

OUTPUT FACT SHEET

Pilot actions (including investment, if applicable)

Project index number and acronym	CE1277 Arrival Regions
Output number and title	O.T2.1 - Pilot actions testing social innovation in the integration of non-EU nationals
Investment number and title (if applicable)	
Responsible partner (PP name and number)	Local Action Group Escartons and Waldensians Valleys - PP2
Project website	interreg-central.eu/arrivalregions
Delivery date	30/09/2021

Summary description of the pilot action (including investment, if applicable) explaining its experimental nature, demonstration character and transnational added value

The CASA (HOME) pilot action aims to improve the integration of citizens from non-EU countries by improving the response to their needs by the help desk operators of local offices.

The assumption is that operators are familiar with their work but may have difficulties from a cultural-interaction perspective. The project offered free tutoring and cultural mediation to support the operators in interacting with migrants, to facilitate access to the offices and, consequently, integration.

The pilot action has been developed on the territory of 9 Pellice Valley municipalities with some activities in Pinerolo and Turin, as services hubs. The help desk operators of 30 offices were involved. In total, operators were supported for 405 hours and non-EU citizens for 225 h. In addition, there were 175 h. of cultural mediation.

At the same time, an analysis of the housing services for foreign citizens was carried out, showing a lack of guarantee funds for access housing on the territory. From a legal perspective, it became clear that setting-up a “brand new” guarantee fund during the project's duration was not viable, within the project, information was collected to inform non-EU citizens on possibilities to access to housing. In addition, a document was prepared presenting the various existing possibilities for setting up a housing fund. This document will be shared with organizations that could consider this kind of action, among which real estate agencies were involved to become aware of these possibilities and become spokespersons of the importance of “trusting” non-EU citizens.

The involvement of stakeholders, including decision-makers, contributes to the achievement of the project's objective to enhance the capacities of decision-makers in rural areas, subject to declining and ageing populations, to successfully integrate young non-Eu nationals into social life and employment to stabilise their demography, giving them tools to improve new policies.

The project also worked on the creation of supporting materials such as infographics and video materials.

The characteristics of the pilot action (easy structure, common issues with other territories) make it possible to transfer the action to other territories, including transnational areas.

NUTS region(s) concerned by the pilot action (relevant NUTS level)

ITC11, Torino

Expected impact and benefits of the pilot action for the concerned territory and target groups and leverage of additional funds (if applicable)

The pilot action was successful in covering a wide range of offices and helpdesk operators who were able to find support and increased expertise in their approaches to non-EU citizens. A good number of foreigners also benefited from the pilot action and were able to test its effectiveness. The qualitative analysis of the indicators confirms a very good reaction from offices and non-EU citizens. Both the direct tutoring and the materials provided by the project contributed to an increase in awareness and involvement in the issues addressed by the operators.

This new awareness, although in a short period of time, improved and speed up the economic and social integration of non-EU citizens in the region, allowing them to become active actors in society and contributing to the development of the rural area.

The offices were able to benefit from improved skills among employees. The aim is that over time there will be an exchange of skills between those who received direct support and new employees. In this perspective, the pilot action triggered human resources empowerment processes, which can be seen as a non-economic leverage effect. In addition, the materials delivered by the project will be a support in daily work for actual and future help desk operators.

Sustainability of the pilot action results and transferability to other territories and stakeholders

A support document is being prepared for the operators that will bring together some relational tips, infographics, and a sort of map of services linked to foreign citizens. The transfer of skills between colleagues will do the rest.

The events foreseen in the framework of the project partly focus on the transfer of the activities to the territory and to the political decision-makers.

The pilot action is easily transferable to other regional or national contexts since it is not specifically linked to the territory in which it took place. The tutoring and cultural mediation activities could be useful in any territorial context in which office workers, who have full professional skills with respect to their work, lack adequate preparation in dealing with users from other countries.

In this perspective, the pilot action triggered human resources empowerment processes, which grants sustainability as it has highlighted how a different, more inclusive approach is a win-win strategy, both for help-desk operators and for the beneficiaries. For the latter, it helps integration. For public/private services operators, it facilitates their daily work. And it has been shown that the entire territory will benefit from mainstreaming the CASA (HOME) pilot project, thanks to the “word of mouth” among beneficiaries (both employees and non-EU citizens) which proved to be the best communication strategy.

Finally, if duly adapted, the pilot action could also be implemented in other EU countries.

If applicable, contribution to/ compliance with:

- relevant regulatory requirements
- sustainable development - environmental effects. In case of risk of negative effects, mitigation measures introduced
- horizontal principles such as equal opportunities and non-discrimination

A citizen from a non-EU country who wants to join a community faces several bureaucratic obstacles. Help desk operators are not always able to answer their requests due to a lack of communication/ understanding. The pilot action contributes to limit this indirect discrimination by facilitating access to bureaucratic procedures and creating a welcoming environment in the offices for new citizens. At the same time, it also has an impact on the local population, which benefits both from the new skills acquired by the offices and from the better integration of all inhabitants.

References to relevant deliverables (e.g. pilot action report, studies), investment factsheet and web-links

If applicable, additional documentation, pictures or images to be provided as annex

The output is based on the following deliverables*:

- D.T2.1.4 Stakeholder alliance <https://www.interreg-central.eu/Content.Node/p2--HOME---Non-EU-Nationals-and-Integration-through-Access1.html>
- D.T2.2.2 Pilot action concept
- D.T2.5.2 Pilot final report.

Below a few examples of material produced

تعليمات لتجديد تصريح الإقامة المنتهية صلاحيته

يمكنك طلب المساعدة مجاناً

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كيف يمكنني تجديد تصريح الإقامة الخاص بي؟
يجب تقديم طلب تجديد تصريح الإقامة في رئاسة الشرطة قبل 60 يوماً على الأقل من تاريخ انتهاء صلاحيته. إذا انتهت صلاحية تصريح الإقامة لأكثر من 60 يوماً ولم تقدم بطلب لتجديده، فتعتبر مُقيم بشكل غير قانوني.

ما هي تكلفة تجديد تصريح الإقامة؟
تبلغ التكلفة وسيطياً حوالي 80 يورو (16 يورو لمن يطبخ، 30 يورو لإرسال المستندات، 30.46 يورو لطباعة التصريح الجديد). بعض التصاريح أرخص من ذلك (مثل الجواز الإنساني)، بينما تزداد تكلفة تصريح آخرى (مثل بطاقة الإقامة).

أين يجب أن أذهب لتجديد تصريح الإقامة الخاص بي؟
يجب عليك الذهاب إلى مكتب البريد وطلب المُغلف المسمى "مجموعة تجديد تصريح الإقامة". يوجد داخل المُغلف نموذجان يجب عليك تعبئتهما ببياناتك الشخصية وبيانات مستنداتك. إذا كنت تعمل، يجب عليك أيضاً إدخال بيانات عقد العمل الخاص بك في النموذج الثاني. سيجد داخل المُغلف أيضاً حوالة بريدية لدفع المبلغ 30.46 يورو المتعلق بطباعة تصريح الإقامة الإلكتروني.

ما هي المستندات التي أحتاجها لتجديد تصريح الإقامة الخاص بي؟
يشكل عام تحتاج إلى نسخ من جميع الأوراق الشخصية التي لديك (بطاقة الهوية، تصريح الإقامة، جواز السفر، بناءً على التصريح الذي تحتاج تجديده) قد يتم طلب مستندات أخرى، عقد العمل على سبيل المثال.

كيف يمكنني إرسال مُغلف مجموعة التجديد إلى رئاسة الشرطة؟
بعد أن تضع جميع المستندات اللازمة في المُغلف، يمكنك العودة إلى مكتب البريد لإرساله. قبل استلام المُغلف، سيتأكد موظف مكتب البريد من وجود جميع المستندات، وستحصل بعد إرسال المُغلف، على موعد للذهاب إلى رئاسة الشرطة لأخذ بصمات أصابعك وصورك. يجب الاحتفاظ بالأوصال الذي يتم إرفاقه لك في مكتب البريد والمتعلق بإرسال المُغلف. يحل هذا الإيصال محل تصريح إقامتك حتى وصول التصريح الجديد.

ماذا يمكنني أن أفعل، بينما، تصريح الإقامة الجديد؟
يمكنك معرفة إذا كان تصريح إقامتك الجديد جاهزاً عن طريق الاقتران على الموقع الإلكتروني: <https://questura.poliziadistato.it/stranieri> بإدخال رقم الإصدار الذي تم إعطاؤه لك في مكتب البريد. تذكر أنه خلال فترة انتظار تصريح الإقامة الجديد، ما تزال تعتبر قانونياً في إيطاليا، وبالتالي يمكنك العمل وتوقيع عقود العمل، وتجديد بطاقة الهوية إذا انتهت صلاحيتها، وتغيير مكان الإقامة، والحصول على رخصة القيادة، وطلب مساعدة من الخدمات الاجتماعية.

RENEWAL OF THE RESIDENCE PERMIT

To get help FOR FREE → **Contact Lorenzo: +39 344 044 1906**
arrivalregions@diaconiavaldesse.org

How do I renew my residence permit?
The renewal of the residence permit must be requested at the Questura at least 60 days before its expiry. If the residence permit has expired for more than 60 days and you have not requested its renewal, you are considered illegal.

How much is it?
The cost is about € 80 (€ 16 stamp, € 30 to send the documents, € 30.46 for printing the new permit). Some permits are cheaper (like the humanitarian one) while others cost more (like the residence card).

Where do I have to go?
At the Italian Post Office and ask for the envelope called "Residence permit renewal kit". Inside the envelope there are 2 forms that you must fill in with your personal data and with the data of your documents. If you have a job, in module 2 you must also enter the data of your employment contract. Inside the envelope you will also find a postal order which is used to pay the cost of € 30.46 for printing the new electronic residence permit.

What documents do I need?
Photocopies of all identity documents (identity card, residence permit, passport). Depending on the permit to be renewed, other documents may be requested (for example the employment contract).

How can I send the renewal kit envelope to the Police Headquarters?
When you have put all the necessary documents in the envelope, do not close it, but go to the Italian Post Office where an employee will check that everything is there. Once you send the envelope, you will receive an appointment to go to the police station to register your fingerprints and photos. Remember to carefully keep the receipt of the shipment: it replaces the residence permit until the new one arrives.

While I am waiting, what can I do?
With the number of the receipt they gave you at the post office you can check if the residence permit is ready at this link <https://questura.poliziadistato.it/stranieri>. While you are waiting for the new residence permit, you are still legal in Italy and therefore you can work, sign employment contracts, renew your identity card, change your residence, get your driving license, ask for assistance from social services.

Interreg 
CENTRAL EUROPE European Union
European Regional
Development Fund

Arrival Regions

spod Sistema Pubblico di Identità Digitale

ISTRUZIONI PER L'USO



Escartons e Valli Valdesi s.r.l.



MEMORANDUM D'INTESA

Tra
GAL Escartons e Valli Valdesi
e
Comune di Torre Pellice,



A proposito della creazione di un'Alleanza degli Stakeholder per l'implementazione di un'azione pilota basata sull'innovazione sociale in Val Pellice, Italia.

Noi, i firmatari del Memorandum d'Intesa, rappresentanti delle istituzioni menzionate qui sopra, con la presente dichiariamo il nostro impegno a collaborare come membri dell'Alleanza degli Stakeholder nel quadro del progetto Interreg Central Europe "Arrival Regions". Facendo questo, ci impegniamo a collaborare nella preparazione e nell'implementazione dell'azione pilota locale, basata sull'innovazione sociale, per promuovere l'integrazione sociale ed economica di le persone provenienti da paesi extra-UE.

Con le nostre firme, noi acconsentiamo che il nome delle nostre istituzioni possa essere comunicato su media elettronici e stampati da tutti i membri dell'Alleanza degli Stakeholder e dal Capofila del progetto transnazionale Arrival Regions.

Firma:




Patrizia Giachero




Marco Cogno

