

## QUALITY CRITERIA FOR SOCIAL INCLUSION, PARTICIPATIVE DEMOCRACY AND HUMAN RIGHTS POLICIES

### A. Criteria for social inclusion policies

*Social inclusion policies must be prepared to find solutions in one, several or all forms of exclusion that may be summarized as follows:*

- ECONOMIC. Relative poverty due to an insufficient or non-existent access to income.
- LABOR. Unemployment and precarious work conditions.
- TRAINING. Illiteracy. Insufficient training.
- SOCIAL AND HEALTH. Disability and dependency. Addictions and diseases linked to social risk. No access to public health services.
- HOUSING. Homeless people. Poor quality housing. Degraded residential environment.
- RELATIONSHIPS. Weak and/or deteriorated primary affective ties. Weak community networks.
- POLITICAL / CITIZENSHIP. No access to political citizenship. No access to social rights.

### B. Criteria for human rights policies

*Human rights policies must meet several or all the following standards:*

- AVAILABILITY. Services designed in sufficient amounts to meet the needs of the whole population.
- ACCESSIBILITY. Physical and Economic. Access to information and transparency. Non-discrimination.
- ACCEPTABILITY. Respect for cultural values, norms and practices of the recipient population. Quality and relevance of services.
- ADAPTABILITY. To the changing needs of communities or individuals.
- MECHANISMS TO DEMAND RESPONSIBILITY (legal and electoral mechanisms and/or horizontal supervision systems –participation councils -).

### C. Criteria for participatory democracy policies

*Participatory democracy policies must meet several or all of the following features:*

- INDIVIDUAL AND COLLECTIVE PARTICIPATION. The beneficiaries are active actors in their process of full social and political incorporation. The technical sphere and associations participate in the preparation and implantation of policies. Strengthening social and community-based networks. Foster the participation of excluded segments of society or of those traditionally distanced from public life.
- THROUGHOUT ALL STAGES. Participation of the civil society in the diagnosis, planning, implementation and assessment of policies.
- PLURALISM. Accepting conflict and diversity as inherent to social procedures. Articulation of mediation techniques.
- FEEDBACK throughout all the stages of designing and implementing policies.
- NEW POLITICAL CULTURE. Regarding the local administration: ability of the actions to bring in a new form of governing (cross-cutting and shared). Regarding citizenship: ability to mobilize and render more dynamic a true participatory process.

- CO-RESPONSIBILITY. Clearly defining the roles of each actor within the participatory process.
- POTENCIAL FOR EMANCIPATION. The promoted policy must contribute to develop personal independence and the rights of citizens.

#### **D. Criteria for the design, implementation and assessment of all policies**

- **Strategic criteria**
  - PLANNING. Explicit criteria for actions in diagnosing (needs), implementing (sound management and financing) and assessment (adequate to the specificities of a programme, able to detect and correct unwanted situations).
  - PREVENTION. Structural approach to the set of factors generating situations of exclusion or risk of exclusion. A strong political will to weaken these factors.
  - INNOVATION. Ability to adapt pro-actively to change. Introducing creative subjects and/or methodologies.
  - EMPOWERMENT. Model of intervention that prevents back falls and grants the personal and relational skills to develop full personal independence.
  - SUSTAINABILITY. Economic, social and political. Duration of a project. Generating a network going beyond the municipal involvement in political action.
  - PARTICIPATORY DEMOCRACY. Participation of the civil society in designing, implementing and assessing policies (see section B).
- **Organizational criteria for actions**
  - INSTITUTIONAL ARTICULATION. Multi-level public and private coordination between a range of institutional and associative actors.
  - CROSS-CUTTING. Horizontal perspective on networking: interdependence, ability to be influential, power of links.
  - INTEGRAL. Integrating resources and services into the framework of personal, group and/or community work.
  - PROXIMITY. Adequate to the variety of situations on site.
- **Effectiveness criteria**
  - QUANTITATIVE SOCIAL IMPACT. Tangible, positive and long-lasting.
  - QUALITATIVE SOCIAL IMPACT. Results obtained beyond quantification. Examples: space of reference for the actors involved; changing stereotypes and stigmas; re-valuation of culture and self-esteem.
  - ADAPTABILITY. Experiences that can be adapted to other contexts. Information and dissemination necessary to export it.
- **International criteria**
  - MILLENNIUM DEVELOPMENT GOALS. Policies must fit into the international framework set by the Millennium Goals and must aspire to contribute to reach one or several of these goals, especially No.1 Goal: eradicate extreme poverty and hunger.