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Workshop - Co-creation of a transnational methodology for a common social innovative approach in refugee policy

Parma | 23 October 2019



Integrating Refugees in Society and the Labour Market through Social Innovation



SIforREF | Municipality of Parma |

Integrating Refugees in Society and the Labour Market through Social Innovation

Co-creation of a transnational methodology for a common social innovative approach in refugee policy

 **The workshop in Parma**
23 Ottobre 2019 - Intercultural Center of Parma

15 Participants



4 Host



5 hours



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Which stakeholders, experts and refugees did we involve?



Bodies for the Reception of
Refugees and Asylum Seekers

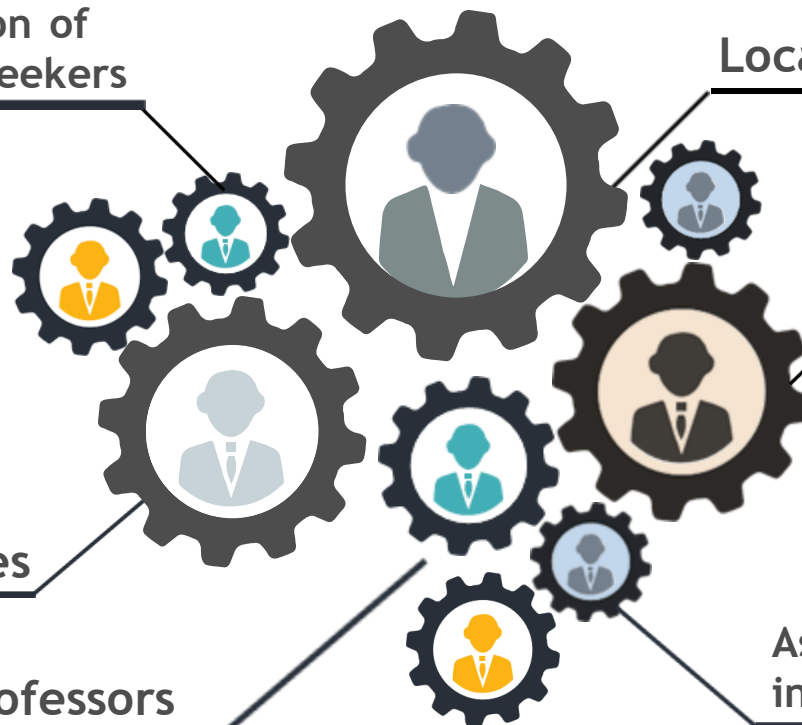
Local Politicians

Employment Agencies

Local Companies

University Professors

Associations for the
integration of refugees



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Local Politicians

- Councilor for Welfare of the Municipality of Parma
- Delegate for Social Inclusion of the Municipality of Parma



Local Companies

- **Number 1** - leading Italian company in integrated logistics for consumer goods
- **Ad Store** - Italian advertising agency at the helm of the international network The AD STORE.



Employment Agencies

- **Openjobmetis** - work agency on the Italian market for over 18 years, active in the administration, research, relocation and staff training.





Bodies for the Reception of Refugees and Asylum Seekers

- **CIAC - Center for Immigration, Asylum and Cooperation** - Managing body for the Sprar / Siproimi project of the Municipality of Parma
- **Svoltare Social Cooperative** - Extraordinary Reception Center for asylum seekers, in agreement with Prefecture - Government Territorial Office



Associations for integration of refugees

- **Extrapulita** - a social promotion association that works with public administrations to promote integration of refugees



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University professors and researcher

- **Nadia Monacelli** - Department of Economics and Business Sciences. Member of the Board of Professors of the research doctorate in Social Psychology of the Department of Psychology. Contact person for the international relations of the Department of Psychology and deputy director of the CUCI - University Center for Cooperation.
- **Dimitris Argiropolus** - Department of Humanities, Social Disciplines and Cultural Enterprises. He deals with pedagogy of marginality and emergencies and special pedagogy. He is particularly interested in the contexts of extreme marginality in relation to migration, refugees and ethnic minorities.



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And Refugees?

We had invited to the **WIP - World in Progress Workshop**, a social cooperative of services born in Parma in June 2013 as part of the FER Re-Startup European Refugee Fund, today a fertile reality that involves many refugees and migrants and is active in two different sectors: social secretariat and mediation activities and cleaning service and small maintenance activities.

Unfortunately at the last minute they were unable to attend the workshop!

We still involved them during the interviews.



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The Hosts - Dialogue approach

We involved a group of **dialogic facilitators**. The main objective of the facilitation carried out during the workshop was to include some tools and techniques used in the dialogic approach in the format of the European project that included specific objectives, topics and tasks, to ensure the effectiveness of the dialogue and comparison.



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Agenda of the Workshop



Morning Session 10.30 - 12.30



Self-presentation



**Profiling the
target group
(individual activity)**



**What are the
refugees looking for
and what are the
main difficulties?
(individual activity)**



**What can be done to
improve the
situation?
(individual activity)**



Lunch together 12.30 - 13.30



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Agenda of the Workshop



Afternoon Session 13.30 - 15.30



What can be done to
improve the
situation?
(group activity)



Discussion and
greetings



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Profiling the target group (individually)



Young male refugees (18-35), with low or no education, low level of Italian, willing to learn and ready for (almost) any job.



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What are the refugees looking for and what are the main difficulties? (individually)

Material needs:

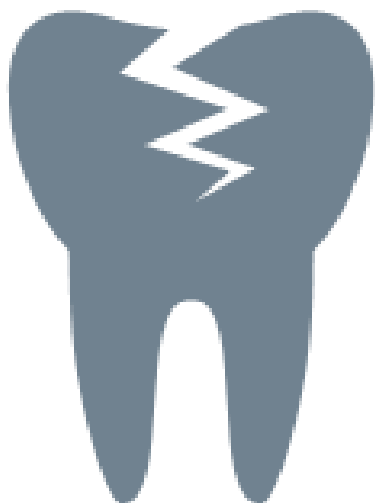
- Documents
- Work
- Training
- Food and Health
- Access to transport
- Accomodation
- Language Lerning
- Basic Skills
- Information

Intangible needs:

- Reconstructing relationships
- Feeling the sense of community
- Cultural exchange
- Caring for family
- Recognition
- Autonomy
- Safety



What are the refugees looking for and what are the main difficulties? (individually)



Difficulties:

- Difficulty in accessing the asylum procedure in the absence of domicile. Indifference of Institutions to the problem.
- Difficulty in obtaining documents and awareness of this.
- Low educational levels
- Being forced to move continuously



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What can be done to improve the situation? (individually)



Spread the concept of mutual integration and the responsibility of institutions in the effective management of the phenomenon



Starting from rights and non-emergency reception logics



To stimulate the courts and territorial commissions to recognize the successful integration routes and granting the permit to stay



Provide access to social and health services even in the absence of residence








Involve the business world at different levels:


- investment in houses for workers at controlled prices
- creation of networks between private and institutional actors for the realization of creative solutions
- clear definition of the profiles, skills and requirements required by companies



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What can be done to improve the situation? (individually)

-  Facilitate community networks through the experience of families and singles who host and become points of reference
-  Involvement of refugees integrated as trainers on the social skills necessary to live in Italy
-  Involving schools in teaching Italian to refugees
-  Promote opportunities for closeness with the community where refugees can talk about themselves and involve people closely
-  To involve refugees in a creative communication project for integration



2020 Goal of the WElcome, the corporate volunteering project of the communication agency AD STORE



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What can be done to improve the situation? (teamwork)



Through 3 different steps:

- Priority
- Process
- Guidelines

3

Teamworks



1

Teamgroup

Current situation: “there is no refugees” (due to the new Law)

We lack a “map” to orient refugees and a good “protocol” between thirs sector and private comapnies. We lack policies, not practices.

Priorities: “A laboratory for the future” with a good mix between social and economic (work) aspects. We need a new wave of consultation among social parties. Innovation does not deny what has been already done but it shouls systemize best practices.

Social networking is a priority, in the context of subsidiarity between public and private sector.



2

Teamgroup

Priority: to create social cohesion and enhance mutual contact / knowledge

Where? At the level of neighborhood

Process:

Institution of a neighborhood mediator, with three goals:

- humanistic mediation of conflicts
- peer to peer training
- conciliation of life times

He / she is involved in training, information, creating situations for understanding, orientation (services, opportunities), conflict management.



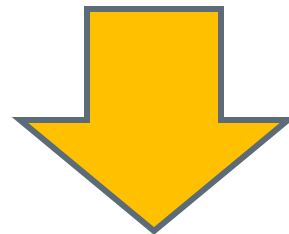
3

Teamgroup

Priority: Training and work placement of migrants

Process

- training of the trainers of the professionals involved in the training process
- definition and formation of coordination roles
- provision of basic courses (Italian, work orientation, soft skills, reception)
- provision of vocational courses + basic school education
- accompaniment to professional integration



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3

Teamgroup

Guidelines

- definition of structured / organized paths (with a pivot that acts as "integrator" between the third sector, companies, public administration, employment agencies)
- need to introduce assessment / feedback systems by the people involved in the process
- need to intervene in public administrations in order to have a certain timeframe for activating the process of integrating / obtaining documents
- mechanisms for spreading the model for scalability



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The workshop has generally been a success, all the participants gave a meaningful contribution and appreciated the opportunity to have an exchange with different stakeholders.

During the discussion many people underlined the importance of sharing resources, views and solutions with subjects belonging to different contexts and having different perspectives on refugees.

Economic stakeholders showed interest in going further in consultation and common planning.



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Two issues emerged as particularly relevant and shared by different actors:

- How to relate to the changed scenario (after L. 132/2918), where it is almost impossible to obtain refugee status . Some actors showed a more “**depressive**” **attitude** (what’s the use of our efforts if at the end nobody gets the status? are we kidding ourselves and the asylum seekers?), while others pushed for a more **proactive reaction** involving social movements and institutions for a necessary change (policies and laws can change, and we should advocate for that. When we started to work with refugees there were no laws, no reception system... but we didn’t give up!)
- Tension between “**practices**” and “**policies**”. Many participants underlined that there is a risk in the rhetoric and emphasis on “best practices”: the perception is that in Parma there has been several good practices in the past and in the present time, but that is not necessarily sufficient to achieve a change in policies. On the contrary, if we continue to stress on practices, someone has the impression that we always start over again, as if it was the day 0. Besides that there is the awareness that “**100 best practices don’t make a good policy**”. There is a matter of scalability and of impact, impossible to obtain only through a sum of limited practices.



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Thank You

