

D.T2.5.2

## PILOT FINAL REPORT

---

Łódź

30.09.2021

---

Pilot action: Legal support and better communication - how to make Ukrainian citizens feel better and safer in the Lodzkie Region

Project Partner: Lodzkie Region

Contact Person: Katarzyna Kurniawka



## **1. Short description of the activities implemented in 2021 .**

### **1/ 'Ukrainian for Beginners' language course.**

The language course finished in June 2021, according to the schedule. Classes took place twice a week (in 4 different groups). Duration of each lesson was 60 minutes. PP13 conducted classes hospitalizations.

The content of the language course was extensive. Participants worked on very practical skills that are related to dealing with migrants. In the content of the agreement with the contractor the grammatical and lexical material of particular lessons was very prepositioned and the schedule was strictly followed. Tests and quizzes played an important role.

36 participants, representing 7 different poviats, from 12 public institutions in our region graduated from the course. The ending ceremony with awarding certificates to participants of the language course "Ukrainian for Beginners" took place on 06.07.2021 in Lodz (the details are in the local community event report).

The evaluation questionnaires were sent to the participants.

The materials for learning the Ukrainian language were published on the Lodzkie Region website

<https://bruksela.lodzkie.pl/zakonczenie-kursu-jezyka-ukrainskiego-dla-poczatkujacych/>

### **2/ Legal Consultations.**

Sessions of legal consultations in 2021 were provided for the migrants in 4 places in the Lodzkie Region (Zgierz, Kutno, Radomsko and Lodz). Announcements about meetings with a lawyer were published twice a month. The first week there was a viral invitation for the second and third week. The second invitation with a picture is for the 4th week of each month.

Information about the PP13 initiative was provided in Polish, Ukrainian or Russian, depending which language the migrant wanted to speak. Accepting applications from participants was done in the simplest possible way. A phone number was available for migrants, who could apply from 7 a.m. till 10 p.m. Each time after setting the date and the time of the meeting, a generated confirmation was sent to the indicated e-mail address. According to Polish law (Law on Legal Advice), PP13 did not know the details of consultations. Topics of legal consultations included: legalization of residence, company law, family law, drafting and verification of documents and applications (including social support 500+).

FAQ Manual with a description of the most common cases from meetings between a lawyer and migrants was published on the Lodzkie Region website.

Link: <https://bruksela.lodzkie.pl/nasze-projekty/arrival-regions/>

## **2. Difficulties encountered during the pilot action implementation (including those connected to the COVID-19 pandemic).**

The COVID-19 pandemic did not affect PA implementation. The language course was planned online and the meetings with the lawyer were individual. The basic activities within the framework of the action did not assume large meetings, which were not possible to implement due to sanitary restrictions.

The main problems in implementing PA were related to internal factors

of PP13 (relatively long procedure of selecting contractors). Objective factors were also of some importance - the search for a lawyer, family factors in the case of language course students.

### **3. Assessment of :**

#### **a. Success of the pilot action (Has the selected social innovation managed to support economic and social integration of non-EU nationals in your region?).**

The PP13 pilot action was launched. The successes were achieved in the planned two activities:

- 1/ Language course. As a result of the promotional campaign, the maximum possible number of participants who started the course was reached.
- 2/ Legal consultations. A suitable lawyer was found and the possibility to realize meetings in different parts of the region was provided by local institutions, which are organizationally and hierarchically connected to PP13.

Both activities were response to the needs of target groups in the pilot action. The pilot action successfully proved that there is definitely a significant demand for such activities.

Enhancing the language competencies of public servants undeniably led to significant improvement in the quality of public services regarding non-EU nationals. Knowledge of just a few words helps remove the mental barrier, and, for example, the capability to understand basic documents without the need of a translator can make the work of public servants much easier and more effective.

The bilingual lawyer with a background in migration and the collection of applications for the legal consultations in very simple and friendly way for migrants made the activity popular and needed in the region.

#### **b. Involvement of local stakeholders in the pilot action.**

Participants of the language course were at the same time local stakeholders in the pilot action.

#### **c. Involvement of various target groups in the pilot action.**

There are two main target groups:

1/ migrants from Ukraine and also from Ex-USSR who had been provided with legal consultations

2/ employees of public local institutions and organisations who work with Ukrainian migrants and participated in the language course  
(Łask Labour Office, Łęczyca Labour Office, Pabianice Labour Office, Pajęczno Labour Office, Rawa Mazowiecka Labour Office, Tomaszów Mazowiecki Labour Office, Voivodship Labour Office in Lodz, City of Lodz, Lodz City Central Library, City of Sieradz, University of Lodz, Regional Centre of Blood Donation, Kutno Association of Integration and Foreigners Support)

**d. Transferability of the pilot action to other regional and national contexts.**

After the peer review of the Lodzkie Region pilot action, its activities were evaluated as easily transferable into other regions (e.g. focusing on the public sector).

Meanwhile, the pilot action was not predominantly considered transferable as a whole due to specific contexts in respective countries (e.g. more diverse compositions of migrant's nationalities contrary to the homogenous group of Ukrainian migrants in Poland).

**4. Future development of the pilot action in your region.**

In the case of sufficient financial resources, there is potential to collaborate with the governmental institutions and expand the activity by providing other desired services, e.g. the provision of psychological help needed as a consequence of stressful situations and different integration processes.

**a. Progress regarding the pilot action's quantitative indicators (in reference to D.T2.2.3 – Evaluation Methodology). If you have managed to reach the original goal, please specify the main factors of your success in the Comments section. If the original goal was not reached, please specify the factors which led to the underperformance in the Comments section as well.**

Indicator	Original Goal	Current Result	Comments
Number of people completed the language (attended) course	40	36	4 resignations during the course due to family reasons
Number of local labor offices, whose employees took part in the language course	7	7	
Number of people requested a legal consultation	140	264	
Number of poviats (districts of the Lodzkie Region), whose residents received legal consultations	7	7	

- b. Progress regarding the pilot action's qualitative indicators (in reference to D.T2.2.3 – Evaluation Methodology). If you have managed to reach the original goal, please specify the main factors of your success in the Comments section. If the original goal was not reached, please specify the factors which led to the underperformance in the Comments section as well.**

Indicator	Original Goal	Current Result	Comments
Composition of institutions represented at the language course	The participants of the language course come from both rural and urban areas of the Lodzkie Region. Employees of the following institutions are expected to complete the language course: Poviats' Labor Offices, Regional Labor Office in Lodz, University of Lodz, Municipality of Lodz, Municipality of Sieradz, Social Welfare Center in Lodz, Regional center for Blood Donation, Public Library in Lodz.	The language course was completed by 36 employees of institutions such as Poviats' Labor Offices, Regional Labor Office in Lodz, University of Lodz, Municipality of Lodz, Municipality of Sieradz, Social Welfare Center in Lodz, Regional center for Blood Donation, Public Library in Lodz.	
Participants' satisfaction with the language course	Min 75% of participants have managed to improve their knowledge of Ukrainian language and improve their communication with Ukrainian citizens		

**Arrival Regions**

Migrants' satisfaction with legal consultations	The majority of the migrants who took part in legal consultations were satisfied by the provided services	The majority of the migrants who took part in legal consultations were satisfied by the provided services	
Level of stakeholders' involvement	Majority of involved stakeholders are actively taking part in the implementation of the pilot action and show the interest to continue it after the end of the pilot period	Most stakeholders were satisfied with their participation in the pilot action and would like to continue with the Ukrainian language learning activity.	

**e. Communication activities in progress**

N o.	Newspapers/ Journals – Radio - TV	Date	Newspapers/Journals, Radio, TV
1	Local TV - Telewizja Kutno	19.02. 2021	<a href="https://www.youtube.com/watch?v=86Mhc993GzY">https://www.youtube.com/watch?v=86Mhc993GzY</a>
2	Polish Radio - Ukrainian Service	15.02. 2021	<a href="https://www.polskieradio.pl/398/7988/Artykul/2678992%2C%D0%A3-%D0%9B%D0%BE%D0%B4%D0%B7%D1%8C%D0%BA%D0%BE%D0%BC%D1%83-%D0%B2%D0%BE%D1%94%D0%B2%D0%BE%D0%B4%D1%81%D1%82%D0%B2%D1%96-%D0%BC%D1%96%D0%B3%D1%80%D0%B0%D0%BD%D1%82%D0%B0%D0%BC-%D0%BD%D0%B0%D0%B4%D0%B0%D1%8E%D1%82%D1%8C-%D0%B1%D0%B5%D0%B7%D0%BA%D0%BE%D1%88%D1%82%D0%BE%D0%B2%D0%BD%D1%96-%D1%8E%D1%80%D0%B8%D0%B4%D0%B8%D1%87%D0%BD%D1%96-%D0%BA%D0%BE%D0%BD%D1%81%D1%83%D0%BB%D1%8C%D1%82%D0%B0%D1%86%D1%96%D1%97">https://www.polskieradio.pl/398/7988/Artykul/2678992%2C%D0%A3-%D0%9B%D0%BE%D0%B4%D0%B7%D1%8C%D0%BA%D0%BE%D0%BC%D1%83-%D0%B2%D0%BE%D1%94%D0%B2%D0%BE%D0%B4%D1%81%D1%82%D0%B2%D1%96-%D0%BC%D1%96%D0%B3%D1%80%D0%B0%D0%BD%D1%82%D0%B0%D0%BC-%D0%BD%D0%B0%D0%B4%D0%B0%D1%8E%D1%82%D1%8C-%D0%B1%D0%B5%D0%B7%D0%BA%D0%BE%D1%88%D1%82%D0%BE%D0%B2%D0%BD%D1%96-%D1%8E%D1%80%D0%B8%D0%B4%D0%B8%D1%87%D0%BD%D1%96-%D0%BA%D0%BE%D0%BD%D1%81%D1%83%D0%BB%D1%8C%D1%82%D0%B0%D1%86%D1%96%D1%97</a>
3			
4			