

Citizen Auditors and MUnicipal Services against structural discrimination (CAMUS)

<u>Organisation(s):</u>	Fuenlabrada City Council	
<u>Country:</u>	Spain	
<u>Contact:</u>	policy@esn-eu.org	
<u>Theme:</u> <i>Choose at least one option</i>	<input type="checkbox"/> Ageing & Care <input type="checkbox"/> Asylum & Migration <input type="checkbox"/> Young People <input type="checkbox"/> Support for Children & Families <input type="checkbox"/> Community Care <input type="checkbox"/> Integrated Care & Support <input checked="" type="checkbox"/> Co-Production <input type="checkbox"/> Disability <input type="checkbox"/> Housing & Homelessness <input type="checkbox"/> Artificial Intelligence <input type="checkbox"/> Digitalisation <input type="checkbox"/> Quality Care	<input type="checkbox"/> Labour Market Inclusion <input checked="" type="checkbox"/> Social Inclusion <input type="checkbox"/> Technology <input type="checkbox"/> Workforce and Leadership <input type="checkbox"/> Social Benefits <input type="checkbox"/> EU Funding <input type="checkbox"/> Social Service's Resilience <input type="checkbox"/> Mental Health <input type="checkbox"/> Person-Centred Care <input type="checkbox"/> Research & Use of Evidence <input type="checkbox"/> Other, please specify:
<u>Principles of the European Pillar of Social Rights:</u> <i>Check the 20 principles here.</i>	<input type="checkbox"/> 1. Education, training, life-long learning <input type="checkbox"/> 2. Gender equality <input checked="" type="checkbox"/> 3. Equal opportunities <input type="checkbox"/> 4. Active support to employment <input type="checkbox"/> 5. Secure and adaptable employment <input type="checkbox"/> 6. Fair Wages <input type="checkbox"/> 7. Transparent employment conditions <input type="checkbox"/> 8. Social dialogue <input type="checkbox"/> 9. Work-life balance <input type="checkbox"/> 10. Healthy, safe work environment	<input type="checkbox"/> 11. Childcare and child support <input checked="" type="checkbox"/> 12. Social protection <input type="checkbox"/> 13. Unemployment benefits <input type="checkbox"/> 14. Minimum income <input type="checkbox"/> 15. Old age income and pensions <input type="checkbox"/> 16. Health care <input type="checkbox"/> 17. Inclusion of people with disabilities <input type="checkbox"/> 18. Long-term care <input type="checkbox"/> 19. Housing and assistance to homeless <input type="checkbox"/> 20. Access to essential services
<u>Current status of the practice:</u>	<input type="checkbox"/> Concept and Design Phase <input type="checkbox"/> Execution & Monitoring Phase <input checked="" type="checkbox"/> Consolidation Phase <input type="checkbox"/> Scaling Up and Transformation Phase <input type="checkbox"/> Other (please specify)	
<u>Context/ Social issues addressed</u> <i>Please explain the problem you attempt to solve.</i>	The project aims to tackle Structural Discrimination in the city of Fuenlabrada, starting with Municipal Services. Its singularity lies in the collaboration between municipal administration employees and individuals from civil society in the design and evaluation of this co-produced process.	

<p><u>Objectives:</u> Please provide a maximum of three objectives in bullet points.</p>	<ol style="list-style-type: none"> 1. To design and implement a plan to reduce structural discrimination in municipal services and to establish a methodology to evaluate the plan. 2. To train civil society (especially those susceptible to prejudice and discrimination) to identify and tackle structural discrimination. 3. To train employees in municipal services to create awareness of structural discrimination.
<p><u>Activities:</u> Please describe the activities put in place to achieve the objectives (maximum 300 words).</p>	<p>The project aims to identify and fight against structural discrimination in municipal services in collaboration with citizens. Different partners (the City Council of Mechelen, the National Distance University of Spain, the Table for the Coexistence of Fuenlabrada and the Social Consulting company, Dinamia) coordinated by the City Council of Fuenlabrada took place in this initiative. The first action taken by this project was the creation of a Citizens' Audit Network, which aims to collaborate with the municipal administration to identify any bias that does not favour equal opportunities in municipal services.</p> <p>This network also serves as an antenna to receive any particular situation of discrimination by people unwilling or unable to denounce it to the public administration. After creating the Citizens' Audit Network, neighbours taking part in this network and municipal services officials within different administration areas received training to raise awareness of structural discrimination. Following capacity building, two administration areas (Economic Development and Employment, Local Police Service) were audited using pilot experience. Finally, a local action plan against discrimination was developed. The Citizens' Audit Network will monitor this plan, and the local government has committed to auditing all the different municipal services.</p>
<p><u>Outcomes:</u> Please explain what the results were/are so far and how you evaluated this.</p>	<ul style="list-style-type: none"> • The project strengthens civil society engagement in municipal affairs, as a strong bond and sense of purpose were created in the Citizens' Audit Network. • The pilot audit experience in the two administration areas produced good overall results. However, efforts in accessibility and representativeness must continue to meet the needs of an increasingly diverse society. The different stakeholders must be committed to continuing with the audits throughout the entire administration.
<p><u>Links to supporting documents:</u> e.g. website or report of the practice</p>	<p>https://www.ayto-fuenlabrada.es/</p>
<p><u>Comments and tips</u> i.e. for people willing to use your Practice</p>	<p>The local government's commitment and willingness to eradicate structural discrimination is critical.</p>