are the main obstacles?
- 2. What from the ROMED curriculum (two training sessions and practice) was most helpful to your professional development as a mediator?** What in this training was different from other similar trainings and what was missing or not sufficient?
- 3. In what way has the ROMED training contributed to your employment status and conditions (better job, better salary, etc.)?** Has the ROMED certificate helped you obtain better employment?
- 4. How has the ROMED training helped in increasing the understanding and support provided to you as mediators by the local institutions and by the community?** Do you see changes in the attitudes of local authorities and institutions?
- 5. Did you participate in some of the activities held at European level** like the Roma Congress of Mediators in Brussels, or other activities for exchanging and sharing of practices with other countries? **What was the value of these activities for your development as a mediator?**
- 6. How do you see your future professional development? In which areas do you need more knowledge and capacity development to perform better your work as a mediator?**

**7. What would you recommend to future programmes providing support to mediators?  
What can make them effective?**

**QUESTION GUIDE FOCUS GROUP WITH MEMBERS OF CAGs of ROMED2**

- 1. What is the main role of the CAG and how did the national facilitators and the Programme support you to implement this role?** What from this support was most helpful to you and what was not sufficient?
- 2. How does your Community Action Group formulate priority issues and initiatives to be suggested to local authorities?** Do you involve other people from the community? If so, how? What is the result of this involvement?
- 3. What makes you proud to be a member of the CAG? What were your main initiatives and do you see some improvement in the life of the community as a result of them?** What concrete problems have you resolved? Which of the initiatives of the CAG are bringing results for solving problems that Roma women face? Which of the initiatives are bringing results for the better education of children?
- 4. How effective is your interaction with local government and institutions?** What works well and why and what does not work and why? Please give some examples. Do you think that as a result of this interaction the local government's attitudes/perceptions towards the Roma community have changed?
- 5. Do you feel that due to ROMED you now have more power to influence and participate in local decision-making?** What were your main successes and what were the main difficulties?
- 6. Do you plan to continue working as a CAG after the end of the Programme? If yes, how?** What will help you to sustain the local processes of interaction which have started with local authorities?
- 7. If you were starting ROMED2 now, what would you do in a different way? What would you recommend for future programmes for community empowerment like ROMED2?**

**QUESTIONS FOR THE SURVEY OF TRAINED MEDIATORS OF ROMED1**

**1. When did you attend the ROMED Training for Roma Mediators?**

- 2011 - 2013? Yes/ No
- 2014 - 2015? Yes/No

**2. Did you work as a mediator before the training provided by the ROMED Programme?**

Yes/No

If yes, in which area? *(Please choose the most appropriate answer):*

- Education
- Health
- Employment
- No specific area, multifunctional mediator
- Other (please specify)

**3. Was your work as a mediator paid before the training? Yes/No**

**4. How did your work change within one year following the ROMED Programme?**

(Please choose the most appropriate answer):

- Started to work as a mediator
- Continued to work as a mediator
- Stopped working as a mediator

**5. Are you currently employed as a mediator (or in a similar role)? Yes/ No**

If yes, by whom? (Please choose the most appropriate option):

- By the municipality
- By an NGO
- Other public institution in your locality
- Others (please explain)

**6. Is your work supported by EU funding or other donors?**

- European Social Fund
- Other EU funding
- Other donors
- None

**7. If you are employed by the municipality or other public institutions in your locality what kind of contract do you have? Please choose the most appropriate answer:**

- Short-term (temporary)
- Long-term (permanent)

**8. How would you rate the usefulness of the ROMED training with regards to:**

Circle the most appropriate number for each category (1= the least useful):

- Practical knowledge to do your job better? 1 – 2 – 3 – 4 – 5
- Better employment conditions? 1 – 2 – 3 – 4 – 5
- Increased recognition of the role of mediators? 1 – 2 – 3 – 4 – 5

**9. Did the ROMED training certificate lead to either of the following?**

- Longer term contract? Yes/ No
- Salary increase? Yes/ No
- I did not receive a ROMED certificate

**10. How would you assess the impact of your work on the ground as regards to:**

Circle the most appropriate number for each category (1= no or marginal impact):

- Access to services for Roma? 1 – 2 – 3 – 4 – 5
- Dialogue with local authorities? 1 – 2 – 3 – 4 – 5
- Reducing early school leaving? 1 – 2 – 3 – 4 – 5
- Increasing educational attainment of Roma? 1 – 2 – 3 – 4 – 5

**11. Please tell us in your own words:**

- What was most valuable for your work as a mediator from your participation in the ROMED training?
- Do you feel you need additional training and support to be able to perform your work better? If yes, in which areas?