



INTEGRATING REFUGEES IN SOCIETY AND THE LABOUR MARKET THROUGH SOCIAL INNOVATION



Photo credit- SiforREF team Berlin

SOCIAL INNOVATION INDICATORS

In the last issue of our news letter we discussed the definition of the term social innovation as used by the SiforREF team, and the significance of this concept in the creation of policies aimed at improving the societal and labour market inclusion of refugees. In this issue we introduce an excerpt of the guidelines that provide indicators for measuring the social innovative capacity of policies and practices for the integration of refugees. The framework for these guidelines follows from assumptions inherent to the school of thought that adheres to the interplay between new governance and civil society in the complexity of the local societal context.

In what follows, we begin this issue with SiforREF project guidelines for the implementation of social innovative practices.

IN THIS ISSUE

SOCIAL INNOVATION GUIDELINES

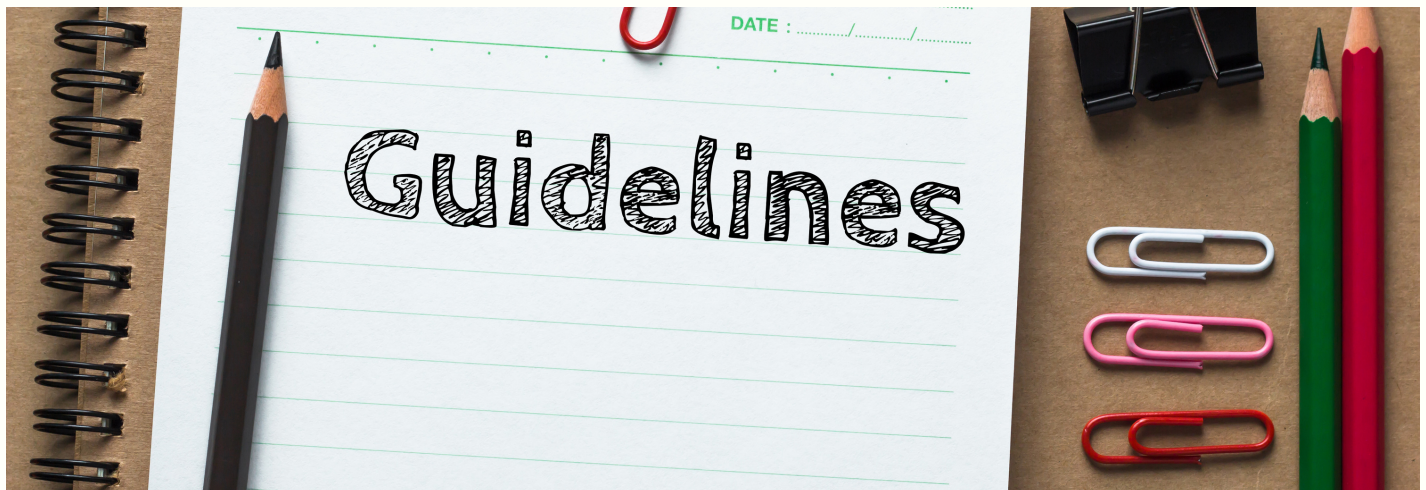
FACTSHEETS

PREPARATORY SEMINARS

SIFORREF NEWS

DIALOGUE SEMINARS

TRANSNATIONAL STUDY VISITS



"INNOVATION IS ABOUT CREATING VALUE FOR REFUGEES, INTRODUCING NOVEL SOLUTIONS, AND DOING THINGS BETTER".*

GUIDELINES FOR POLICY-MAKERS AND PRACTITIONERS FOR INTEGRATION AND INCLUSION OF REFUGEES.

The guidelines presented here rely on the empirical findings resulting from policy mapping, in depth interviews, and the evaluation of our project partners Best Practices. In addition, our team drew from the findings that resulted from the Co-Creation Workshops conducted in Berlin, Bologna, Ljubljana, Parma and Vienna in 2019. The Co-Creation Workshops were of great importance, because they were organized with a selection of policymakers, practitioners, stakeholders from the private sector, NGOs working closely with refugees, and refugee activists.

Each urban context has its own history of traditions, practices and policies with refugees and newcomers in their localities. Together these provided the basis for reflection and analysis on the impact of policies and practices on opportunities for inclusive refugee integration.

These activities were used to define the social innovative capacity of policies and practices. Here we identify the key indicators for measuring the quality of social innovative policies and practices.

UNHCR, Innovation at UNHCR (2019, p. 8) *<https://www.unhcr.org/innovation/>

Underlying Principles for Social Innovative Quality of Practices and Policies

- Respect the agency of refugees
- Enable refugees to voice their own interests
- Empower refugees;enable access to resources
- Work for an inclusive and cohesive society

Indicators That Define the Implementation Process of Social Innovation

A social innovative practice requires a specific process to pursue co-operation between local governance, civil-society, and refugees. In order to do this it is necessary to consider the following:

- Contextualize the process
- Objective is to create an added value for the refugees/ newcomers
- Identify key actors: refugees as well as other stakeholders
- Meet the special needs of the target group
- Create a space for generating solutions while engaging participants to a greater commitment.
- Involve a diversity of stakeholders to gain sustainability; potentially mainstreaming.
- Initiate a co-creation workshops with above actors

INDICATORS TO CONTRIBUTE TO SOCIAL INTEGRATION AND TO CHANGING MIND-SETS OF THE LOCAL POPULATION

- Root the activity at the local level within local communities
- Initiate activities that create trust between local population and refugees
- Offer opportunities for the inclusion of refugees: to meet, connect and speak the local language via small group activities
- Include exchanges among a diversity of ethnicities, ages, religion, gender, etc.
- Use when possible the concept of the Co-creation workshops

INDICATORS TO SUPPORT EMPOWERMENT AND SELF-SUFFICIENCY OF REFUGEES*

These need to demonstrate access to:

- Health, psycho-social services / trauma care, orientation opportunities
- Affordable housing
- Adequate assessment of previous education and training skills
- Education and training opportunities - match qualifications, skills, interests to jobs
- Pre-school child-care

* These indicators for refugees would contribute to sustainability or mainstreaming institutional change and opportunities depending on the local urban context that refugees enter.

Demographic Facts About Our Partner Cities

FACT SHEET: DEMOGRAPHICS

VIENNA

POPULATION AND REFUGEES IN VIENNA

Metropolis¹
Capital of Austria
Federal Province

Number of inhabitants in Austria: 9,011,437²

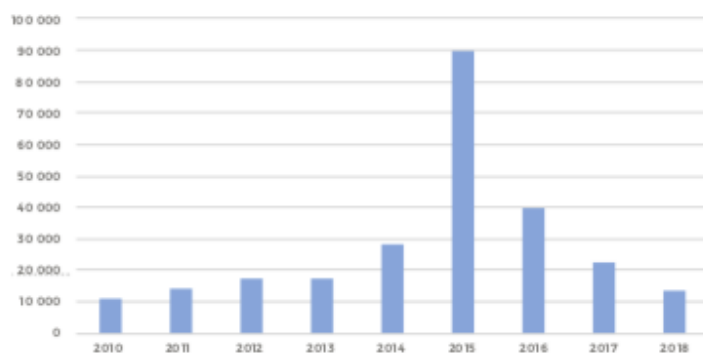
Number of total inhabitants in Vienna: 1,931,497³

Foreign born population in Vienna: 572,834 - 30.2%⁴

Individuals with a migration background in Vienna : 854,900 |
45.9% of total Viennese population⁵

REFUGEES IN AUSTRIA⁶

NUMBER OF ASYLUM APPLICANTS PER YEAR AUSTRIA - UNHCR



REGIONAL IMPACT

POSITIVE LABOUR MARKET INTEGRATION ATTRIBUTES

IN VIENNA:

- Dense network of supporting structures for refugees.
- Multi-level-governance system includes newly-established civic participation.
- Public support from the very beginning ("StartWien") results in less socio-spatial segregation compared to other cities.
- Policy agenda for newcomers in Vienna ("Integration from Day 1") regardless of the asylum status.
- Targeted education and language learning services for refugees and asylum seekers (e.g. "Bildungsdrehscheibe", "Bildungspass").
- International collaboration and knowledge exchange at European level.

KEY INTEGRATION POINTS FACED BY REFUGEES

IN VIENNA (2015-2019)⁷

- Public integration support from the very beginning
- Additional support from civil society
- Language proficiency
- Labour market access (mentoring/coaching needed)
- Trauma treatment (where necessary)
- Limited access to affordable social housing



THE PROJECT

SiforREF examines and tests solutions with the aim to support societal and labour market integration of refugees after their arrival in five Central European cities. Our team consists of researchers, representatives of local government and actors from civil society.



PARTICIPANT CITIES

Venice, Italy, Lead Partner
Berlin, Germany
Bologna, Italy
Ljubljana, Slovenia
Parma, Italy
Vienna, Austria

AIM

Our goal is that social innovative and inclusive measures for refugee integration become mainstream and institutionalised.

KEY INSTRUMENTS

Co-operation of key stakeholders at the local level, transnational cooperation and promotion of social innovation.

Caritas
&Du



FACT SHEET: DEMOGRAPHICS

PARMA

POPULATION AND REFUGEES IN PARMA

City of the Emilia Romagna region

Number of total inhabitants in Italy: 60,461,826¹

Number of total inhabitants in Parma: 198,292²

Foreign born population³: 34,104⁴: - 17.4%⁵

REFUGEES IN ITALY⁶

NUMBER OF ASYLUM APPLICANTS PER YEAR ITALY- UNHCR



REGIONAL IMPACT

POSITIVE LABOUR MARKET INTEGRATION ATTRIBUTES IN PARMA:

- Chain of services that promote the reception of refugees in small apartments that encourage interaction with the local population and reduce isolation.
- Implementation of devices and an integration team that guides the integration paths of refugees after the reception phase.
- Willingness of refugee communities to perform volunteer work and be involved in public utility activities.
- A bottom-up approach that allows for the creation of best practices in which the local community is committed to fostering better integration.
- Various foreign businesses and local associations that can facilitate the entry of refugees into the labour market and further societal participation.
- Involvement of the University of Parma with a structured plan that entails the programming of work plans, actions and projects.

KEY INTEGRATION CHALLENGES FACED BY REFUGEES IN PARMA (2015-2019)⁷

- Adequate and acknowledge documentation
- Acquisition of basic skills
- Understanding the bureaucratic landscape of Parma
- Education
- Precarious housing - social exclusion by dominant population
- Lack of mobility for employment purposes
- Italian language proficiency



THE PROJECT

SiforREF examines and tests solutions with the aim to support societal and labour market integration of refugees after their arrival in five Central European cities. Our team consists of researchers, representatives of local government and actors from civil society.



PARTICIPANT CITIES

Venice, Italy, Lead Partner
 Parma, Italy
 Bologna, Italy
 Ljubljana, Slovenia
 Berlin, Germany
 Vienna, Austria

AIM

Our goal is that social innovative and inclusive measures for refugee integration become mainstream and institutionalised.

KEY INSTRUMENTS

Co-operation of key stakeholders at the local level, transnational cooperation and promotion of social innovation.



Comune di Parma



FACT SHEET: DEMOGRAPHICS

LJUBLJANA

POPULATION AND REFUGEES IN LJUBLJANA

Capital of Slovenia

Largest city in the statistical region of Central Slovenia

Number of total inhabitants in Slovenia: 2,078,967¹

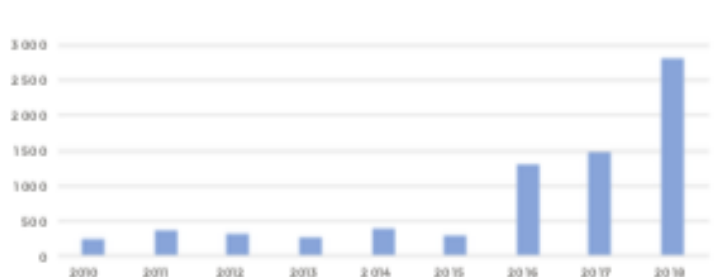
Number of total inhabitants in Ljubljana: 292,988²

Number of foreigners with valid residence permit in Slovenia - 148,014³

Foreign population in Slovenia: 7.6 % of the Slovenian population are foreigners.⁴

REFUGEES IN SLOVENIA⁵

NUMBER OF ASYLUM APPLICANTS PER YEAR - UNHCR



REGIONAL IMPACT

POSITIVE LABOUR MARKET INTEGRATION ATTRIBUTES IN LJUBLJANA:

- Refugees with international and subsidiary protection have full access to the labour market.
- The Employment Service of Slovenia provides a variety of occupational courses and also includes/invites refugees.
- Networks of NGOs organize special courses for migrants covering the fundamental steps of business creation and self-employment opportunities.
- Grassroots and informal networks supply essential social spaces for inclusion and motivation.
- NGO networks offer and assist with the first-period orientation regarding the labour market and social inclusion.

KEY INTEGRATION CHALLENGES FACED BY REFUGEES IN LJUBLJANA (2015-2019)⁶

- Lack of adequate information regarding self-employment, weak labor market opportunities.
- Gender discrepancy regarding labour market access - inadequate child care possibilities.
- Understanding of the bureaucratic landscape of Ljubljana (social and labour rights).
- Educational mentoring for refugee youth, vocational training.
- Lack of motivation due to bureaucracy, sophisticated system of the Employment office
- Social exclusion, lack of common social space, lack of interaction with local population
- Slovene language proficiency



THE PROJECT

SiforREF examines and tests solutions with the aim to support societal and labour market integration of refugees after their arrival in five Central European cities. Our team consists of researchers, representatives of local government and actors from civil society.



PARTICIPANT CITIES

Venice, Italy, Lead Partner
 Berlin, Germany
 Bologna, Italy
 Ljubljana, Slovenia
 Parma, Italy
 Vienna, Austria

AIM

Our goal is that social innovative and inclusive measures for refugee integration become mainstream and institutionalised.

KEY INSTRUMENTS

Co-operation of key stakeholders at the local level, transnational cooperation and promotion of social innovation.



FACT SHEET: DEMOGRAPHICS

BOLOGNA



POPULATION AND REFUGEES IN BOLOGNA

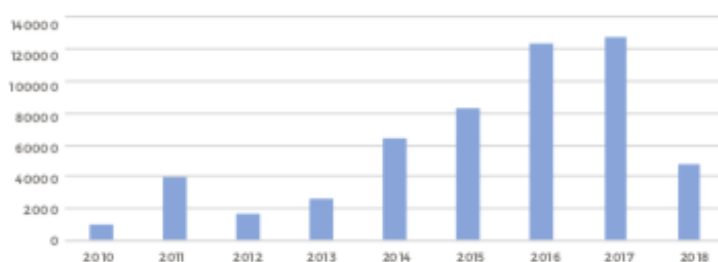
Metropolitan City¹

Capital of the Emilia Romagna region

Number of total inhabitants in Italy: 60,461,826²Number of total inhabitants in Bologna: 1,017,806³Foreign born population in Bologna: 123,370⁴

REFUGEES IN ITALY⁵

NUMBER OF ASYLUM APPLICANTS PER YEAR ITALY- UNHCR



REGIONAL IMPACT

POSITIVE LABOUR MARKET INTEGRATION ATTRIBUTES IN BOLOGNA:

- Co-operation between public bodies, private institutions, third-sector organizations and informal groups.
- Building integration models that foresee participatory methods involving all interested key actors, including refugees.
- Existing practices founded on co-creation approaches.
- Projects and activities involving Italians and refugees together, fostering relationship-building and knowledge exchange.
- Experimenting actions where migrants and local-residents can discuss without filters and mediations, allowing the overcoming of preconceptions.
- Non-institutionalized channels to support housing search and access to the labour market.

KEY INTEGRATION CHALLENGES FACED BY REFUGEES IN BOLOGNA (2015-2019)⁶

- Negative narration in the media concerning refugees
- Few relationships in the local community
- Limited access to the labour market
- Difficulties in securing housing
- Language barriers
- Positive interaction in the work environment



THE PROJECT

SiforREF examines and tests solutions with the aim to support societal and labour market integration of refugees after their arrival in five Central European cities. Our team consists of researchers, representatives of local government and actors from civil society.



PARTICIPANT CITIES

Venice, Italy, Lead Partner
 Parma, Italy
 Bologna, Italy
 Ljubljana, Slovenia
 Berlin, Germany
 Vienna, Austria

AIM

Our goal is that social innovative and inclusive measures for refugee integration become mainstream and institutionalised.

KEY INSTRUMENTS

Co-operation of key stakeholders at the local level, transnational cooperation and promotion of social innovation.



ASP CITTÀ DI BOLOGNA
 Azienda pubblica di servizi alla persona

FACT SHEET: DEMOGRAPHICS

BERLIN

POPULATION AND REFUGEES IN BERLIN

Metropolis¹
Capital of Germany
Federal State

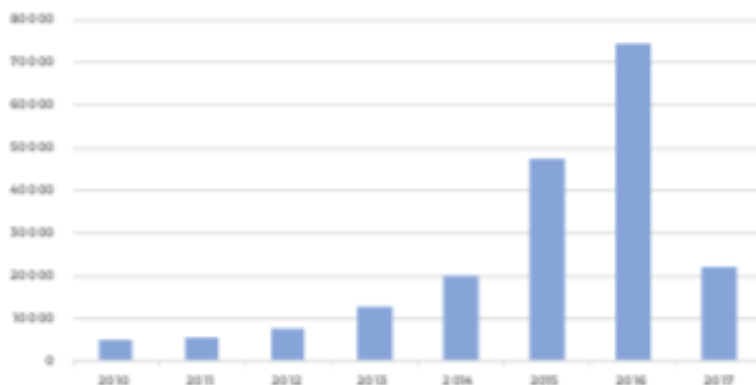
Number of total inhabitants in Germany: 83,042,235²

Number of total inhabitants in Berlin: 3,669,491³

Individuals with a migration history in Berlin: 1,3 million |
35% of total Berlin population.⁴

REFUGEES IN GERMANY⁵

NUMBER OF ASYLUM APPLICANTS PER YEAR GERMANY- UNHCR



REGIONAL IMPACT

POSITIVE LABOUR MARKET INTEGRATION ATTRIBUTES IN BERLIN:

- Highly motivated job -seekers in the refugee community.
- Cooperation between businesses, NGOs and public authorities.
- High demand for skilled workers in Berlin labour market.
- State funding more readily available for social innovation.
- Clearer definition of refugee challenges and solutions.
- Free German language courses for migrants.

KEY INTEGRATION CHALLENGES FACED BY REFUGEES IN BERLIN (2015-2019)⁶

- Limited access to the labour & housing market
- Fair assessment of educational level & professional experience
- Risk of social exclusion & marginalisation
- Cultural recognition
- Gender specific challenges and reunification of families
- Language proficiency



THE PROJECT

SiforREF examines and tests solutions with the aim to support societal and labour market integration of refugees after their arrival in five Central European cities. Our team consists of researchers, representatives of local government and actors from civil society.



PARTICIPANT CITIES

Venice, Italy, Lead Partner
Berlin, Germany
Bologna, Italy
Ljubljana, Slovenia
Parma, Italy
Vienna, Austria

AIM

Our goal is that social innovative and inclusive measures for refugee integration become mainstream and institutionalised.

KEY INSTRUMENTS

Co-operation of key stakeholders at the local level, transnational cooperation and promotion of social innovation.



PREPARATORY SEMINARS



Vienna

During the months of September and October each of the SiforREF project partners organised preparatory workshops for the upcoming transnational study visits. Despite the challenges of the Covid-19 pandemic; our teams still managed to bring together various stakeholders and refugee activists who are committed to the inclusion and integration of refugees.



Parma



Berlin



Ljubljana



Bologna

NEWS

SiforREF Project Partner ASP Bologna Receives Recognition For Its Work Tanti Auguri ASP Bologna!

The entire SiforREF team is delighted to announce the recognition of the important work done by our project partner **ASP Bologna**. For more information in Italian and English: <https://www.facebook.com/Bolognacares/posts/3482763108504176>



Photo credit Comune di Bologna

SiforREF is now linked to and has been featured in several social innovation networks and projects.

#SOCIALINTERREG
Social Innovation in Interreg
<https://socialinterreg.eu/projects/siforref/>

SOCIAL
INNOVATION
ACADEMY

<http://www.socialinnovationacademy.eu/our-friends/>



Interreg
CENTRAL EUROPE

SiforREF

DIALOGUE ORIENTED SEMINARS

Dialogue oriented seminars are a method used in the SiforREF project to discuss the policy guidelines and recommendations that were developed by our team with various stakeholders and refugee activists. Berlin's **SiforREF** local government associate partner, **IntMig (Commission of the Berlin Senate for Integration and Migration)** and **I.S.I.e.V.** were able to hold an in person seminar on 29 September 2020.



Photo credits- INTMIG

SiforREF Lead Partner - Venice

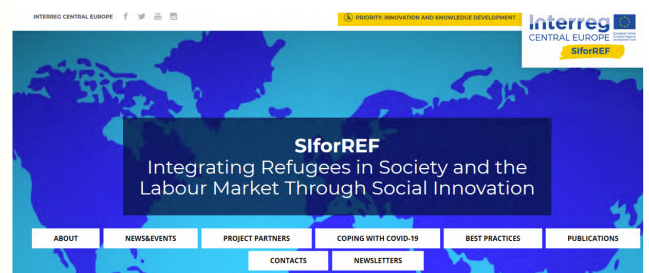
University of Ca'Foscari hosted its online seminar, which involved students, various stakeholders and refugee activists from Bologna and Parma on 25 & 26 November 2020.



Photo credit: University of Venice Ca'Foscari

On 9 December 2020, SiforREF project partner **University of Vienna** conducted its current digital-teaching format and integrated the SiforREF approach and findings in its research-led teaching. The dialogue seminar also included Associate Partner **Caritas Vienna**.

3. Praxisexkurs: Caritas Wien am Beispiel einer Forschungskoooperation



Weitere Informationen:
<https://www.interreg-central.eu/Content.Node/SiforREF.html>
<https://news.univie.ac.at/uniview/forschung/detailansicht/artikel/integration-austausch-auf-zugwoehne/>
 [für beide Links, letzter Zugriff: 07.12.2020]



TRANSNATIONAL STUDY VISITS

Vienna

Within the framework of the SiforREF project, transnational study visits between the project partner cities plays an important role.

The primary goal of these visits is to share the state of the art on refugee-related research in each city, its Best Practices, and for stakeholders to create transnational networks where know-how and experiences can be exchanged.

Our partner in Vienna began with this phase of the project and held its visit on 19 & 20 November.

The agenda included not only theoretical insights regarding the integration and inclusion of refugees into the Viennese labour market and society, but also highlighted two Best Practices: **"magdas Hotel"** and **"WerkSTART"**.

These two projects have proved to be successful in supporting some refugees in finding their places in the city of Vienna.

For more information see:

<https://www.interreg-central.eu/Content.Node/SiforREF/Transnational-Study-Visits.html>

magdas Hotel



Photo credits: magdas Hotel & WerkSTART

WerkSTART





OUR PARTNERS



ASP CITTÀ DI BOLOGNA
Azienda pubblica di servizi alla persona

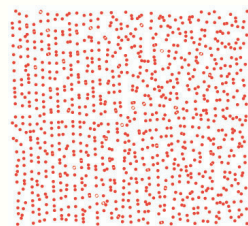


Ca' Foscari
University
of Venice



SLOVENSKE AKADEMIJE
ZNANOSTI IN UMETNOSTI

**Caritas
&Du**



GMAJNA



Comune di Parma



ISI Initiative Selbständiger
Immigrantinnen e.V.



REPUBLIC OF SLOVENIA
ADVOCATE OF THE PRINCIPLE OF EQUALITY



universität
wien



Die Beauftragte des Senats
für Integration und Migration

Senatsverwaltung
für Integration, Arbeit
und Soziales

