EDUCATING FOR INCLUSION

analysing
INCLUDATE
communities

*The lived experiences of diverse
migrant groups in five European cities
& opportunities for positive change*

Comparative **R**esearch **N**etwork**:**

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Table of Contents

1
Introduction

1.1 ILLUSTRATING THE CONTEXT: THE AIMS OF THE INCLUDATE PROJECT

European societies are becoming increasingly diverse; immigration itself is a source of diversity. First-generation international immigrants (23.7 million non-EU citizens living in the EU on 1 January 2021 in 2019, 7,75,3% of European inhabitants were born outside of the EU), together with the groups covered by the term "European citizens with migrant backgrounds" (13.7 million union citizens living in one of the EU Member States) now form a social group characterized by a larger diversity than ever in Europe (Eurostat 2022). The geographical spread of immigrants amongst countries, and types of areas, is varied, and the political approaches of countries for the inclusion of immigrants and people with migrant backgrounds are also inconsistent.

The European Commission has been adapting its immigration policies and priorities on the different levels and segments of European societies by expressing the need for an integrated approach of inclusion, and the active involvement of immigrants and citizens with migrant backgrounds in policy-making and integrative actions. For example, the Action plan on Integration and Inclusion 2021–2027 (EC 2020) highlights new elements:

01 **Reconsidering the diversity of migrant groups by extending the target group to "migrants and citizens with immigrant backgrounds", and by expressing their strong added value to local societies**

02 **Identifying 4 fields of intervention for integration policies (education, housing, services, and employment)**

03 **Adapting policies in light of the most recent challenges, such as the COVID-19 pandemic and its direct effects on the target groups**

04 **Acknowledging the diversity of the localities, in which migrant inclusion policies need to become a priority of local policies**

Responding to this EU Agenda, the transnational project *INCLUDATE – Educating for Inclusion* promotes inclusive societies by empowering migrant associations in Europe, and supporting public actors in their policy-making for inclusive, multicultural cities. INCLUDATE utilizes tools of community reporting and storytelling to boost community voices and learn about the experiences of migrants living in five European cities: Budapest, Copenhagen, Gdynia, Palermo, and Berlin. Having used these methodologies to collect the lived stories of residents with migrant backgrounds, the project seeks to mirror the themes and issues addressed by the participants back to stakeholders on the local, national, and European Level. By the end of this project, each participating city will produce action plans and recommendations for more inclusive policies in all participating cities.

INCLUDATE aims to support:

- Migrants and migrant associations in making an impact on their own future
- Cities and other municipalities in integrating migrant needs into policies
- NGOs in collecting and spreading the needs of people of diverse backgrounds to institutions

INCLUDATE is a European project in the field of Adult Education, supported with the funds of the Erasmus Plus programme and implemented by two municipalities and five European NGOs, including two migrant associations:

- CRN - Comparative Research Network e.V. (Germany)
- Per Esempio (Italy)
- Crossing Borders (Denmark)
- Polnischer Sozialrat e.V. (Germany)
- Miejski Osrodek Pomocy Spolecznej w Gdyni (Poland)
- ALDA - ASSOCIATION DES AGENCES DE LA DEMOCRATIE LOCALE (France)
- Budapest IX District Municipality (Hungary);
- Konkáv Foundation (Hungary)
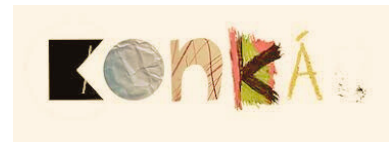
2
Presentation of the Methods

2.1 COMMUNITY REPORTING

Community Reporting, developed by Peoples Voice Media (PVM), combines the representation of different voices and experiences in an accessible way. Community Reporting uses technology based peer-to-peer approaches to support people to tell their own stories and connect with groups and organisations, with the intention to use the insights to make positive social change. According to PVM, Community Reporting has three distinct components: story gathering, story curation, and story mobilisation, based around the Cynefin decision-making framework for complex environments (Snowden, 1999. PVM, 2020). The method in the present study utilises story gathering and curation – or in other words short narrations and their analysis through the so-called "sensemaking"-process.

In the community reporting events we invited residents of selected neighbourhoods from five of the partner cities, to share their experiences of living there through short uninterrupted narrations as a response to the broad question "What is life like where you live?". The narrations are exchanged and analysed in pairs of participants. So the community members interview each other rather than the researcher as an outside entity. The narrations are recorded and analysed by the participants themselves using standardised sensemaking templates. Putting the migrant participants in charge of extracting meaning from the stories of their peers is beneficial for the research process and the results on several levels:

- Members of the same community contextualise their analysis within their shared contexts – in this case of migrants living in the same city or neighbourhood.
- The results are not filtered through the assumptions of an interviewer from outside of the community.
- The participants may trust members of their own community more than a researcher who can be seen as an outsider.
- This method reduces the language barrier, which usually prevents migrants of diverse backgrounds to participate in the same study.

- The resulting sensemaking sheet can easily be translated, if neither participant is able to fill it out in English or domestic language. The recorded narrations serve as a backup to check the results.

As a result, Community Reporting, as a form of participatory needs assessment, provides essential contributions towards inclusive research methodologies for vulnerable groups. Moreover, due to its dialogue format, community reporting can already open the door to discussing measures and policies that speak to issues in the shared experience – these serve as vital inputs in the next step of the INCLUDATE project process towards more inclusive city policies.

2.2 COMMUNITY MAPPING

While storytelling is powerful in allowing the community members to set the focus, we needed to ensure we gained insights into the four policy areas of education, housing, services, and employment. For this purpose, we combined community reporting with community mapping, which we based on the *map me happy* approach (https://mapmehappy.com/en/). Here we invited the participants of migrant backgrounds to share places, facilities, and institutions from education, housing, services, and employment they had positive and negative experiences within their neighbourhoods or cities.

So rather than just engaging in community reporting as developed by PVM and mapmehappy (by Ponomaryova, Bordeianu and Grootjans) respectively, the INCLUDATE consortium has merged the two approaches to combine the open and inclusive benefits of storytelling with the visual aid of community mapping to gain insights into the lived experiences of migrant residents.

By adopting this new approach we were able to conduct a narration-based yet topic-focused needs assessment – enabling us to amplify the voices of migrant communities in an immediate way. Within the project INCLUDATE, these results became the basis for wider dialogues between different stakeholders (i.e. citizens, including those from migrant communities, professionals, local governance, and policy-makers) to effect change towards more inclusive European cities.

Throughout this book we will present the results of this community mapping and reporting in five unique European cities, Berlin, Germany; Copenhagen, Denmark; Gdynia, Poland; Palermo, Italy and Budapest, Hungary.

3

Community Reporting and Mapping Results in Local Migrant Communities

In the following chapter, we will introduce you to the results of the Community Reporting and Community Mapping sessions that were performed in the five European Cities Berlin, Copehagen, Gdynia, Palermo, and Budapest Ferencváros.

Berlin

3.1 CENTRAL BERLIN: GREAT LOCATION BUT NOT FOR EVERYONE

3.1.1 DESCRIPTION OF LOCAL COMMUNITY

The Polish Social Council interviewed 13 people with a migrant background - especially around Leipziger Straße, Fischerinsel, and the nearby border to the neighboring district of Kreuzberg. Of these 13 people, 9 live in this central district of Berlin, and 4 only work there. The reason for including people who live in other districts was to broaden the perspective. Specifically, the aim was to compare the infrastructure in Berlin-Mitte for people who work in the district with the perspective of its inhabitants.

According to data from the outreach GmbH Projekt Network (updated in June 2021) for the specific part of the Leipziger Street district, where the most interviews took place, the local community can be descibred as follows:

- People with a migrant background: 34.4 % of residents have foreign citizenship, 17.2% are German citizens with a migrant background and 48.4% are German citizens without a migrant background.
- The 5 biggest regions of origin are: Russia 5.8%, Arab countries 4.5%, Turkey 1.2%, Poland 1%, former Yugoslavia, and UK 0.8%.

We were pleased to reach almost all representatives of the above-mentioned regions of origin, in particular, we interviewed people from Bulgaria (1 female), China (1 female/1 male), Morocco (1 male), Palestine/Russia (1 male), Poland (1 female), Syria (1 female/ 1 male), Turkey (1 female/ 2 males) and Ukraine (2 females).

As we decided to go to the local community on our own and interview people with a migrant background that we encountered, the statistical method was based on a random sample.

There were two partners we cooperated with for the Community Mapping day: the *Kreativhaus* and *Mobile Stadtteilarbeit* (Mobile Neighbourhood Work).

The Kreativaus is a community centre in central Berlin aimed at improving the quality of life of residents. While the Mobile Stadtteilarbeit is an EU-funded project of the Kreativhaus that seeks dialogue with residents and networking the district center with the neighborhood, e.g., in the area of Leipziger Street.

The Kreativhaus helped us to get in touch with the street workers from the project Mobile Stadtteilarbeit, who we joined in the area of the Leipziger Str. for the Community Mapping interviews. They also initiated the neighbor meeting in Fischerinsel on the same day in which we performed various other interviews.

(from the left) Kamila Schöll-Mazurek, Magdalena Baier, Johanna Hehl, Verena Unbehaun

We welcomed this new relationship between Kreativhaus and ourselves and decided to adapt the method of the Community Mapping that we learnt during initial workshops in May 2022. So, we printed out the map of the district and applied all categories (happy places, education, housing, private places and public places) including the key colours from the training plan into our questionnaire. Each person was asked the same questions and ought to mark the relevant places on the map according to the key. After interviewing all participants, we put the results on the interactive map.

3.1.2 MAPPING RESULTS
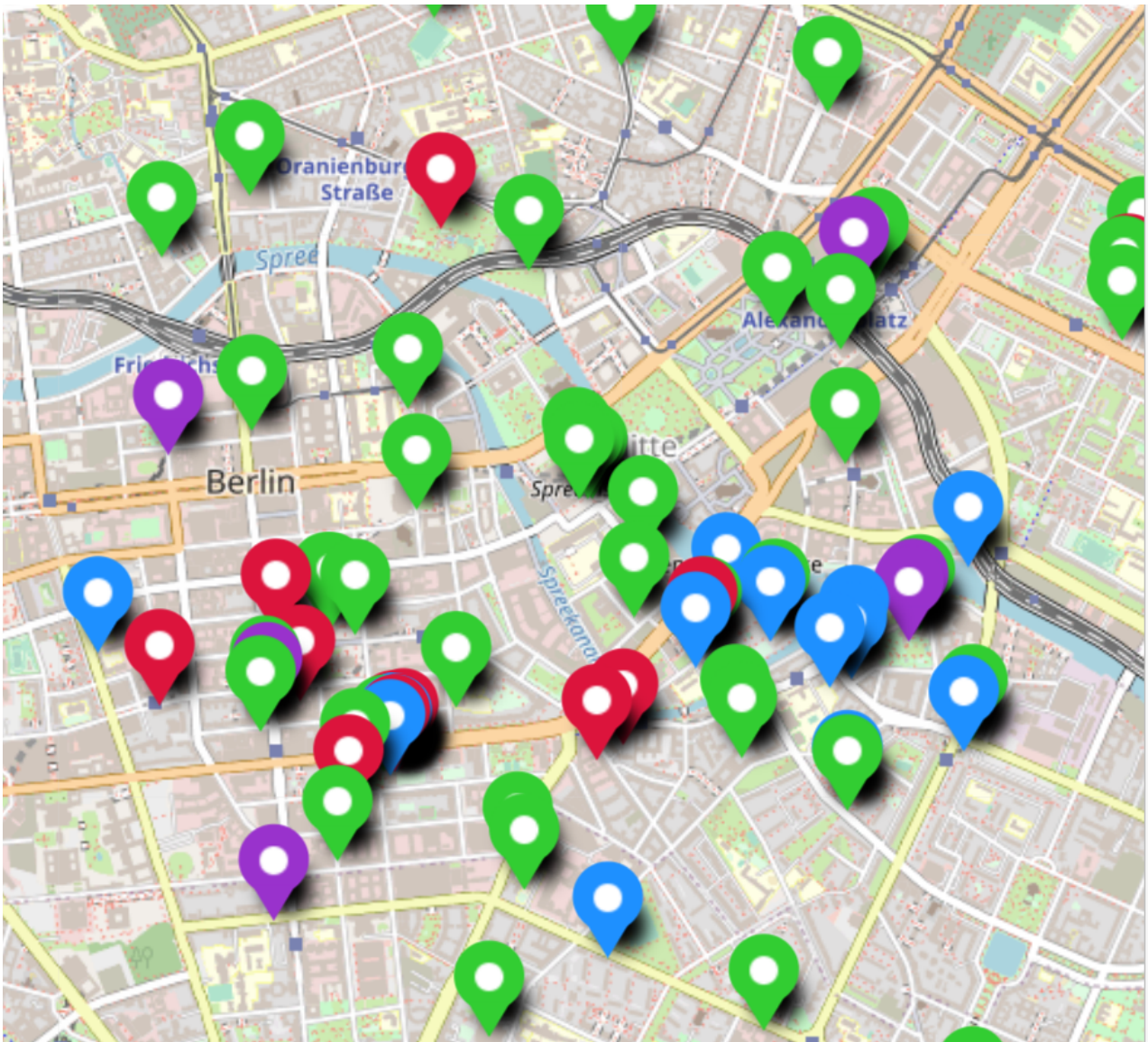
[Click here for the interactive map](#)

Berlin-Central: place to be? Organization of social life and leisure activities

- The inhabitants of the district *Berlin-Mitte* can't easily find an attractive and affordable place to go out, so they choose other neighborhoods (mostly Kreuzberg and Neukölln). Especially for the tenants of the Leipziger Str. and the Fischerinsel the nearby upscale cafes have no charm and there is no openness, no community feeling like e.g. in Kreuzberg.

- Almost all interviewees complained about dense urban development in the neighborhood or district Berlin-Mitte in general and a lack of green areas, which also makes them go to other districts for their free time activities.

- There are no places where residents can meet and build communities, however for a few of them the Kreativhaus plays an important role.

Public local institutions

- A Syrian and a Chinese tenant both complained about the lack of reaction by their landlord municipal property company, the WBM, regarding issues they were facing (e.g. having a bigger apartment for a handicapped husband).

- Those interviewed have mainly neutral experiences with the public offices in various districts in Berlin, however, there were also negative opinions coming especially from non-EU migrants. According to an inhabitant of the Fischerinsel from Morocco, as well as an initiator of the neighbour's get-together in the Kreativhaus mentioned above, the problem is the officialism and at its core the exerting power over people that are in the weakest position, most of them migrants from non-EU countries with little knowledge of the German language. He himself was constantly put under pressure with continuing demands on the same issues which was exhausting and took a lot of private time. In his opinion, it is not enough to hire more migrants in these administrative offices, because they would adapt to this established logic of the institutions. Due to the fact that he is also a teacher, he talked about his experience of an unwelcoming culture at school for new or foreign teaching staff.

3.1.3 COMMUNITY REPORTING RESULTS

Challenges and attitudes of people with a migrant background in Berlin

"Not speaking the German language perfectly disturbs me, but it also helps me to understand the other migrants and feel empathy with them"

For the community reporting workshop, we gathered 8 persons with a migrant background, including 7 women and 1 man. The participants were between 20+ and 40+ mostly holding an academic degree. They came from Colombia (30+), Peru (40+), Poland (30+), Romania (ca. 40), Turkey (40+), and Ukraine (20+). Only two participants contributed to both workshops on Community Mapping and community reporting. The reason was that on the Community Mapping day, we came to the community on our own to interview it and in the second case, the participants answered our general invitation and came to our workshop.

In addition to residents of Berlin-Mitte, we also invited residents from other districts who, however, know the city centre and spend their leisure time there and can therefore compare the quality of stay in their district with that in Mitte. This comparative method gave us a greater insight into the problems of the Mitte, which are even more apparent if you live in other parts of the city. According to the migrantologist Kamila Schöll-Mazurek, PhD, co-conductor of both events covered in the report, *"the exchange of knowledge about problems should take place between actors with different levels of experience, and this condition is fulfilled in the case of the districts Mitte and Kreuzberg".* The observable gradual transformation of the Mitte into a neighbourhood with a high migration rate and at the same time lack of intercultural openness and offers for migrants poses a danger of ghettoization. Improvement of the process can be achieved by experience transfer. Our project is working in this direction - the very fact that the Conversation of Change takes place at the community centre Bona Peiser - social spaces at the meeting point of the two neighbourhoods of the Mitte and Kreuzberg shows that in the project we also organically want to connect the two neighbourhoods.

In the following paragraphs, we will describe the main thoughts of the participants regarding the places where they live and/or the people they encounter.

The participants described many obstacles in the " integration " phase into the new society. For example, many Germans are less open towards the newcomers and keep their distance: *"The first year in Berlin was a challenge for me because people are very cold and distant".*

Participants of the workshop on community reporting

Even for long-term residents, there appear to be no spaces for neighbourhood communities in this densely urbanised area. Almost all migrants from the workshops pointed out that they don`t maintain relationships with their neighbours, but limit interactions to greetings and pleasantries and there is no willingness to get to know each other better: *"I say hello to my neighbours but we don't meet – there is no such thing here"*.

Berlin is not, what newly arrived migrants expected from Germany as many of the stereotypes about Germany clash with the reality of Berlin: the city is more colourful, international and relaxed, than other German cities and regions: *"Everybody says Germany is so tidy – but not Berlin"*.

Most of the migrants prefer to live in colourful and vibrant districts like Kreuzberg or Neukölln. Living in Berlin-Mitte is also out of the question for some because it is too touristy and there is too much traffic: *"I like the big city feeling of Berlin, but enjoy living in a quiet district where there is nothing going on"*.

Low wages despite good qualifications are a problem for migrants in the community. A Turkish migrant woman, who has been living in Berlin for 16 years and went through vocational retraining to better her income status recounted: *"My wage is not enough to pay bills because of increasing costs of living"*.

At the intersection of gender and disability, the precarious job market for migrants is perceived as full of obstacles, as a mother, who has been a Berlin resident for 7 years points out: *"It was hard to find a job so that I have enough time to take care of my disabled child"*. Parents of children with and without disabilities need more flexible, part-time and well-paid job alternatives so that they have enough opportunities to care for their children.

Finding housing in the primary market is difficult for migrants in Berlin – high prices and perceived discrimination by landlords are known issues. As a result, migrants often sublet. A male migrant from Poland is such a serial subtenant: *"Living for 7 years in Berlin now I have never signed any rental agreement"*.

He mentioned that his problem of finding an apartment might also be a case of anti-Slavic racism: *"Nobody ever told me personally that I don't get the apartment because of the place I come from. But years ago, as my foreign accent was stronger, I had unpleasant situations in my first jobs that, from a distance of time, I can only see as anti-Slavism. That is why I think that these factors could have influenced my bad luck in finding a flat, but at the same time, I have no proof for this statement"*.

Foreigners' registration office discriminates against foreigners. In general, it creates lots of obstacles for migrants. Especially those who don't speak German who experiences further discrimination or exclusion.

On the one hand, there is a shortage of skilled workers in Germany, but on the other hand, non-EU migrants usually only get a visa for 5-6 months, which is tied to an employer or a company. This is a very unpleasant situation, especially being on employment probation.

Besides these negative experiences, there were also positive aspects:
"*Berlin gives me lots of opportunities, I don't feel left out*": stated a young academic from Ukraine who is optimistic about her future. She is an active person and a successful job starter, speaks very good German and helps the local Ukrainian community.

"I love community work – networking is my passion": said a migrant woman from Peru living in Berlin for 17 years. She is happy about having a job in an NGO where she can do what she loves.

In her work as a community organiser at the Pankow based association she can creatively and successfully develop her expertise, skills and experiences: *"My work has to do a lot with my passion and identity as a mother and as a migrant in Berlin"*.

KEY LEARNINGS FROM THE STORIES:

PUBLIC INSTITUTIONS AND WORKING OPPORTUNITIES:
The labour market is too inflexible for people with special needs. Attitudes in public administration towards the employment opportunities of migrants can differ depending on the place and the person. Manual jobs are not paid fairly. The local public administration has too few solutions to provide more support for migrants, especially from non-EU countries.

HOUSING:
Housing shortage hits migrants in particular. Finding affordable and decent housing in Berlin has become a challenge for everyone, but especially on the private market, people of foreign origin face more obstacles due to the lack of trust they are confronted with.

COMMUNITY WORK:
Social work is a case of well-organised associations but is rather weak in neighbourhoods, where there is a lack of initiative and willingness to share private time with people living in the same area.

Copenhagen

3.2 COPENHAGEN: CONNECTING NATURE, DIVERSITY AND HOUSING IN THE MIGRANT EXPERIENCE

3.2.1 DESCRIPTION OF LOCAL COMMUNITY

Copenhagen is the capital city of Denmark, and out of the country's 5.8 million inhabitants, roughly 1.3 million people call Copenhagen home. This number includes people from a variety of different backgrounds, which will serve as the main topic that context will be provided to in the following report. Of the 1.3 million people living in Copenhagen, data from the population register of 2019 shows that 305,588 people living in Copenhagen are of migrant background. This makes up 22.9% of the total population of Copenhagen. The largest immigrant-origin groups in Copenhagen are the following, Turkey (31,340), Pakistan (21,646), Iraq (13,619), Poland (12,469), and Germany (9558).

This has changed considerably in the past 40 years. In 1980 the top immigrant-origin groups were Sweden, Germany, Pakistan, Norway, Turkey, and Yugoslavia. The changes in composition of the Copenhagen migrant population stems from varying geopolitical questions, new migration pathways from conflicts regions and network migration from Eastern Europeans who were able to access the Danish labour market due to newly admitted countries to the European Union.

Through Community Mapping we were able to survey a number of migrants who live in Copenhagen. We learned about their lives in the city through the places that they like, dislike, and are most familiar with. The age group stemmed from the ages of 21-65. The following nationalities were represented in our event: Turkish, Polish, Ukrainian, Jamaican, English, German, Greek, Mauritanian, Ugandan, and Italian. None of the group was born in Copenhagen, most of them having moved to the city in the past 10 years, but there were a few who had been living in the city for most of their lives. There was no specific considerations regarding national origin, as the main wish of the event was for it to be open to all with a migrant background in Copenhagen. However we did make a concerted effort to include two members of the Ukranian migrant community to reflect the increase of newcomers from this country as a result of the on-going war.

3.2.2 MAPPING RESULTS
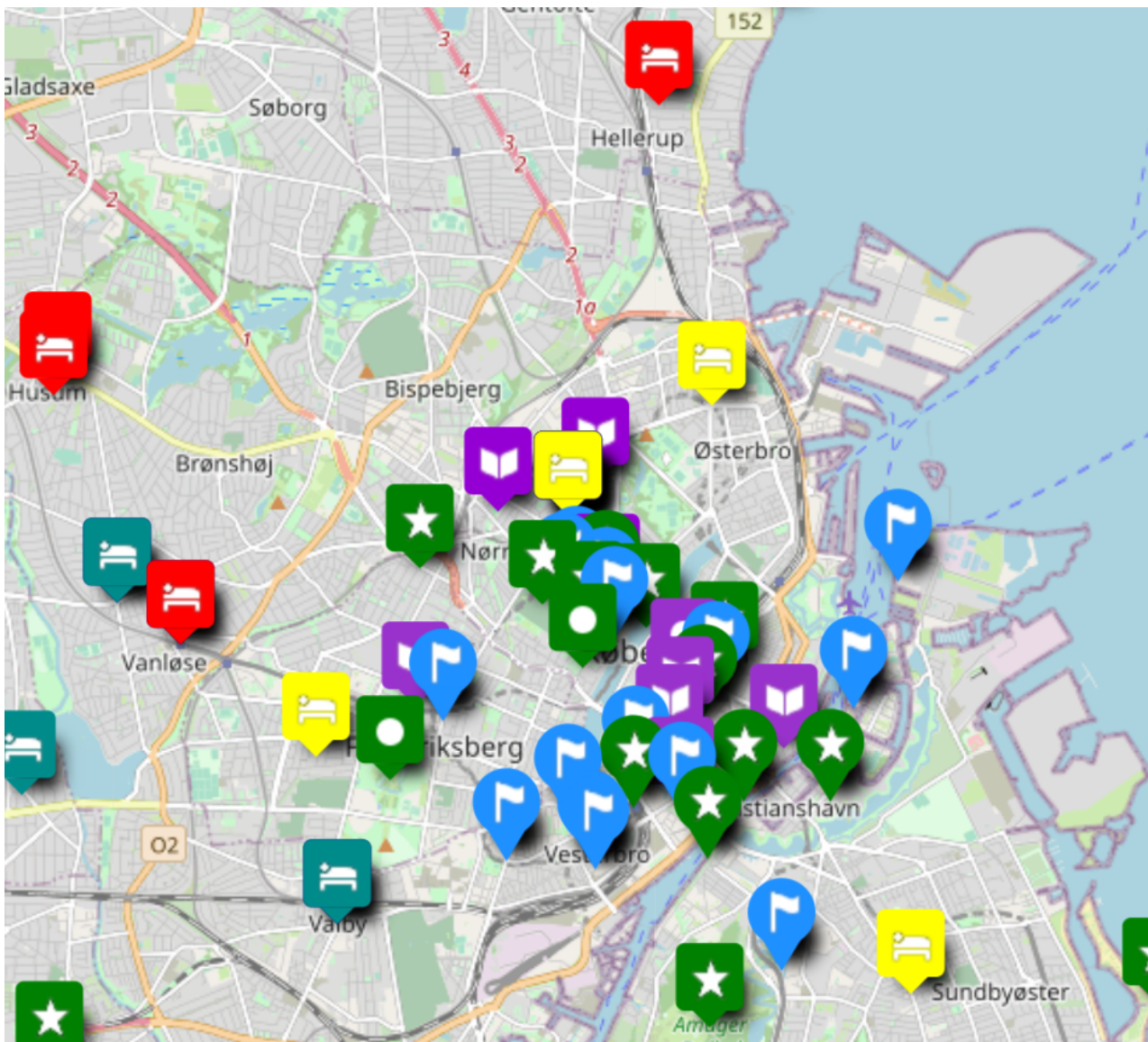
[Click here for the interactive map](#)

The main challenge areas that emerged through the mapping were in the fields of housing, education, and access to public and private services. These challenges, as well as the positive discoveries through the mapping, will be discussed in section below, using the data gained from the mapping activities.

Housing was consistently the area where the most challenges presented themselves, which was expected based on the background research done before the mapping. Copenhagen is currently dealing with a high level of residential segregation of minorities; a topic that takes up a large portion of political rhetoric in Denmark. Typically, migrants have difficulty accessing housing in urban areas, and when they do have access to them, they largely have easier access to social housing and disadvantaged areas. This has led to a clear trend of migrant groups living in these areas, while the ethnically Danish population occupies the nicer areas of the city. The mapping clearly reflects this. Each participant was asked to indicate the following: where they live, where they would like to live, and where they would not like to live. Out of all the participants who took part, only one of the participants lived in an area that they also would like to live in, and the rest of the participants lived either on the outskirts of the city, in rural areas, or in socially disadvantaged neighbourhoods. Interestingly, the majority of the participants indicated that they would like to live in a neighbourhood called Nørrebro, which is known both for its proximity to the city center centre, and its acceptance of migrant communities and businesses.

One challenge identified was regarding education, as many of the migrant communities were not aware of, or had not been able to access many educational services. The majority of answers surrounded libraries and Danish language schools, however many of the participants struggled to even think of these and stated that they didn't feel that they had as much access to educational opportunities as they would have liked.

Another challenge brought to light was the cost of living in Copenhagen. Many of the participants indicated that 'Netto', which is a low-budget supermarket chain, was a private service they are grateful for. In a similar manner, many participants noted that they only shop for clothing in charity shops and second-hand shops, and avoid retail shops due to their high costs. When discussing the private services that they enjoyed, participants often mentioned that restaurants, bars, coffees, and theatres are a once-in-a-while occasion for them and that they can't afford them on a regular basis.

One of the big positives identified was the easy access to nature, over 50% of the locations that came up with 'Public Services' were parks, gardens, or outdoor areas with access to nature, indicating that this is something that the migrant population of Copenhagen connects to, appreciates, and makes use of.

To summarize, the community mapping process indicated that the main issues migrant communities in Copenhagen struggle with are the lack of accessible housing in good locations, a lack of knowledge of or access to educational services, and an extremely high cost associated with recreational activities, private services, restaurants, bars, and clothes shops. However, the participants thoroughly enjoy the city's public services, easy transport options, and the close connection that the city has to nature.

3.2.3 COMMUNITY REPORTING RESULTS

A look into the lives of people of migrant backgrounds living in Copenhagen

"On its best day Copenhagen is heaven, and on its worst I feel like all its doors are closing on me"

The following report is about the lives of people of migrant backgrounds living in the city of Copenhagen.

The content of the stories confirmed many of the issues that are already recognized as problems in Copenhagen, such as housing issues and the segregation of migrants. But also brought some interesting and positive new findings, such as a strong appreciation from the migrant community of the diversity and nature that Copenhagen has to offer.

A sense of belonging in a crowd of diversity

"I see people of all backgrounds and within the crowd of diversity, I feel like I truly belong"

The first key theme that arose through the stories was the topic of diversity. It was mentioned by storytellers in almost every interview, and always with a sense of positivity. Although, as mentioned previously, the population of Copenhagen is 22% of migrant background, it is still not widely thought of as a diverse city.

However, according to the results of the storytelling sessions, the diversity within Copenhagen is noticed and appreciated by those of migrant backgrounds. One storyteller mentioned that being able to access diverse communities made them feel understood *"I can find whatever community I want here, I can connect with people who look like myself, and with people who understand me."* Another storyteller talked about the impact of people on their lives, and about the role that diversity plays for them *"I get attached to the people, and the ideas, of a place rather than physical objects or landmarks. I see the diversity of the ideas and of the people here, and it makes me feel more attached to Copenhagen"*. It is clear that the topics of belonging, feeling understood, and being able to relate to the people around them are important to migrants, and this is something that Copenhagen can provide. *"There is a special feeling that comes when you leave your hometown and move to another place. You never truly feel like you belong in your new city, but you also feel like you don't belong in your hometown. But for me, living in a place with diverse people makes me feel like I at least fit in somewhere never truly feel like you belong in your new city, but you also feel like you don't belong in your hometown. But for me, living in a place with diverse people makes me feel like I at least fit in somewhere."*

Green Spaces

"Copenhagen is safe, green, and beautiful" Copenhagen's proximity to nature."

Similar to the topic of diversity, the subject of nature came up in almost every storytelling session. The consensus is that Copenhagen is a beautiful place to live, that provides access to nature, green areas, and outdoor activities almost anywhere in the city. For many participants, this is something they had never experienced before *"My hometown is not like this, we don't have parks and beaches that are so beautiful and clean, everything is busy and dirty, here there is nature and it feels calm and serene"*

The access to nature is following Copenhagen Municipality's "Five Finger Plan", which was a map of urban planning and design that took the shape of a handprint around Copenhagen, where all the areas within the handprint had access to nature. These areas are where the majority of the population now lives, meaning there is a park, lake, or beach close to almost everyone who lives in the city. The impact of the proximity to nature can be clearly seen in the participants, one storyteller talked about the role of Copenhagen nature on her mental health.

"I wasn't aware of how much I could be impacted by nature until I moved here, and then I experienced the fresh air, the trees, and how nice they are to walk in, and I realized how happy I could be here"

Another storyteller spoke about how nature makes up for some of the negative aspects of Copenhagen living *"Things are very expensive here, very expensive, and that means I don't always have the money for activities, but when the nature is around me there is always something to do".*

Rural living for migrant communities:

"I love this city, but I don't feel like I really live in it. I am longing to live in the 'real' Copenhagen"

Access to housing is a huge issue for migrants in Copenhagen. This largely stems from the fact that most apartments in Copenhagen are owned and lived in by Danish people, which leaves apartments in less attractive and more rural areas to the migrant community. Out of the participants who told their story, only one of the 12 was living in a sought-after, 'popular' neighbourhood, all others were living on the outskirts of Copenhagen, or at least 30 minutes bus journey from the city center. This naturally impacts their social lives, their work lives, and their access to the benefits that the city has to offer.

One storyteller talked about how much they enjoy their life in Copenhagen, but how being so far away is something that impacts their life negatively *"I think sometimes I miss a little bit the culture around the corner like a good bar or a cinema or something like that you can easily go to and don't have to bike half an hour to get there. That is what I am missing."* Another storyteller talks about how their living situation is something they feel like they have no say in. *"I didn't get to choose where I lived when I first came here, and now I am stuck in a place far away from the places I enjoy in Copenhagen. It is so difficult to find a nice apartment in a good location as a foreigner".*

The current situation of the housing market is difficult for all Copenhagen residents, but this statement is particularly true for migrants without access to the network, connections, and cultural information that Danish people might be privy to. Although many migrants enjoy their lives in Copenhagen, they sometimes feel as though they don't truly live in the city and spend a lot of time going in and out on public transport: **"I want to walk out the door and see Copenhagen, not the outskirts, but the real city."**

KEY LEARNINGS FROM THE STORIES:

DIVERSITY:
Migrants gain confidence, security, and a sense of belonging when they can see and hear others who are from migrant backgrounds in their daily lives. This can provide people of migrant backgrounds with a special sense of belonging.

NATURE:
Being connected to nature is an important contributing factor to mental health and happiness for the migrants who shared their stories with us. The infrastructure of Copenhagen in terms of urban planning and the connection to nature is something that many migrants noticed and appreciated.

HOUSING ISSUES:
People of migrant backgrounds in Copenhagen struggle to access the same housing opportunities as Danish citizens, it is a struggle to find a place to live, and it is an even bigger struggle to find a place in an attractive neighbourhood. As a result, many people of migrant background feel that they don't live in the *real* Copenhagen.

Gdynia

3.3 GDYNIA: STRONG BY PUBLIC SERVICES AND HAPPY PLACES, AIMING AT MORE ACCESSIBLE HOUSING AND LABOR MARKET

3.3.1 DESCRIPTION OF LOCAL COMMUNITY

The number of migrants actually living in Gdynia is difficult to estimate due to the lack of an exhaustive and up-to-date register. The data is scattered among various municipal institutions, and some people residing in the country or city do not legalize their stay. Based on official data regarding the number of declarations of intention to entrust work to a foreigner and work permits in Gdynia, it can be estimated that in 2021 the number of migrants in Gdynia was not less than 15,000 (per 244,000 inhabitants); citizens of Ukraine definitely dominated among them.

The turning point – in terms of the number of migrants staying both in Poland and in Gdynia – was the outbreak of the armed conflict in Ukraine on February 24, 2022. According to the data of the Border Guard, to mid-October 2022, the border with Poland was crossed by 6.93 million Ukrainian citizens fleeing the hostilities.

In the history of contemporary Poland, no situation of such an acute migration influx on such a large scale (notably caused by an armed conflict in a neighboring country) has occurred so far; with many cities in Poland experiencing such an arrival of refugees. Gdynia, as an important communication point in the north of the country (ferry connections with Scandinavia, numerous railway connections and the agglomeration nature of the Tri-City) was among the main Polish cities of the influx of Ukrainian citizens. It is estimated that no less than 25 thousand Ukrainians as a result of the war came to Gdynia and the total number of migrants residing in the city has more than doubled over several months.

In the mapping workshop a diverse group of immigrants participated. The group was deliberately selected to show a broader cross-section of the migration experience. Workshop participants lived in both small and large cities in their homelands. Some of the surveyed people lived in other places in Poland before they came to Gdynia. One specific interests was their personal experience and their view on why they wanted to arrange their life in the new city. The group consists of people who have lived in Poland for several months to 8 years (including two people from Ukraine who arrived after February 24). The age profile of the group is 25-60 years old, they are people of various origins (Ukraine, Belarus, Romania). 10 people took part in the mapping workshop.

3.3.2 MAPPING RESULTS
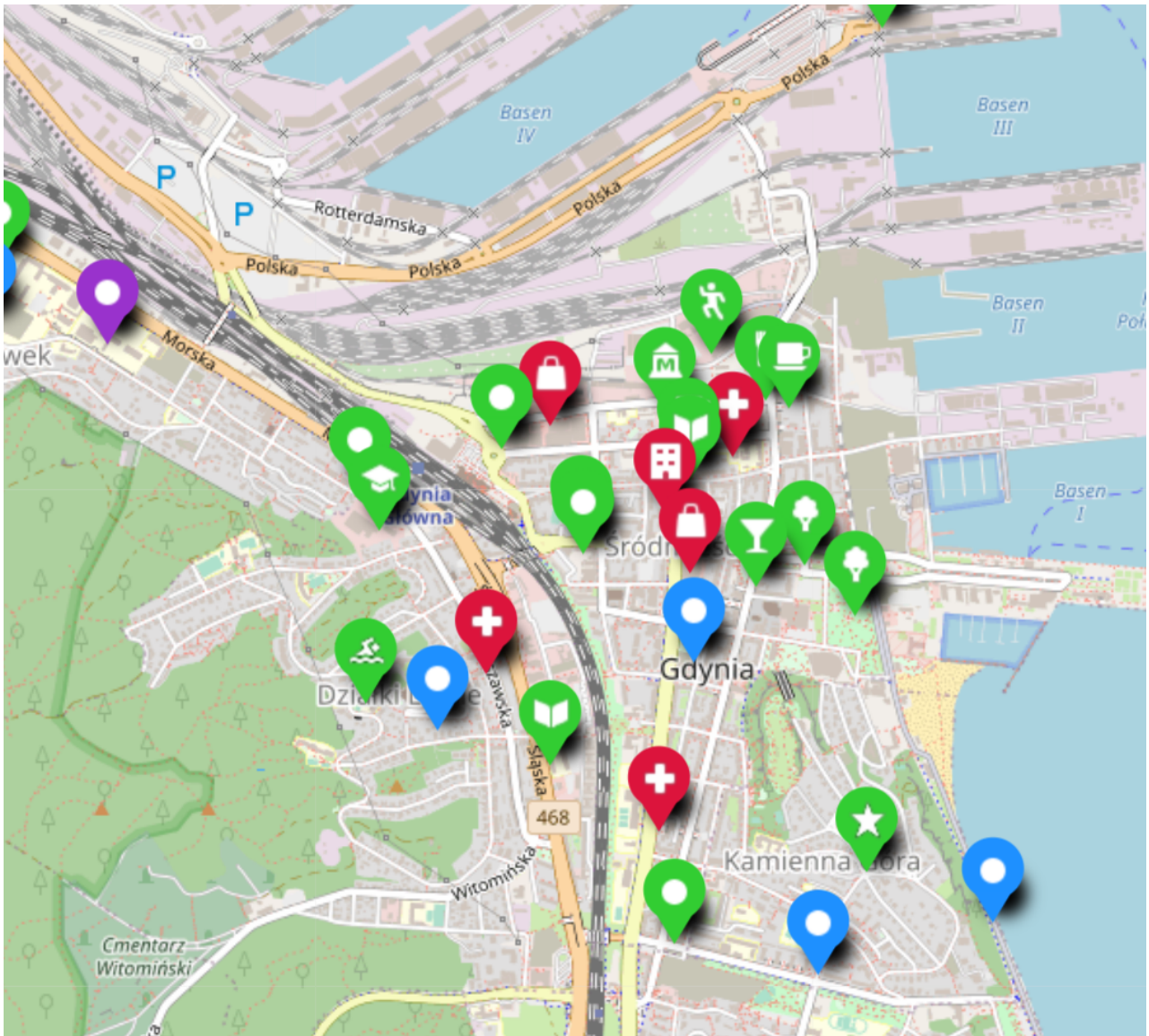
[Click here for the interactive map](#)

Regarding education, 10 places were indicated with their diverse nature being noteworthy. The respondents indicated both entities from the public and private sectors, with a varied range of activities (care and education, educational, cultural or recreational, or ones aimed at developing interests/improving professional competencies); Some having a narrow offer (such as specific vocational courses) or broadly profiled (such as libraries). The target groups for these being various groups of recipients (from infants to adults, people looking for a free time offer, to people looking for a specific type of course or training). Most of the opinions emphasized the high quality of the offer, the commitment of the staff or personnel, and the friendly atmosphere of places. One negative comment was noted regarding the quality of the course and its price.

For housing, a total of 30 places were indicated (10 places being the respondents' current residences, 10 places where they would like to live, and 10 where they would not like to live respectively). Positive assessments were most often emphasized such as: convenient location or good public transport to the city centre or a workplace, the proximity and accessibility of public facilities (such as schools, kindergartens, shops, medical centres) or recreation and sports (such as bicycle or walking paths, parks, swimming pools and gyms). Negative opinions were associated with two main issues: problems with finding a flat for rent and high rents. The assessments of places where the respondents would not like to live reflect the above - most often they concern districts located relatively far from the center, but near the industrial and shipbuilding area of the city, with the dominance of dense or compact architectural development.

10 of the places indicated as public services are most often recreational (a pier and a cliff in a seaside district, parks, clearings) and/or open social spaces (the so-called Gdynia neighbourhood centres). All of which were rated positively.

Private services mentioned were specific only to services provided by sports facilities (gym, swimming pool), catering facilities (restaurants, cafés, pubs) or commercial facilities (shopping centres, local stores). With the exception of two, all places were rated positively.

With respect to administration, there are differences in opinions (six positive, four negative) resulting from the assessment on time and clarity of administrative procedures, feedback and customer service. What was most unclear - in the opinion of the respondents - are the procedures, longer waiting time for a decision, less complete feedback, lower level of empathy or individualized nature of the official's approach, and the lower the overall rating of a given institution.

The mapping assessments indicate that respondents use a wide range of public and private services, have a good knowledge about the city's available resources, and use them according to their own needs or interests. There were more positive than negative opinions, which applies to all analyzed categories.

A positive aspect that was often emphasized, both in housing and public services, was the availability of recreational and sports areas/facilities and places to develop interests. The biggest polarization of opinions can be seen in the administration, which is largely determined by the assessment of the clarity and time of procedures and customer service. Most of the respondents also considered high rental prices and problems with finding a flat to be a barrier.

3.3.3 COMMUNITY REPORTING RESULTS

Experience of migrants living in Gdynia

"I did not understand how to function in the city and what formal steps should I take after moving"

The report analyses the experiences of immigrants in their daily lives in the place where they live. The report includes stories of immigrants from all walks of life, the group is slightly different from the mapping group. The group consists of 10 people and includes people from Ukraine, Belarus and Romania (including 2 refugees from Ukraine who came to Poland after February 24). The age profile of the group is 25-60 years old. Workshop participants lived in both small and large cities in their homelands. Some of the respondents lived in other places in Poland before coming to Gdynia. Some migrants have been forced to leave their country due to political persecution or war and do not feel safe. They are happy to share their stories, but for security reasons, some of them have only agreed to the audio recording.

A sense of physical security

"The most important thing is that we feel safe here"

For some migrants, the value of migration and residence outside the home country is equated with a sense of security understood as no physical threat. *"I am happy that my family is safe".* In this sense, migration is associated with securing a fundamental need, which is the protection of health or life, on which the further process of integration with the local community will take place and further social and living needs related to housing, employment or education will be satisfied. It is worth mentioning that the above applies not only to war refugees, but also to those foreigners who decided to leave their home country due to political reasons. *"The most important thing for me is peace in my everyday life, because I had to flee a troubled Belarus".*

Social support from the natives as an important element of the integration process

"I am very happy that people welcomed us well (...) and [that] they are very nice. I am very delighted with peoples' attitude"

The kindness and positive attitude of the natives has an impact on the process of integration of migrants with the local community and social inclusion. It can be one of the factors of assimilation, preventing "ghettoization" or the emergence of hermetic migrant groups, closed in their own cultural or language circle. *"In general, I like Poland and Poles as a whole and I like the city in which I live. I believe that Gdynia is a city where you can find great opportunities when it comes to work and self-realization".* It can also overcome negative perceptions about a given country or nation. *"Having lived in Poland for some time, I changed my opinion about this country for the better".* Positive daily social contacts between migrants and the natives, including employees of public institutions, have an influence on a positive self-assessment of the life situation and the willingness of migrants to use the city's resources, including institutional ones. *"I came to Gdynia by accident, I was going to Gdansk [but I stayed] (...) I would not change my place of residence. I am grateful to Poland and Gdynia for having warmly and well welcomed me and my family".* Similarly, negative experiences in interpersonal contacts, including with employees of public institutions, may influence a reluctance to make institutional contact and/or to fully participate in the life of the local community.

Language and administration procedures difficulties

"Lots of immigrants face the fact that they do not know where to go and what to do in the offices"

Difficulty in communicating and understanding the function or specifics of public institutions are the most frequently defined barriers at the initial stage of migration. The first aspect is related to the limited possibilities of communication due to the existing language barrier that hinders the daily contact of migrants with native speakers. This barrier also has a significant impact on the accessibility of migrants to the open labor market.

"When moving to Gdynia, I encountered a language barrier. It was very hard for me (...). When I addressed the offices, no one spoke English well enough of the officials to explain everything to me. No free translation of documents possible".

Difficulties in understanding the function or specificity of public institutions are related to the lack of sufficient knowledge of what procedures should be completed regarding legalization of stay or employment ("what to do"), as well as to which institution to go to and where ("where to go") related to the lack of sufficient knowledge of what procedures should be completed in the matter of legalization of stay or employment ("what to do"), as well as to which institution to go to and where legalization of *"The procedures are not clear [to many of the immigrants]. Lack of complete information in administrative units - what procedures must apply to immigrants who come".*

Polish administrative procedures were often considered lengthy or unclear:
"There is a lot of bureaucracy in the offices and it takes a long time to issue some documents or decisions", "It takes a long time to settle formal matters and residence cards. Bureaucracy." The dispersion of competencies and scopes of activities of public institutions were found to be particularly difficult.
"It would be very useful for a guide for foreigners in an online version and in various languages to know what formalities need to be done step by step: get a PESEL [polish identification number], make a registration, etc.".

Access to and understanding the public health care system was also hard for participants: *"There are very long queues to see the doctors"; "It's hard to see a doctor. There is a very long waiting period."*

Difficult access to the open labour market

"You should not work more than 8 hours a day, because then there is no time for the family and (…) to lead a normal life":

Migrants have difficulty finding employment on their own and have limited access to the open labour market. This be a direct correlation to the language barrier, which necessitates that one looks for a job through private employment agencies. The result of which usually means that migrants end up in precarious working conditions. They take up low-paid employment which forces them to take several jobs at the same time or to work overtime. *"People who come, migrants are forced to work a lot, even 12 hours a day", "To start a work, I would have to spend 12-14 hours a day for it. My earnings are not enough".*

The importance of this issue should also be seen in the context of the migrants' independence in the country of settlement, including the possibility of meeting basic social and living needs, such as renting a flat. It is worth noticing that high rental prices and problems with finding a flat were identified as one of the main barriers in community mapping.*"We are renting the house, but we have already bought our own. It is very difficult to buy a flat", "I would like to buy my own apartment because I am currently renting it and unfortunately renting is expensive".*

KEY LEARNINGS FROM THE STORIES:

SOCIAL SUPPORT:

In the process of social inclusion, kindness and a positive attitude from the locals are very important. Positive experiences in everyday contact with the natives and employees of public institutions, have an influence on the migrants' willingness to establish institutional contact and/or participate in the life of the local community.

FIRST STEPS:

In the first stage of migration, or initial arrival, the language barrier and understanding of administrative procedures in public institutions in the country of residence are the most difficult.

JOB DIFFICULTIES:

Due to the lack of knowledge about the rules and function of public institutions and legal procedures, as well as the language barrier, migrants often take up employment through private employment agencies, often resulting in excessive working hours or low-paid work.

Palermo

3.4 PALERMO: EXPERIENCING THE CITY THROUGH THE EYES OF MIGRANTS

3.4.1 DESCRIPTION OF LOCAL COMMUNITY

Palermo is the main and biggest city of the Italian island Sicily with roughly 670 thousand inhabitants, out of which over 25 thousand are foreigners. People living in Palermo come from about 132 countries, but the biggest groups are from Bangladesh, Sri Lanka, Romania, Ghana, the Philippines and Tunisia.

According to a study conducted in 2019 by the Municipality of Palermo, the majority of migrants are between 30 and 44 years old (about 33,5%), while young people, up to 17 years, old accounts for 19%, while people between 18 and 29 for 13,8%. However, compared to other Italian regions, Sicily is the one that has the most unaccompanied minors (29% in Italy). Looking at gender, the percentage changes depending on the country of origin: People coming from Bangladesh, Ghana, Gambia and Mali are predominantly males, while for example from Romania, Poland or Ukraine it is mostly a female-based community. Instead, Sri Lanka, Tunisia and the Philippines are a lot more balanced between males and females because these are mostly families.

Considering the richness of cultures and migrant communities that exist in Palermo, we conducted two mapping and reporting workshops with different types of groups; one in July, which involved younger migrants, and one in October with a more family-oriented group. The workshop in July involved six participants, all between the ages of 16 and 30 and who are currently either studying, working or volunteering. They have been in Palermo for varying times, some of them have been in Palermo for several years, while others only for a few months.

They come from: Gambia, Sri Lanka, Tunisia, Guinea and Ukraine. While the second workshop involved a different demographic group, as it was five Tunisian women who are all mothers raising their children in Palermo.

3.4.2 MAPPING RESULTS
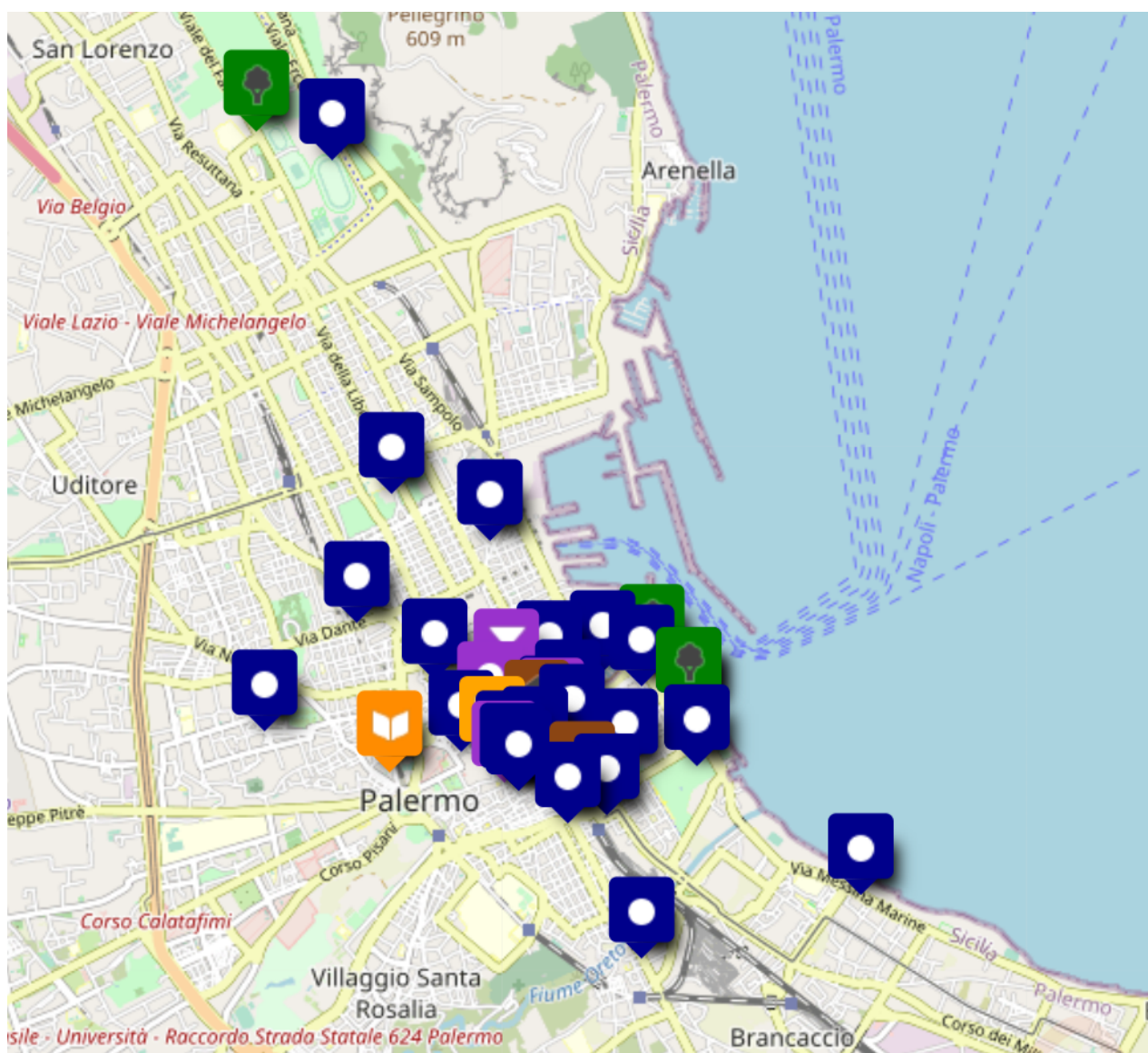
[Click here for the interactive map](#)

Regardless of the age differences, all participants spent most of their time in the historic city centre of Palermo. The places the participants identified more easily are public spaces, which are mostly parks, beaches, squares or streets that are free and accessible to all, but also some private services, mostly restaurants or bars. Some "positive places", that have been mentioned by all or most of all participants are:

- Foro Italico (park): because it's a place where people of all ages can go and play sports, socialise, children can play, etc. It is a very popular place among migrants.

- Moltivolti: co-working ethnic restaurant; it is an important meeting space and point of reference for people living in Palermo (migrants but also Palermitans, especially living in the Ballarò neighbourhood).

"Negative" spaces have mostly been identified with institutions that deal with their documents and permits, such as the civil registry office and the immigration office. It makes them feel more precarious when they have to wait for a long time to get the necessary documents. In addition, they are not always treated well in these bureaucratic places and the language barrier can be a problem.

Educational places are part of "happy places", such as Itastra or Santa Chiara, because they are places in which they not only learn Italian but can also meet new people, socialise and be helped with matters that go beyond the language.
As for housing, participants mentioned that the Ballarò neighbourhood (considered a working-class area) has become too expensive for the people that live there, due to "tourist prices" which are higher. In the other areas of Palermo (Zisa, Borgo Vecchio, Zen) it is not always easy to live: They are cheaper but are further away from the centre and the socio-economic conditions are not good.

3.4.3 COMMUNITY REPORTING RESULTS

Life in Palermo through the eyes of migrants

"This is our country too"

From participant's stories emerged 4 main themes, which relate to the difficulty for migrants to find jobs, the lack of attention the state and the municipality pay to second generations and public spaces, and the importance of valorising Palermo's' multiculturalism.

"It is difficult to find a job even if you have higher education": lack of security and consistency

Participants reflected on the challenges of finding a stable and suitable job. They often face more difficulties than natives due to the language barrier and also because migrants often have to redo their studies once they arrive in Palermo, so they will enter the job market later than their peers from Palermo.

"The first I would do is to help migrants to find job. Some have studied at university and have degrees but they still struggle to find jobs".

Another challenge is that migrants might not know where to go or where to find the right information about jobs or other formative opportunities. Therefore, there is a need for better and more accessible information.

"Second generations must keep their roots, but build their new culture on top of them": lack of attention to second generation children

Participants discussed the need for more activities and projects that specifically target second-generation children, who are often neglected both by the Italian government and society. Second-generation children need to combine the roots of their parents' culture with Palermo's culture, which is not always an easy task.

"My son will not be like me and he will not be fully Italian either, but he will be a mix of the two and he needs to grow and embrace both of his cultures."

At school, some children are picked on due to their origins and participants ask for more accountability from schools when such events occur and for a better intercultural education for young people.

"Palermo should have more care and look after the public spaces in the city": need for better maintenance of public spaces

It is important that green spaces in the city are taken better care of. These public places are very valuable because they can be a place of relaxation and leisure for families, a meeting place for friends, and they are not taken care of as much as they should be. Participants also highlighted the importance of opening more meeting points such as co-working areas, parks and other spaces, because shared spaces can help people to better integrate and actively participate in Palermo's social and civic life.

"Palermo knows what multiculturalism is, but needs to valorise it more": The history of multiculturality in Palermo is seen as an advantage for migrants integration today.

Participants appreciate the rich history of Palermo, a city that has always been inhabited by communities from different places and cultures. With one stating, *"I was positively surprised to see the normalisation of cultures that come from different places but live here"*.

Palermo gives the opportunity to meet and get to know other people from many different cultures. The fact that there are many communities that enrich the socio-economic fabric of Palermo's society is felt by the participants and due to Palermo's multiculturalism, many participants feel that integration is not too difficult *"For me Palermo is comfortable, it is relevantly easy to integrate. In the beginning it can be a little bit hard, because of the language, but slowly you will learn".* However, they recognise the fact that it is not always an easy journey to feel and be seen as a "Palermitan" by others, so integration and multiculturalism need to be encouraged.

KEY LEARNINGS FROM THE STORIES:

JOB DIFFICULTIES:
Migrants feel that they are disadvantaged compared to others because even if they have studied and degrees/certificates it is still difficult for them to find stable and appropriate jobs.

NEED FOR MORE ATTENTION TO SECOND GENERATIONS:
Second-generation children are neglected and migrants demand that they should be cared for more, as they will be the future of the country as much as native Italians.

LACK OF MAINTENANCE TO PUBLIC SPACES:
Public spaces are of vital importance for the well-being of people and their active engagement in the city's civic and social life.

PALERMO'S MULTICULTURALISM:
Participants think Palermo is at a good starting point because it has embraced many migrant communities and cultures throughout its history, but there is space for improvement of integration processes.

Budapest

3.5 BUDAPEST: ASKING THE OPINION OF THE 9TH DISTRICT INHABITANTS IN A DIVERSE NEIGHBOURHOOD

3.5.1 DESCRIPTION OF LOCAL COMMUNITY

Budapest is the capital of Hungary with approximately 1,8 million people and an estimated 8-10 percent of that population is Roma or belongs to another nationality. The inhabitants of the city form different communities, some of which belong to different cultural and ethnic groups. The number of different inhabitant groups living in Budapest is difficult to estimate. The data is scattered among various municipal institutions and mainly based on census records. As the Municipality of Ferencváros is mainly working with mixed communities, Roma people and non-Roma Hungarian citizens, the focus will be put on these groups.

Budapest consists of twenty-three districts. The Hungarian capital city has a peculiar dual self-government system. This means that in addition to the Budapest Municipality, the local government of Budapest, each of the twenty-three districts has its own local government, the so-called district government, with elected mayors and a body of representatives. Central Ferencváros is the 16th biggest district, where the distribution of the population is the following: 19 % Inner Ferencváros, 54% Central Ferencváros, 6% Outer-Ferencváros, 21% is living in the József Attila residential area. Ferencváros, the ninth district of Budapest, is a very special part of the city with 54 thousand inhabitants. In this district, there are industrial areas, huge housing estates, turn-of-the-century apartment blocks and a bustling multicultural inner-city district. Central Ferencváros is a working-class district with a centuries-old history, where intensive urban regeneration is underway. There are many new buildings, but still plenty of old, small rental apartments. The area is thus home to upper-middle-class people, working families, immigrants and a sizable Roma community.

The community mapping was conducted during a mini-festival in a community park called Haller Park. This recently renovated park is one of the main gathering places for locals. As is typical of the area, we were able to meet and interview a wide variety of residents where different community members pass their time. We had around 25 conversations with a mix of participants, both in terms of age, gender and nationality. Our interest focused on a very tangible topic, Haller Park itself.

3.5.2 MAPPING RESULTS
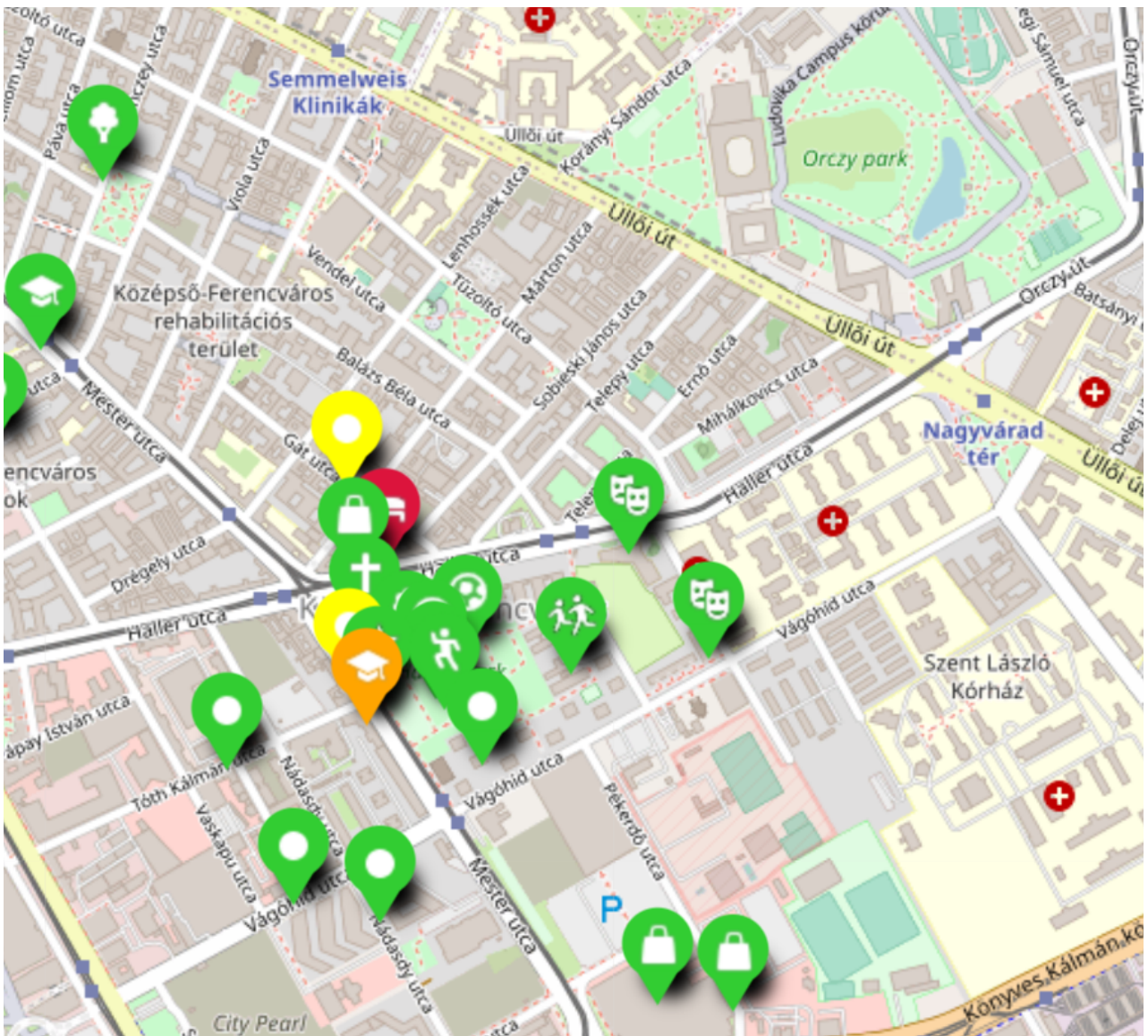
[Click here for the interactive map](#)

Most community mapping participants mentioned positive and negative places, here we will list some examples.

Regardless of differences, all mapping participants spend most of their time in Haller Park. The places identified are public spaces, which are mostly parks, public institutions, squares or streets that are full of services, but also some private places, mostly restaurants or bars. Some "positive places":

- Haller Park in general, and in detail (playground, dog park, chess tables) is a top place in the district
- A nearby shopping mall, the main cultural centre and the Bulgarian Center were very popular
- Streets with the new residential buildings participants found pleasant

"Negative" spaces:
- József Attila Elementary School - very low-quality education and bad general atmosphere
- Gát, Haller and Mester streets - the old part of the area, with rundown buildings

3.5.3 COMMUNITY REPORTING RESULTS

Life in the 9th district through the eyes of locals

"We need a sense of ownership in the immediate environment"

We reached 18 participants in the two sessions with various backgrounds (migration, refugee, being Roma, middle-class or with unstable economical background, young and older). Most of the participants live in the area and also work here, while others commute here from outer districts to study or work. We reached a significant number of 60+ year old inhabitants, young adults, workers with migrant backgrounds, and Roma participants.

"We are living on the border of new and old"

Four main themes can be identified from the reporting interviews of local people: diversity and possibilities in the district, differences and clashing points between inhabitants, ownership in public spaces, duality of the district (gentrification processes).

"In this district you can find almost everything"

It is a very diverse district with several challenges and opportunities. Some parts of the district are located in the centre of Budapest with universities, offices, and the main public transportation lines along. Here you also find shopping and popular food areas of the city, so it is very noisy and lively. On the one hand, the district is ideal for young people and tourists, because it is central and full of opportunities. The other side of the district is full of difficulties. It is an area under construction from a social point of view. The other part of the district is a suburban area where families with children live with a calmer background. This district can offer a lot and has its own aspects.

"It is very interesting that there are completely new and very shabby buildings just next to each other": need for better ownership of public spaces.

In another part of Center Ferencváros, there are areas with a lot of families with similar backgrounds or with completely different lives. People can leave their houses, walk down a few streets or blocks, and they can find completely different families and neighbours living around them. The open and free public spaces give an opportunity for them to meet with those living around them. What is also positive is that many of these areas are near the centre of Budapest. Moreover, everything can be found in their neighbourhood: shopping, culture, and open spaces.

"It is really typical in this part of the district that even if you go two streets from your home, you can find people in completely different situations from you.": The construction and colourfulness of the district give diversity.

The main points of the discussions appear in every interview: the state of the district and the gentrification process with numerous Airbnb apartments/new condos/to-be-renovated buildings, the multiculturality of the areas and the need for more community connections. Many interviewees share their experiences in a less-developed neighbourhood with community conflicts as well.

"This part of the city some houses are completely new, while others are waiting for complete rehabilitation. Families with different financial and class background live together". "We need more community events with local participants": a sense of community belonging is missing.

All in all, many interviews automatically highlight the similarities and differences of the neighbours living around or focus on the image of the immediate surroundings or the possibilities of the district. All these aspects were expressed with curiosity or the need to express opinions and with the hope of change or having the opportunity to participate in a community process.

KEY LEARNINGS FROM THE STORIES:

DIVERSITY OF DISTRICTS:
The area historically builds on migration, workforce, students and families. On the other hand, it is easily approachable and is a centre for newcomers to Budapest as well.

CULTURAL CLASHES BETWEEN INHABITANTS:
There are different neighbours living parallel to each other with very varied backgrounds.

LACK OF MAINTENANCE TO PUBLIC SPACES:
Many areas of common spaces are not handled well, although the new municipality has a lot of initiatives to make the district greener and tidier. Still, many people living here expect nicer surroundings, and many of them would take part in a neighbourhood initiative to make their area nicer and cleaner together.

DUALITY OF THE DISTRICT:
Some areas are currently under construction and rehabilitation. Some areas are industrial where the connection to the district centre is more difficult (many Ukrainian refugees live in those areas). Ferencváros also has a predominant area with residential area (József Attila-lakótelep), which means that the housing circumstances can be very different for many inhabitants and that also defines the communities.

4
The Results of the Conversation of Change Events

In the following chapter, we will present the results of the Conversation of Change events, that were held in the five European Cities Berlin, Copehagen, Gdynia, Palermo, and Budapest Ferencváros.

Berlin

4.1 NEXT STEP IN BERLIN: JOINT BRAINSTORMING FOR SOLUTIONS TO CHALLENGES OF MIGRANT COMMUNITIES

4.1.1 SUMMARY OF THE CONVERSATION OF CHANGE EVENT

Out of 16 registered participants, 4 resigned on the day of the event due to sudden sickness or other reasons.

12 participants that we gathered were as follows:

- 1 member of the Berlin House of Representatives (previously senator of Integration, Labour and Social Affairs in Berlin), the Left Party (Die Linke)
- 1 staff member of the member the Berlin House of Representatives, Social Democratic Party of Germany (SPD)
- 2 participants working at the DeZIM (German Centre for Integration and Migration Research), of them 1 also volunteering at the Free Embassy of Hungary and having migrant history themselves (both with migrant history)
- 1 staff member of the Senate Department for Integration, Labour and Social Affairs in Berlin (with migrant history)
- 1 Migration Officer at the Berlin Workers' Welfare Association (AWO)
- 1 co-head of the Kreativhaus (community centre, our partner during the community mapping workshops in 2022)
- 1 staff member of the bona peiser (community centre where the CoC took place) with migrant history
- 1 staff member from the German Institute for Community Organising (with migrant history)
- 1 activist with Polish migrant history, associated with DeZIM
- 1 Ukrainian activist that took part in both, community mapping and storytelling workshops in 2022
- 1 staff member of the Polish Social Council that took part in the storytelling workshop 2022 (with Polish migrant history)

The participants were 6 women and 6 men. The age range was from 20+ to 60+.

The Conversation of Change was conducted within the given time framework and generally according to the agenda written down in the event plan. The key elements are as follows:

Due to the fact that most participants didn't expect expertise on the specific part of the Berlin Mitte, we addressed both the situation of the migrants in the mentioned area and other central areas of town.

As the participants found it difficult to talk first only and separately about the status quo of the migrants, the facilitators adapted the plan and moved faster to the conversation of change that compromised both remarks on the status quo and possible solutions for the migrants.

Thus two aspects of the workshop (status quo and desirable conditions for migrants) merged into one and turned into lively conversation of change between all above mentioned stakeholders.

The key working element as well as the place where the outcome was presented, was a pinboard dividing participants' input into the main INCLUDATE categories: education, housing, public and private services. All participants, one by one, presented their ideas at the board giving incentives for the further conversation of change.

(from the left) Małgorzata Mirella Kielak, Maksymilian Krystian Awuah

The participants presented their following best practices (status quo):

Method of community organising developed by the German Institute for Community Organising

1. Arrive and stay - Meeting centre, low-threshold approaches, close cooperation between migrant NGOs and AWO in Kreuzberg, a meeting place for senior citizens (AWO)
2. Mobile district work, computer courses (Kreativhaus)
3. District Integration Fund in the Berlin Mitte district (more information in German: https://www.berlin.de/ba-mitte/politik-und-verwaltung/beauftragte/integration/integrationsfonds/)
4. Amendment to the Participation Act as a great opportunity (politics and administration)
5. Mentoring project ("Patenschaften"), Includate project in the Polish Social Council
6. Vision Europe Project of the DeZIM

(from the left) Elke Breitenbach, Małgorzata Mirella Kielak, Maksymilian Krystian Awuah

(from the left) Sami Atris, Anke Otter-Beaujean, Elke Breitenbach, Patrice Hannig, Amira Hoeltz

THE LIST OF MENTIONED PROBLEMS INCLUDES (EXTRACT):

EDUCATION:
- Not enough teachers/ migrant teachers have it harder
- Experiencing discrimination because of wearing hijab
- Politicisation (up to radicalisation) of children through (social) media
- First experiences of discrimination at school (Case: Romanian mother speaks only English with her son and tells him to speak English at school so that he does not have to face discrimination).

HOUSING:
- Discrimination in the search for a flat.

PUBLIC SERVICES:
- Too little green space for public use.
- There are laws like asylum law, and voting rights that are excluding per se - without the stable situation, it is difficult to increase participation.
- Difficult access to paediatricians without insurance.
- Digitalisation challenge: elderly people are no digital natives (it also applies to private services).

PRIVATE SERVICES:
- The ideas mentioned during the CoC are listed in the Policy Recommendations below.
- All participants were invited to the follow-up PanEU Online Event on 3 March during the event and afterwards via email.

4.1.2 OUTCOME OF EVENT

AREA	IDEA	PRACTICAL IMPLEMENTATION
EDUCATION	improving professional entry for migrant teachers	• involving trade unions • faster recognition of diplomas • better training opportunities (fast track)
EDUCATION	improving multilingual offer and support in cases of discrimination for migrant children at schools	• hiring social workers at schools • creating more intercultural teams • offering more project groups in different languages • promoting intercultural openness among the staff (caretakers, craftsmen) • promoting the usage of the school rooms in the afternoon for migrant communities • teachers should be confronted with intercultural also critical approaches during their studies regarding migration issues • including holidays from other cultures that the migrant children at school belong to
EDUCATION	improving free-time offer for migrant adults	• creating meeting places also for single mothers from different countries • promoting the already existing information centres • expanding the advanced training offering for more languages
HOUSING	improving multilingual offer for migrant communities	• multilingual staff • multilingual documents incl. administrative information hanging in the buildings • increasing the number of migrants in the housing boards • introducing offers in other languages organised by the residents' councils

4.1.2 OUTCOME OF EVENT

AREA	IDEA	PRACTICAL IMPLEMENTATION
PUBLIC SERVICES	improving multilingual offer for migrant communities	- multilingual staff - issuing and accepting multilingual documents (without the need of translation for acknowledgment of validity) - multilingual online proceedings for migrants - multilingual consultation hours
PUBLIC SERVICES	stronger involvement of existing local adminis-tration structures and use of updated legislation	- Participation Advisory Board - Participation Act
PUBLIC SERVICES	infrastructure for community building	- meeting places for migrants e.g. in Berlin's public libraries and museums - modernising the green areas (lawns, seating possibilities, playgrounds, open-air sports activities)
PUBLIC SERVICES	revision of laws (right to asylum, right to vote, naturalisation law)	- voting rights for non-EU citizens - possibility for people with the suspension of deportation status to work (modelled on the Ukrainian community) - permission to work for women in hijab

4.1.2 OUTCOME OF EVENT

AREA	IDEA	PRACTICAL IMPLEMENTATION
PRIVATE SERVICES	improving empathy towards migrants	- trainings on intercultural skills (for an appropriate way of dealing with migrants) - trainings on the migration context (why people migrate, migration as a value and natural behaviour of humans for centuries, the role and benefit of the home country in/from migration)
PRIVATE SERVICES	improving multilingual offer for migrant communities	- more community centres for migrants - small fundings for migrant activities - trainings on capacity building - increasing inclusiveness of the offers, (there are always the same actors in the district), broadening the participation perspective - low prices for participating in activities - good practice: In the Berlin district Spandau a social worker went on the street and asked men from Bulgaria what their needs were. They answered: drinking tea and watching football. So, he organised what they wanted and since then many Bulgarian men have met in this district centre on a regular basis. - including queer perspective in the districts

Copenhagen

CrossingBorders

4.2 COPENHAGEN: FROM DIALOGUE TO ACTION - NATURE, DIVERSITY AND HOUSING AND HOUSING FOR ALL

4.2.1 SUMMARY OF THE CONVERSATION OF CHANGE EVENT

Description of Attendees and demographic details:
- Age Range: 20's - 50's
- Nationalities: Danish, Italian, American, German, Croatian, Congolese (DRC), 1st generation Danes.
- Universities and Study Programs Represented: University of Copenhagen (Advanced Migration Studies) & Aalborg University (Global Refugee Studies)
- Stakeholders: NGOs working on activism for migrants, decent housing, and antidiscrimination work. University Students.

In order to respond to the community mapping and community storytelling we engaged in with migrant community members, we found three salient points to present to our community stakeholders: Diversity, Nature, and Housing. We intended to engage with 18-20 participants, with both and non-migrant background (50/50), that are working on questions of migration and inclusion. We invited groups and individuals with possible differing methods/approaches that have the same goal. This stemmed from our intended results which was bringing together activists, community members, and organizations that may not currently be engaging with eachother Other goals included: creating a safe space for dialogue, highlighting the problems in migrant communities in Copenhagen, coming up with possible solutions and responses, and networking for positive change.

We started the day by engaging in practices of making a safe space and oriented the workshop within the project:

SAFE SPACE:
"We recognize that we have different backgrounds, experiences, and at times vocabulary to discuss these topics. We are not all people with the same experiences in mobility. We will be highlighting problems to take other issues seriously; every experience and feeling is valid. We must try to call someone in and share by speaking our own feelings and knowledge instead of critiquing others. If we, the facilitators, feel that there is tension, we may take space to acknowledge this and take a break. You may also feel free to not participate in any activities that could feel re-traumatizing... Feel free to call us in or speak up if you feel that something is inappropriate or not going towards our goals."

CONSENT:
This is part of a project called INCLUDATE (ERASMUS +) We will be writing a report which will use your findings. This is a vital step in creating future projects. We will be taking pictures and videos. Please let us know if you do not want to be in them. All statements will be anonymized.

ICEBREAKER:
We pass out some stack of sticky notes and tell the group to "take as many as they need" with no further explanations. Once that was finished, we told them to write one thing about themselves on each sticky note. They then presented them and put them on the chart where it is written About us. From there we handed out three more sticky notes where the group had to answer:

1. Why did you come today?
2. What is your experience and work in the field of migrant inclusion?
3. What are your expectations of the day?

This part of the day was important to position ourselves as stakeholders and to create space for solidarity and networking amongst ourselves.

ANALYSING THE THEMES:
The design of the workshop chose to analyze all three themes at a local, organizational, and structural level in both silos and then to later analyze the themes in an intersectional and holistic manner. We did so by asking the participants to pair off in two and discuss the following questions in 3 sections. Participants had 1 minute each to discuss each question and then at the end of the 6 minutes, they would report to the group what their partner said.

During the feedback, the facilitator wrote down the main point on a post-it and placed it on a board that had the three themes broken into the three levels (local, organizational, and structural). As mentioned in discussions with the participants, certain topics intersected both the levels and the themes. The questions we asked are in bullet points, and their respective answers are listed below. This served as a tool that would later be used in the construction of our local inclusion plans.

- What does nature in Copenhagen mean to you and how do you access Nature in Copenhagen?
- Are there barriers to accessing nature and nature-based activities? Is access the same for all?
- Are there any initiatives/ organizations that connect migrants with nature?

Gardening, urban farming, and other nature activities are not always accessible to non-migrants. Community gardening projects are overwhelmingly for Danes – including koloniahave. Well-off neighbourhoods have more access to water and boats ("New Amsterdam" or Telglholmen) and swimming options. There are some green urban projects in social housing but they need more. Newcomer neighbourhoods often have fewer green spaces and are further from the seaside and parks.

- Where do you experience diversity in Copenhagen? How do you feel when you are confronted with diversity in Copenhagen?
- Can you identify a problem or a shortcoming of diversity in Copenhagen?
- Are there any good examples of diversity in practice?
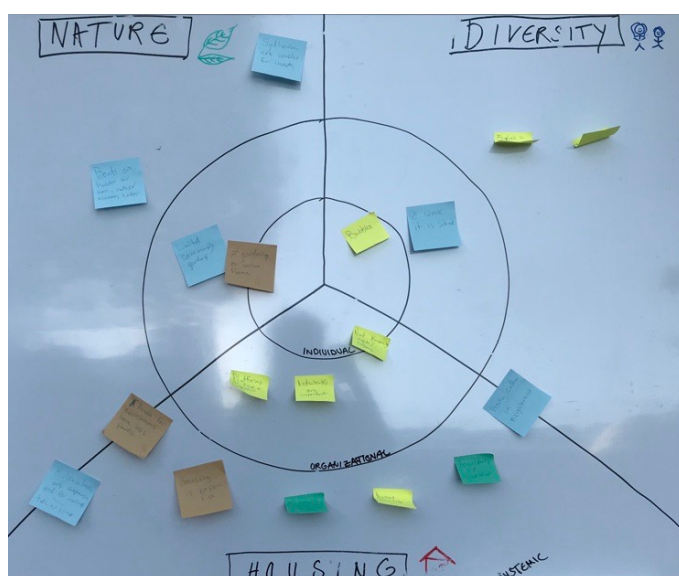
Due to Danish culture, it is hard to integrate into 'Danish bubbles'. Language is often a strong factor.

English is deemed appropriate for internationals to speak but not 'non-westerns'. Yet to be included fully you must speak Danish. The most diverse neighbourhood is the hippest, yet not all neighbourhoods are diverse, and not all diverse neighbourhoods are hip.
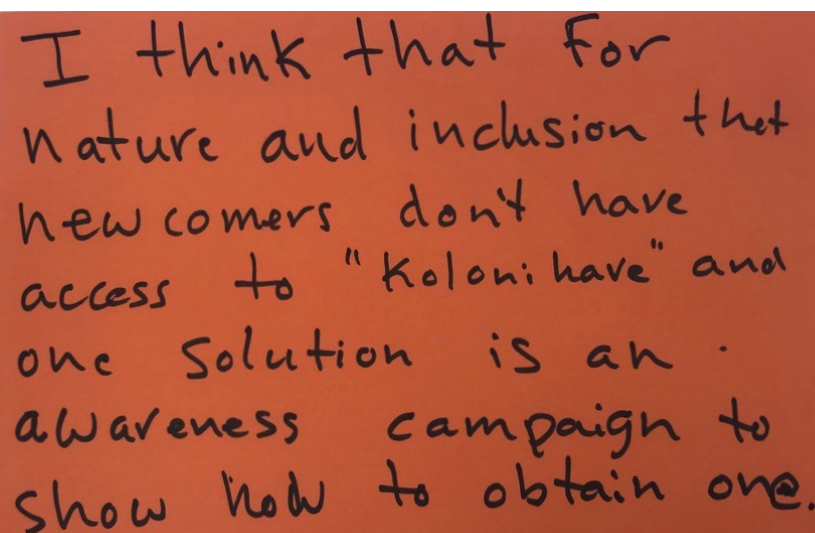
- What experiences did you have with housing in Copenhagen? Were there situations when it came to housing where you felt excluded because of your migrant background?
- What barriers to housing are there in Copenhagen?
- Are there any initiatives/ organizations that connect migrants with housing opportunities?

Danish housing practices are unique and not all newcomers are aware of their rights. There are certain organizations that respond to this issue, but maybe not access all those who need that information. There are de facto two housing markets, one for Danes and one for newcomers. Networks are key for accessing affordable housing, and without networks, you may pay twice as much as your neighbours. Most newcomers are relegated to marginal neighborhoods. Platforms for finding housing cost money and are expensive. In Denmark, you often have to pay 3 months rent for deposit, plus the first and last months rent.

For newcomers, paying so much to move into an apartment is unfeasible, especially after the high price of arriving in the country

Some migrants, specifically delivery's workers, often use hostels for temporary living upon arrival, and end up living 4-8 people in a room. Kolianhave take up space in the city and are often second homes for Copenhageners, they are not easily accessible for newcomers as you are required to be on a waiting list for many years.

After this, we asked: How are Diversity, Nature and Housing connected to each other? We allowed for open discussions on this but did not take notes as this was a pure brainstorming round. From there we gave each participant a sheet of paper to write out: "I think that AREA/TOPIC has this PROBLEM and I think one solution could be _____"

I think that for nature and inclusion that new comers don't have access to "Koloni have" and one solution is an awareness campaign to show how to obtain one.

They presented their posters and self-organized into three groups where they had to draft a local inclusion plan. We asked them to think about the policy areas, ideas and practical implementation methods. We allowed for it to be an intersection of all three topics, or it can be about one, or something closer to your experience. We then asked them to present their ideas and speak to these three questions:

- What knowledge do you need to implement the plan?
- Who are the stakeholders that need to be informed or convinced of the plan?
- What type of community work do you need to make the plan happen?

Please see the inclusion plans below.

At the end of the day, we spoke about our takeaways, expressed gratitude, and informed the group we would be taking their ideas to Palermo. We received contact information to inform them about the next steps and created a WhatsApp group where folks could inform about the activities and events they were doing.

4.2.2 OUTCOME OF EVENT (LIST OF MEASURES THAT COULD BE TAKEN TO ADDRESS NEEDS)

AREA	IDEA	PRACTICAL IMPLEMENTATION
INTER-SECTION OF NATURE AND HOUSING	Provide nature spaces for newcomers in CPH that don't have access to kolonihave	• Create an awareness campaign to teach migrants how to access them. Eg. How to sign up • Create a policy recommendation regarding the amount of housing that should be allocated to newcomers that have been here within the past 10 years
INACCESS-IBILITY TO HOUSING DUE TO DEPOSIT	Cap the deposit amount	• Create a law that will only allow one months rent for deposit for houses over the median rent price. • Create a rent loan assistance program where the deposit is paid, but you pay an extra amount per month. • Create co-operative living units for newcomers only to be organized by NGO
DIVERSITY	Remove Children Education from Detention Camps	• all minors & youth (18-30) asylum seekers and refugees must have access to school with peers of their age and with the wider population.
DIVERSITY	Increase Green Spaces in Newcomer Areas	• Designate unused lots for urban gardens in newcomer neighborhoods, and prioritize newcomer participation.
DIVERSITY	Community events in new areas with less developed cultural life	• organize a community event like summerfest/ streetmarket/ fleamarket • advertise the event and include especially the migrant population to create new opportunities for cultural exchange

Gdynia

4.3 GDYNIA: DEFINING KEY CHALLENGES TO MAKE THE CITY MORE INCLUSIVE

4.3.1 SUMMARY EVENT

The organization of the CoC event was preceded by e-mail invitations to a wide range of stakeholders, i.e. entities involved in providing support to migrants living in Gdynia. The aim of the above was to diversify the participants as much as possible, ensuring an overview of the subject matter from different perspectives and institutional experiences. The e-mail with the invitation was accompanied by Polish and English language versions of the report entitled "Migrants' living in Gdynia in a reflection of Community Mapping and Reporting", which is the result of community mapping and reporting workshops organized in Gdynia at the turn of July and August 2022, as part of the Includate project. The conclusions of the report – in accordance with the assumptions of the project – formed the basis for the organization of the CoC event and the starting point for a discussion on municipality policy towards integration and multiculturalism.

A total of 15 people responded to the invitation. The participants of the CoC event were representatives of both public institutions and non-governmental organizations, implementing a statutory varied range of activities in the area of supporting migrants. Those activities were related to social care and child protection, health, employment, education, culture and integration.

The representation of professions and functions of the participants was similarly wide and diversified – among them there were both representatives of the management (people with decision-making influence in matters related to shaping local social policy) and people working in direct contact with migrants.

It is worth mentioning that the CoC event participants highly agreed with the conclusions of the report. This means that the conclusions and observations of specialists are largely consistent with the conclusions and observations of migrants. In the further part of the CoC event report, the description of elements convergent in the assessment was omitted, presenting those that developed or supplemented the community and mapping report with new content. During the event, attention was drawn to new problems and challenges for the municipality's social policy, in particular in the field of education and institutional cooperation.

Main challenges in the field of institutional support and critical reflection on the key elements of support – the perspective of specialists:

MANAGEMENT/ADMINISTRATION AND COALITION:
- Lack of an institution/entity coordinating all issues related to the support of migrants in the municipality.
- Lack of a long-term program/action plan to support migrants in the municipality.
- Maintaining the stability of coalition meetings, serving as a platform for the exchange of experience and information between entities supporting migrants in the municipality.
- Too much information in different places/institutions (dispersion of information for migrants).
- Lack of representation of the Probation Service Team [Zespół Kuratorskiej Służby Sądowej] (legal guardians, probation officers) in the coalition.

HOUSING:
- Problems with finding a flat for rent, high rent costs.

The barriers indicated in the report, such as trouble in moving among offices and understanding how they work (read: bureaucracy), difficulties with renting/buying a property, and unclear health system were considered problems that concern not only migrants but also natives. At the same time, it was emphasized that the deteriorating financial situation of families, and the risk of poverty due to rising prices and inflation are also noticed among Polish people supported by municipal institutions. In accordance with the above, there is a fear that the financial and material support of migrants may cause a conviction of favoring migrants over natives, and consequently – in long-term perspective to have negative effects in the form of stigmatization, exposure to unpleasantness, and social resentment.

LEGAL PROCEDURES:

- Formal restrictions related to the legalization of stay and employment of migrants, resulting from the applicable – often changing – legal procedures.
- Uncertainty of the legal situation of refugees from Ukraine.
- Insufficient financial resources transferred to the municipalities by the government for the implementation of public tasks in the field of supporting migrants.
- Insufficient level of knowledge of Polish law by migrants, e.g. in the matter of child protection.

In Poland, there are strictly defined legal procedures regulating the rights of both migrants and individual public institutions. From March 2022, an additional act (legal law) has been adopted indicating the specific rules for legalizing the stay and work of Ukrainian citizens who entered the territory of Poland due to the outbreak of the war.

During the CoC event, it was pointed out that legal procedures often change, forcing the need for institutional response and adapting the offer to current regulations. At the same time, these regulations are more and more restrictive in terms of legalization of stay or employment. For example, the need to legalize the stay of Ukrainian citizens by August 24, 2023. Without completing the formal procedure, it will become illegal, which will limit the possibility of institutional support. After that time, it is also uncertain legal status of employment; partial payment from March 2023 for Ukrainian citizens for staying in municipalities accommodation points; loss of legality of employment in case of leaving the territory of the Republic of Poland for a minimum of 30 days and returning.

At the same time, the financial resources provided by the government are insufficient regarding the scale of needs and the scope of tasks legally delegated to municipalities. The knowledge of legal procedures among migrants was also considered insufficient – not only because of the complexity or changeability of these regulations but also because of communication barriers and cultural differences. In the latter context, the issue of proper care of children was emphasized in particular (a common opinion among migrants about the severity of Polish family law and the fear of terminating or losing parental rights). It is worth mentioning that eliminating most of those barriers is beyond the capabilities of municipalities and requires solutions from the level of governmental/national legislation.

LANGUAGE:
- Insufficient level of communication (language) competencies of migrants and officials.
- Low access to free and intensive (long-term) Polish language courses.
- Insufficient access to sworn translators.

Insufficient knowledge of the language is one of the key barriers in the process of migrants' integration with the local community and adaptation to new living conditions. It affects e.g.: the possibility of finding employment, the process of education in schools, the willingness to undertake outdoor activities, as well as understanding the specifics of the functioning of individual public institutions or applicable legal procedures.

Free Polish language courses for migrants are available in the municipality, but they are characterized by a low level of intensity (meetings once a week), making it impossible to learn the language at a communicative level in a relatively short time. High-intensity courses available on the commercial market are in fact difficult to access for migrants because they are paid. The low availability of sworn translators was also considered a barrier. It is worth noting that the problem of insufficient knowledge of a foreign language (mainly English) also applies to officials and people providing support – thus the need to increase language competencies of this targeted group was considered important.

EMPLOYMENT:
- Difficulties in finding employment allowing migrants to be self-supporting.

In the first weeks after the outbreak of the war in Ukraine, the Labor Office in Gdynia served almost 50 migrants per day. The high interest was the result of the simplification of the law procedures for the legal employment of migrants and the high interest of employers, which had an effect on the number of available job offers (the willingness to work was important, even without knowledge of the language). The Labor Office offer included, among others: obtaining job offers, recognition of diplomas, organization of job/career fairs and meetings for foreigners with officers from the National Labor Inspectorate, the Tax Office, the Border Guard (e.g. on topics: what is important when hiring, how not to be deceived), as well as meetings for employers (information on the employment of migrants and legalization of employment). Currently, it is impossible to indicate the dominant profile of a job candidate among migrants (these are people with different professional qualifications, of different ages, and the same number of women as men).

There is also a decrease in the number of job offers for migrants, which, according to the specialists, is the result of the following barriers: (1) on the side of employers: less willingness or fear to employ migrants (situations of leaving work overnight, lack of employment stability) or also preferring a specific job candidate profile (younger people, people with specific qualifications or with at least communicative knowledge of language); (2) on the side of migrants: insufficient qualifications to take up employment, no knowledge of Polish or English, looking for part-time employment only, looking for employment through private agencies; (3) on the side for both migrants and employers: more restrictive legal procedures.

EDUCATION:
- Difficulties in adapting foreign children to the Polish educational system.
- Insufficient level of integration of foreign and Polish children in schools.
- Limited possibilities of implementing additional integration programs in schools (due to, among others, excessively overloaded core programs or shortage of staff).
- Lack of education at schools about cultural differences and multiculturalism.
- Insufficient knowledge of the Polish education system among migrants.

The problem of hindered integration of foreign children in schools has several causes. According to specialists, these include migrants' belief that their stay in Poland is short-term (which affects their motivation and willingness to learn Polish), lack of understanding of Polish family law and parents' fear of losing parental rights (described earlier), teachers' difficulties in dividing duties between foreign and Polish children in integration classes, high rotation of foreign children in schools, and legally regulated differences in fulfilling the school obligation (eg. foreign children have the possibility of online learning).

The latter causes a de facto lack of control over the fulfilment of the school obligation by foreign children and the inability to enforce it. There are situations in which parents withdraw foreign children from schools, do not inform about their absences, do not respond to reports from teachers or do not make any contact with schools. It is worth mentioning that failure to fulfil the school obligation is not only a problem of educational deficits eventually – school is not only a place of learning, but also a meeting place and social skills training. Limiting social contacts may block the natural development needs of young people, resulting in the deterioration of their mental condition/health or increased susceptibility while experiencing a crisis.

4.3.2 OUTCOME OF EVENT

AREA	IDEA	PRACTICAL IMPLEMENTATION
MANAGE-MENT/AD-MINISTRA-TION	Agree on the needs of the local government/ municipality regarding work in the area of care services and the possibility of employing newcomers.	• Designation of an institution/entity coordinating all issues related to the support of migrants in the municipality. • Development of a long-term program/action plan to support migrants in the municipality. • Unification and integration of information channels on available migrant support offers in the municipality.
COALITION	Networking and professionalizing the activities of local entities involved in supporting migrants.	• Structuring coalition meetings by defining lead topics and prioritizing them (starting with the most important topic or the most urgent one). • Organizing regular coalition meetings, conducted and prepared by individual coalition partners, according to the theme/topic plan. • Inviting a representative of the probation service to participate in coalition meetings.
HOUSING	Increasing the possibility of renting apartments by migrants.	• Providing migrants with information and financial support in finding and renting apartments on the free/commercial market.

4.3.2 OUTCOME OF EVENT

| AREA	IDEA	PRACTICAL IMPLEMENTATION
LANGUAGE	Strengthening the communication (language) competences of migrants as well as officials and employees of supporting institutions.	• Increasing access to free and intensive (long-term) Polish language courses for migrants, as well as to sworn translators. • Organization of foreign language courses for officials and employees of supporting institutions. • Integrating the database of Polish language courses in Gdynia.
EMPLOY-MENT	Increasing the ability of migrants to support themselves and become independent from institutional support.	• Providing migrants with support in finding legal employment. • Organizing regular information and advisory meetings with employers.
EDUCATION	Reducing educational exclusion among migrants.	• Organizing integration activities in the municipality and schools. • Conducting educational activities/information campaigns on cultural differences and multiculturalism in schools • Increasing the knowledge of migrants on the specifics of the Polish education system through counseling and/or the development of a guidebook for and about schools (especially secondary ones).

Palermo

4.4 PALERMO: FROM DREAMS TO REALITY - TOGETHER WE CAN MAKE OUR CITY ACCESSIBLE TO ALL

4.4.1 SUMMARY EVENT

There were 18 participants in person and 2 online. The attendees were a mixed group of several stakeholders that work specifically on the topics of migration and inclusion in our local context but from different or specific areas (housing, education, social inclusion, public services). For example, there were organisations that helped people with migration backgrounds from legal perspectives and helped them get the right documents, informing them about their rights and the public services available. Some organisations work in the field of work inclusion, so provide internships and work opportunities; while others provide Italian courses.

The Event took place in our office. After a moment of icebreakers and a round of introductions, we gave an introduction to the event (why we organised it, what Includate is and its results so far, and what to expect during the event).

Then, we asked participants to identify what were the problems they identified in their life or work experience related to the topic of migration and inclusion in Palermo and write them on post-it notes. We then hung them up on a board and in plenary discussed the answers. Once the problem areas had been identified and discussed, we asked participants what some possible solutions could be.
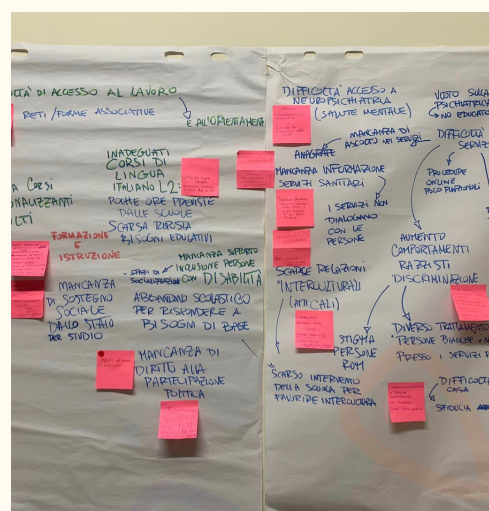
We had planned to have the participants write on post-its again; however, considering that some ideas already came out during the plenary moment, we thought it was more organic to keep the debate going, as all participants were all very engaged in the discussion.

The main areas identified were housing, work, public services and healthcare, and social inclusion.

HOUSING: the mains issues are that renting a room/house for migrants in Palermo is very difficult because people don't trust that they will pay their rent, so houses are rented only to those who have a stable job and possibly a fixed-term contract, which is not the case for the majority of migrants. Related to this, is the fact that free accommodations have been difficult to access, especially after COVID-19, because – even though there are beds available – the number of people that could check-in has been drastically decreased.

ACCESS TO WORK: difficult to enter the workforce in Palermo, even for those who have specific skills. Another issue, reported by an organisation that provides job opportunities, is that people that obtain their services are not ready to enter the workforce (e.g. don't speak the language, lack other necessary skills).

ACCESS TO HEALTHCARE: there is a lack of qualification of healthcare workers and a lack of user-friendly culture towards foreigners. Lack of multicultural skills, in particular in the field of mental health. In addition, after COVID-19, a lot of the first contact with the healthcare system moved online, which is not accessible to everyone.

EDUCATION: linked to the issue of lack of skills, it has been highlighted that there is a lack of learning opportunities for migrants. Not enough specialised courses that would make them employable, or scholarships that would allow studying to be sustainable for them.

SOCIAL INCLUSION: lack of attention to migrants or second generations in schools (also again, lack of cultural mediators), often not enough inclusion of youngsters with migrant background.

4.4.2 OUTCOME OF EVENT

AREA	IDEA	PRACTICAL IMPLEMENTATION
HOUSING	Reopen accommodations for those who can't rent.	• Reopen free accommodations for those who cannot rent a room/house, which had been limited during covid (even though there were beds available)
HOUSING	Renting policies	• Make renting more accessible for people (i.e. for those who work but don't have a fixed-term contract).
PUBLIC SERVICES	Access to public services through information	• Increase information points where migrants can get all the necessary info about their rights and services available to them;
PUBLIC SERVICES	Access to public services through cultural mediators	• Increase the number of cultural mediators in public offices (i.e. migration offices, courts, schools, hospitals, etc.)
WORK OPPOR-TUNITIES	Lack of work opportunities	• Enhance work opportunities for migrants (i.e. entrepreneurial opportunities for migrants)
WORK OPPOR-TUNITIES	Lack of readiness for workforce	• Increase specialised courses that enhances their employability

4.4.2 OUTCOME OF EVENT

AREA	IDEA	PRACTICAL IMPLEMENTATION
HEALTH-CARE	Increase qualification of healthcare workers	• Provide information/courses on how to apply healthcare to different socio-cultural contexts. While also increasing the number of qualified cultural mediators.
EDUCATION	Enhance access to education	• Increase opportunities for migrants to further their studies (i.e. more scholarships, free learning opportunities, specific courses)
SOCIAL INCLUSION	Higher levels of inclusions in schools	• Better learning opportunities of different cultures and ways to include migrants and second generations.

Budapest
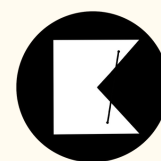
4.5 BUDAPEST: ANALYSING PROBLEMS TO HAVE REAL SOLUTIONS

4.5.1 DESCRIPTION OF LOCAL COMMUNITY

The CoC event was attended by 20 participants representing the main municipal and civil actors of the district, from the fields of education, social care and youth.

The plan was to include the formerly collected INCLUDATE community mapping results of the district. Finally, the following issues were covered and other relevant ones were added:

- living on the edge of old and new: district transformation
- everyday practices of community coexistence
- A colourful district, but we don't know each other - neighbourhood building opportunities
- neglect of public spaces
- people in different areas of the district not connected
- situation of the Roma, migrant and refugee kids and their families

The workshop evolved within the time allocated per the agenda. The participants of the CoC raised several issues and problems as the first step to eventually propose concrete solutions, Several topic areas came up, and the key findings were the following:

Firstly, poverty, or living in extreme poverty and having several social problems.This was brought up regarding the situation of the local youth and Roma. The problems mentioned were that the exact number of people in need is not clearly known, and that those in need themselves do not know well where to find assistance.

Secondly, a subject of heated conversation, one that that not emerge during the community mapping the summer prior, was the situation of education. Official representatives and social institution leaders brought up issues that *"until there is a free choice in school selection, the desegregation cannot happen."* There seems to exist a systemic problem in education and they think that the local government has no control over it. Discussions arouse regarding conflicts between Ukrainian refugee families and family services (eg. the children not going to school)".

Thirdly, the topic of reviewing policy initiatives in the district about helping the lives of the Roma people was mentioned. Apparently, that initiative has not revised in the past few years.

After mentioning several problems and difficulties of people in the district, the topic of employment, and better job searching services came up. As a consequence of the energy crisis, many people are struggling with finding work without efficient district help. Another elemental topic raised was more effective early child development work and the lack of special education teachers in all areas of the public institutions.

It also led the discussion to the topic of scholarship programmes by age groups, mentoring activities and special support for studying (e.g. glasses to read). In the educational problem mapping, the issue of peer abuse and school bullying came up as a permanent and everyday issue in most of the public institutions.

Lastly, the management of the victim support task force highlighted intersectional issues, namely the situation of women in the district. Help to the victims of abuse is offered together with sensitisation programmes and community building. It was also mentioned that creating spaces for mothers and women from all kinds of backgrounds is necessary.

The summary of mentioned problems:

POVERTY, SOCIAL ISSUES AND EFFECTIVE HELP OFFERED TO ROMA PEOPLE:
- a lot of people experiencing poverty without knowing where to search for help
- not knowing the estimated number of people experiencing poverty
- problems specifically around youth have to be mapped
- situation of Roma people and Ukrainian Roma people as well is difficult in the district, the help and cooperation are not effective

EDUCATION:
- several issues in all public institutions
- specific conflict between the family centre and the Ukrainian Roma families not going to school
- there is a process of school segregation (Roma kids go to the district school, and non-Roma families choose another institution) which is a systemic problem
- abuse and bullying in schools
- lack of early child development initiatives
- lack of special education teachers
- need for scholarships in the district

ROMA POLICY INITIATIVE:
- there is a need for an updated version of professional policy work for bettering the life of Roma people in the district with a systemic support

UNEMPLOYMENT RATE:
- better job searching help is needed
- a growing number of people are unemployed

SITUATION OF WOMEN:
- Help to the victims of abuse
- Spaces for mothers and women from all kinds of backgrounds are needed

4.5.2 OUTCOME OF EVENT

AREA	IDEA	PRACTICAL IMPLEMENTATION
POVERTY, SOCIAL ISSUES AND EFFECTIVE HELP OFFERED TO ROMA PEOPLE	Improving information channels	• involving better the local social institution • running a more developed system for signalling in case of urgent support for a client • leaflets, information booklets in specialised clinics, schools • developing new channels: young people prefer to receive information on social media, leaflets for older people, posters (small shops, schools, stickers) • contacting public representatives and advertising through them, putting up a paper with contact details on it
POVERTY, SOCIAL ISSUES AND EFFECTIVE HELP OFFERED TO ROMA PEOPLE	Improving capacity	• proposal for the municipality: they should provide funds to create several information tools with the knowledge and involvement of professionals working in the district
POVERTY, SOCIAL ISSUES AND EFFECTIVE HELP OFFERED TO ROMA PEOPLE	Improving free-time offer for migrant adults	• creating meeting places also for single mothers from different countries • promoting the already existing information centres • expanding the advanced training offering for more languages

4.5.2 OUTCOME OF EVENT

AREA	IDEA	PRACTICAL IMPLEMENTATION
EDUCATION	improving multilingual offer for migrant communities and families and their social workers	- multilingual staff involvement in public institutions - multilingual documents - improvement of the foreign language skills of local social workers - involvement of refugees in the district who would like to and could pass on language skills and thus could spread information more easily in their own communities - with the help of foreign students studying in the district, the help with the childcare institutions can be more adaptive - arranging help in the Hungarian language learning process with the help of volunteers
EDUCATION	improving connection between social workers and the beneficiaries with refugee background	- starting a conversation circle with the social workers in the homeless shelter about the school issues of refugee families - trying to learn about the difficulties of the refugee people and why they have issues with certain rules - professionals should have the chance to ask for interpreters from the municipality - interpreters and specialist translators are needed for the social institutions - interpretation is needed for the schools so that children can learn in their own language as well
EMPLOY-MENT	involvement of local administration of the municipality and the social field	- More money for the local social institution for a job searching service, now a colleague is doing it as a volunteer! - extra effort from the municipality to strengthen that area

4.5.2 OUTCOME OF EVENT

AREA	IDEA	PRACTICAL IMPLEMENTATION
EARLY CHILDHOOD DEVELOP-MENT	developing infra-structures and capacities	• support for local social institutions to support the education of preschool teachers who wish to continue their studies in this direction • establishing play hubs or services for that development idea • the municipality should have a priority role in the equal opportunities programme (especially in terms of resources and availability of special educators)
EDUCATION (AND EARLY CHILDHOOD DEVELOPMENT)	revision of possibilities of a scholarship system	• Developing a scholarship programme for each age group, linking it to mentoring provided by schools, community spaces • It would also be good to support language courses
BULLYING	improving resources to combat school aggression and bullying	• Kindergarten teachers should be trained on the subject • Outer professionals are not allowed into schools since COVID, there has to be a change around that • Funding for peer helper training, so that the approach can be supported through peer helpers • Support through the school social workers • The school student council could be involved. • Strengthening school mental health and teams • Information campaign
PUBLIC AND SERVICES	improving connection between the public and the NGO sector	• The municipality needs to provide legal assistance and knowledge transfer help to new NGOs who would like to work in the district • The aim is to create greater cohesion between the district parts, community and the institutions

4.6. RESULTS OF THE PAN EUROPEAN CONVERSATION OF CHANGE EVENT

On March 3, 2022, the Includate project held a Conversation of Change event to discuss how European cities can become more inclusive for migrants. The agenda included a presentation of the project, an introduction of the partners, a presentation of the local events results by each partner, and workshops to draft action plans.

The main objective of the Includate project is to help European cities become more inclusive for migrants. The project seeks to address issues that are not usually addressed to decision-makers, such as the lack of channels and the difficulty for immigrants to obtain information. The project has three phases: mapping out the needs of migrant communities, creating strategic action plans, and implementing the plans and training with the target groups.

During the Conversation of Change event, the partners shared the results of the local events they held in their specific locations. In Berlin, stakeholders including policymakers, migrant organizations, and people working with migrants, discussed policy recommendations for education, housing, public services, and private services. Recommendations included improving professional entry for migrant teachers, improving multilingual offers and support in cases of discrimination for migrant children at schools, improving free time offers for migrant adults, and improving empathy towards migrants through training on intercultural skills and the migration context.

In Poland (Gdynia), the local event identified seven main issues faced by migrants, including bureaucracy, the language barrier, no access to the labour market, the renting market, lack of translation, recognition of diplomas, and Polish health services. The event proposed solutions such as financing the recognition of diplomas, organizing regular meetings on how to safely look for a job, and creating a Facebook group for foreigners where migrants can obtain information in various languages.

In Palermo, different organizations, including MSF, schools providing language courses for migrants, and NGOs working towards helping migrants, discussed the main areas that they focused on, such as housing, public services, healthcare, education, social inclusion, and work opportunities. Recommendations included the need to provide more explanations based on medical cultural differences, the need to increase opportunities for migrants to further their studies, and the need for more specialized courses to allow more social inclusion.

Overall, the Includate project aims to create action plans for each city and ensure a multiplying effect, allowing the project to be reproduced elsewhere. The local events provided valuable information and proposals on how to make European cities more inclusive for migrants, with a focus on education, housing, public services, and private services. The Includate project is currently at the end of the needs assessment phase and will proceed to the creation of strategic action plans.

5

Conclusion: Needs and Capacities of INCLUDATE Communities

In this last chapter, the partners of the INCLUDATE project will give their conclusion about their analysis and the potential of their findings.

Berlin

In the 21st century, in the modern big city of Berlin, where young people from all over the world come to party and live, we are confronted with invisible but significant social differences in the city centre. Not far from the German Ministry for the Family, the Ministry of Justice and the Ministry for Consumer Rights is a district that is filled with migrants in large blocks of flats. Many of these people in the community mapping spoke about the lack of places in the city centre where they could meet and make friends. Migrants talked about precarious working conditions, under-qualified jobs and the sometimes unwelcoming approach of public services. It is important to network in order to work together. Therefore, the project will continue to engage with the surrounding Quatiermanagement and local decision-makers.

We also noticed that there are not many initiatives of migrants from EU countries, so in the next step, we want to exchange with these migrants on topics that have already been mentioned before: precarious work, and exploitation in the labour market. We plan to send our report to local politicians. As part of the project, we want to develop a strategy together with migrants from Hungary, Romania, Bulgaria and Poland, which we will also pass on to decision makers. We want migrant issues to be more visible in the city, among politicians. We also want to combine the results of the Includate project with other migrant projects in our organisation and exchange our knowledge. We look forward to the interesting process of creating new networks between migrants from Central and Eastern European countries who do not yet exist in the city. We look forward to the joint development of an interesting strategy.

Copenhagen

The research conducted within the project showed that Copenhagen is a versatile, green and diverse place to live for migrants, even though there are still countless ways of improving the experiences for people with migrant backgrounds. The needs that were stated the most were accessible and cheaper housing, and more spaces to not only experience but interact with Copenhagen's nature and Diversity. Therefore we will mainly focus on these three issues.

Through networking and a campaign directed toward migrants, Crossing Borders wants to promote and connect green projects like community gardens, urban farming and Kolonihaveforbundets (colony garden associations) with local migrant communities. Regarding the housing issue, CB plans to create policy recommendations to stop unrealistic and unaffordable deposit requests by landlords. Our objective for the INCLUDATE project is to connect existing and create helpful networks to raise the quality of life for people who want to be integrated into Danish society. We are especially excited to not only explore the intersections between common migrant issues but also help find connecting pathways that create opportunities for recreational activities that will not only create inclusion of migrant folks but also benefit their mental health.

Gdynia

The main issues in Gdynia's migrant communities do not differ significantly from the issues of migrants living in other Polish cities. These are issues related to the legalization of stay or employment, the understanding of administrative procedures, the language barrier, or broadly understood social and living problems -- primarily housing. It's worth noting that some of these issues also affect the Polish community. However, in Gdynia, systemic solutions, harmonizing support for migrants, and the ongoing participation in adapting the municipality services have not yet been developed.

This project allows learning and systematising tools, methods, and inclusive activities through creating local integration plans, building coalitions, or getting to know the European perspective on supporting models implemented in partner organizations. We also plan to focus on the informal education of people working on a daily basis in the field of migrant inclusion. The project will directly provide a proposal for a local migrant integration plan. The draft of the plan will be used in the dialogue process with key stakeholders in Gdynia. The migrant community living in Gdynia will be recognized in a systemic way as a partner for the development and implementation of the final version of the local integration plan.

Our objective for this project, and the impact we want to have, is to improve competencies in the field of cooperation with partner European organizations and managing international cooperation as well as to aggregate a set of methods and tools for migrants' inclusion plan, involving the key stakeholders in the planning process. That's why, as the best part of the project, we find education in the good interpersonal relationships with the people and specialists involved in it. It is both an opportunity to enrich knowledge and diversify perspectives, as well as hands-on experience and practical access to processes that are carried out at partner organizations.

Palermo

Housing, access to work, access to healthcare & public services, education, social inclusion, lack of attention to second generations, and lack of maintenance of public space -- these are all crucial aspects of everyday life and they pose serious problems for the migrant communities in Palermo. The above-mentioned issues are all interconnected, therefore we plan to tackle them by creating synergies with other entities and organisations that work specifically on one of the issues, building a stronger network and communication pathways between migrant communities, local authorities, and other entities.

We strongly believe that only with a holistic approach, combined with a direct dialogue with institutions, we can move towards an open and inclusive society. We have enjoyed talking and working with migrant organisations and others who work actively to render our city a better place for all and we look forward to meeting again with them and together working towards the creation of action plans to get us closer to the society we aspire to be.

Budapest

INCLUDATE is a very useful international project where we aim to organise community conversations using different methods to get to know new people and opinions about our neighbourhood and the people who live there; some who may be very similar or different to us. It is also an opportunity to gather opinions and bring them to decision-makers, thus shaping public opinion and our neighbourhood. It is a very diverse district with several challenges and opportunities. Some parts of the district are located in the centre of Budapest with universities, offices, and the main public transportation lines along with shopping and popular food areas of the city, so it is very noisy and lively.

The other face of the district is full of difficulties. It is an area under construction from a social point of view. The other part of the district is a suburban area where families with children live with a calmer background. This district can offer a lot and has its own side. The main problems are that there is a lack of community, changes in the district and personal life, unemployment and poverty.

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In this E-book we used OpenStreetMap to showcase the findings from the local Community Mapping sessions.

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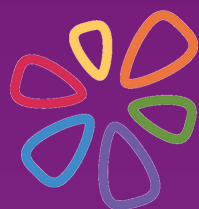
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