

Case Studies and Best Practices

Germany Case Study 1



Sharehaus Refugio

ORGANIZATION NAME

Berliner Stadtmission



Abroad Consulting



LINK



<http://www.refugio.berlin/>



<https://www.facebook.com/sharehausrefugio>

ACTIVITIES PLANNED/UNDERTAKEN

Research of materials and information about the project, networking and communication with the project members. Eventual visit at the project's centre.

STUDY AIMS AND OBJECTIVES

Present a model of share house in which new community members can live and organise activities together with locals.

Offer an alternative to refugees' shelters: asylum seekers usually live isolated and have little chances to get in contact with local community members, also because most often refugees shelters are located outside the city centre. Isolation and inactivity can lead to feelings of frustration or resignation, aggravating the already fragile situation of many asylum seekers.

Tackle inequality by sharing a space with locals and running several activities together represents a relevant starting point in the integration process.

Creating job perspectives: the inhabitants of Refugio are working inside the centre and gaining working experience.

Lighten integration: the process of learning the German language can last several months or sometimes years: living together with locals reduces cultural barriers and the learning turns into a fun easier process.

OBJECTIVE

Five floors share house where locals and new comers live in Neukölln, one of the cosiest multi-cultural districts in Berlin, highly frequented by young people

Meeting space for cooking and eating together every day

Regular activities organised together during the weekend like cultural events, dinners, workshops, and hosting events

Catering and cooking classes developed by chefs from Syria

German classes offered by mother tongues and self-organised Coaching program before starting a new job or new education courses

The “Refugio Café” is a coffee shop next door run by people living in the house and represents a first step to enter the labour market

DESCRIPTION OF THE CASE STUDY

1. Since July 2015 about 40 people from all over the world live together in Refugio and run the centre. They are 20 locals often with migration background and 20 newcomers former refugees.

2. The residents of the share house can live there for a period of 12 to 18 months, being part of the set-up of the centre and organising a range of events that see the participation of locals.

3. The five floors building consists of three floors where residents live, one floor for art ateliers where artists can expose their works, one floor for textile manufacturing, and the rooftop with a garden for the sunny summer days.

4. The idea of the share house is similar to the one that the initiators of the Sharehaus network started in South Africa. One of the aims of the project is to create an alternative to refugees' shelters. In fact, the centre has comfortable private rooms, in opposition to the ones offered in shelters.

5. German authorities distribute asylum seekers in shelters. That is to say, they often live in barracks, containers, ex-school buildings, or sport halls.

The standards of living in those shelters are generally very low. Also, the sanitary conditions might provoke the spreading of illness among several inhabitants, since the space is limited and many people can share the same room or big hall.

6. In these places there is generally no privacy and people find themselves living together with other strangers for several months or sometimes even years. This can generate many problems and cause stress and dehumanisation that result in severe conflicts due also to difficulties to communicate since coming from different world regions with different languages, or because belonging to several different ethnic or religious groups.



7. The poor life conditions represents in fact one of the major causes that produces discontent among residents in refugees' shelters and has serious consequences on their lives. Furthermore, since asylum seekers are very vulnerable in the first period they live in the host country, the poor life conditions represent a risk to fall back into depression.



8. People who are traumatised get re-traumatised in the process of integration into a new society.

9. The right to a proper housing represents in fact a fundamental step to respect the dignity of people seeking for international protection.

10. Refugio promotes diversity and social inclusion. The self-organised courses are coordinated by residents of the centre and offer a comfortable atmosphere where to practice language skills and exchange knowledge about job market and educational courses in a non-formal and relaxed situation.

11. The concept of helping is replaced with the idea of supporting each other. The aim is to diminish the hierarchy between the helped and the helper.

12. Integration is intended as a two-way street where cultures combine together in a practice of learning by each other. Indeed, the process of integration presupposes the effort of both locals and new comers to be successful.



Local, Regional And International Impact

Refugio represents an example to facilitate integration through a process of inclusion and full participation in the local community life.

The project attracts many visitors and contributes to the cultural turmoil of Berlin Neukölln where several artists live and enliven the atmosphere of the city district.

The Sharehaus is alternative models that can substitute the pre-existing refugees shelter since it not only improves the life conditions of residents but also build resilience, nurturing mental well-being for both new comers and locals.



CONCLUSION

"Refugio" represents a model that can function as an alternative to refugees' shelter. It is not only a share house, but also a community meeting point where locals can easily get in touch with new comers running the centre.

It lightens the work of local authorities to find new solutions since asylum seekers in refugee shelters are living in poor life conditions.

The project represents a starting point to send a clear message about the integration, that is to say it is necessary to obtain the effort of both locals and new comers to achieve a harmonious living together.

PROMOTION

All the material will be published on our website and social media resources.



In-Dialogue
new

Germany Case Study 2



Queere Unterkunft Treptow

ORGANIZATION NAME

Schwulenberatung Berlin



Abroad Consulting



LINK



https://www.schwulenberatungberlin.de/refugees-english#paragraph_5



<https://www.facebook.com/queereUnterkunft.trepow/>



http://www.schwulenberatungberlin.de/wp_uploads/Broschuere-Fachstelle-Druck.pdf

http://www.schwulenberatungberlin.de/wp_uploads/Handreichung_Online.pdf

ACTIVITIES PLANNED/UNDERTAKEN

Research of updated material and news about the project and other networking partners.

I was working as social worker in the Official Shelter for Lesbians, Gay, Bisexual, Trans and Intersexual (LGBTI) refugees with Schwulenberatung Berlin in the year 2016.

STUDY AIMS AND OBJECTIVES

Highlight the special needs of LGBTI refugees as particular vulnerable group.

Explore how the accommodation centre supports the LGBTI asylum seekers.

Present how LGBTI refugees' rights are implemented outside the shelter through other social services specific for the group.

TOP 6 HIGHLIGHTS POINTS

The Official Shelter for LGBTI refugees offers to residents special protection from violence and discrimination, granting them a safe LGBTI-friendly environment.

Social workers employed in the shelter speak the languages of the more numerous groups of LGBTI asylum seekers and are available to support them during their working hours.

LGBTI asylum seekers are helped in connecting to other external offers by Schwulenberatung Berlin such as: “Café Kuchus”, Drop-in counselling centre for - LGBTI refugees; Legal advice on asylum procedures and migration laws for LGBTI refugees; Psychological counselling for LGBTI refugees.

LGBTI asylum seekers are supported in their integration process through language courses, job offers, and cultural activities in LGBTI-friendly environments.

An external pool of interpreters and translators is also available for activities outside the shelter.

The collaboration between Schwulenberatung Berlin and other LGBTI rights organisations permit the implementation of LGBTI refugees’ rights through the cooperation with local authorities.

DESCRIPTION OF THE CASE STUDY

1. On February 2016 the first accommodation centre for LGBTI refugees opened in Berlin Treptow under the management of Schwulenberatung Berlin (Counselling for gay men).

2. Schwulenberatung Berlin is a non-profit company that offers services of counselling and psychosocial support to Gay and Trans persons since 1981.



3. There is no official count of LGBTI refugees, since the counselling and information centres know just the cases that they directly dealt with. The estimated percentage of LGBTI refugees in Berlin should be approximately the 4-8% of the refugee population. However, the percentage could be much higher because not all cases are signalled.

4. The Official Shelter for LGBTI refugees was born to grant basic human rights to this group, and offer special protection while focusing on their particular needs.

5. The shelter can host up to 124 LGBTI asylum seekers.

6. The staff members of the shelters and social workers are requested to be LGBTI persons or at least LGBTI sensitive.

7. LGBTI people are a vulnerable group victim of discrimination and violence that are directed on the basis of their sexual orientation and gender identity in all regions of the world. Also, same sex relationships are punishable by law in 76 countries, and in at least 5 countries death penalty can be applied.

8. Sexual orientation and gender identity can be a reason to seek asylum in several European countries, among others Germany. After having experienced severe human rights violations back home, once arrived in Germany to seek asylum, LGBTI refugees often face intersectional discrimination within the hosting society and also discrimination and violence in the refugees' accommodation centres that should be aimed for their protection.



9. The LGBTI refugees' accommodation centre represents an example of implementation of LGBTI asylum seekers' rights since it grants special protection to this group.

10. Asylum seekers living in the shelter can easily connect to other LGBTI organisations that work for defend and promote their rights.



Local, Regional And International Impact

The project gained international attention since it is the first shelter in Europe to be addressed to LGBTI refugees.

It inspired other initiatives and called the attention on the issues that LGBTI person in general and LGBTI refugees in particular have to face.

The LGBTI refugees' accommodation centre in Berlin represents an example of how human rights of a particular group can be implemented on a local level.

The project remarked that LGBTI asylum seekers need further support and advocacy on the asylum process. LGBTI or LGBTI sensitive professionals such as social workers, counsellors, lawyers are necessary to empower applicants to claim their right to seek asylum in Germany because in fear of persecution on the basis of their sexual orientation or gender identity.

The project launched new initiatives and promoted cooperation between LGBTI NGOs and organisation to play a fundamental role in putting pressure on institutions for the recognition of these rights.



For example, the Senat Berlin sponsored the publication of a brochure for best practices realised in cooperation with Berlin based initiatives and organisations working with LGBTI refugees.

CONCLUSION

The project represents a practical example on how to improve human rights protection for a particular vulnerable group.

The projects suggests guidelines on how to improve the situation of LGBTI refugees that need to access to social services and public structures in Berlin, considering fundamental the cooperation between existing services and infrastructures for LGBTI refugees.

PROMOTION

All the material will be published on our website and social media resources.



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Italy Case Study 1



Matilde Spodi

Naga-har

ORGANIZATION NAME

Naga onlus



Kairos Europe



LINK



<https://www.naga.it/>



<https://www.facebook.com/NagaOnlus/?hcref=SEARCH>

ACTIVITIES PLANNED/UNDERTAKEN

Research of material and information about the project, networking and communication with the project members. Visit at the project's centre.

STUDY AIMS AND OBJECTIVES

Provides people who are applying asylum with a safe space and basic cares that institutions fail to address.



- Help people to navigate the stress and complexity of the asylum process.
- Provide holistic casework support to members helping them to address practical problems they face.
- Raise awareness of the plight of this vulnerable community amongst the wider public and policy makers.

TOP 6 HIGHLIGHTS POINTS



Art Workshop



Football Team



Naga-Har Orchestra



Paralegal
Assistance and
services guidance



Reception and
case-working,
psychological
assessment



Bicycle workshop

UNITS OF STUDY

1. Naga-Har is not just a project; it is also a place, a location, where the specific needs of asylum seekers are addressed.



2. It was borne by the awareness of the NAGA associates that asylum seekers have different needs from economic migrants. In fact, the majority of charities and NGOs operating in Italy with migrants do not pay attention to this important difference.

3. Often, asylum seekers are scared to be in the same place with same nationals because they are worried being reported to the police of their country of origins. Perhaps they were political dissidents or they have been persecuted by a third state authority and therefore they are usually reluctant in attending places where no distinction between migrants is made.



4. Naga-Har is a shelter, is a safe place where refugees can feel home and it is partly managed by them. Independence and self-initiatives are always promoted.

5. Unfortunately, the situation regarding accommodation and legal procedures is so chaotic in Italy, that the volunteers operating in the place are mostly busy with paralegal assistance and case-working.



6. The Naga-Har centre is run by 40-50 volunteers with different expertises, some are lawyers, some are teachers, some are anthropologists and some are practitioners.

7. The high quality of legal assistance and social care provided, is often the last hope of many who received a refusal or are excluded from any welfare support.

8. Naga-Har is constantly developing and rethinking about the way they operate to provide the best services to adapt with the ongoing changes related with the recent international policies about asylum.

9. The presence of psychologists and therapists makes the Naga-Har one of the few places in Italy where the issue of mental health and refugees, is addressed.



Local, Regional And International Impact

At a local level the Naga-Har Centre organises:

- Press Conferences and research about asylum in Italy
- Communication campaigns to raise awareness about the refugee crisis
- Promotes inclusion and integration with celebrations and events
- Fundraising campaigns
- Ongoing relationship with local institutions such as the local police, the Town-Hall and the Regional Healthcare system
- At a national level, they represent one of the very few projects relating with mental health and refugees, addressing a problem that should be a national concern.



That's why they promote campaigns. They also collaborate with other charities and Ngo's, building a network of partnership which is growing every year. Internationally, because they are partly funded by the UNHCR, they work closely with this institution exchanging data and qualitative research of the services they are providing.

PROMOTION

All the material will be published on our website and social media resources.



In-Dialogue
center

Italy Case Study 2



Matilde Spodi

**SPRAR(System of Protection for Refugees
and Asylum Seekers)**

ORGANIZATION NAME

SPRAR and Riace's TownHall



Kairos Europe



LINK



<http://www.comune.riace.rc.it/>



<http://www.sprar.it/>



<https://www.facebook.com/Riace-InFestival-843053969108143/?fref=ts>

ACTIVITIES PLANNED/UNDERTAKEN

Research of material and information about the project, networking and communication with the project members. Visit at the project's centre.

STUDY AIMS AND OBJECTIVES

The hilltop medieval village of Riace on Italy's south coast was almost a ghost town 15 years ago. Houses were derelict and the local school was near to closing.

The village was in danger of becoming extinct as residents disappeared to northern Italy, and abroad, for jobs during the economic boom.

Since then Riace has seen a change in its destiny, by openly welcoming a controlled number of migrants, who live and work as part of the community.

This transformation was instigated by the mayor, Domenico Lucano, who set up a scheme, funded by the Italian government, to offer refugees the abandoned apartments and training. It has helped to rebuild both the town's population and economy.



TOP 6 HIGHLIGHTS POINTS

The project wants to demonstrate how welcoming of migrants is possible but also beneficial to the hosting community.

It provides integration and vocational guidance to the refugees.

It promotes integration and multi-culture guidance to the hosting population.

The project is running with positive and encouraging outcomes since 15 years.

The project is now spreading through neighbouring towns.

Promoting equality and civil rights, the project has also the intent of tackling mafia organizations and corruption present in the territory.

Many migrants have no financial support and are jobless, the Town Hall instituted a “coupon system” where local money is printed and distributed to be spent inside the community. In this way, local goods and services can be purchased, improving both locals and migrants condition.

Locals are directly involved, and paid, in the training and support activities for the refugees and asylum seekers.

DESCRIPTION OF THE CASE STUDY

1. The village of Riace had seen its population drop from 2,500 to 400 since the 1990s, when people moved to northern Italy for better economic opportunities. Domenico Lucano, Mayor of Riace, saw the flow of refugees in Italy as an opportunity.



2. About 450 migrants, drawn from more than 20 countries are living in Riace; about a quarter of the village's total population.

3. Some of the children are originally from Ethiopia but have grown up in Riace and speak fluent Italian, in addition to English and their native tongue.



4. Riace's model offers migrants the ability to participate in their new society, free from the extreme economic and social pressures many have faced as they tried to earn enough to sustain themselves.

5. Migrants are then able to focus on inclusion, learning the local language, interacting with locals and getting the skills they need to build a better future for themselves.



6. The very economic crisis affecting Italy, which substantially diminished the number of work places in the country (especially in Southern Italy), does not ensure a job in Riace for everybody. Some decide to stay and start a new life in the village, even if struggling with money; others prefer to go somewhere else looking for better



economic situations. However, all of them have the chance, during their stay, to experiment inclusion and integration. This has an impact also at a psychological level, as these people will start a new life with a first positive experience in their mind, enabling them to have trust in institutions and in the new civil society.

7. The fact of including asylum seekers and refugees in small villages such as the one of Riace is a way to answer at the refugee crisis in a more affordable way then building refugee camps or centres. Both at an economic and social level.

8. Moreover, refugees and asylum seekers often experienced violence in their past, so that they need an initial period to heal and have time to rebuild their identity and life. Small villages like Riace are the ideal and optimal setting to have some time to recover, instead of crowded immigration camps or busy big cities. The small dimension of the town-hall and of the Italian community, make the refugees living there protected and free at the same time.

9. The town-hall rented from the citizens the many already empty houses of the village at a small price. In this way both landlords and refugees have a beneficial outcome.

10. Associations like Città Futura, co-manage activities and programs with the town-hall with funding from the Inter Ministry.



Local, Regional And International Impact

Local Level

- Provided wealth and prosperity in a deeply disadvantage setting.
- Organises activities and informative sessions for the local population in order to prepare the people to welcome in integrate migrants.



- It rewards those citizens or companies who decide to enter in partnership with the TownHall.
- Promotes inclusion and integration with celebrations and events (the patrons of the town, celebrated once a year, were actually migrants from Syria during the mediaeval time)

National Level

- Riace represents one of the few local projects where the major and the town-hall take positive actions to generate wellness and social change in their community.



- Riace inspired other similar realities in the territory around, but also in more distant regions of Italy; and it is now a symbol representing how positive outcomes can be generated from a multicultural citizenship.

- The Riace project and other similar ones are funded by the government and not by private actions or NGOs. In this way Italian institutions take responsibility for the activities and people involved; but also safeguard the project's aims and ideas.



- The Riace's project also proved to be more effective in making refugee's independents and not creating dependency relationships promoting agency and advocacy of the people involved.

International Level

- Riace became a symbol of integration and good practices around the world and it has been cited in many articles from BBC to Al Jazeera.

- The Mayor of Riace was named in 2016 by Fortune magazine as one of the world's 50 greatest leaders. The honour puts him in the company of names such as Pope Francis, Apple chief Tim Cook and Canadian Prime Minister Justin Trudeau.

- The village hosts nowadays trainings and workshops, provided by different companies, to train officials and workers in the sector, representing an example of good practices and positive outcome.

PROMOTION

All the material will be published on our website and social media resources.



In-Dialogue
2016

Spain Case Study 1



Elena Bruno

**La Nostra Ciutat
el teu REFUGI**

ORGANIZATION NAME

CEAR Pais Valencià/ACCEM/CRUZ ROJA



ALPE-Asociació l'Alqueria Projectes Educatius



LINK



<http://lanostraciutatelteurefugi.com>



**[http://lanostraciutatelteurefugi.com/sensibilizaci
on/](http://lanostraciutatelteurefugi.com/sensibilizaci
on/)**

ACTIVITIES PLANNED/UNDERTAKEN

Telephone conversation with CEAR País Valencià's personnel for collecting information and have a feedback on the project. Searching more info and data on the official website of the project and the websites of the organizations that carried out the project.

STUDY AIMS AND OBJECTIVES

The project is addressed to all refugees, asylum and international protection-seekers and stateless people who live in Valencia and has been designed to properly meet all their needs.

AIM. The project aim is to promote and strengthen the hosting, reception, awareness raising and inclusion of refugees, asylum and international protection-seekers and stateless, by actively engaging the participation of the civil society in general; i.e. educational centres, enterprises, banks, local administrations and citizens.

In order to achieve this AIM, the project develops the following OBJECTIVES:

1. AWARENESS-RAISING AND MEDIATION: Enhancing and creating innovative spaces for awareness-raising, mediation, participation and mutual learning where information about the current refugee's situation is being spread.
2. INITIAL RECEPTION: Guaranteeing accommodation in first reception service to asylum-seekers.
3. TRAINING: Promoting employability through training and education to facilitate access to the labour market.
4. EXTRAORDINARY AIDS for educational, housing and basic needs-related purposes.



TOP 5 HIGHLIGHTS POINTS

Context: The project idea stems from the Valencia City Council's declaration that officially declared Valencia as "Refuge-City" for all those people who are trying to reach Europe because they are fleeing for humanitarian crisis, for politic, economic or war reasons and because of the human rights deprivation

Emergency or Extraordinary Aids: these financial aids have been set up to cover food, educational and housing needs that kept not covered by the national Government programs.

Promoters: The project has been jointly developed and carried by 3 important key organizations in the field of refugees and migration: ACCEM, CEAR and CRUZ ROJA (Red Cross) . Furthermore, it has been fully supported and funded by the Department of Development Cooperation and Migration of Valencia City Council.

I Bulletin – ALTAVEU: the first project's bulletin collects stories and interviews with/by refugees and asylum/IP seekers. 15 refugees and 2 journalists have produced the bulletin, as a result of creative expression workshops.

Training and Labour Insertion: In the framework of the project, Training courses have been developed and run in sectors like, Mediterranean Cooking, Gardening, Yoga instructor, etc. Result: 31 people attended the courses.

The training courses have been designed to face the challenges that foreign people meet when searching job in a country where education system and qualifications are different than those ones in their country of origin. To allow some participants to attend the courses, some grants have been also assigned to them for covering basic needs during the training period.

UNITS OF STUDY

1. CEAR País Valencià: The Aid Commission to Refugees of Valencian Region, provides several services and programs, addressed to refugees, like legal advisor, labour orientation, social inclusion activities. The organization also promotes several Campaigns, like the Campaign Against Prejudice, Campaign for Gender-related Asylum, etc. <http://cearpv.org>



2. ACCEM – Association Spanish Catholic Commission for Migration: the association has several offices and delegations in other Spanish regions. ACCEM deals with migrants and refugees, providing them with services and assistance in several fields: first reception, social and labour orientation, training, active and social participation. <http://www.accem.es/es>

3. CRUZ ROJA: the regional branch of the International Organization Red Cross took part to the project. More information about the Spanish branch of Red Cross may be found on: <http://www.cruzroja.es/principal/web/cruz-roja>

4. Target groups: So far, the project has provided aid and support to stateless people, refugees, asylum and international protection-seekers from Honduras, Colombia, Ukraine, Marfil Coast, Cuba, Georgia, Iran, Lebanon, Libya, Mali, Nigeria, Palestine, Syria and Russia.

The project is addressed to any refugee, asylum and IP seekers, regardless of their precedence. It is also addressed to several civil society actors, as well as financial entities and entrepreneurship sector.

5. Good Practice: the project has been chosen as an example of good practice, for the following reasons:

- It shows an efficient example of cooperation among several actors: civil society and non profit – public local administration – entrepreneurial and financial sector. It set the common grounds for a joint effort in order to achieve shared goals.



- It is a complex programme with a multiple approach that aims at promoting refugees and asylum/IP seekers' inclusion on different levels: economical, labour, educational, social.
- Through the workshops and awareness-raising activities (like info days, etc.), the project reaches out a diverse target groups: students, neighbourhood associations, university students etc. and create common spaces where intercultural interactions can happen and live testimony by refugees can be heard by local people to break down barriers of fear, stereotypes and prejudices.
- It uses Mediation as an effective methodology to foster communication and mutual understanding between refugees/asylum-IP seekers and financial or estate agencies. The goal of mediation is to facilitate the refugees' access to material and economical resources, by spreading information about the concrete obstacles that have to face in a foreign country.



Local, Regional And International Impact

The project has achieved an impact at local level. Some indicators of the goals' achievement:

- 10 Schools have been visited and participated in meetings and workshops
- 750 students have been involved in informative and awareness-raising activities
- 7 Neighbourhood Associations have organized open debates on refugees and asylum/IP seekers current situation
- 210 have been actively engaged in these activities
- 31 refugees/asylum seekers have been trained in several professional fields
- 20 grants have been delivered to cover basic needs
- 21 financial aid have been assigned for housing



Even though the project has a local approach, it can be considered like a pioneer example of integral inclusion that other local administrations and organizations can replicate.

CONCLUSION

Inspiring aspects of the project that can be replicated or adjusted by other professionals:

- Creating strong networks and collaboration among different key actors to straighten the impact of the project;
- Practicing and put in practice activities to create common space for intercultural interactions and to mediate between apparently opposite positions;
- Spreading information through refugees' voices. Make refugees and asylum/IP seekers the main actors in awareness-rising, informative and campaigning activities.

PROMOTION

All the material will be published on our website and social media resources.



In-Dialogue
eu

Spain Case Study 2



Elena Bruno

Refugees Welcome Spain

ORGANIZATION NAME

Refugees Welcome Spain



ALPE - L'Alqueria Projectes Educatius



LINK



<http://refugiados-bienvenidos.es>



<https://www.facebook.com/refugiadosbienvenidos/?fref=ts>

ACTIVITIES PLANNED/UNDERTAKEN

Telephone conversation with the Coordinator, Susana Hidalgo, activist and co-founder of the project in Spain. Susana has been previously informed about the “In Dialogue with Other” project, its main objectives and expected results. She directly got involved in filling out the present document, providing useful information and other relevant data.

STUDY AIMS AND OBJECTIVES

AIM: REDfugees Welcome is the first social virtual network that aims at actively and directly involving Spanish society in welcoming and integrating refugees.

It aims at building a supporting and caring online community, able to offer more human solutions to the integration of refugees, by offering them the chance to be warmly welcomed by the hosting communities, being accommodated in local people's houses.

VISION: The project stems from the opinion that massive lodging solution creates stigmatization and social exclusion. Therefore, the project aims at promoting and spreading a proper “culture of welcome”, that responds to the refugees' real needs from one side and to the needs that Spanish society has to actively get engaged in improving the refugee's current situation.

Thus, the project perfectly fits the EU solidarity purposes and vision of "unity in diversity".

TOP 5 HIGHLIGHTS POINTS

KNOW-HOW. The project is already working, it is working well, and it is running in many European countries, thank to the expertise of its volunteering teams.

ICT: It integrates and works through the technology, accordingly to the current social needs.

NETWORKING: the project creates connections and establishes collaboration between all kind of social actors: organizations that work with refugees and that support the project in site, individuals, etc.

The project builds a **COMMUNITY**, incorporating functions such as a Forum, a Notice Board, etc. The digital platform also facilitates a direct communication among all interested actors. It provides an internal Chat to establish bonds, clarify doubts and create a mutual support network.

It develops a **CULTURE OF WELCOME**, setting the basis for solidarity among people beyond any geographical and national barriers. That means establishing common ground rules for mutual caring, mutual learning and human development for all the people involved.

DESCRIPTION OF THE CASE STUDY

1. The Refugee Welcome is a project, actually working in EU and no EU countries (like Canada and Australia). The Spanish group has created comprehensive networks that connect all the actors, involved in the welcoming/hosting of refugees.



2. It brings together the data bases and contacts of each actor and provides a common forum to support:

- NGOs working in asylum and migration-related fields
- Shelter providers
- Volunteers in asylum and migration-related fields
- Refugees

3. The project fit a new European philosophy and vision about welcoming that goes beyond any paternalistic approach to the refugee issue, promoting mutual sharing, knowledge and peaceful coexistence between hosting society and refugees.

4. The services that REDfugee Welcome Spain provides are:

- Accompanying and supporting refugees with running daily errands, providing linguistic support and fostering their autonomy in daily life, equipping them with social skills
- Managing economic and other aids and subsidies, allocated to provide housing to refugees
- Introducing refugees to the community: taking them out, inviting them to events and any other social gatherings, generally, generating spaces for a direct contact with the hosting community
- “Buddies”: volunteers on which the refugees can rely, who know their stories and needs and are willing to assist them in all the phases of the integration process.

5. CASE STUDY: the project has been considered a very good practice in the field of hosting/welcoming culture. The very value of the project is promoting, spreading solidarity with the aim to replace xenophobia, hate and racism with mutual understanding, respect of diversity, intercultural dialogue and pacific coexistence. Especially with the Syrian humanitarian crisis, people around Europe have proved to be willing and eager to help refugees, with and without the support of official authorities and within or outside politically organized initiatives. Many grass-roots initiatives have aroused in local communities; people organized themselves and some projects really proved to be efficient. The present example not only aroused from the civil society basis; it also has been replicated and it is still being replicated in other countries, setting the basis for a common International Culture of Welcome.

6. Due to increase of extremist and xenophobic phenomena, REDfugees proves to be a very valuable example of how to fight stereotypes and fears by allowing direct human contact between persons and building relationships, where stereotypical representation of diversity is being replaced by real human beings, with a story, feelings and a complex identity.



7. Volunteers also advise and orientate hosting families/individuals and shelter-providers about the hosting and integration process and its main steps.

8. In case of conflicts, volunteers act as mediators between refugees and host family/individuals, supporting and facilitating solving problems processes.



Local, Regional And International Impact

Within Spain: REDfugees Welcome Spain is already working thanks to the support of several NGOs. The organization has a data base with more than 1,400 houses for refugees / immigrants. The REDfugees Welcome Spain team is formed by 20 people, all working as volunteers, therefore the organization is not able to finance all initiatives that arise around the welcoming culture. The organization aims promoting the virtual tool and spread it among public institutions and NGOs in order to work with other institutions simultaneously throughout the national territory.

Within Europe: This project can be perfectly implemented in other European countries, due to the easiness of its rules, processes and digital tools.



Refugees Welcome has achieved more than 500 successful cases across Europe, and it is a growing initiative, which means that implementing the virtual tool is quite simple. The REDfugees Welcome includes: Italy, Germany, France, Belgium, Portugal, Greece, Netherlands, Poland and Sweden.

None of the above-mentioned countries has officially established a direct and clear welcoming and integration policy for refugees, nor have they allowed or encouraged their population to actively

Become involved in these activities, so the implementation of this virtual tool would bring the welcome philosophy to all their population (public institutions, town councils, NGOs, shelter providers, refugees / immigrants, volunteers).

CONCLUSION

The project:

-Can be replicated in other EU and non EU countries by initiatives of informal groups of people. Besides, the international network also provides guidance for groups that are willing to start the project.



-It can be replicated and adjusted to both big cities and very small communities.

-The project can be funded by micro donation and crowdfunding.

-The project responds to the need that EU societies have to help and support refugees, generally to give their small contribution to the current humanitarian crisis. By sharing houses, people get closer and get to know each other better. Refugees feel more integrated into the hosting society and has more chance to learn faster the foreign language and access to social and job opportunities.

-By building personal human relationships, the initiatives help breaking down barriers of fear, ignorance and stereotypes. Culture of rejection and hate is being replaced by a Culture of Solidarity and Welcome.

PROMOTION

All the material will be published on our website and social media resources.



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.eu

Sweden Case Study 1



Charlotte Elisha Burgess

REFLECT! FILM! SPREAD!
Kasam Film Method

ORGANIZATION NAME

IFALL



LINK



https://www.youtube.com/watch?v=OoR_nbTfhIU

<https://www.youtube.com/watch?v=ee01OB6xydI>



<http://www.salutogenesis.hv.se/eng/Salutogenesis.5.html>
fall.se/filmprojekt

ACTIVITIES PLANNED/UNDERTAKEN

KASAM model is a researched based theory and IFALL adapted the KASAM model into the filmmaking. Therefore this film-making has a valid research background.

STUDY AIMS AND OBJECTIVES

The project REFLECTS! FILM! SPREAD! aims to support unaccompanied minors and involves them in formulating the challenges they face in their new country, but also find opportunities and solutions. Simply, finding meaning in life! It focuses on the “Resilience” theory and attempts to answer the question: Why have one refugee young people managed to maintain a strong sense of self while another young has really struggled? What were the elements in that person’s life that meant they were able to maintain their mental and physical state of mind?

Creative Competencies: The young people get the opportunity to document their stories through film-making.

Professional Development and Networking: The films are to be shown for the employees in the area of integration, the public, through schools and libraries and other unaccompanied minors in Sweden.

TOP 5 HIGHLIGHTS POINTS

The KASAM model is a central part of the film making process. It focuses on 3 principles:

Meaningfulness

Comprehension

Manageability

These concepts are then captured in films.

Staff and volunteers receive Education in KASAM and film.

Short films will be produced by the young people and then disseminated online.

The process is more than just making films. Social activities are incorporated to achieve a good network and rapport amongst the unaccompanied minors before filming is crucial. Individual interviews with unaccompanied minors are needed also.

The activity is a holistic process and considers all the needs of the refugee young people. It also includes conferences for agencies, organizations, local politicians and social workers who work in the field of integration.

DESCRIPTION OF THE CASE STUDY

1. The organisation that carried this method out was IFALL which carried out these activities since April 2016.

2. The primary target group are unaccompanied minors (14-18 year olds), refugee young people (18-30 years old). Adult Refugees (30+).

3. The secondary target group: Municipalities, organizations, social workers who work with the primary target, the majority society.

4. The benefits of this method depend on the target group. Some refugee's involved have already been through the challenging refugee process yet come out of this process positively. These refugees' can be supported by creating a film and reflecting on their journey to a new country so far. These refugees are role models for newly arrived refugee young people or adults. Their films can affect themselves as they are able to reflect on their journey and relate it to the KASAM model. The impact these films can have on the observers and film creators include:

- Increased Emotional Wellbeing. They can relate to the films with similar experiences to themselves. This increases their self-confidence and motivation to increase their participation in society and action in their lives.
- Increase Creativity: Increasing their film making skills including editing the films, using different software.
- Cultural and Language Awareness: There can be an increased awareness of different cultures through the stories the refugees tell.



5. We decided to choose this case study of REFLECT! FILM! SPREAD!: KASAM Film-Making Method because it:

1. Enhances Emotional Wellbeing.

2. Increases self confidence and self awareness of individual involved.

3. Encourages the sharing of thoughts, feelings and experiences through creative methods.



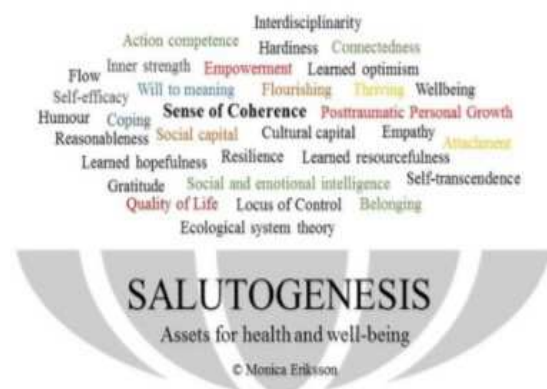
4. A process that is continuous and involves refugees in all stages of their transition into new country.

6. Individuals are able to learn from others experiences and reflect on their own. It enables them to learn film-making skills in areas such as editing, shooting the film, planning, developing.

7. It enables refugees to work together with other refugees of other cultures. It realising that refugees are not one homogeneous group and are diverse and unique.

8. They are able to feel safe in their new country through these social activities and film-making process.

9. It encourages individuals to reflect on the events and experiences that matter to them and ones that they might not have had opportunity to reflect on before.



10. It means they are able to find alternative ways of expressing themselves through film-making.

11. Isolation is particularly strong among migrants and especially refugees and asylum seekers, who face the daunting task of establishing new support networks in an alien environment.



Local, Regional And International Impact

The project is locally based therefore there is no national or international impact to report at the moment. However, this project can be motivational in inspiring other similar ones.

CONCLUSION

Through this method it opens up what is happening in the refugee's world, both within their individual lives and outside of it.

It adds meaningfulness in life, which refugees experience and encounter. It identifies what is worth reflecting on and what is important in their lives.

This method has a secondary target group: Municipalities, organizations, social workers who work with the primary target, the majority society. They can take the same format into their organisations.

PROMOTION

All the material will be published on our website.



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Sweden Case Study 2



Charlotte Elisha Burgess

The River of Life

ORGANIZATION NAME

IFALL

!FALL
Integration För Alla

LINK



<https://goo.gl/nyQmeY>

<https://goo.gl/>



<http://www.kstoolkit.org/River+of+Life>

ACTIVITIES PLANNED/UNDERTAKEN

Research of the method through trusted sources and expert advice. Observation and implementation of an Autobiographical Method; The River of Life Session with staff, volunteers and service users.

STUDY AIMS AND OBJECTIVES

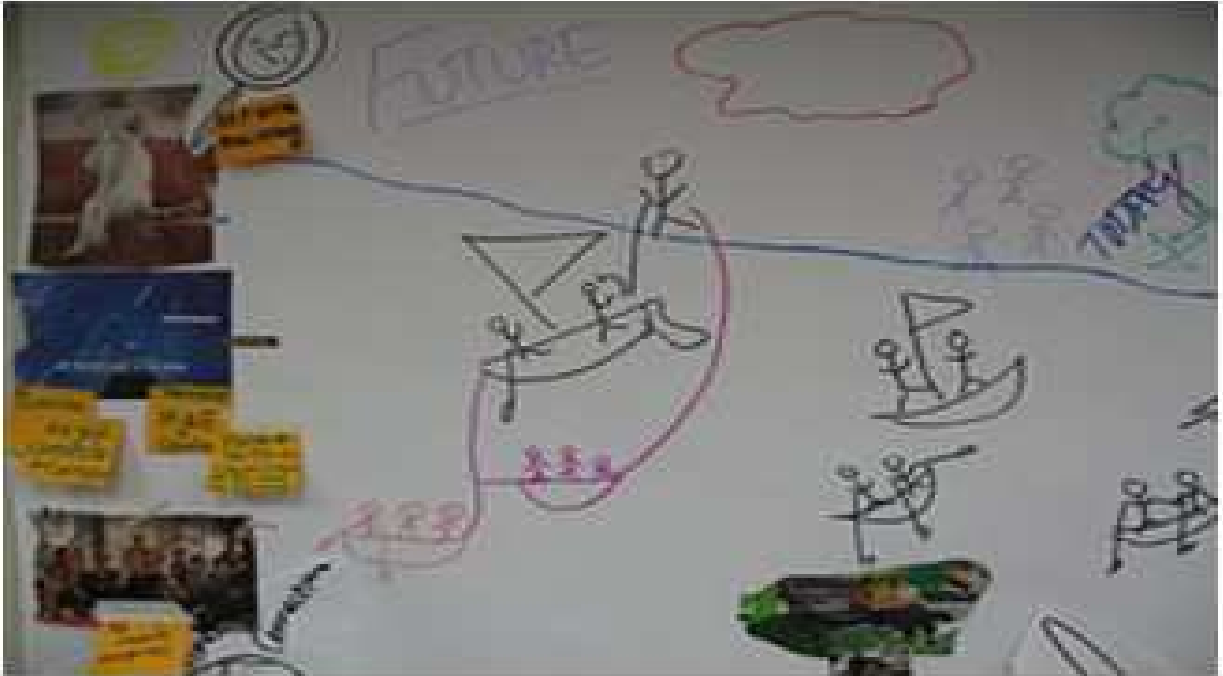
Aims to gather together a diverse range of people; immigrant, refugee and local people in order to share life experiences and share knowledge through visual autobiographical storytelling methods.

Improved social interactions: Refugees sometimes struggle to share their life experiences before they became a refugee. Their refugee identity becomes all they have in some circumstances. This allows them to share their personal stories and life experiences before, during or after they became a refugee. This method introduces them to a fun and descriptive way to reflect and understand each other as a group.

This method opens up freedom of choice whereby they can discuss what part of their life they wish. When used in a group, it is an active method, good for engaging people. Through discussions and autobiographical accounts individuals have the possibility to learn something from each other and expand their knowledge.

Intergenerational and Intercultural learning: Bringing young and old people together from a variety of background; women, men, young, old, refugees, immigrants and local citizens. Learning can take place within the group. This method is focussed on drawing rather than text, making it useful in groups that do not share a language.

Increased Creative Competencies: The River of Life focuses on using visual aids and images rather than text and writing. Participants within the activity can draw, bring photos from their past instead of writing. This is an active method and there is no “right” way of completing the activity as each individual can create their own story through craft materials and photographs.



TOP 6 HIGHLIGHTS POINTS

The activity promotes self reflection of positive or negative life experiences of refugees.

The activity promotes both group work and individual work.

The activity is a flexible method and can be used for individual introductions, for groups to look at a projects problem or opportunity, for groups to reflect on progress.

The activity encourages intergenerational and intercultural learning and meeting places.

This activity incorporates reflection and a debrief session afterwards.

The activity differs from other methods implemented with refugee people and doesn't encourage focus on the refugee identity of the person unless the person wants to.

The activity encourages creativity. The activity has the potential to create visual posters that represent each individual yet also come together as a whole image. Each poster can have photos, 3D elements, card, materials, paint, glitter, glue, magazine cuttings, drawing etc.

DESCRIPTION OF THE CASE STUDY

1. The organisation that carried this method out was IFALL which has used this method successfully in a number of different projects or sessions. For example, two different groups Women Group and Staff and Volunteers Kick-Starter Meeting.

2. IFALL Women Group is a group of refugee, immigrant and local people ranging from 18-80 years old.

3. Staff and Volunteers Kick-Starter Group- A diverse range of refugee, immigrant and local people who are staff, volunteers or service users. This is a group that meets several times a year after the annual meetings or board meetings.

4. Each group has different experiences and life-experiences that are valuable to share.

- The women group is a social yet private group of women from very varied backgrounds. Some face extreme levels of oppression and discrimination due to cultural barriers and gender stereotypes. This method enables them to creatively realise the amount of freedom they have in their lives or the limited freedom they have.

It allows them to understand what divides and controls them as individuals such as childcare, serving their husbands, education, and previous life before coming to Sweden.

The final River of Life was presented in an art gallery exhibition in Örkelljunga library.



5. The Staff and Volunteers Kick-Starter Group used The River of Life Method as a way of getting to know each other better and also reflect on how the organisation IFALL impacts their lives as individuals whether that be as refugee, immigrant or local people. It was also a reflection on how the organisation was developing so far and what opportunities were coming in the future.

6. As the method can touch on personal elements of a person's lives many individuals spoke off intimate and saddening stories. These personal accounts brought the group closer together.

7. We decided to choose this case study of the Autobiographical Storytelling Method: The River Of Life as it:



1. Enhances Emotional and Psychological Wellbeing.

2. Increases self confidence and self awareness of individual involved

3. Encourages the sharing of thoughts, feelings and experiences to create a trusting group relationship.

8. This means individual involved can excel in other aspects of their lives once they have reflected on the past and can understand what they need to do in the future.

9. They can able to reflect on their lives as human beings rather than through their “refugee” label that clings to them in every other aspect of their lives.

10. It encourages individuals to reflect on the events and experiences that matter to them and ones that they might not have had opportunity to reflect on before.

11. Isolation is particularly strong among migrants and especially refugees and asylum seekers, who face the daunting task of establishing new support networks in an alien environment.

Local, Regional And International Impact

This activity's impact is mainly local. During the IFALL kick-starter Meeting it was able to strengthen the value of the organisation amongst the service users, volunteers and staff. It has been proven to work in other countries and within international projects such as SILVIA: supporting intergenerational learning and volunteering as a mean for inclusion.



CONCLUSION

Activities within the Autobiographical Method such as The River of Life have the potential to support refugee's lives.

Using this tool gives refugees time to reflect on their past accomplishments and challenges and enables them to create an individual or shared vision. This vision can be related to the organisation or the individual refugee.

This activity is user led meaning the refugee can take what they want from the activity and tailor it to their own needs.

It helps them to explore the creative tension between expectations and realities and developed actionable steps to operationalize a shared vision.

PROMOTION

All the material will be published on our website.



Turkey Case Study 1



Heshani Jayaratne

MÜLTECİLER İÇİN İNİSİYATİF AL (Take Initiative For Refugees)

ORGANIZATION NAME

ArtNicomedia



Kairos Europe



LINK



<http://www.artnicomedia.org.tr>



<https://www.facebook.com/art.nicomedia>

ACTIVITIES PLANNED/UNDERTAKEN

Research of material and information about the project, networking and communication with the project members. Visit at the project's centre.

STUDY AIMS AND OBJECTIVES

- Promoting youth worker's mobility by raising their awareness on topics such as the economic difficulties, the pressure of social adaptation and the fulfilment of legal liabilities by migrants and asylum seekers.
- Finding solutions that would give young migrants space for expressing the difficulties they face and make sure that employers of people working with are aware of these problems.
- Empowering youth workers dealing with refugees by giving them the information, the tools and the preparation that are necessary for the successful realisation of their projects.
- Providing refugees with the means to better integrate at local, national and European.

OBJECTIVE

The project wants to demonstrate how welcoming of migrants is possible but also beneficial to the hosting community.

It provides integration and vocational guidance to the refugees.

It gives young workers the preparation and the tools necessary for effectively helping refugees.

Sensitisation of employers and youth workers on the difficulties that refugees encounter in adapting to the new reality they live in.

It promotes multi-cultural guidance to both the hosting population and refugees to ease the integration process.

The final product of the project will be accessible to everyone and this will have a broad impact on the whole population.

DESCRIPTION OF THE CASE STUDY

1. The organisation developed different classes for youth:

- Music classes
- Painting and drawing
- Filming and producing
- Cultural promotion and diffusion activities.



2. It also promotes mobility programs, national and international trainings and international exchanges for students to visit and practice their activities within a different environment.

3. In addition, they organise and participate at festivals and celebrations both at a local and international level.



Local, Regional And International Impact

Local level

- Organises activities and informative sessions for the local population in order to prepare the people to welcome and integrate migrants.
- It rewards those citizens or companies who decide to enter in partnership with them.
- Promotes inclusion and integration with celebrations and events.



National level

- Generate social change in their community.
- It is effective in making refugee's independents and not creating dependency relationships promoting agency and advocacy of the people involved.



International level

- It promotes partnerships with similar European organisation, participating at projects aimed to spread and diffuse principles of multiculturalism and integration.
- Participates at international events and festivals such as:
 - The International Shortfilm Representation Festival
 - International City Festival Representation
 - International History Project

PROMOTION

All the material will be published on our website and social media resources.



In-Dialogue
EU

Turkey Case Study 2



Matilde Spoldi

The Olive Tree Community Centre

ORGANIZATION NAME

Small Projects Istanbul
“ZEYTİN AĞACI DERNEĞİ”



Sirri Yircali Anadolu Lisesi



LINK



<https://www.smallprojectsistanbul.org>



<https://www.facebook.com/smallprojectsistanbul>



https://twitter.com/SPI_Istanbul

ACTIVITIES PLANNED/UNDERTAKEN

Research of material and information about the project, networking and communication with the project members. Eventual visit at the project's centre.

STUDY AIMS AND OBJECTIVES

SPI is a grass-roots NGO operating in Istanbul, Turkey to support those displaced by conflict in the Middle East and North Africa Regions. SPI runs a Community Education Centre where local families and individuals come to participate in a variety of weekly programs designed to help them settle into their new lives and access the best opportunities possible to pave the way for a brighter future.

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SPI works to rebuild lives through sustainable grassroots initiatives, including a women's craft collective, an array of language classes, as well as other activities such as music, art, and computer programs.

OBJECTIVE

The Olive Tree Community Centre provides free supplementary education services and community support – primarily to those displaced from Palestine and by the Syrian conflict.

Many of those affected are children, the majority of whom have been out of school for several years or more. Despite the ongoing efforts of the Turkish government to respond effectively to this humanitarian crisis, there is a resounding gap between the needs of these individuals and the services currently available to them.

Spi's back-to-school program leverages donor contributions to help youth re-entry formal education whilst relieving financial burdens from their families. Through this program, students can grow individually and access opportunities otherwise not available.

DESCRIPTION OF THE CASE STUDY

1. Turkish Class.

There are currently 40 students enrolled in our Turkish language class and 20 taking part in our intensive remedial Turkish class four times per week. The course has been a critical support to students as they prepare for and enter the traditional Turkish classroom, setting them up for academic success against the odds. The classes also aid in social integration as students gain confidence to engage with Turkish peers and classmates. When the language barrier is overcome, the differences between the community and the local population start to fade, affording families and individuals with the opportunity to thrive in mainstream schools, workplaces, and greater society.



2. German Class.

As families flee war in Syria they begin their search for a new home. Families often arrange for one member to continue on to Europe, to secure a long-term solution through family reunification in countries offered more support. One of these destinations has been Germany. In anticipation of this next stage for some families, SPI provides German Class to help them get ahead while they still reside in Istanbul.



3. English Language Classes.

For similar reasons our English language classes remain an important staple of our weekly schedule. As an international language, English reading, writing, speaking and listening skills are critical for students intending to further their educations or succeed in the business world. SPI also provides English classes to primary and high school aged children to develop literacy skills, foster creativity and cooperation.

English is a tool our students will take with them and use no matter where they ultimately call home.

4. Arabic Class.

Arabic classes are held at the centre on weekends and are important for ensuring native language literacy in reading and writing as well as a way to maintain language and culture despite having been uprooted from home. This course offering allows students to connect and hold close the customs of home.

5. Computer Class

Computer skills are important for the emerging workforce and are also important tools for communication. Computer Class exploits technologies like Skype for multiple uses, from calling old neighbours now scattered across the map, to teaching Arabic to students abroad in order to make an income.

6. Music Class.

The music programme at SPI continues to develop with the addition of new music teachers from the Borusan philharmonic orchestra and University of Marmara.



7. Capoeira.

The class developed to use non-traditional techniques for therapy and conflict management skills. The class merges music, sport and play with the goal of strengthening resilience in individuals and promoting social cohesion among our community members.

8. Other activities are:

- Photography class
- Early Childhood Development
- Homework Club
- Social Sessions
- Field trips and excursions



Local, Regional And International Impact

Since 2011, Istanbul has become home to over 600,000 Syrians and Palestinians who have been forced to flee the conflict in Syria, and numbers continue to grow daily. Many of those affected are children, the majority of whom have been out of school for several years or more. Despite the ongoing efforts of the Turkish government to respond effectively to this humanitarian crisis, there is a resounding gap between the needs of these individuals and the services currently available to them.

Due to new and complex changes to the school system in Turkey, funding has moved toward traditional K-12 Turkish schools rather than the Arabic schools many students had started attending. SPI's community believes there is value in greater systematic integration for Syrian children with their Turkish peers.



Though the adjustment period brought some challenges, we are happy to say we continue to support over 70 students with access to formal education and we are fully committed to assisting their families to make informed decisions for their future. Currently 20 students have been enrolled in Turkish schools.

Moreover, SPI is developing links and partnerships with other local associations and also with international volunteers. Their Capoeira class, for example, is actually run by an EU charity called "Capoeira4refugees".

Inside their centre they also have other programs dedicated to women or to employment and vocation.

SPI does has an important role not only because it supplies services that the government fails to deliver, but also because the network that the organisation established, it is crucial to fight the international political isolation that Turkey is actually experiencing in dealing with the Syrian refugee crisis.

PROMOTION

All the material will be published on our website and social media resources.



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.net

UK Case Study 1



Matilde Spoldi

The Chipckea Sisters, world of flavours

ORGANIZATION NAME

The Chickpea Sisters

**CARAS (Community Action for Refugees
and Asylum Seekers)**



Kairos Europe



LINK



<http://www.chickpeasisters.com/about-us/>



<https://www.facebook.com/The-Chickpea-Sisters-1499189950300278/timeline/>



<https://twitter.com/chickpeasisters>

ACTIVITIES PLANNED/UNDERTAKEN

Research of material and informations about the project, networking and communication with the project members. Possible visit at the project's centre.

STUDY AIMS AND OBJECTIVES

- Set up a cooking project for refugee women that served as a training ground for the development of a catering business using a social enterprise model.

- Mental Wellbeing: The trauma of the refugee experience and stresses of the migration process combined with a lack of social networks, economic deprivation, loss of cultural identity, and racial discrimination often lead to poor mental health. 50% of all asylum seekers in the UK have mental health needs and over 20% have acute mental health problems. This project aims to find mechanisms and strategies to cope and address mental distress diffused within this category of individuals.

Tackle Economic Disempowerment: refugees and migrants struggle to find employment appropriate to their qualifications and experience. They often find it difficult to find any employment at all: the project aims to increase the participants' employability.

TOP 6 HIGHLIGHTS POINT

The project support and promote skills and expertise that many refugee already have, which are often not developed within the hosting society.

The project has born and grown thanks to the will and dedication that these women put into together.

The project is today able to provide income for these group of women.

The project provides services for all the members of the hosting society, British citizens in particular.

The project grown through the years and it is now entirely managed and run by the refugee women.

This project intended to tackle also the issue of social and physical isolation, providing a space to share and engage in positive relationship.

DESCRIPTION OF THE CASE STUDY

1. The Chickpea Sisters are a group of refugee and migrant women from south west London who meet every week to chat, eat, and share recipes from around the world.

2. The cooking group is not only a social hub; women share their culinary delights with the local community, catering for a large range of events.

3. The company developed out of a refugee and migrant women's cooking project initiated by CARAS (Community Action for Refugees and Asylum Seekers) a community outreach charity in Tooting.



4. Women who had been involved in different CARAS projects in the past had often cooked for the charity's events. Many of the women expressed an interest in taking their culinary talents forward and developing their cooking skills into an income generating activity.

5. Refugee and migrant women come to the UK with many useful skills and talents, yet are often unsuccessful in securing stable employment. Many have qualifications and previous work experience that are not recognised in the UK. This coupled with a lack of familiarity with the British job market means that many are not enabled to realise their full potential. The Chickpea Sisters support women overcome these barriers.



6. We decided to choose this case study as The Chickpea Sisters aim to empower refugee and migrant women by providing them with an opportunity to:

1. Develop business skills and gain experience in the catering industry.

2. Earn money doing something they love.

3. Build a support network and become full members of the community.

7. This means that the project is intended to provide a source of income for its members, interrupting in this way, the risk of developing a dependency relationship with the institutions to provide and fulfil their basic needs.

8. Isolation is particularly strong among migrants and especially refugees and asylum seekers, who face the daunting task of establishing new support networks in an alien environment.



9. This project offers women an opportunity to make new friends from their local community, women who have experienced similar challenges to settling into a new life in London.



10. The women's mutual love of cooking provides them with a reason to come together each week. Although they come from different backgrounds and speak a variety of languages they share a common language of food.

11. Mental Health: In addition to alleviating the women's isolation through group sessions, cooking has a therapeutic quality to it.

12. The sense of accomplishment that comes with having planned, prepared, and presented a meal can be hugely rewarding as well as satisfying our innate desire to please and care for others. Sharing and garnering appreciation for recipes with which they inextricably associate with home provides the women with the cathartic opportunity to express an affinity with their culture and tradition.

13. Economic disadvantage: By providing participants with the opportunity to improve their English language skills, offering them various qualifications and training, and giving them the resources needed to set up a business, the project increases the participants' employability. The experience gained from setting up and running a catering enterprise will not only provide direct financial rewards but also increase the women's chances of finding other work.

Local, Regional And International Impact

The specificity and strength of this program is to be local based and local oriented; therefore there is no national or international impact to report at the moment. However, this project can be motivational in inspiring other similar ones.

CONCLUSION

Projects like the Chickpea Sisters are the ones that are really capable to make a difference in refugee's lives. This because it provides a practical solution to an immediate need, such as to have an income, and in doing so also provides and tackle other important issues which are fundamental in the everyday life of refugees, especially women.

The solution these women have chosen, to cook food and start a catering enterprise, is just one of the possible object to develop. Similar project partners can be reformulated using different income generating activity, such as other services for private clients like childcare, home maintenance or similar.

The type of activity greatly depends by the expertise that the group already have and is willing to develop. What we consider important is also to leave the managing of the project to the group of refugee helping them only to build and maintain their structure; and to generate income and new skills for them.

PROMOTION

All material will be published on our website and social media resources.



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UK Case Study 2



Matilde Spoldi

Room to heal

ORGANIZATION NAME

Room to heal



Kairos Europe



LINK



<http://roomtoheal.org/>



<https://www.facebook.com/roomtoheal>



<https://twitter.com/Room2Heal>

ACTIVITIES PLANNED/UNDERTAKEN

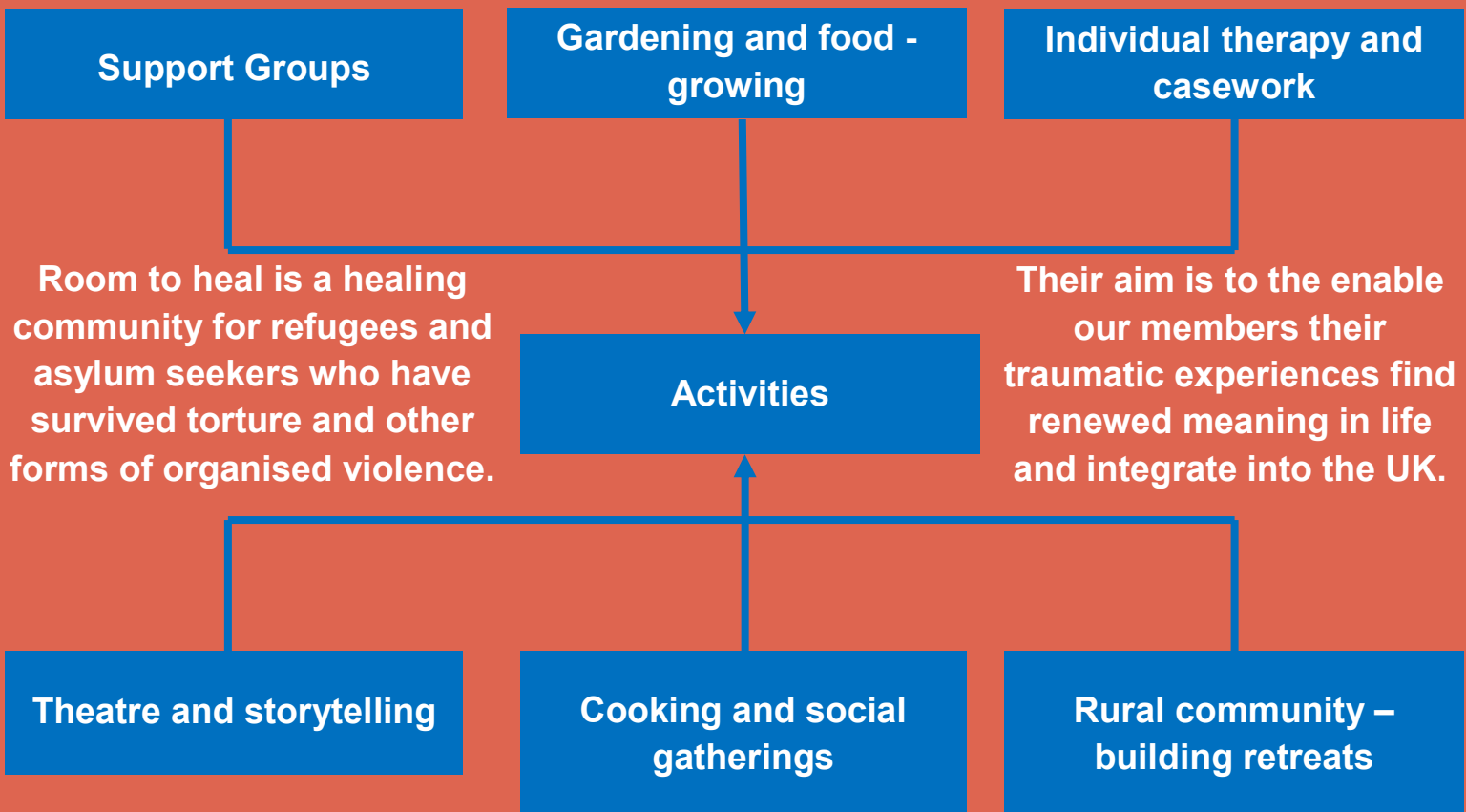
Research of material and informations about the project, networking and communication with the project members. Potential visit at the project's centre.

STUDY AIMS AND OBJECTIVES

- Address traumatic experiences and symptoms via support groups, individual counselling and body therapies;
- Enable people to find renewed meaning and enjoyment in life through a range of social activities;
- Help people to navigate the stress and complexity of the asylum process;
- Provide holistic casework support to members helping them to address practical problems they face;
- Support people in educating themselves and preparing for future employment;
- Create a space in which allows members to interact with local communities;
- Raise awareness of the plight of this vulnerable community amongst the wider public and policy makers.



TOP 6 HIGHLIGHTS POINT



DESCRIPTION OF THE CASE STUDY

1. The assessment process: is an opportunity for a prospective member to talk about their mental health and asylum-related issues with a therapist. The therapist look at a person's psychological and material needs and determine both how they are best addressed and whether Room to Heal is the right place to address them.



2. Short-term individual therapy: aimed at preparing new members to join the Room to Heal community and, where appropriate address enduring post-traumatic symptoms.

3. Weekly therapeutic support groups: two concurrent mixed-gender groups followed by a social lunch and a varied programme of other activities such as story-telling, food-growing, yoga and massage.

4. Weekly garden therapy group, run by a psychotherapist and a gardener: working in nature is in itself a healing activity; and working together to develop this garden provides the members with a sense of purpose, ownership and achievement – while also providing a harvest we can all share.

5. Events with local communities: supporting integration and belonging of our members, and public education.



6. Intensive therapeutic retreats: in the countryside per year. They are a chance to deepen the therapeutic process and people's experience of community, away from the stresses of life in London.

They think it is futile to offer counselling to a person who has no food, no money, and no place to sleep at night. The small casework team works closely with a range of partners to help members resolve practical issues they face, like housing, and medical care.



7. Education and skills programme: enabling members to develop their potential and prepare for employment.



Local, Regional And International Impact

Locally, the project is involved in events and decision process of the area where it is located. Promoting inclusion and fair policies.

At a national level, they represent one of the very few projects relating with mental health and refugees, addressing a problem that should be a national concern.

Internationally, using gardening project to deal with PTSD is a recognised effective therapeutic method, but just very few organisations in the whole world apply this method with refugees.



PROMOTION

All material will be published on our website and social media resources.



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Conclusions

The picture about the state of international protection and the right of asylum in Europe proposed by the analysis contained in this guide, has highlighted some significant aspects, both at a general and at a particular level.

Even if it is true that Europe is facing a refugee crisis with the highest numbers of applications submitted after the Bosnia and Yugoslavia conflicts (1992-1994¹), it is also true that the percentage of application actually granted has diminished in the last years. What today is deeply different from the past, is the very morphology of the migratory fluxes and the execution of the journeys. In fact, as analysed in the previous chapters, nowadays there are technologies available to help and assist people fleeing from dangerous settings, but also for governments to manage and tackle illegal crossing. Technologies are also responsible for a greater exposure of refugees within the European media panorama, creating different imaginaries around them, sometimes positive, sometimes negative and frightening. The high pressure generated by media on the topic of asylum seekers, also shaped and characterised the management of the crisis at a political and institutional level. Many things have been said about refugees in the last years, utilising complex data in a simplistic manner, often generating confusion and misconceptions about numbers, proveniences and so on. This is why our guide aims to shed light on the data and information about refugees using reliable sources and explaining the numbers presented in this text.

Moreover, Europe is now living (June 2017) a period of political instability due to different factors, such as general elections in several EU countries, terroristic attacks, and the exit of the United Kingdom from the Union and so on. In this setting, refugees have been often used as propaganda tools to obtain consent from the public. Hate speeches have

¹

The Bosnian war of 1992-1995 left 200,000 dead and forced 2.7 million more to flee - making it the largest displacement of people in Europe since the second world war. Half of Bosnia's entire population were displaced. Tens of thousands were taken in by western nations, chief among them the US and Germany. Hundreds of thousands of Serbs were also displaced by the Yugoslav wars - an estimated 700,000 sought refuge in Serbia. Wikipedia: The Balkan conflicts

been generated with a negative impact on the integration process of people refuge in Europe, augmenting the level of social tension within the hosting population as well and jeopardizing the production of functional policies, precluding the possibility to address problems in a logic and unemotional way.

Different incongruent answers have been generated by EU governments from time to time; more than once, decisions taken regarding asylum within the Council of Europe were then dismissed by individual states, weakening in this way the very authority and structure of the European Union. This is the case of the famous *Quota System* policy, or of the *Dubs Scheme* in the UK, the search and rescue operation in the Mediterranean Sea, and so on.

Furthermore, governments and courts have often prioritised specific groups of asylum seekers such as Syrians and Afghans, over other “less in danger” groups of people. However, the majority of asylum seekers in Europe nowadays come from different countries, especially Central African ones, escaping not only war settings but also environmental disasters. These groups of displaced people are fully in need of protection and are actually entitled to receive it by international regulation, while they are often not prioritised and therefore not assisted. The fact that many countries have failed to create humanitarian corridors and to manage groups in the same way, has generated and permitted more or less involuntary discriminations.

However, looking at the local level, we have also registered a great level of commitment, engagement and activism from European citizens and private companies, who are lobbying and taking actions in favour of refugees and asylum seekers before and after their journey. Many have mobilised to volunteer and to contribute directly or indirectly to help people in the refugee camps, to give paralegal assistance, to donate first necessity items and so on. More than 2000 refugees have been hosted by European households around the whole EU thanks to the app Emergency BeB, demonstrating that alongside groups of intimidated and scared people, there are also many others willing to help, welcoming and with a positive opinion about the people arriving, recognizing their value at a human, cultural and socio-economic level.

Even if it is true that the European members are trying to amend and generate more clearly and fair guidelines to manage this crisis, policies still have to be applied in singular contexts and so far it is impossible to

predict any outcome. As said, considering new arrangements and accords made with countries such as Turkey or Libya, the number of arrivals in the EU is constantly diminishing, but these cannot represent long term solutions. In front of institutions, our aim is to collect criticisms and problematic in an organised and logical way, to suggest and inspire changes and best practices, to highlight problems that, even if in different ways, are present everywhere in Europe.

What we do want to communicate with this guide is primarily the positive aspect of the proactive responses of agencies, charities, NGO's and private individuals or local institutions, who have proposed positive examples of response and inspired many others after them. The best practices contained in this guide are concrete points to start from and to address the issue of reception and integration, not only to dispel a dramatic and negative image of those who are hosted in Europe, but also to suggest active methods and solutions. There is still a lot of work to do to assist people often stuck into bureaucratic processes or finding themselves neglected homeless in the streets of Europe. The cases we have described here demonstrate that to make changes and to act proficiently and fairly it is indeed possible; what is mostly needed is the political, moral and cultural will to do it.

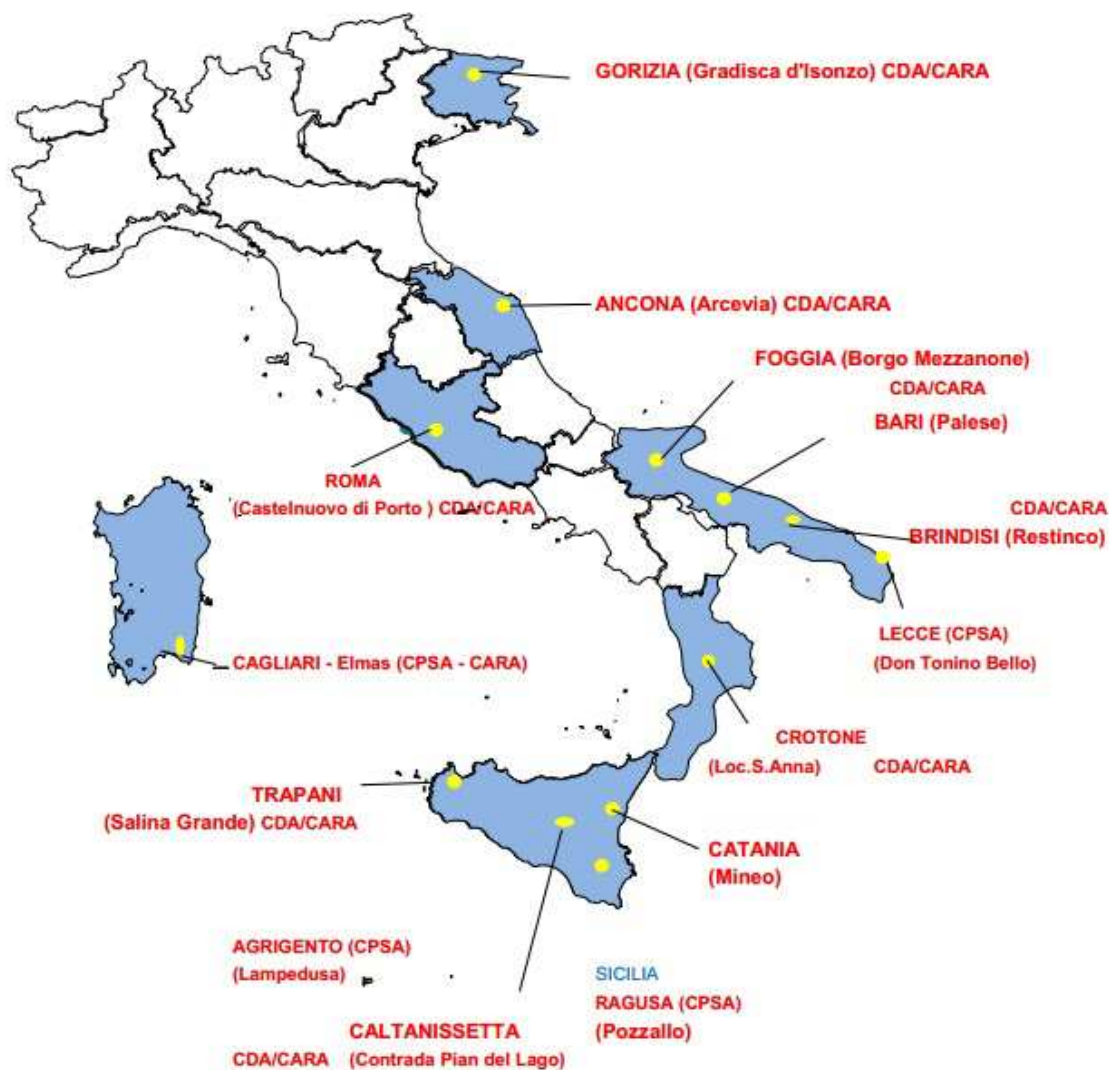
In this moment, mid 2017, the media's pressure over the topic of refugees has slightly decreased. Perhaps this is the right time to work with institutions and communities to start fruitful plans of integration and coordination; to prepare people to welcome others and not to be scared about them; to help refugees to readjust to their new lives; to think global and act local.

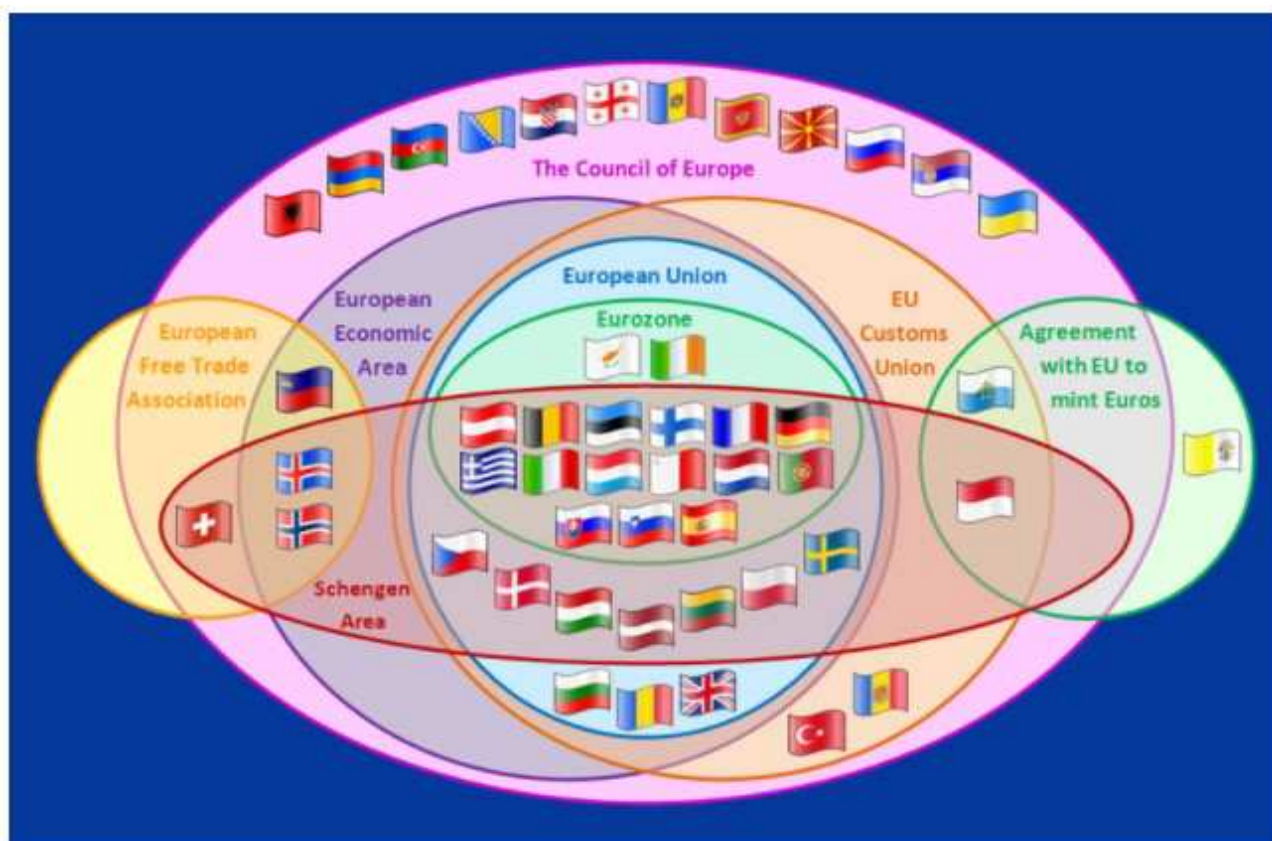
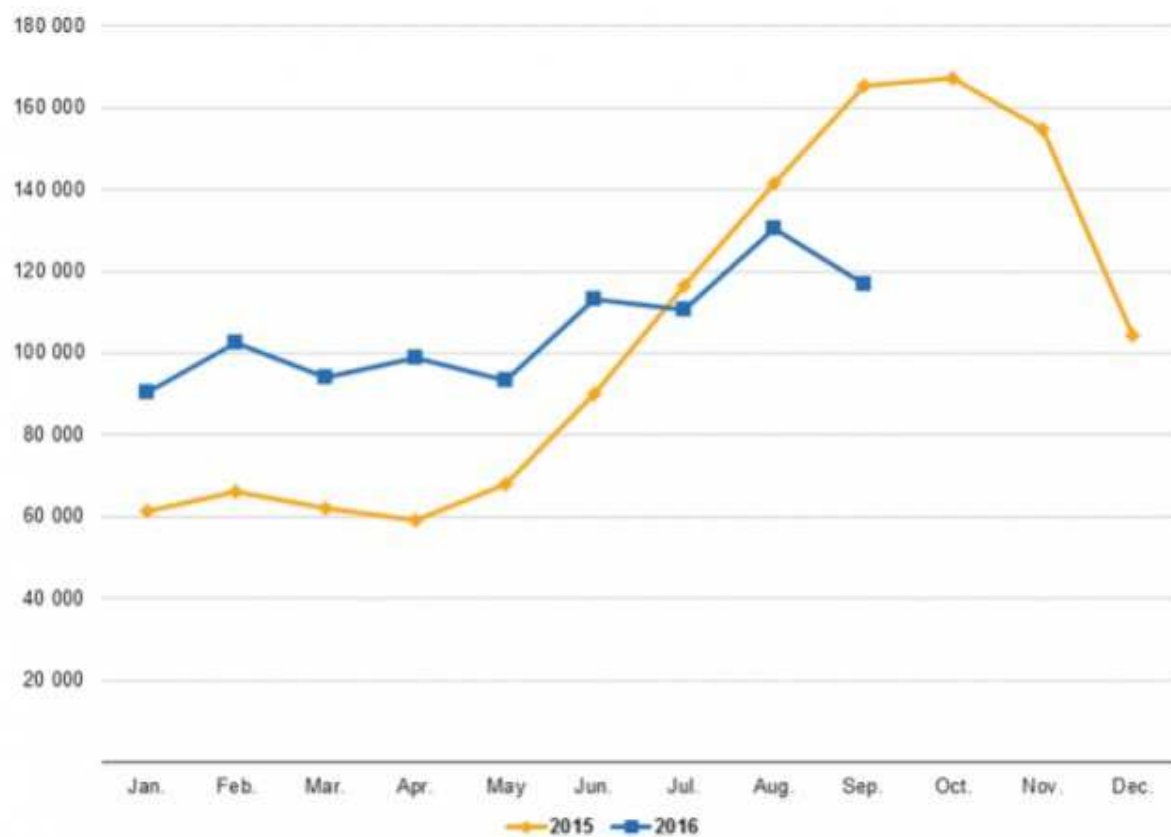
All the partners involved in the creation of this guide are thankful to the European Union for promoting programs like In-Dialogue, putting in contact different actors in Europe to develop not only projects, but also connections and networking of professionals from the same field.

Without the Erasmus Program funding the project, this work won't have been possible and important and crucial experiences won't have had the possibility of spread and inspire others.

Appendix

14 CENTRI GOVERNATIVI PER RICHIEDENTI ASILO (CARA-CPSA-CDA)

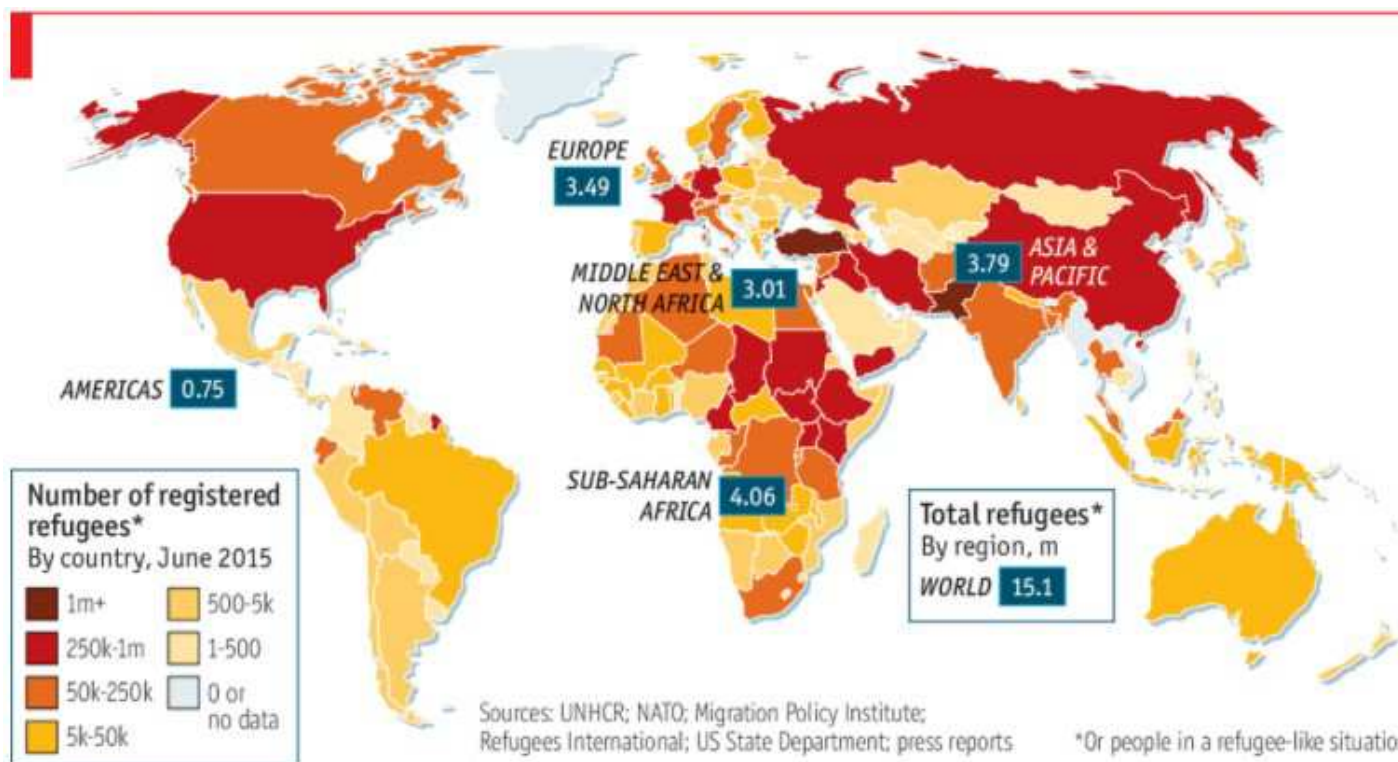
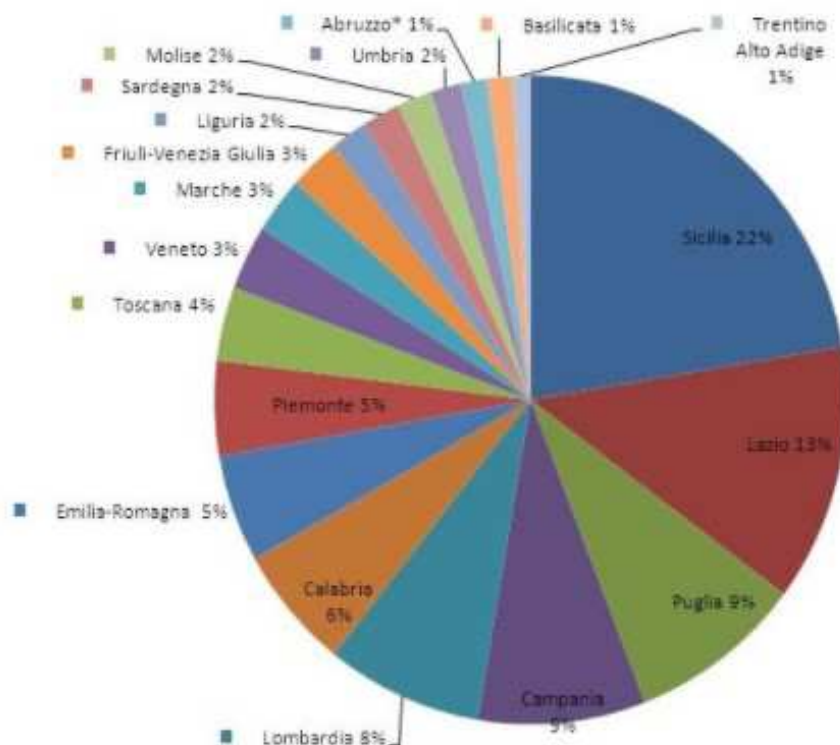




ANNO 2014

Distribuzione generale dei migranti nelle strutture temporanee + CARA + SPRAR

TOTALE: 66066



CENTRI DI ACCOGLIENZA (CDA)



CENTRI DI ACCOGLIENZA RICHIEDENTI ASILO (CARA)



FONTE Ministero dell'Interno

LINKiesta

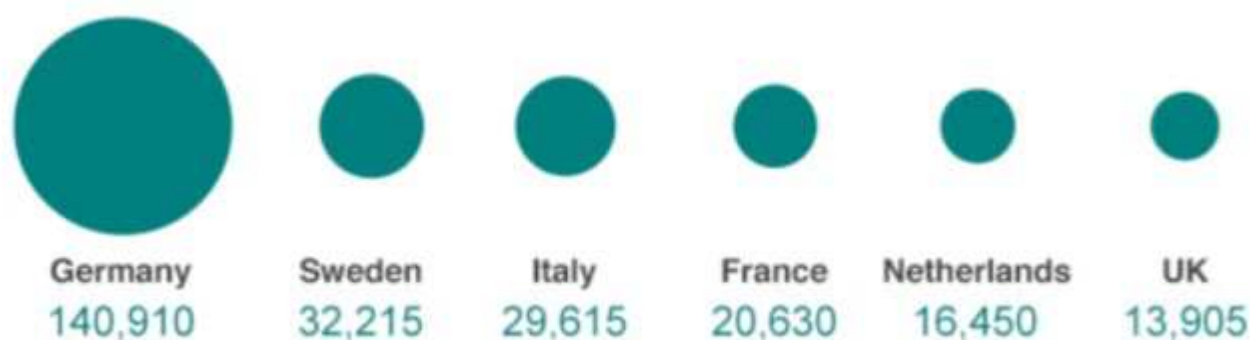
Asylum applications approved 2015



Main nationalities granted asylum

- 1 Syria
- 2 Eritrea
- 3 Iraq
- 4 Afghanistan
- 5 Iran

Total claims granted by country

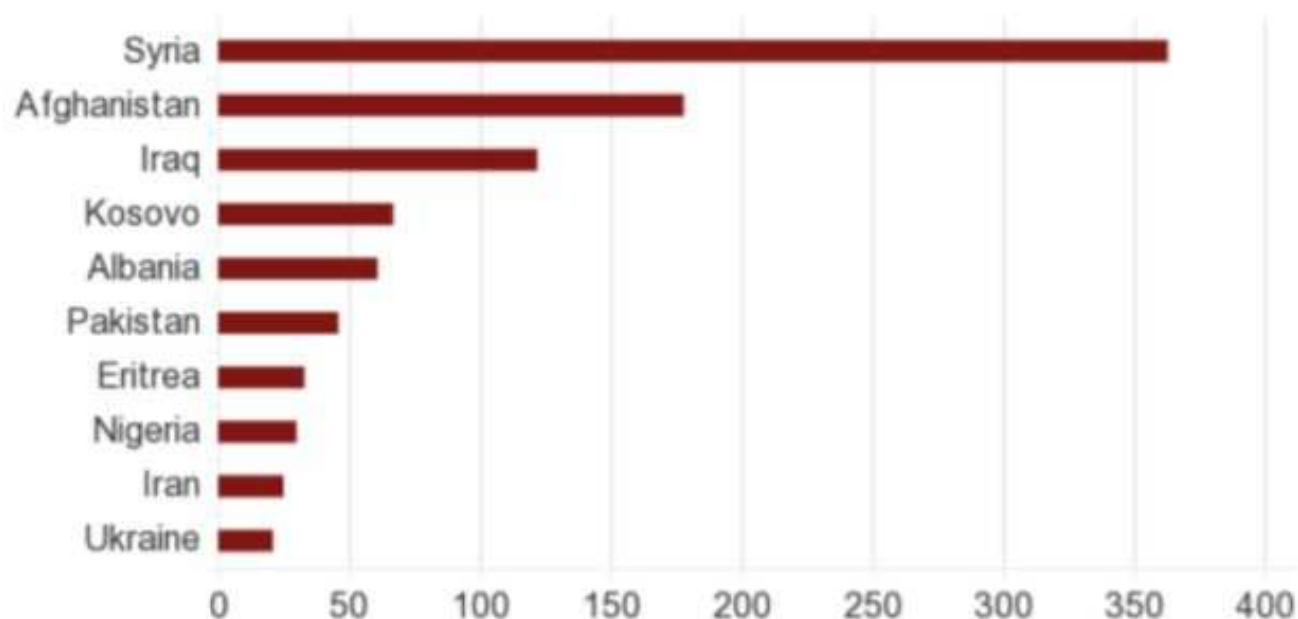


Source: Eurostat

BBC

Top 10 origins of people applying for asylum in the EU

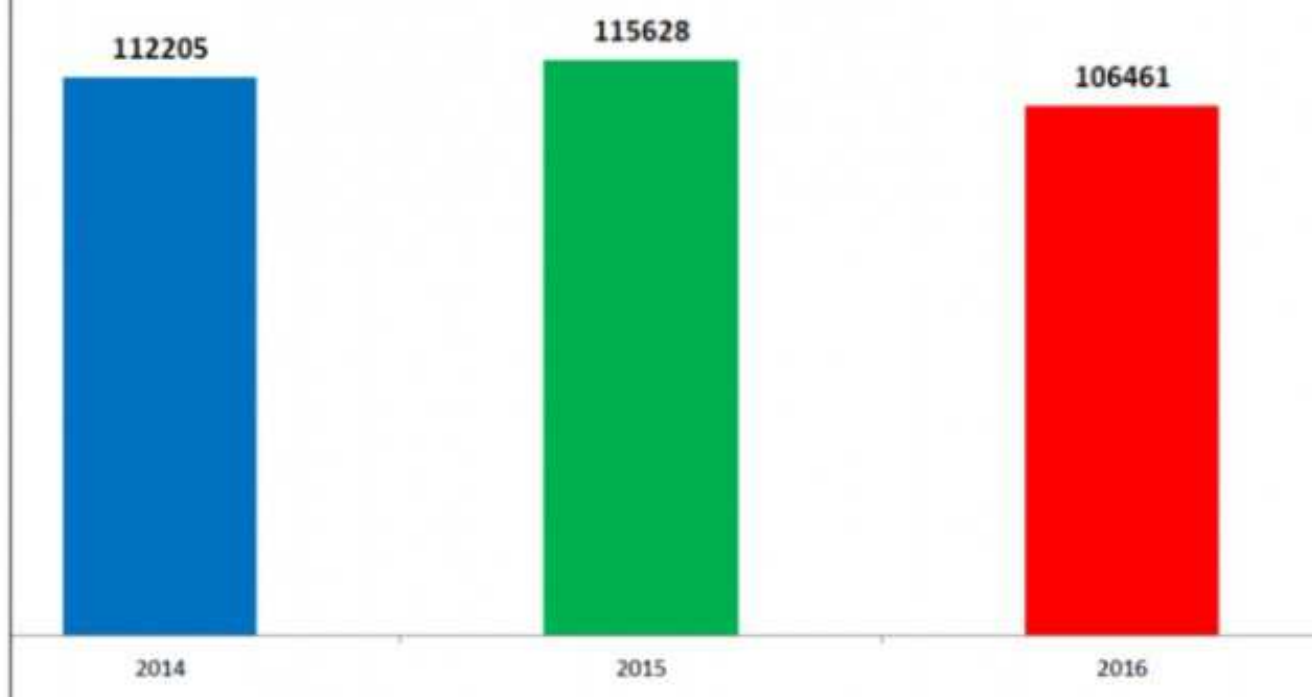
First-time applications in 2015, in thousands



Source: Eurostat

Il grafico illustra la situazione relativa al numero dei migranti sbarcati a decorrere dal 1 Gennaio 2016 fino al 29 agosto 2016 comparati con i dati riferiti allo stesso periodo degli anni 2014 - 2015

- 7,93%*



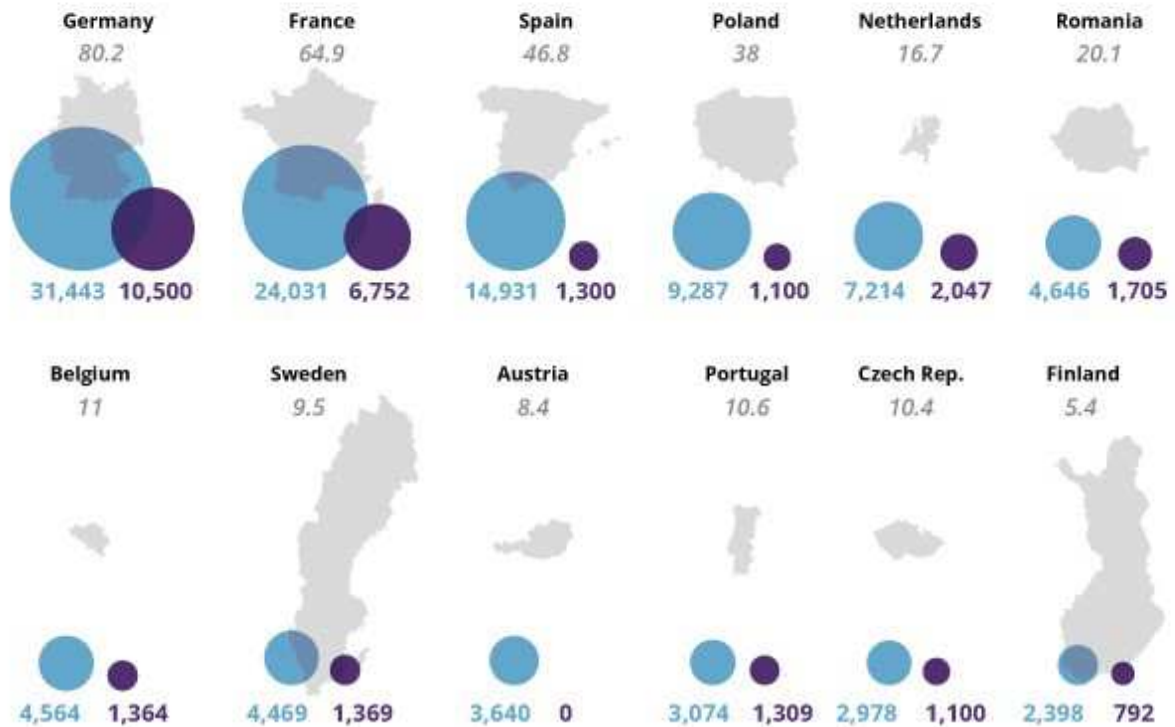
*La percentuale deriva dal confronto con l'anno 2015

Sharing out Europe's refugees

- Quotas accepted, involving 32,256 migrants (July 2015)
- Proposed new quotas for 120,000 migrants (Sept 2015)
- 80.2 Country population (in millions)

These 12 countries account for 94% of new migrants to be shared out

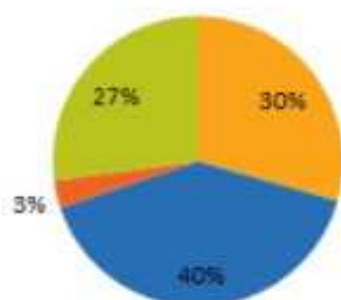
Britain, Ireland and Denmark have opted-out of European Union asylum policy



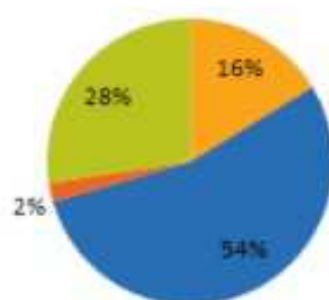
Source: E. Comission, Eurostat, AFP

M=E

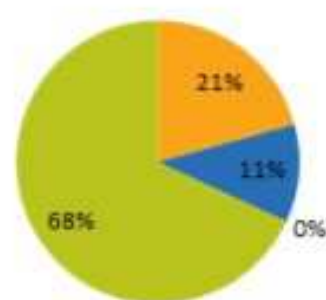
Germany (163 400 decisions)



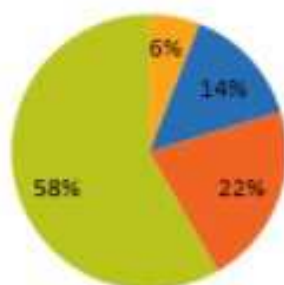
Sweden (23 785 decisions)



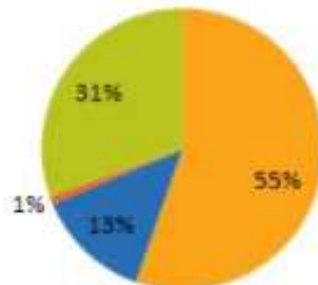
France (21 460 decisions)



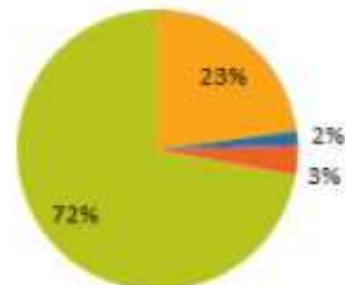
Italy (20 050 decisions)



Austria (10 530 decisions)



UK (7 600 decisions)

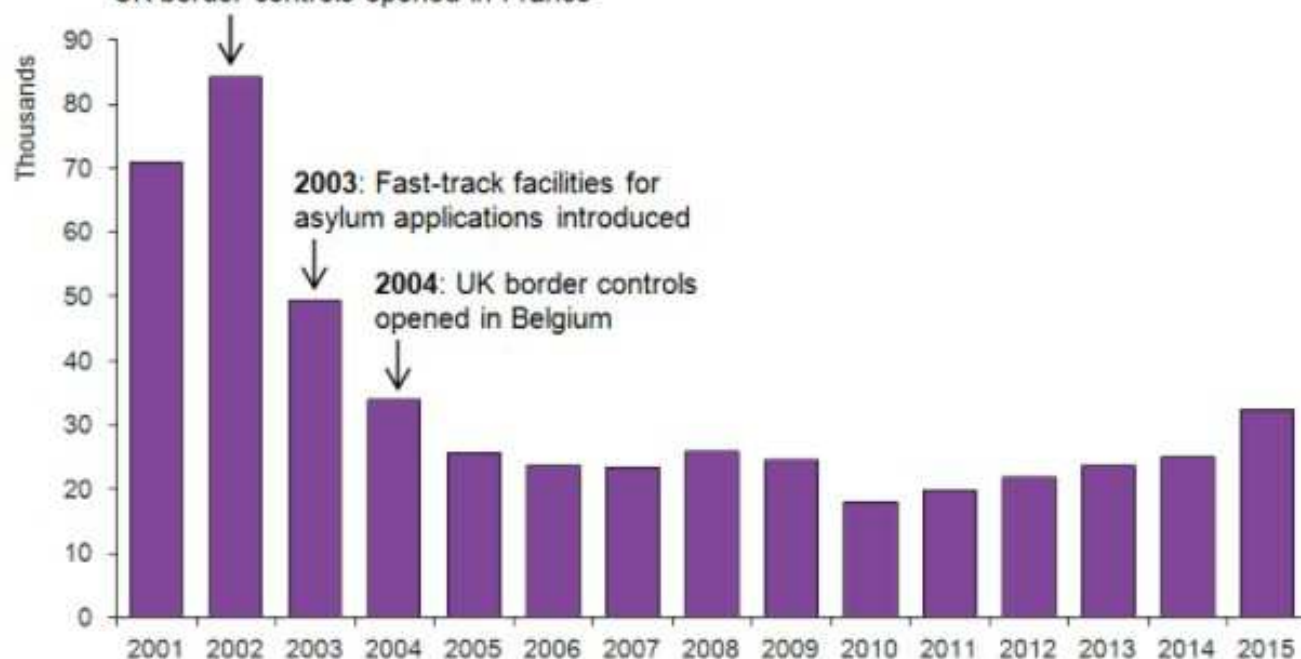


■ Refugee status
 ■ Subsidiary protection
 ■ Humanitarian reasons
 ■ Rejections

Member States selected here are those reporting the highest number of first instance decisions issued during Q3 2016

Humanitarian reasons not applicable for FR

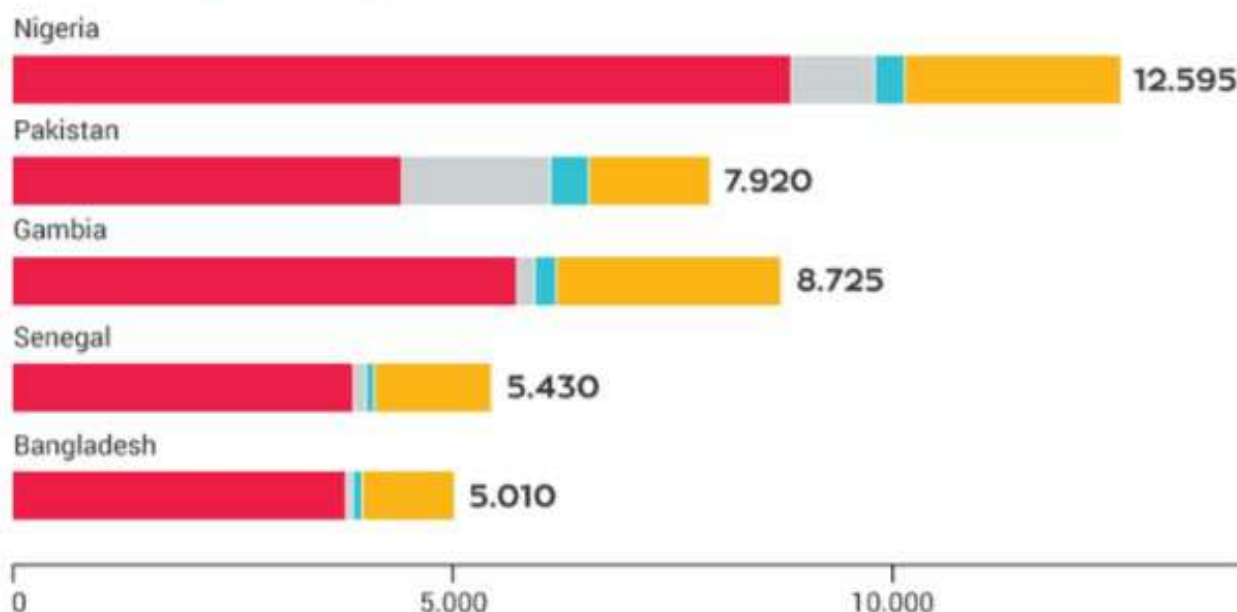
2002: Non-suspensive appeals process introduced
 UK border controls opened in France



Protezione internazionale in Italia nel 2015

Pochi rifugiati, molti no per le prime 5 nazionalità di richiedenti asilo

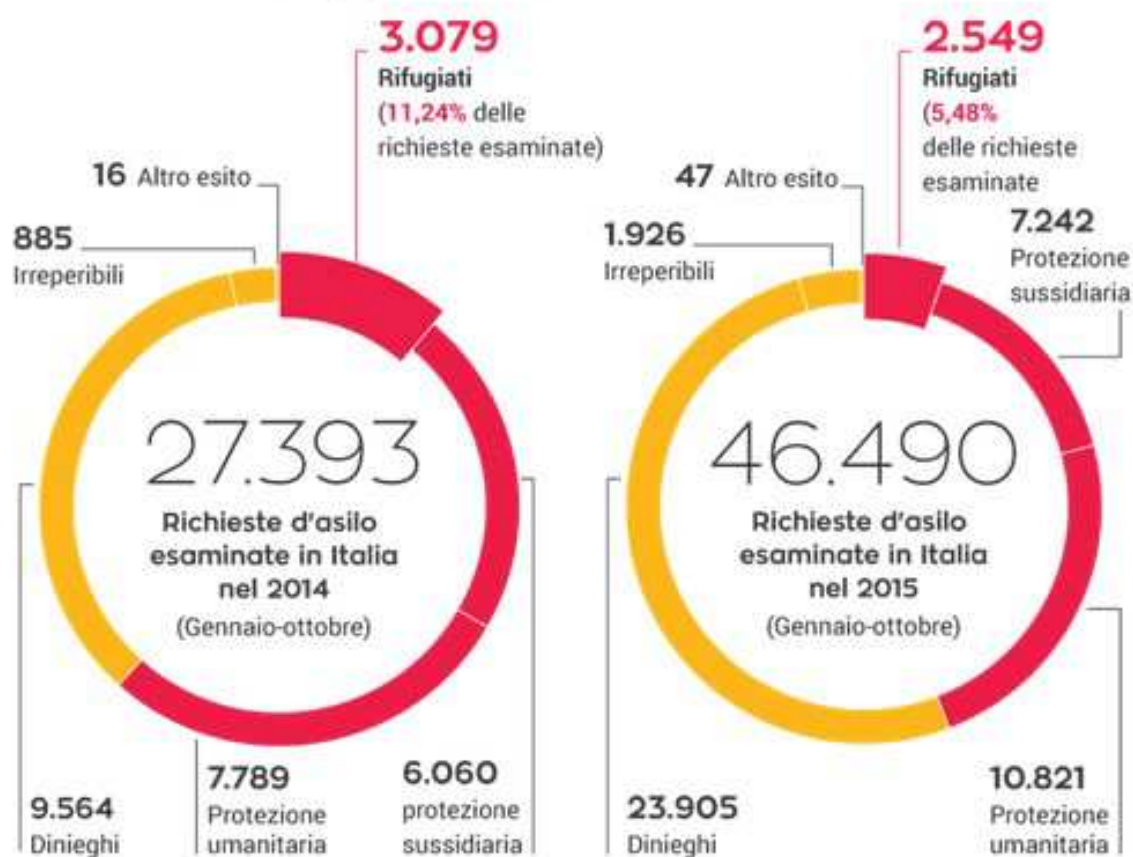
■ Dinieghi | Nelle decisioni positive sono inclusi:
 ■ Rifugiati ■ Umanitaria ■ Sussidiaria



Fonte: Eurostat


 openmigration.org

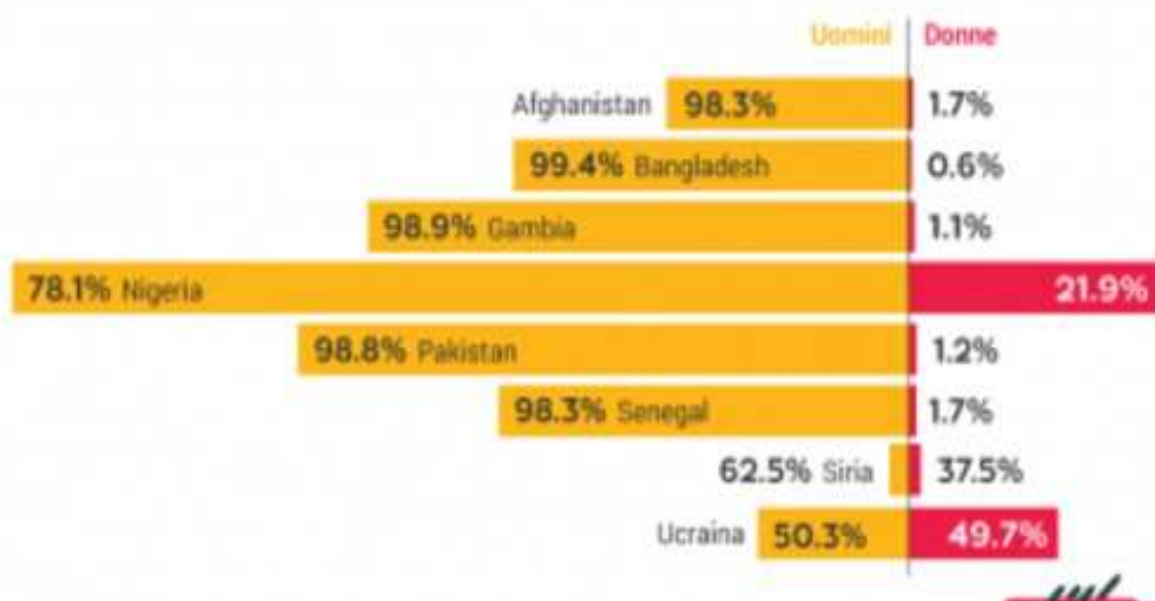
Il vero numero di rifugiati che arrivano in Italia



Fonte: Ministero dell'Interno

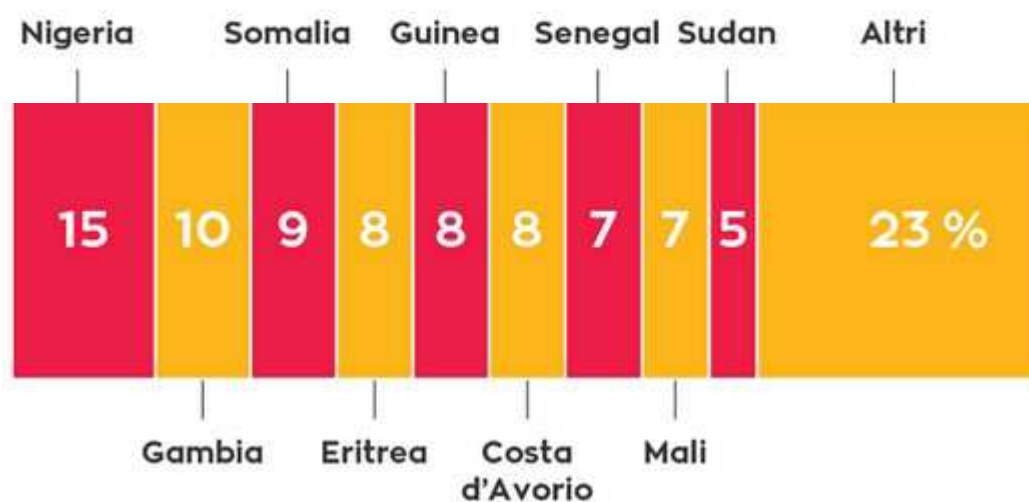
 openmigration.org

Dati dal dicembre 2014 al novembre 2015



Origine degli arrivi in Italia nel 2016

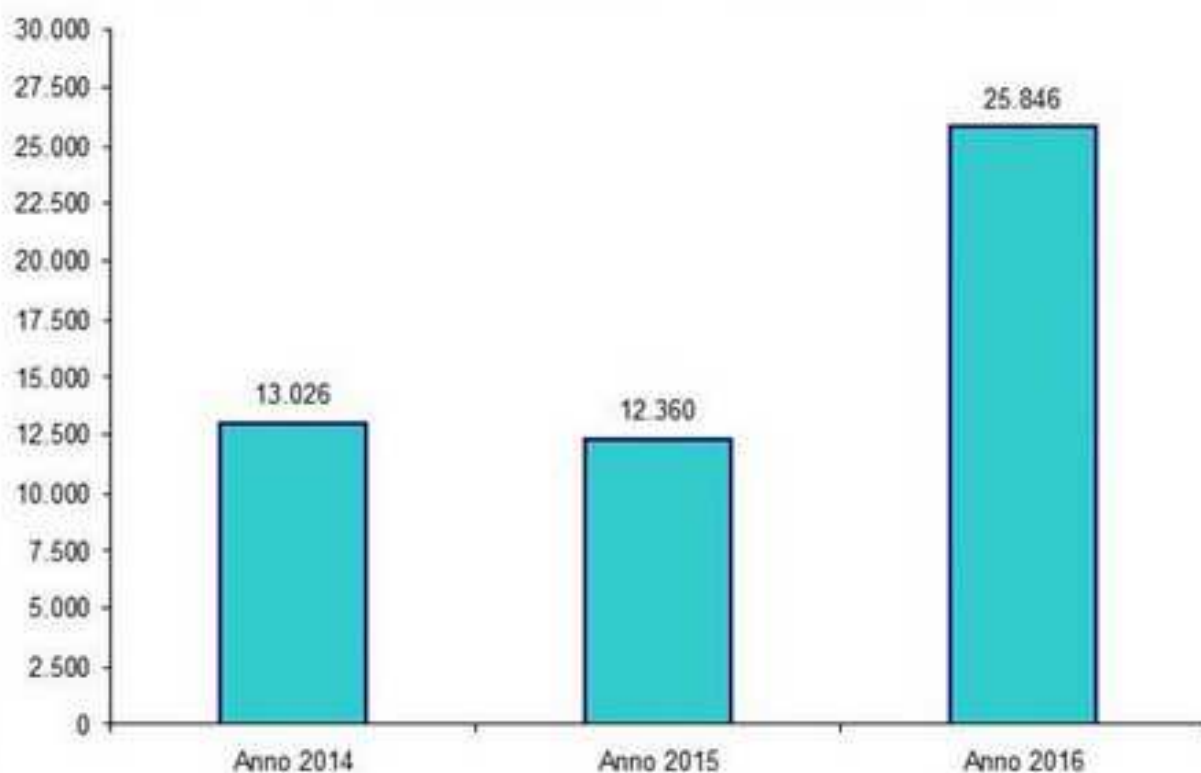
Paesi di origine di migranti e rifugiati giunti in Italia via mare
Gennaio-marzo 2016, %



FONTE: UNHCR


openmigration.org

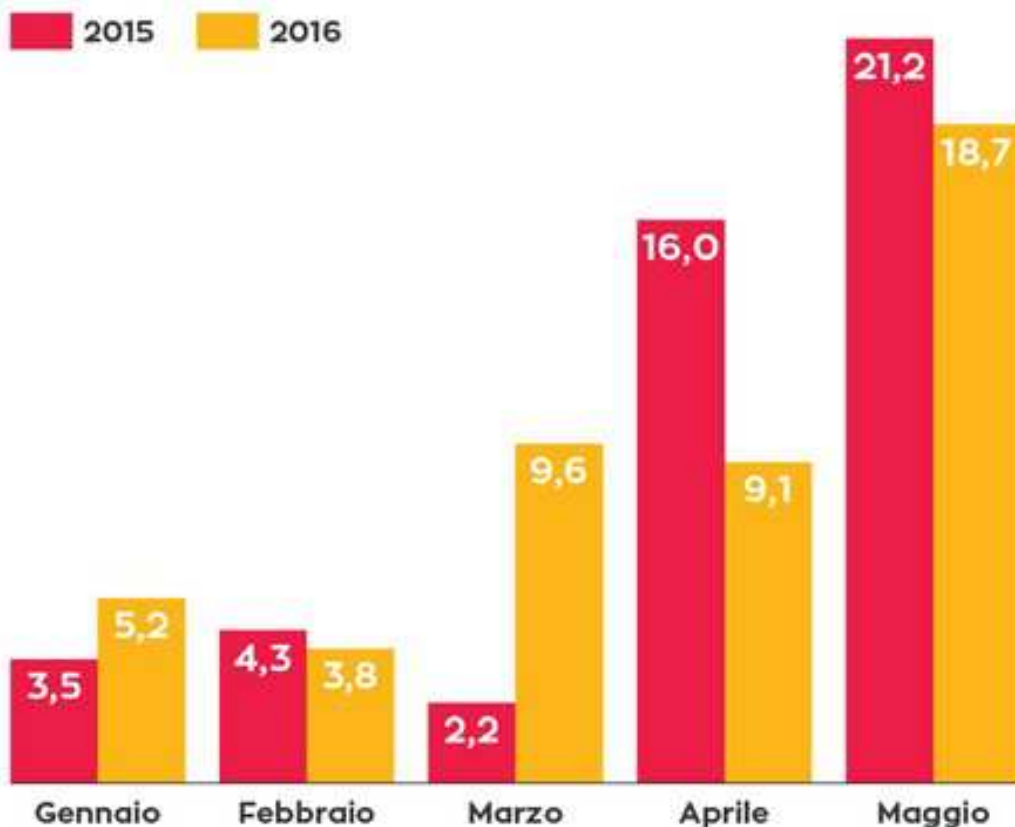
Minori stranieri non accompagnati sbarcati in Italia. Anni 2014-2016



Fonte: Elaborazioni ISMU su dati UNHCR e Ministero dell'Interno

Arrivi mensili via mare in Italia

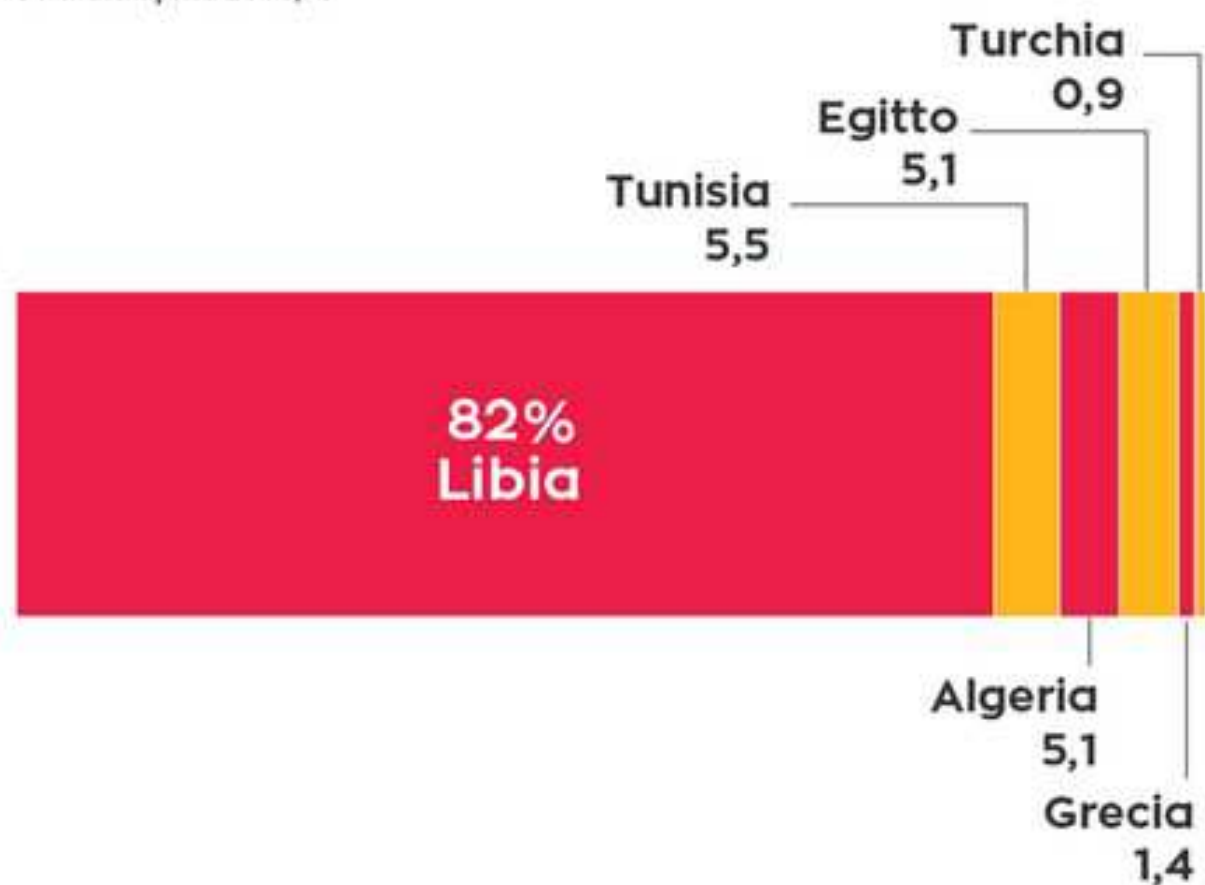
2015 e 2016 a confronto, migliaia di persone



FONTE: UNHCR

Origine delle imbarcazioni in arrivo in Italia nel 2016

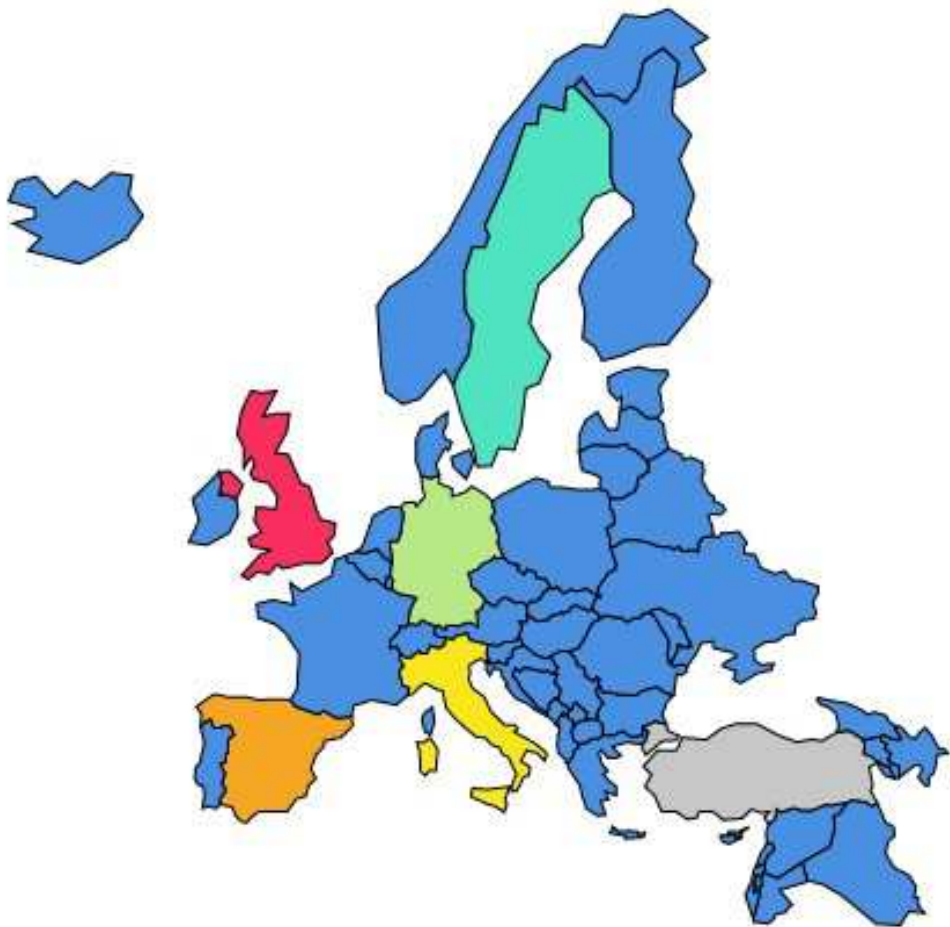
Paesi di partenza delle imbarcazioni di migranti e rifugiati giunti in Italia
Gennaio-aprile 2016, %



FONTE: UNHCR

Comparison Chart Of Countries

Updated at
May 23rd
2017



410

1510

790

1620

490

570

GERMANY



Is the member state currently accepting the major number of asylum applications in EU



It guarantees protection based on a preferential path for Syrian refugees, consequently excluding other nationalities

ITALY



Ensure an integration program to all applicants for the first 6 months



It fails in providing accommodations

SPAIN



It ensures paths of integration in the new society



Intensified patrols and immediate refusals on its border, making very difficult, if not impossible, to arrive and apply for asylum in the country.

SWEDEN



Provides refugees and asylum seekers with specific paths to enter immediately in the labour market to be self-sufficient



It provides health care just for acute health emergencies and fails in assigning GPs

TURKEY



Is taking action to provide the large numbers of asylum seekers from Syria with a first immediate protection status



Does not guarantee long term refugee status

UNITED KINGDOM



Ensure access to welfare and accommodations to all asylum seekers and refugees



Refuses to accept the relocation's quota and to apply the family reunification process

Glossary

Assisted Voluntary Return

Administrative, logistical, financial and reintegration support to rejected asylum seekers, victims of trafficking in human beings, stranded migrants, qualified nationals and other migrants unable or unwilling to remain in the host country who volunteer to return to their countries of origin.

Asylum seeker

A person who flees his or her home country, 'spontaneously' enters another country and applies for asylum, i.e. the right to international protection, in this other country. An asylum seeker may be a refugee, a displaced person or a migrant, such as an economic migrant. A person becomes an asylum seeker by making a formal application for the right to remain in another country and keeps that status until the application has been concluded.

Council of Europe

Is an international organisation focused on protecting human rights, democracy, rule of law in Europe and promoting European culture. Founded in 1949, it has 47 member states also outside the European Union. Unlike the EU, the Council of Europe cannot make binding laws, but it does have the power to enforce select international agreements reached by European states on various topics.

Democracy

Is a political system that aims to guarantee and preserve the dignity and fundamental rights of all individuals and respect religious beliefs and ideological freedom. In fact, democracy should ensure self-determination of individuals and "maintain equilibrium between claims of diversity, individuality and collectivity in order to enhance social cohesion and solidarity", as in the Universal Declaration on Democracy 1997. Finally, the concept of universal democracy should be Always questioned to preserve the right of the individuals of freedom of choice and self-determination.

De-radicalisation

Is a process usually promoted by institutions, that aims to deconstruct the radicalisation of individuals, religious believers and political ideologies, which can become a threat for citizens and the democratic states where they live.

To successfully achieve the aims of the de-radicalisation process institutions should analyse the causes of radicalisation and from where it originates within the socio-economic contexts where it occurs.

Digitalisation

Administration of digitalis in a dosage schedule designed to produce and then maintain optimal therapeutic concentrations of its cardio tonic glycosides.

Dublin Regulation

Is a European Union law that determines the EU Member State responsible to examine an application for asylum seekers seeking international protection under the Geneva Convention within the European Union. It is the cornerstone of the Dublin System, which consists of the Dublin Regulation and the EURODAC Regulation. The Dublin Regulation aims to determine rapidly the Member State responsible [for an asylum claim] and provides for the transfer of an asylum seeker to that Member State. Usually, the responsible Member State will be the state through which the asylum seeker first entered the EU.

Economic migrants

An economic migrant is someone who emigrates from one region to another to seek an improvement in living standards because the living conditions or job opportunities in the migrant's own region are not good.

European Union

A political and economic union of 28 member states that are located primarily in Europe. The EU has developed an internal single market through a standardised system of laws that apply in all member states. EU policies aim to ensure the free movement of people, goods, services, and capital within the internal market, enact legislation in justice and home affairs, and maintain common policies on trade, agriculture, fisheries, and regional development. Within the Schengen Area, passport controls have been abolished.

Family Reunification

Is a recognized reason for immigration in many countries because of the presence of one or more family members in a certain country, therefore, enables the rest of the family to immigrate to that country as well.

First applicants\ first arrived

Is an asylum seeker applying for protection for the first time without previous appeals or prior applications.

Genève Convention

The singular term Geneva Convention usually denotes the agreements of 1949, negotiated in the aftermath of the Second World War, which updated the terms of the first three treaties and added a fourth. The Geneva Conventions extensively defined the basic rights of wartime prisoners (civilians and military personnel); established protections for the wounded and sick; and established protections for the civilians in and around a war-zone. The treaties of 1949 were ratified, in whole or with reservations, by 196 countries.

Hosting countries

The country hosting the asylum seekers or refugees within its borders.

Humanitarian Corridor

Is a type of temporary demilitarized zone intended to allow the safe transit of humanitarian aid in, and/or refugees out of a crisis region. Such a corridor can also be associated with a no-fly zone or no-drive zone.

Humanitarian Protection

Protection granted for humanitarian reasons such as natural disasters.

ICT

Information and Communications Technology (or Technologies) is an umbrella term that includes any communication device or application, encompassing: radio, television, cellular phones, computer and network hardware and software, satellite systems and so on, as well as the various services and applications

Internally Displaced Person

Is someone who is forced to flee his or her home but who remains within his or her country's borders. They are often referred to as refugees, although they do not fall within the legal definitions of a refugee.

Migrants

Any person who is moving or has moved across an international border or within a State away from his/her habitual place of residence, regardless of the person's legal status; whether the movement is voluntary or involuntary; what the causes for the movement are; or what the length of the stay is.

Radicalisation

Is the process of adopting extreme political, social, or religious ideologies, which could result also into physical violence, or violent actions and behaviours. Radicalisation represents a threat to the principles of democracy such as freedom of speech, of beliefs, choice and expression of all individuals. For example, radicalised ideologies can be political, usually right wing extremism such as neo-fascism, or religious, such as fundamentalist practices and dogmas.

Refugees

The person who owing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country; or who, not having a nationality and being outside the country of his former habitual residence as a result of such events, is unable or, owing to such fear, is unwilling to return to it. (from the UN 1951 Refugee Convention)

Refusal

It refers to the negative outcome of an asylum application and it can be challenged making appeal in court

Resettlement

The relocation and integration of people (refugees, internally displaced persons, etc.) into another geographical area and environment, usually in a third country. In the refugee context, the transfer of refugees from the country in which they have sought refuge to another State that has agreed to admit them. The refugees will usually be granted asylum or some other form of long-term resident rights and, in many cases, will have the opportunity to become naturalized.

Repatriation

The personal right of a refugee, prisoner of war or a civil detainee to return to his or her country of nationality under specific conditions laid down in various international instruments. The option of repatriation is bestowed upon the individual personally and not upon the detaining power. In the law of international armed conflict, repatriation also entails the obligation of the detaining power to release eligible persons (soldiers and civilians) and the duty of the country of origin to receive its own nationals at the end of hostilities.

Smuggling

The procurement, in order to obtain, directly or indirectly, a financial or other material benefit, of the illegal entry of a person into a State Party of which the person is not a national or a permanent resident" (Art. 3(a), UN Protocol Against the Smuggling of Migrants by Land, Sea and Air, supplementing the United Nations Convention against Transnational Organized Crime, 2000). Smuggling, contrary to trafficking, does not require an element of exploitation, coercion, or violation of human rights.

Stateless person

A person who is not considered as a national by any State under the operation of its law" (Art. 1, UN Convention relating to the Status of Stateless Persons, 1954). As such, a stateless person lacks those rights attributable to national diplomatic protection of a State, no inherent right of sojourn in the State of residence and no right of return in case he or she travels.

Subsidiary Protection

Is an international protection for persons seeking asylum, but do not qualify as refugees. In European law, Directive 2004/83/EC states the minimum standards for qualifying for subsidiary protection status.

Techfugees

The new term can refer both to contemporary refugees relying on virtual technologies to escape their countries, or tech developers living in third countries as refugees committed in developing virtual tools to assist other refugees.

Trafficking in persons

"The recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation" (Art. 3(a), UN Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, Supplementing the UN Convention against Transnational Organized Crime, 2000).

Unaccompanied Minor

Also known as separated children, are generally defined as foreign nationals or stateless persons below the age of 18, who arrive on the territory of a state unaccompanied by a responsible adult, and for as long as they are not effectively taken into care of such a person.

Xenophobia

At the international level, no universally accepted definition of xenophobia exists, though it can be described as attitudes, prejudices and behaviour that reject, exclude and often vilify persons, based on the perception that they are outsiders or foreigners to the community, society or national identity. There is a close link between racism and xenophobia, two terms that can be hard to differentiate from each other.

Editing by:

