

REGIN PROJECT

# Catalogue of Integration Actions



REGIN

REGIONS FOR MIGRANTS  
AND REFUGEES INTEGRATION

Publication drafted in collaboration with all RGIN Project Partners, written by Instrategies Think&Do.

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The Regions for Migrants & Refugees Integration - REGIN Project aims to mainstream migrant and refugee integration within social cohesion policies at regional level, by building a common framework to facilitate, guide and improve the performance of regions through innovative tools.



*REGIN Indicators*



*Regional Toolkit*



*Integration Actions*



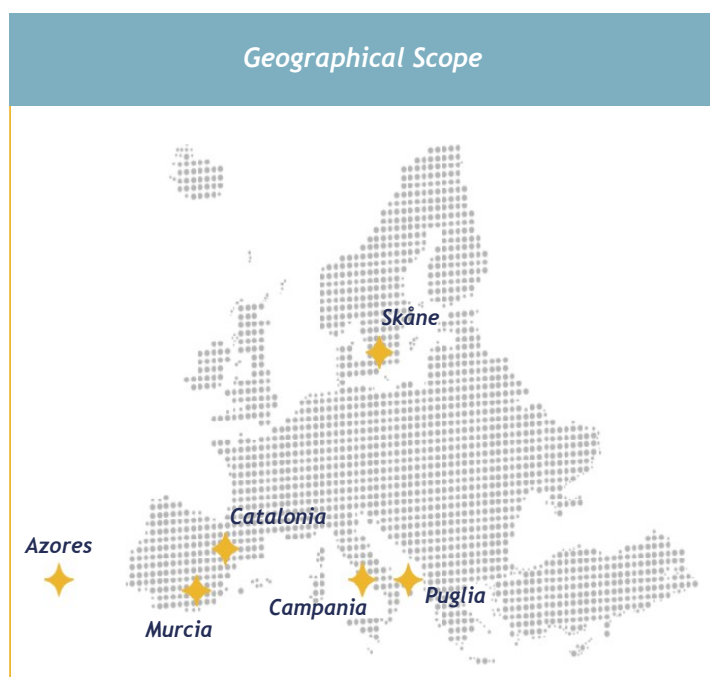
*Case study on health and inclusion*



*Integration Lab - Database and Map*



*Building an external network*



Duration	Budget
February 2020- April 2022	EUR 1 808 281.81 (90% co-funded by the European Union)





# About the REGIN Project

In the context of a large number of arrivals of migrants and refugees in the last few years, many European regions are facing new challenges related to different areas of integration, such as education, housing, health or labour market inclusion, with no or little prior knowledge or practice in the field.

Giving regional authorities a **forum to exchange and mutually learn from their diverse experiences** seems essential to enhance integration policies and outcomes throughout Europe. The [Regions for Migrants & Refugees Integration – REGIN Project](#) was therefore created to mainstream migrant and refugee integration within social cohesion policies at regional level, by **building a common framework to facilitate, guide and improve the performance of regions** through innovative tools.

The main objectives of the REGIN Project were:

- Establishing a network with regional authorities to cooperate on migrant integration by creating a forum to discuss, mutually learn and share integration policies and practices;
- Giving a voice to regions and emphasising their crucial role in social inclusion, as well as in promoting interactions between newly arrived people and host societies;
- Identifying integration indicators that will be used to enhance accuracy, accountability, robustness and innovation of regional authorities' policies and outcomes, through evidence-based research and a comparative approach;
- Developing a set of tools that facilitates adaptability and sustainability of pilot integration actions through multi-lateral stakeholder engagement, capacity building, training and outreach.

Within the REGIN Project, innovative **tailor-made integration actions** were developed in each participating region. The pilot actions were **designed building on regional policy and outcome indicators** through results from [MIPEX-R](#) and with the use of the [Regional Toolkit](#) developed as part of the project. Actions were initiated by the regional authorities according to their different needs, context and resources through a **participative method involving key regional stakeholders**. Moreover, an [evaluation framework](#) was also developed and tested on these targeted actions. This framework structured a **database and mapping of regional integration actions** called the [REGIN Integration Lab](#).

## About this Catalogue

The current catalogue offers a **detailed overview of the innovative integration actions** implemented in each participating region. The main objective of the catalogue is to provide an insight into each initiative through a common framework to increase the dissemination and transferability of the pilot actions themselves

and other outputs of the REGIN Project, beyond the project lifecycle. It seeks to **foster knowledge sharing between regions and to inspire regions to make use of the available REGIN tools** to develop innovative actions in the field of migrant and refugee integration and inclusion.



# Azores

## ACTION 1

### Migrant's Guide

#### PRIORITY

Provision of information to migrants about relevant topics for their integration

#### AREA OF IMPLEMENTATION

Autonomous Region of the Azores

#### TIMELINE

March-December 2021

Launch of the Migrant's Guide in 3 formats on 18 December 2021

#### ACTION: GUIDE

The Region of Azores created a [Migrant's Guide](#) in **three formats** (printed notebook, website, and app both for [Android](#) and [IOS](#)), which enhanced a welcome roadmap for the integration of migrants in the Azores. The site and the app are available in Portuguese and English. The **printed guide is available in Portuguese, Chinese, Spanish, French**

**and English.** The main objective of the guide is to **provide systematic, organised and clear information**, which integrates public entities and associations' pertinent actions within their relevant competences regarding migrants' full integration and inclusion. Moreover, it also aimed to orient all entities that play a role in migrant integration, promoting the articulation and combination of the available answers.

The development of an app also allowed to give privileged access to the Regional Directorate for the Communities' (DRC) front office and help desk services. The DRC launched a **working group that included several departments of the Regional Government of the Azores** (Education, Housing, Equality and Social Inclusion, Investment and Competitiveness, Employment and Vocational Training, Health, and Social Security). The group's aim was to **coordinate and**

**structure the information available to migrants** about existing initiatives within the scope of the regional administration regarding their integration.

Moreover, all NGOs working on migrant integration and inclusion were asked to indicate all the services they provide, to **ensure the information's availability**. On the one hand, the creation of this working group allowed to fill in some gaps in terms of coordination and to make information available regarding migrant integration.

The result of this work is the Migrant's Guide in its three formats, which **orientates both migrants and the entities involved in their integration process**. Additionally, the Azores launched a **dissemination campaign** to promote the tools that comprise the Migrant's Guide, their contents, and functionalities, among migrants and entities involved in the migrant integration process and to the general population. The campaign included the following elements:

- **Promotional videos** (1 version for TV and 2 versions for social media);
- Radio spot;
- Ads for newspapers and social media.

The campaign aimed to reach 2,500 people, with posts promoting the Migrant's Guide on social media of the DRCs, and the **dissemination on regional public radio, on TV and local public radio**, which allowed wide outreach in the 9 islands of the archipelago.

## ACTORS

- Regional Directorate for the Communities;
- Regional departments of the Regional Government of the Azores (Education, Housing, Equality, Social Inclusion, Investment and Competitiveness, Vocational Training and Employment, Health and Social Security);

- Foreigners and Borders Service;
- Non-governmental organisations involved in the migrants' integration process (AIPA – Association of the Immigrants in the Azores, Cresaçor – Regional Cooperative of Solidarity-Based Economy), CRL (Migrants Support Office) and APAV – Victim Support Portuguese Association (Migrant Victim Support Unit).

## TARGET

- Newly arrived people;
- Public institutions and NGOs acting in the area of migrants' integration;
- Migrant communities;
- General public.

## CHALLENGES

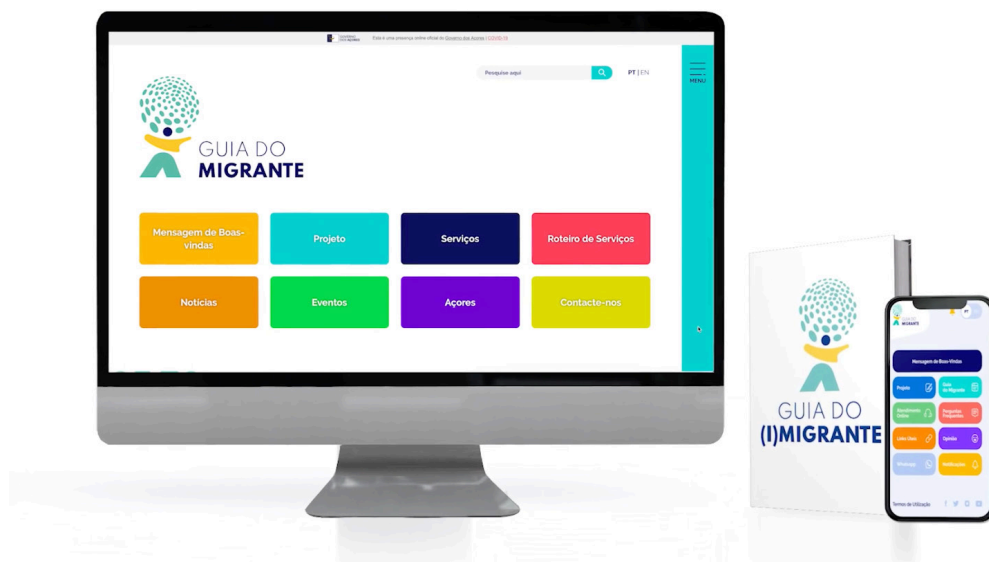
Systematisation of a quite exhaustive set of information, involving many partners.

## EVALUATION

The region carried out a monitoring role by arranging regular meetings with partners to present the systematisation of the collected information. An evaluation was implemented through a survey for migrants to evaluate the 3 formats, concerning the design and content (clarity, usefulness, coverage, and ease of consultation), which revealed satisfactory results. Moreover, the dissemination campaign was evaluated by the number of views of the posts.

## TRANSFERABILITY

Transferability is a fundamental activity in the development of a migrants' integration strategy in any region. The coordination of information for migrants and making it available in several languages is essential in any territory. In this sense, the availability of digital tools should be indispensable for any region.





## ACTION 2

# Training - Regional Network of Municipal Contacts for Migration

## PRIORITY

Promoting the involvement of municipalities in the strategy for migrant integration and hosting, and dissemination of the Migrant's Guide tools.

## AREA OF IMPLEMENTATION

Autonomous Region of the Azores

## TIMELINE

November 2021 – January 2022

The Network shall be maintained beyond the project, extending the objectives of the REGIN project outside its time limit.

## ACTION: TRAINING

The **Regional Network of Municipal Contacts for Migrations** carried out a training session aimed at complementing the face-to-face public assistance services provided by the Regional Directorate for the Communities (DRC) in the cities of Ponta Delgada, Angra do Heroísmo and Horta with the services of the Region's 19 municipalities through an action programme.

The first meeting had the following objectives to:

- **Set up a contact point in every municipality** in the Autonomous Region of the Azores, to provide a closer and more effective informative assistance that contributes to the welcome and integration of migrants in the Azorean society.
- **Publicise the tools for informative support** and contact with the Regional Directorate for the Communities' services available through the Migrant's Guide in its 3 formats.

Since not all contacts could attend the first meeting, an online training was held for those who could not be present to **strengthen the capacity building of the municipalities** that attended the first meeting.

The activity resulted in the **setting up of 19 contact points in the municipalities** to:

- Ensure that DRC's services and municipal services complement each other;
- Use the Migrant's Guide tools to welcome and integrate migrants;

- Disseminate the tools among migrant communities in the 19 municipalities.

Several REGIN tools helped identify the need to promote a deeper involvement of municipalities in the migrants' integration. These tools also facilitated the reflection of some aspects throughout the project. For example, they fostered the opportunity to explore the **design of migrants' integration policies**, while decentralising DRC's answers **through alignment with municipal initiatives**, which are the entities with the closest contact with the populations. The Regional Directorate for the Communities felt the need to **sensitise the municipalities for this opportunity**, which was well received.

This activity was considered successful as the training that took place was greatly validated by its participants, and **the setting up of the points of contact enabled them to become key agents in the dissemination of the Migrant's Guide tools**, raising awareness of the services of the DRC. Additionally, it allowed **knowledge sharing and reflection on the complementarities and synergies between the DRC and municipalities** in the field of migrant integration.

## ACTORS

- Regional Directorate for the Communities (DRC);
- 19 municipalities of the Azores.

## TARGET

- Points of contact from the 19 municipalities;
- Regional Directorate for the Communities' front office and help desk staff.

## CHALLENGES

Weather conditions and the pandemic context did not permit some points of contact's participation in the first meeting.

## EVALUATION

An assessment survey on the usefulness and clarity of the training contents was conducted, and they were widely validated.

## TRANSFERABILITY

This activity is applicable in any territory, especially in those where regional administration services are not very close. For this purpose, **the setting up of a point of contact by local authorities**

**is essential to bring regional administration services to the populations** and to disseminate the use of the available digital tools, which was solved by holding a second online meeting.



## ACTION 3

# Training on intercultural dialogue - Educational sector

## PRIORITY

Training on intercultural dialogue addressed to the educational sector

## AREA OF IMPLEMENTATION

Autonomous Region of the Azores

## TIMELINE

April-July 2021

## ACTION: TRAINING

The main objective of this training is to provide an **introductory approach to the understanding of cultural diversity** and the relationship with others in the current world, with a special focus on the educational context. The expected result of the action was to **promote a reflection on intercultural dialogue challenges through training** and sharing experiences in all schools on the Azores islands. The aim was mostly achieved, as DRC performed training courses on every island, except Santa Maria and Faial.

The activity was led through a partnership between the High Commission for Migration (ACM - training entity with experience in the area), the DRE - Regional Directorate for Education and the DRC - Regional Directorate for the Communities. Given the COVID context characterised by a work overload of all human resources in the education sector, the DRE selected **key elements from each school district to participate in training**:

- 1 member of the multidisciplinary socio-educational support team (comprised of members from the school social action area, city council, school board);
- 1 member of the school board;
- 1 member of the administrative services;
- the coordinator of the strategy for citizenship at school.

The DRE was responsible for communicating and mobilising potential participants to carry out the training, and for **creating groups of trainees involving school districts from different islands for better knowledge sharing**. The training gave space for a lot of reflection, based on role-play

exercises, as it allowed the operationalisation of many concepts in question.

The training had the following scope:

- Number of trainees covered: 46;
- Number of school districts covered: 18;
- Number of islands covered: 7 (Corvo, Flores, Graciosa, Pico, São Jorge, São Miguel, and Terceira).

## ACTORS

- Regional Directorate for the Communities (DRC);
- ACM - High Commission for Migration;
- Regional Directorate for Education (DRE).

## TARGET

Teaching and non-teaching staff: teachers, technicians from the school social area, administrative staff and administrators of the Escolas Básicas e Integradas (schools from the 1st grade to the 9th grade taught at the same school), the Escolas Básicas e Secundárias (schools from the 1st grade through to the 12th grade taught at the same school) and the Secondary Schools.

## CHALLENGES

The challenges related to this action included ensuring the target audience's time availability to participate in the training and coordinating it with the trainers. Moreover, it also included **mobilising the target audience to participate in another on-line training** at the end of the school year, after an extremely busy period of classes and training sessions, all in a digital format, considering the pandemic context.

## EVALUATION

A questionnaire was presented to all participants about the content and performance of the trainers.

## TRANSFERABILITY

The training provided all participants with **high awareness and reflection on the topics covered**, so it is planned to extend the training to more school districts in the archipelago in 2022.

## ACTION 4

# Training “Migrants’ Access to Healthcare”

## PRIORITY

Training on “Migrants’ Access to Healthcare”

## AREA OF IMPLEMENTATION

Autonomous Region of the Azores

## TIMELINE

Training preparation: 1 May to 22 July

Course date: 23 July

## ACTION

The region carried out a specific training on “Migrants’ Access to Healthcare” to raise awareness and inform about the **different dimensions of the phenomenon of access to healthcare by migrant communities in Portugal**.

The specific objectives of the training included the following:

- The **identification and reflection of the migrants’ difficulties to access healthcare**;
- For third country nationals and migrants in an irregular situation to **get acquainted with the legal framework** of the access to SNS - Portuguese National Health System;
- Share practices and point out guidelines for the health care area.

The initiative sought to improve or enhance the skills of health care sector professionals in assisting migrants. It was intended that the training allow a reflection on the contents of academics from the Health Higher Education School of the University of the Azores (ESS-UAÇ), who train future professionals, and healthcare sector professionals working in different areas at São Miguel Island Health Care Unit (USISM) and at Divino Espírito Santo Hospital (HDES) in Ponta Delgada. From the clash between theory and practice, many guidelines

arose towards the intervention of migrants within the healthcare sector.

## ACTORS

- DRC defined the relevant training contents with the ESS-UAÇ and the ACM, handled the registrations in the training session and prepared it to take place in a digital environment;
- The Health Higher Education School of the ESS-UAÇ mobilised its teachers and professionals from HDES and USISM to participate in the training.
- High Commission for Migration (ACM) provided the training based on its experience in the area.

## TARGET

- Technical assistants, social workers, nurses, and doctors (hospital);
- Teachers from the Health Higher Education School of the University of the Azores;
- Directors and coordinators from São Miguel Island Health Care Unit.

## CHALLENGES

There were no notable challenges.

## EVALUATION

An assessment questionnaire was applied about the contents and the trainers.

## TRANSFERABILITY

The training with the participation of higher education elements and professionals proved beneficial for the participants, and more training sessions should be held in 2022, according to the model tested in the REGIN Project. The partnership with ESS-UAÇ will continue and **involve the other islands’ health care units and the Region’s hospitals**.

## ACTION 5

# Interculturality Festival and Intercultural Walk (International Migrants Day Celebrations)

### PRIORITY

Promotion of interculturality

### AREA OF IMPLEMENTATION

Terceira Island - Azores

### TIMELINE

October – December 2021

### ACTION

Festival and Walk for Interculturality: "Event to promote interculturality as part of the celebrations of the International Day of Migrants in the Azores, consisting of 2 events:

- **Interculturality Festival** (multicultural concert and gastronomic fair "Tasting Flavours of the World" and Craft Show);

- **Walk for Interculturality.**

The main objectives of the action were to **provide moments of conviviality among citizens of different cultures residing in the Region**, promote dialogue and knowledge among them, promote the culture of migrants and residents in the Region through a **gastronomic show, multi-cultural concert, and crafts fair**, raise awareness of the current and historical reality of migration in the Region, and to **honour the life path of all migrants**.

As described below, through the **results of the questionnaire**, we could verify that the Festival of Interculturality met its objectives.

DO YOU USUALLY PARTICIPATE IN THIS KIND OF INITIATIVE?



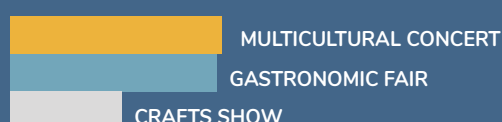
HAS THE PARTICIPATION IN THIS EVENT AWAKENED YOUR INTEREST IN THE THEME OF CULTURAL DIVERSITY?



ARE YOU INTERESTED IN THE TOPIC OF INTERCULTURALITY AND CULTURAL DIVERSITY?



WHICH ACTIVITY OF THE FESTIVAL OF INTERCULTURALITY ARE YOU THE MOST INTERESTED IN?



DID THE PARTICIPATION IN THIS EVENT GIVE YOU A BETTER UNDERSTANDING OF THE CULTURAL DIVERSITY IN THE AZORES?



I AM INTERESTED TO PARTICIPATE IN THE FUTURE IN INITIATIVES DEDICATED TO THIS TOPIC







### ACTORS

- The Regional Directorate for the Communities (DRC) coordinated and articulated the logistics of the event.
- AIPA - Association of Immigrants in the Azores organised the Gastronomic Fair "Flavours of the World", **mobilising migrant entrepreneurs in the gastronomy sector**. All partners contributed to the dissemination and mobilisation of participants in the event.

### TARGET

- Migrant population
- Resident population in general

### CHALLENGES

Weather conditions, including heavy rain and wind, that occurred on December 18, impeded the realisation of the walk for interculturality and led to a lower mobilisation of the population for the Interculturality Festival.

### EVALUATION

Two satisfactory questionnaires were conducted regarding the two different events: "Walk" and "Festival". The survey of the "Walk" was not carried out because the activity suffered constraints due to weather conditions. The evaluation was based on the frequency of participation in this type of event, the interest in the topics, and the ability of the event to awaken or increase interest in the topics, among others.

### TRANSFERABILITY

The model adopted can be replicated in other islands in the Azores. Other partnerships could be replicated, based on the combination of the logistical and dissemination capabilities of a municipality with the mobilising capacity of the migrant communities, with the coordination of the Regional Directorate for the Communities.



# Campania

## Synergies with the COM.IN 4.0. project on integration and inclusion of migrants' communities in small villages of inner rural areas

### PRIORITY

Migrant integration policies and local authorities' capacity building

### AREA OF IMPLEMENTATION

Regions in Southern Italy: Regione Campania, Calabria, Sicilia, Puglia and Basilicata

### TIMELINE

June 2019 – June 2022 (30 months)

### ACTION: TRAINING AND RESEARCH

In the framework of the REGIN Project, the Region of Campania carried out two activities, **creating synergies between the REGIN and COM.IN 4.0 Projects**. Firstly, the region monitored the process

of the COM.IN.4.0 project through the adaptation of the REGIN tools and evaluation framework. Secondly, the region drafted [transferability guidelines](#) focusing on the integration action process.

**COM.IN 4.0** is a project dedicated to **institutional and community empowerment and the creation of innovative governance systems**. Among its specific objectives is the empowerment of the local network, training for Public Administration staff, and increasing the quality of digital infrastructures for governance.

The expected outcome of the action is to **improve public services and administrative**



**action**; to overcome the logic of intervention based on emergency context; to **promote dynamism and innovation of governance system**. Moreover, it seeks to foster strategic networking between stakeholders and local communities through a **participatory approach, cooperative learning and local working groups**.

### ACTORS

- The lead partner is Regione Puglia, working together with Regione Basilicata, Calabria, Campania, Sicilia and Consorzio Nova;
- Other actors: Regional ANCI (National Association of Italian Municipalities) and Regional Prefectures, 300 third sector organisations, 18 Local Working Groups.

### TARGET

Migrants, public and private managers and officers, foreigner services workers, social

services workers, health and public order workers, education workers and NGOs.

### CHALLENGES

Challenges include the lack of experience and know-how, low political support to local institutions by the regional and national ones, lack of specific monitoring and evaluation procedures and difficulties due to COVID-19 restrictions.

### EVALUATION

Three levels of evaluation using the Project Cycle Management system for **self-evaluation, independent evaluation and hetero evaluation** (managed by an interregional committee).

### TRANSFERABILITY

The project included a pilot action built up in a specific area, to be developed and transferred to the rest of the territory.





# Catalonia

## Pilot test to improve the educational success of migrant youth in Catalonia

### PRIORITY

Inclusion of migrant youth

### AREA OF IMPLEMENTATION

Catalonia

### TIMELINE

May 2021 - December 2021

### ACTION: WORKSHOPS

The Catalan Region designed an action that consisted of **workshops on robotics and programming for migrant young people** in secondary schools during the second semester of the 2020-2021 school year. The workshops were led in 5 secondary schools. One of them focused on robotics, and the other four on programming. The training was subcontracted to an entity with experience in secondary school workshops to

ensure professional expertise.

The following topics were discussed during the workshops:

- Future opportunities in vocational studies and work on robotics/programming;
- Skills to work as a group;
- Self-perception of competence;
- Introduction to programming and coding/robotics.

The class size was reduced to a maximum of 10 students to provide individualised attention. **Two educators conducted the sessions: one with a technological profile** on the activity's content and the other with a **socio-occupational background**, both of whom accompanied students throughout the entire workshops.



Activities were led in centres involved in the Open Institutes programme, an initiative directed towards the educational community, with a series of projects aimed at young people and their families outside school hours. The programme is **jointly driven by the former Secretariat of Equality, Migrations and Citizenship and the Department of Education**. The secondary schools within this programme are considered “High Complex” schools due to the socio-economic profile of the students and their families.

Before starting the activities, the school management, the teaching team, and young workers carried out an **information campaign to reach children and young people who do not regularly participate in the Open Institutes activities**. They presented the project and emphasised the **importance of committing to continued participation during the whole training**. Subsequently, organisers opened the registration process.

The methodology followed a **learning-by-doing approach, actively involving participants throughout the process** to ensure the students' motivation across all activities. At the start of the action, students decided which project they wished to develop. They worked around their project throughout the different workshops while acquiring the knowledge described above.

In addition, educators favoured **exercising communicative, emotional, and assertive skills**. Workshops concluded with a closing day where participants presented their projects. All sanitary measures in force for the action's development were followed to prevent COVID-19 transmission.

## ACTORS

- Department of Equality and Feminism of the Government of Catalonia "Department of Equality and Feminism; Consortium Partner;
- Azahara Cultural Association for Development Cooperation: Subcontracted entity (robotics workshop);
- Nubotica Academy: Subcontracted entity (programming workshop);
- High Schools:
  - Institut Les Aimerigues (Terrassa);
  - Institut Antoni Cumella (Granollers);
  - Institut Barres i Ones (Badalona);
  - Institut Marta Estrada (Granollers);
  - Institut Pedraforca (Hospitalet de Llobregat).

## TARGET

Migrant young people

## CHALLENGES

This action experienced diverse challenges in its implementation. Firstly, the pilot test was designed during the COVID-19 pandemic. In this regard, the **activity was adapted to evolving restrictions**.

On the other hand, the planning of this activity were characterised by the topic's complexity. Indeed, robotics and programming require specific knowledge, hence an **extra effort to correctly identify subcontracted entities** capable and in charge of bringing innovation to high schools.

Moreover, proposing new activities to high schools in times of pandemic required an intensive effort to **identify the needs of the educative centres** and explain this activity to their management boards. Our team identified different factors to explain the convenience of this pilot test to **analyse the link between high schools and migrant youth and improve the students' resilience**. At the same time, the team created a document with a clear explanation of the goals of the activity, its content, target students, proposed schedule, necessary infrastructure, and costs (free). This facilitated the schools' participation.

The design and implementation of the pilot test were also influenced by the democratic elections of 14 February 2021. According to the results, a new Catalan Government took office on 26 May 2021. Among others, it transferred the staff and competencies linked to immigration from the Ministry of Labour, Social Affairs and Families to the Ministry of Equality and Feminism. This process added **internal and external administrative challenges** that were successfully overcome.

Finally, concerning the necessary infrastructure, the team identified the need to consider that the price and accessibility of software can be restrictive for many students. Therefore, **all activities used free software, easy to reach from any computer**.

## EVALUATION

The evaluation of the pilot test was carried out through different assessments.

- Assessments made by the students;
- Assessments made by the schoolteachers;
- Exchange of information with the entities implementing the pilot test.

Our team sent a specific questionnaire and then received the available comments from schools and systematised the results. These results were complemented and evaluated with the information received from the entities implementing the action and a visit to one of the Educational Centres by the Ministry of Equality and Feminism team (Institut Barres i Ones of Badalona).

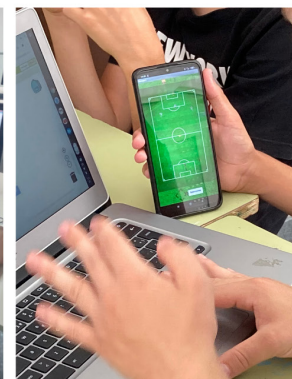
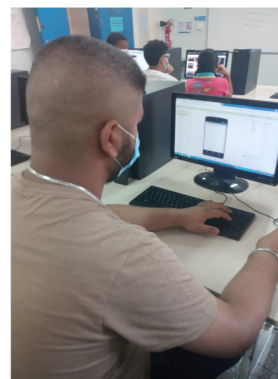
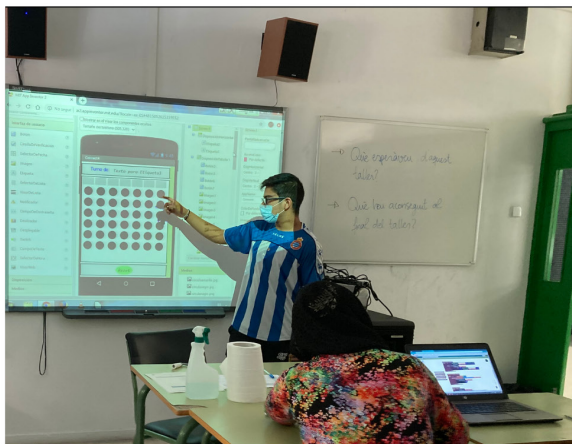
Finally, these inputs were included in a final SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis, presented in the Capacity Building session held on 21 December 2021.

### TRANSFERABILITY

The results of this action will help design and implement new techniques adapted to complex social and cultural environments. This action fostered the **knowledge of Catalan Government Ministries on innovative solutions to improve the inclusion of migrants and vulnerable groups**. Nowadays, there is a constant multilateral and bilateral exchange of information that enhances the Government's ability to react to the different challenges related to immigration.

The REGIN Project and its results were shared through one of these internal interaction channels. Specifically, this exchange was produced through the **Immigration Inter-ministerial Commission (CII)** composed of designated representatives of all ministries of the Catalan Government, held on 23 September 2021.

This action was shared with different civil society actors through the Dissemination and Capacity Building activities. Furthermore, it offers an **opportunity to continue spreading and applying similar innovative solutions**.



**Generalitat  
de Catalunya**





# Murcia

## ACTION 1

# A participatory approach to propose and define migrant integration policies in the new Regional Operational Programme (ESF+)

### PRIORITY

Design of inclusive public policies

### AREA OF IMPLEMENTATION

Region of Murcia

### TIMELINE

From July 2021 onwards

### ACTION: POLICY DESIGN FROM A PARTICIPATORY APPROACH

In the framework of the RGIN pilot action, the Autonomous region of Murcia launched a **Social Commission within the Regional Forum for Immigration** (a regional body towards

participation and consultation), made up of a plurality of integration stakeholders. The main aim of the commission was to **define the general lines for the design of policies on the integration of third country nationals into the regional operational programme.**

The **"Social Cohesion Commission"** met up 6 times to debate and analyse the different proposals, culminating in the creation of a final document, subsequently **presented and approved at the plenary session of the Regional Forum for Immigration.** Following the approval of this proposal, the General Directorate of Social Services worked with the General Directorate

of European Programmes on incorporating and defining specific inclusion projects. In addition to this main action, this Commission promoted the **development of an awareness raising campaign to combat racism/xenophobia** that was presented at the end of March 2022.

To stimulate the participation and inclusion of actors in making proposals and their prioritisation, a **participatory methodology** was used.

### ACTORS

The working group was created, promoted and managed by the **General Directorate of Social Services and Relations with the Third Sector (CARM)**. Moreover, the Commission received technical support from Instrategies, and a plurality of stakeholders, chosen from among the current members of the "Regional Forum for Immigration".

### TARGET

The target was internal: on the one hand, carrying out technical work to define the proposal for the regional operational programme, and on the other, **raising awareness about the need to promote these policies and obtain financing for them**.

### CHALLENGES

The initiative received great interest, and members of the Commission were very cooperative. The main challenge was **to materialise the proposals made in the regional operational programme**, which must be approved by the government of the Region of Murcia for the management of the ESF+ during the 2021-2027 period.

### EVALUATION

The Social Commission's internal work was collected in the different minutes of the work sessions, which were validated by the members. In addition, the document **"Integration and diversity in the Operational Programme of the Region of Murcia for the European Social Fund+"** prepared by the Commission was validated by the plenary session of the Regional Forum for Immigration, and is used as a **basis for technical work between departments of the regional government** for its incorporation into the operational programme.

### TRANSFERABILITY

The definition of public policies and technical approaches in collaboration with stakeholders is a particularly appropriate strategy in the field of social inclusion and can be easily replicated.





## ACTION 2

# "REAL REALITY GLASSES" Awareness Campaign to fight hate speech

## PRIORITY

Public awareness, fight against discrimination and xenophobia

## AREA OF IMPLEMENTATION

Regional (Region of Murcia)

## TIMELINE

The [campaign](#) was launched on 31 March and was disseminated onwards.

## ACTION: CAMPAIGN

The General Directorate of Social Services and Relations with the Third Sector of the Ministry of Women, Equality, LGTBI, Families and Social Policy, publicly launched an awareness campaign whose objective is to **combat messages of hate and discrimination based on ethnic origin**. This campaign was promoted through the Autonomous Community of Murcia's participation in REGIN. It was one of the measures adopted by the Social Cohesion Commission of the Regional Forum for the Integration of Immigrants, where **entities, associations and different administrations work to promote interculturality**.

Through the invention of "real reality glasses", the campaign invites the viewer to **clean their social networks of "fake" news**, and "to differentiate between what is real and what is not, to be able to see the reality behind every story". The campaign ended with the observation that glasses don't exist, but hate speech does, and that the first step in solving a problem is to see what exists. In this way, it sought to **reflect on the excess of misinformation spread on social networks and how hate speech is fueled in an unjustified and exponential way** through images and comments without a real foundation. It also reflected upon how all these unverified messages negatively affect people with whom we live, and who are subject to prejudice and unequal treatment, due to their status as migrants, or of a different origin or ethnicity.

The creative concept of the campaign was developed by a specialised marketing company. One of the aspects valued, and which was incorporated into the process, is the **performance of participatory processes** with the members of the "Social Cohesion Commission", so that the **different visions and proposals on the approach of the campaign** were taken into account.

**GAFAS DE REALIDAD REAL**

ALTA SENSIBILIDAD ANTE COMPORTAMIENTOS XENÓFOBOS

**ZERO FAKE**

**INTELIGENCIA RR**

Este producto ha sido exclusivamente diseñado para detectar y eliminar los mensajes racistas que generan discriminación.

Están muy presentes en nuestra sociedad y te afectan mucho más de lo que crees

**El primer paso para solucionar un problema, es ver que existe.**

+ info:  
[gafasderealidadreal.com](http://gafasderealidadreal.com)

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Región de Murcia

REGIN

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## ACTORS

The initiative was led by the Region of Murcia, through the General Directorate of Social Services and Relations with the Third Sector, and different stakeholders that were involved into the process of defining and approaching the campaign through the "Social Cohesion Commission".

The stakeholders and partners involved in the practice included:

- Federation of African Associations of the Region of Murcia;
- Rumiñahui association;
- General Union of Workers (UGT);
- Cepaim Foundation;
- Programme of Red Cross Humanitarian Attention
- Coordination of the area of diversity of the Municipality of Lorca;
- Municipality of Fuente Alamo;
- Social Voluntary, Emigration and Return Service of the Region of Murcia.

## TARGET

The general public

## CHALLENGES

In general, the main difficulties were related to the deadlines to meet, and the interest in taking

part in different events to promote the dissemination of the campaign.

## EVALUATION

As the action was designed, the budget was allocated to the process of **defining the creative concept, following a participatory methodology**: in particular, several versions of an audiovisual spot, radio spots, dynamic elements for social networks, posters in different formats, etc. For the dissemination process, the **collaboration of the presidential council and the different existing agreements at the level of institutional advertising** facilitated the diffusion in the press, radio and television.

In this sense, quantitative information regarding the number of appearances on television, radio and the press are not available yet, given that the campaign is still ongoing. The **regional corporate channels, such as social networks, mail distribution groups or corporate websites** were used to reinforce the dissemination of the campaign, and the entities integrated into the Regional Forum for Integration were asked to collaborate as well.

## TRANSFERABILITY

It is an action that is easily transferable to other territories.



# Puglia

## Migrant Youth as Culture-Brokers - A focus on family-school interaction

### PRIORITY

Acculturation Processes, Migrant Youth's Well-being and Successful Adaptation

### TIMELINE

July 2021 - January 2022

### ACTION: RESEARCH

The Region of Puglia conducted a [pilot study on migrant youth as culture brokers](#). Culture brokering (CB) refers to the ways in which children and youth with a migrant background serve as **mediators between their families and aspects of the new culture**. Quite often, young migrants enact these roles in the family-school interaction. This became more widespread during the COVID-19 pandemic as **many migrant families experienced intersectional disadvantages with online learning**, as many did

not have an in-depth understanding of the Italian school curriculum and requisites.

There are several risks related to CB, but the literature also sheds light on potential opportunities. Young migrants behaving as culture brokers may feel protective of their family thus enhancing their self-esteem; further, they may **increase their cultural competencies thus pursuing positive psycho-social adjustment**; overall CB could be understood as an **active form of migrant youth participation in school and community life**. Indeed, it is crucial to get an in-depth knowledge of such a situation to foresee interventions to foster young people's wellbeing. Accordingly, a qualitative research was designed to answer the following question: can migrant youth act as socialising/acculturation agents for their families and schools through CB?



In-depth interviews were conducted with young migrants, their parents and teachers to gain information about CB, **how these practices relate to acculturation processes, psychosocial adjustment and wellbeing of migrant youth**, as well as family-school communication and parents-children relationships.

A qualitative methodology was used according to the ecological standpoint and action-research approach that values the **mutual interaction between subject-environment and participants' perspectives on their own experiences**. In line with an emic perspective, the qualitative method was chosen to understand how migrants perceive the culture brokering mediation activities to avoid ethnocentrism.

### ACTORS

The University of Salento, on behalf of the Apulia Region Schools, and local organisations for migrants' social inclusion were involved for the sake of participants' recruitment and interviews administration (e.g., cultural mediators).

### TARGET

Families (parents and children) and teachers.

### CHALLENGES

Main challenges of the action were related to the **recruitment of participants**. **Language and cultural barriers**, such as fear regarding the benefits of the research challenges, have sometimes made it difficult to contact, recruit and follow up with participants from migrant backgrounds.

### EVALUATION

In order to evaluate the action and its implementation, the Region planned several activities. One of them was to organise **follow-up meetings with available participants** to reflect on what was discussed in the in-depth interview, allowing new insights or aspects to emerge. Furthermore, **other meetings were held among researchers, as well as among researchers and gatekeepers from local associations** to reflect on challenges and novel issues that emerged as a result of conducting the interviews.

### TRANSFERABILITY

The extent to which the results of the qualitative research could be generalised and potentially transferred to other contexts will be discussed in the data analysis phase.

**REGIONE PUGLIA**

**REGIN**  
REGIONS FOR MIGRANTS  
AND REFUGEES INTEGRATION

**SAVE THE DATE**

Incontro di Capacity Building

***Culture Brokering: quando l'integrazione è fatta dai più giovani***

**Venerdì 28 Gennaio 2022**  
16:00-18:15, online

L'incontro si svolgerà telematicamente su Piattaforma Microsoft Teams.  
Per partecipare, è necessario registrarsi al seguente [LINK](#)

**NOVA** **UNIVERSITÀ DEL SALENTO**

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# Skåne

## Testbed on health & inclusion

### PRIORITY

Health, well-being and support to newcomers

### TIMELINE

Feb 2020 – April 2022

### ACTION: TESTBED

Skåne Region had a unique role within the RGIN Project, having already developed an integration action, which encompasses a **testbed on health and integration**. The testbed provided **group and individualised support to newly arrived families**. The model is based on a regional collaboration platform called [Partnership Skåne](#), that was further developed and enhanced as part of the RGIN Project.

Partnership Skåne brings together Skåne's County Administrative Board, Region Skåne, Public Employment Service, municipalities, universities, and civil society organisations. The

core part of this testbed consisted of **building a supportive environment for newly arrived people in the municipalities of Malmö and Eslöv**. With a special focus on mental health, well-being and parenting, Partnership Skåne leads and coordinates a free **counselling service, training sessions on health communication and workshop support groups**, facilitated by professional Civic and Health Communicators who share the same language and migration background with the participants.

Within the pilot project, **Civic and Health communicators held group discussion circles** for participants focusing on addressing the psychosocial stress associated with the migration process that many experience. Another important topic was **parenting as a newcomer in Sweden**. Linked to the discussion circles, participants received **individual support through local resources within civil society**, the





municipality and, in some cases, health care. The Swedish Development Partner/ Individuell Människohjälp – IM, Save the Children Sweden/Rädda Barnen and Network – Activity – Participation (NAD) provided **group and individual support** through previously developed methods. The **Public Employment Service and the municipalities of Malmö and Eslöv** also were key partners in the collaboration.

The three methods previously developed by civil society organisations and used as part of the test-bed were:

- **RådRum**, run by IM, offered **voluntary-based, free, impartial and confidential counselling** for newly arrived migrants and refugees;
- **“MyPath”** which provided **support to families** to improve their situation using individual meetings;
- **Network – Activity – Participation (NAD)** an initiative that has been developed since 2013 as part of Partnership Skåne, to explore and implement methods on **how civil society and the public sector can work together** for the inclusive establishment of a newly arrived persons.

Skåne Region also worked on **strengthening the links with its regional stakeholders** through two REGIN Stakeholders’ Capacity Building events held in January and August 2021. The sessions focused on presenting a newly tested programme of **multi-level transectorial collaboration to provide a supportive environment for migrants on mental health and parenting**. The events

gathered 120 people representing municipalities, civil society organisations, regional organisations and other actors and served to inspire participating actors to build on the work that has been carried out and reflect upon its sustainability.

### ACTORS

Partnership Skåne brings together a **wide range of actors**, for example in the case of the pilots NÄTVERKET, Save the Children, Swedish Development Partner, ABF, and the municipality of Malmö.

### TARGET

Newly arrived people in Skåne Region

### CHALLENGES

The work conducted in the pilot was possible thanks to the collaboration within Partnership Skåne, that serves as a capacity base. Albeit being established for 12 years, the **challenge to secure long-term financing is always present**. Moreover, the evaluation of the testbed showed the **importance of regular mutual coordination**, which could prove to be a challenge for small municipalities, depending on capacity, as well as securing conditions for clear and repeated information to the potential participants.

The key component of conducting the groups in the mother tongue of the participants could prove to be a challenge when and if transferring the concept to other languages than the most common.

## EVALUATION

In the past months, the testbed on health equity and health communications – led by Partnership Skåne as part of RGIN – was evaluated by Uppsala University. Within the project, civic and health communicators held discussion circles focusing on addressing the stress associated with the migration process that many experience. It was also possible to **exchange about what it is like to be a parent as a newcomer in Sweden**. Linked to the discussion circles, participants received **individual support through local resources within civil society and the municipality**.

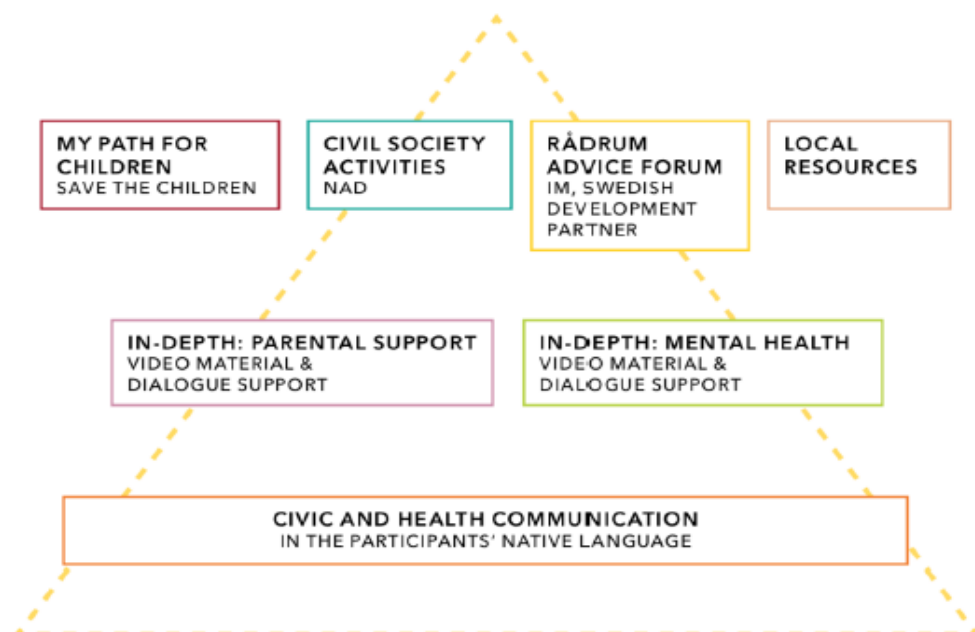
The University's evaluation highlighted the **potential to promote and strengthen many personal resources** that are important for those who experience migration-related stress. These included **health knowledge, health promoting behaviour, mental health literacy, self-assessed mental and physical health, and social contacts**. Results indicated the focus on local supportive environments was perceived in a positive manner by participants and participating organisations and that participants gained **new knowledge, new perspectives, new health habits and new social contacts**.

As part of the RGIN pilot, the **model for cross cutting collaboration with local partners** proved to be an effective tool for **multi-level collaboration resulting in improved health and participation** for forced migrants. Further pilots are being implemented in different locations in Sweden. Together they show **how the method of creating a supportive environment can be transferred** and used in a flexible way in different circumstances.

Note: the project implementation in Eslöv has not yet been implemented nor evaluated due to the pandemic caused by COVID-19.

## TRANSFERABILITY

On 12-13 April 2021, the region organised an event on [Civic & Health Communication for Sustainable Integration](#) hosted by MILSA educational platform, Skåne County Administrative Board and the boards of other Swedish counties. The collaborative partners presented the concept and experiences from the RGIN testbed. **Nearly 600 participants from different sectors and from different parts of Sweden, as well as from several countries, attended the conference**. A [short film](#), both in Swedish and English, was also produced and published on Partnership Skåne's webpage.



Partnership Skåne



[www.reginproject.eu](http://www.reginproject.eu)