Step 1: Summary of information

Project ID	29
Status	SUBMITTED
Language	EN
Project Title (*Max 100 characters*)	COORDINATION TO IMPROVE GENDER-BASED VIOLENCE SURVIVORS' LABOUR MARKET INTEGRATION &SOCIAL INCLUSION
Select your project category	Category 3 - Women Empowerment and Active Participation
Region	REGION OF MURCIA
Member State	Spain
Which EU Fund supported the project (Tick as appropriate)	European Social Fund
Programme Name	REGION OF MURCIA'S ESF OPERATIONAL PROGRAMME
Start date of the Project (DD/MM/YY) **(Starting date must be after 01-01-2008)**	01/01/2011
End date of the Project (DD/MM/YY)	01/12/2020
Programming period	2014 - 2020
Funding sources of the project in euro (Enter value "0" if not applicable. Do insert figures without points, just add a point for the decimal mark if applicable)	**EU funds** 1204000.00 € **National public** 4406000.00 € **National private** 0.00 € **Total** 5610000.00 €
Type of funding (Tick as appropriate)	Other
Support from other European funds or synergies with projects funded from other European funds	Erasmus+ Programme (or Lifelong Learning Programme (2007-2013)

Step 2: Contact details

Managing Authority (or National or Regional authority responsible for managing the relevant EU funded programme):

First name of representative	DIRECCIÓN GENERAL DE PRESUPUESTOS Y FONDOS EUROPEOS
Contact person	Ms. MARIA BEGOÑA, INIESTA MORENO
Address	EDIF.ADMINISTRATIVO TENIENTE FLOMESTA, PS TENIENTE FLOMESTA, 3
Postcode	30001
Town	Murcia
Country	Spain
Tel	(00)+34 968362613
E-mail	MARIAB.INIESTA@CARM.ES
Website	WWW.CARM.ES
Social Media accounts (Facebook, Twitter, LinkedIn, Pinterest, etc.)	

Project management

Name of the organisation	SERVICIO REGIONAL DE EMPLEO Y FORMACION
Contact person	Mr. ZAMORA LOPEZ FUENSALIDA, ALEJANDRO
Address	INFANTE JUAN MANUEL
Postcode	30011
Town	Murcia
Country	Spain
Tel	(00)+34 968 357540
E-mail	ALEJANDRO.ZAMORA@CARM.ES
Website	WWW.SEFCARM.ES

Social Media accounts (Facebook, Twitter, LinkedIn, Pinterest, etc.)	**https://www.facebook.com/sefcarm/_https://twitter.com/sef_carm?lang=es** **https://es.linkedin.com/company/sef-servicio-regional-de-empleo-y-formaci%C3%B3n** **https://www.youtube.com/user/sefcarm**

Step 3: Summary description

Summary description of the project (maximum 30 lines)GUIDANCE: Please keep in mind that your project description should be clearly related to the selected category.If possible, the description should also-address the question of how the project ensures social fairness in its objectives or implementation.

This project is based on the need of providing an integrative and personalised care to women victims of gender-based violence (GBV) in the Region of Murcia. In 2011, the Regional Network of GBV intervention centres (CAVI) offered social and labour market support to women and, at the same time, the Regional Service for Employment and Training (SEF) also provided counselling and assistance to the same target group. Informal contacts and cooperation used to take place between practitioners but there was a gap in improving coordination between both agencies in order to avoid inefficiencies and ensure a more personalised attention to women's needs. Morever, a permanent accompaniment service was requested to facilitate their labour market integration and empowerment process.

As a result of these practitioners' claims, SEF and the DG Women Affairs (former Regional Institute for Women Affairs) agreed to join efforts by signing and implementing the 'Regional coordination protocol to improve labour market integration and social inclusion of victims of gender-based violence'. This mechanism was design following the approach of empowering women who are suffering a critical situation.

This protocol is the umbrella under which different actions have been developed:

1) Personalised plans for labour market integration and social inclusion. Starting with an interview carried out by a CAVI's social worker and a SEF's counsellor, an individualized pathway will be developed by considering each woman the centre of the intervention process.

2) Incentives to companies in order to promote GBV survivors access to labour market and self-employment.

3) Priority access to training activities held by SEF, according to the needs assessment carried out by the SEF's counsellor and CAVI's social worker.

4) Grant programme for GBV survivors to ensure they can afford transportation expenses as well to guarantee work-life balance by granting childcare services on a monthly basis, when they are attending occupational training programmes.

5) Simplification and better coordination to allow GBV survivors to apply for the Active Insertion Income, managed by the National Employment Service.

Key objectives

The aim of this project is to ensure that women victims of GBV are empowered and play and active social role through getting a job or being entrepreneurs, by fully implementing a gender-equality approach within public policies in the area of employment by empowering women victims of GBV through a holistic and coordinated intervention between DG Women Affairs and SEF. More specifically, this aim may be split into the following key objectives:

1) **To implement a one-stop shop approach** among the services involved in the intervention process with women victims of GBV. The aforementioned protocol set how the coordination must take place between SEF and CAVIs to ensure that women are not re-victimised and that the labour market integration is a smooth process focused on their demands and needs.

2) **Improving access to employment**. The support and counselling provided under the coordination protocol aims women to give access to a job that allow them to have economic independence, as a way to empower themselves and leave a violent relationship. It has been met thanks to a 3-stage intervention methodology based on (1) individual assessment, (2) developing and implementing a personalised insertion pathway (3) monitoring and evaluation.

3) **Providing training according to women's professional and personal requirements,** following the continuous assessment and attention under the protocol.

4) **Simplifying application and administrative procedures linked to Active Insertion Income**, due to coordination among CAVI, SEF and the National Employment Service.

5) **Training professionals to improve their knowledge and skills** to provide social and employment support to women victims of GBV, by organising workshops and training seminars.

Describe how they have been met

Explained above.

What was the strategic context of the project? (maximum 30 lines)GUIDANCE: This may include references to the socio economic context, relevant national or regional strategies (e.g. urban development, smart specialisation, etc.) and references to synergies between EU and national programmes or schemes (e.g. EAFRD, EMFF, CIP/COSME, LIFE, FP7/Horizon 2020, Erasmus, EIT/KICs, other)

Region of Murcia's population is made up of 744 601 women and 761 022 men. Male unemployment rate (2015) was 21,69%, while the percentage of women unemployed was up to 28,43%, so that special attention must be provided to foster women empowerment. In terms of GBV, 3 356 women were served at CAVI network (21 intervention centres) in 2016 and 3 441 in
2015. In 2016, 1 761 protection orders were issued by courts in the Region of Murcia. These numbers stress the need of developing an innovative approach to mitigate the effect of unemployment on victims of GBV.

Indeed, this is a priority for the Regional Government of Murcia. First, the 'Regional strategic plan for equal opportunities between women and men' (2016-2020), a cross-sectional public initiative, include several actions on employment and entrepreneurship for women. Some of them are specifically focused on those who are victims of GBV. The actions included in this project are also present on the regional strategy on gender equality and are considered critical to succeed.

Second, the 'Regional strategy for quality employment' (2017-2020) addresses women suffering GBV as a priority target group, so that specific initiatives (including those considered in this project) are defined in each of the four areas of the strategy: (1) employability; (2) quality jobs and labour relations; (3) vocational training; and (4) entrepreneurship.

Finally, the Regional Government is involved in an Erasmus+ project (2016-1-UK01-KA202-024533) called 'Domestic violence coordinated intervention'. The aim is to define a

European catalogue of core competences and skills required for a staff member to coordinate with other agencies in the area of GBV. During training needs assessment and the development and provision of a training course based on the previous assessment, the work done under this current project, as well as practitioners involved in the implementation of the protocol will be considered. Also, synergies were established between this project and another initiative carried out in 2014-2105 called CORE 'Coordinating an individualised response to women victims of GBV', in which professionals from different generalist agencies were involved. It was funded by the European Economic Agreement.

Step 4: Summary description

Highlight the innovative character of the project (maximum 30 lines)GUIDANCE: The innovative character can be linked to technology, process, service or organisational innovations. It may also be that the activity is innovative in the particular territorial context and is not "business as usual", but experimenting with new approaches. Please emphasize the innovative aspects that could inspire others to replicate the approach used in your project or initiative.

Main innovation is related to the following aspects:

- Effective implementation of a personalised plan of social and labour market integration: economic independence is a critical issue to ensure that a victim of GBV becomes into a survivor. This is a common understanding for GBV services and non-specialised agencies that lead the development of a common intervention and coordination framework.

- Women's needs at the centre of the intervention process: the coordination between SEF and CAVIs is focused on their needs and requirements instead of on administrative issues. The implementation of a one-stop shop approach was possible thanks to the common understanding mentioned above.

- GBV victims to be recognised as a priority group: this project comprises not only specific actions for women victims of GBV (such as grants for transportation and work-life balance service) but also a priority access to training and other actions depending on each woman profile.

What has been the impact of the project in the country, region, locality or urban area? What are the activities and results that can be attributed to the initiative, i.e. which would not have happened without it? Are there new (business) activities emerging from the project? (maximum 30 lines)GUIDANCE: It will clearly be easier for the Jury to appreciate the results / impacts of the project where there is quantified information on the key indicators related to the objectives. Other qualitative benefits can of course also be mentioned. It may also be shown through evidence that the knowledge acquired or lessons learned are being applied by other organisations or successor projects.

Data collection for monitoring and continuous assessment is considered critical for this

protocol and it is carried out under the umbrella of the protocol. This project has a regional scope, so that it has a deep impact on women victims of GBV living in the Region of Murcia. The impact of the project is well spread on the Region of Murcia, due to the fact of having 21 CAVIs and 25 SEF employment offices across the region, ensuring all the population is properly covering.

- Number of women participating in the individualised labour market integration pathways: 3 300 (2016), 2 951 (2015), 2 448 (2014), 1 961 (2013), 1 566 (2012); 1192 (2011). CAVIs provided attention to 3 356 (2016) and 3 441 (2015).

- Job placement after intervention: 55% (2011-2016) of the participating women got a job as a result of participating in this project. This figure is between 8-10pp higher than the rate of other similar projects focused on other vulnerable groups. This percentage raises up to 69% when attending occupational training courses.

- Access to unemployment benefits: 92% (2011-2016) of women had have access to unemployment subsidies or social incomes, such as Active Insertion Income.

- Attendance to training courses: about 10% of women included in this programme participate in training activities to improve their employability. It means that, on average, 223 women have been trained every year.

In terms of qualitative impact, the following results must be highlighted:

- Cooperative-learning groups: professionals from CAVIs and SEF offices are trained on a permanent basis through 80 working-hours training courses that length for 6 months. It allows them to improve their skills and methodologies when approach and managing cases in those services.

- Sharing of best practice: due to the proven efficiency of this project, new protocols are being developed by transferring methodologies and tools to coordination strategies focused on unemployed people at risk of social exclusion and people with mental illness

Step 5: Summary description

What is the approach for ensuring financial sustainability of the project after the end of the EU-financed support? (maximum 30 lines)GUIDANCE: Sustainability can be understood in terms of potential or realised self financing, private financing or the likelihood of securing further public support, e.g. for running and maintenance cost (depending on the nature of the projects). If not applicable (e.g. for Category 5), please indicate. In particular the use of financial instruments (loans, guarantees, etc.) will be valued as a strong indicator for financial sustainability of a project.

On the one hand, GBV-specialised services, including intervention centres in which social support is provided, are exclusively funded by the Regional Government of Murcia, so that sustainability of these services are guaranteed regardless the support from the EU. On the other hand, for the period 2011-2016, only 22,93% of the total funding relies on EU funds, so that 77,03% of the overall cost is financed via National and Regional budgets. It means that, even beyond the end of the programming period 2014-2020, the Regional Government of Murcia will be able to maintain and improve this project whether the EU funding continues or not.

Describe the partnership and how it worked. Is there an inter-regional dimension? (maximum 30 lines)GUIDANCE: Partnership can be important both in terms of influencing the design, ownership and implementation of the project but also in terms of accumulating learning and generating concensus on policy priorities.

Initially, the partnership was made up of Regional Service for Employment and Training (SEF) and DG Women Affairs. SEF brings to the project their background and specialization on employment and job seeking and counselling services in 25 offices across the Region of Murcia. DG Women Affairs is responsible for the GBV-specialised services, including 21 intervention centres (CAVIs) participating in the project in which psychological, legal and social support is provided.

This combination leads to design and implement different actions to improve the service provided to women victims of GBV, structured in a coordination protocol in which each agency is highly specialised in key areas of knowledge and management. The monitoring of

the implementation of the project relies on a follow-up committee with representatives from SEF and DG Women Affairs. Also, staff from the National Employment Service is invited to participate to improve coordination in terms of accessing economic subsidies.

As mentioned above, collaborative learning groups are important to continuously update the processes and approaches of the project, and it is also a good mechanism to detect areas of improvement.

Is an evaluation or audit report available?

YES

No need to provide it at this stage. If one is available please summarise the main messages resulting from it.

The activities carried out by the employment counsellors at SEF offices are included within the Annual Plan for Active Employment Policies. It means that they are subject to ESF's control, monitoring and audit procedures. Also, the National Employment Service assesses these activities and measures their impact at regional level. Finally, on a biannual basis, a report is produced by the follow-up committee to assess the implementation of the project according to certain indicators.

In order not to be redundant, the information provided by those report is already included in different sections of this application form (please, see 7.5 for details).

Step 6: Upload pictures




VOX
POPULI

Step 7: Validation

Upload document.	Carta de apoyo.docx
By ticking this box, you declare that all the information provided in this form is factually correct and that the proposed project has not been proposed for the RegioStars Awards before and that it has not been subject to any type of investigation for irregularities or fraud.	YES