

D.T2.5.2

PILOT FINAL REPORT: POSTOJNA PP9

Postojna, Slovenia

06. 08. 2021

Pilot action: Starting Point Postojna

Project Partner: PP9 – Postojna, Slovenia

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1. Short description of the activities implemented in 2021 .

Motivation for the Pilot Action

Before the start of the pilot action Starting Point Postojna, the territory of the Municipality of Postojna was lacking a governmental office or non governmental body which would comprehensively cover the needs of the newly immigrated or permanent living immigrants to the Notranjsko-Primorska region.

Starting Point Postojna represented therefore a FOCAL point of contact for all immigrants in order to provide comprehensive assistance during the process of integration into the local environment. The Work office of Starting Point Postojna had a team of 5 people who assisted immigrants both at the office headquarters and in the field. The Group was in constant contact with local stakeholders that have further contacts with immigrants, so they could constantly identify the needs of immigrants, and together with them tried to find optimal solutions, thus contributing to the most positive experience of immigrants with the local environment.

Apart from offering legal and social advice to immigrants, the office organised courses of Slovenian language and offered individual school support to migrants. Through the pilot action, the office also created a bridge between local society and immigrants, expanded social network and employment opportunities for migrants by organising various workshops, thematic evenings, sport and cultural events etc. For migrants with business ideas, Starting point Postojna offered full support at creation of business plan free of charge.

The main focus in Postojna's pilot action was establishment of main support office for immigrants in Municipality of Postojna, called Starting Point Postojna. The office primarily served as the first contact for immigrants with the local environment. Within the office, the next support activities were performed:

- a safe place to reach the local population
- legal assistance, advice and help (ID, health insurance, opening a bank account, obtaining a phone number, inscription into high school or university, mediation with landlords etc)
- empowering immigrants in the language field, especially in terms of the practical use of Slovenian language in everyday situations
- tutoring of migrants at various school subjects, tutoring along the pandemic
- offering place for performing language courses and school assistance + transportation of needed
- organization of activities in order to get to know Slovenian culture
- motivation and support of peer to peer learning
- career guidance support and preparation of business plan
- providing first job opportunities through the opportunity to attend courses and job shadowing
- empowering of individuals that serve as supporter of migrants in their own language (farsi, pastu, arabic, serbian, albanian)

Through the activities and with lots of effort being laced in contact with local stakeholders, the support office successfully helped immigrants to find their way in the new environment. A small group of migrants was trained in order to help newcomers migrants at their first steps in their own language. members of this group offer services in 5 different languages: Paštu, Farsi/dari, Arabic, srbsko/hrvatsko, albansko.

In 2021 (from January to June) we implemented the following activities:

- 58 workshops: 16 creative-art/drawing, 1 sewing, 2 music, 9 movie, 9 cooking, 13 sport, 4 dancing, 4 social
- 8 trips to different parts of Slovenia
- 26 classes for practical Slovenian language
- 15 classes of practical Slovene language and school learning help for two migrant children non-EU citizens, through the help of the cultural mediator who spoke the same language and came from the same culture (Albanian) – from March to June – altogether
- hairdressing service (approximately twice of week for xy hours) performed by migrant from Algeria
- focus group

Apart from pilot action the following events were performed:

A.C.5: 3 public events: celebrating Nowruz: 19.3. 2021 and celebrating Aid al Fitr. 13.5. 2021, celebrating Aid al Adha on 20.7. 2021

A.C.4: 3 Focus Events – Presentation of AR at Together in Europe, presentation of AR at local event on migrations, presentation of AR at Odprta ulica event

2. Difficulties encountered during the pilot action implementation (including those connected to the COVID-19 pandemic).

- Difficulties accessing specific ethnic groups (especially migrants from Albania and Kosovo, due to the tightly-knit ethnic network)
- Difficulties related to COVID-19 pandemic:
 - due to the limitations we could not implement some activities in live, in that way we could not reach wider local population but rather worked with the small number of participants (at the times of the total lockdown, the activities were still performed at SGLŠ, following all safety regulations, for up to maximum 10 participants who lived at SGLŠ premises)
 - the activities we implemented online (language courses, 3rd training and mentoring activities) were moved online to platforms such as ZOOM, WHATSAPP, Teams etc., they appeared to be not as effective as in live, some of the participants did not have the sufficient equipment

(computer, phone) to engage in those activities, hence we reached lower number of participants in those activities

- limited contact with governmental stakeholders (they are able to join/communicate/participate only during office hours (till 15:00)).
- lack of support from some stakeholders: at trainings and at some events it would be crucially for some stakeholders to join but they didn't (employees of some companies that were invited, representative from Centre of social work, representative from the Municipality of Postojna, representative of Center for employment).

3. Assessment of :

a. Success of the pilot action (Has the selected social innovation managed to support economic and social integration of non-EU nationals in your region?).

We strongly believe that the pilot action supported economic and social integration of non-EU nationals in Notranjsko-primorska region.

Non-Eu national engaged in activities:

- acquired new knowledge and new skills through activities,
- improved knowledge of Slovenian language
- improved practical use of Slovenian language in daily situations
- became aware of their talents
- became aware of their value in the local society
- widened their social network, which encourage them towards efficient economic and social integration
- obtained working skills that amplify their chances of entering job market
- obtained specific skills (manicure, pedicure massage)
- obtained knowledge about preparing business plan

The success was measured by quantitative and qualitative indicators, which are presented below.

b. Involvement of local stakeholders in the pilot action.

During the pilot actions, Starting point Postojna team managed to establish an active communication with a wide range of stakeholders in the region.

SPP represents the link between the different institutions and the results are: circulation of information, quick and efficient delivery of help and solution for the non-EU help seekers that come to mentioned institutions or to SPP office.

SPP frequently cooperates with local **elementary schools in Postojna region** (Elementary school Prestranek, elementary school Globočnik, elementary school Vilhar) – they identify, suggest and provide participants for Practical use of Slovenian language course. SPP implements mentoring of teachers of those schools regarding intercultural competencies used with their students.

In 2021 we started even tighter cooperation with Elementary school Prestranek due to the additional learning support for their 2 non-EU pupils of Albanian nationality.

SPP also cooperates closely with Secondary schools in Postojna, with **ŠENT – The Slovenian Association for Mental Health, Centre for social work and Institute for Employment.**

The close cooperation benefits not only the non-EU immigrants, that come to Postojna region, but also the social workers and employees that work in the institutions. Employees there now trust SPP team and contact them in cases where they don't know how to approach – SPP identifies the problem, organize multistakeholder teams in order to find durable solutions together and quickly.

Our especially valuable stakeholder is **Zavod Zanje Postojna**, public institution, unit Business incubator. Business incubator has taken on the co-organization of one of the Trainings for stakeholders - Migrants economy, and has professionally performed the courses for business plan development for 6 non-EU migrants. PIP is also closely involved in the mentoring scene for other stakeholders and future employers of migrants.

SPP is working closely with two NGOs that are operating in our municipality: **BOREO and Youth centre Postojna (MCP Postojna)**. NGOs are mostly actively involved in implementing and promoting some of the SPP activities. They are engage foreign (mostly EU nationals) volunteers who support and lead some of those activities. SPP provides mentoring for those volunteers on how to efficiently lead activities in intercultural environment to support and promote social differences and intercultural dialog.

An important cooperation was also with the **Association for Elderly Postojna.**

The members of this association actively participated in some of SPP activities, in that way SPP encouraged intergenerational dialogue.

This organisation also invited SPP to publish an article about non-EU migrants in Postojna (who they are, what are they stories). The article was then published in their annual publication in December 2020 reaching more than thousand elderly in Postojna.

Another valuable partner is **Talita Kum** – Institution of support for mothers and elderly with whom SPP organized an event of intergenerational dialogue between young non-EU migrants, especially unaccompanied minors, and elderly users of programme in Talita Kum institution in Postojna.

Migrants created handmade holiday greeting-cards and baked cookies for the elderly for them.

SPP cooperated with 6 different local and regional media stakeholders: Radio Koper, Radio 94, Web and printed regional newspaper – PRIMORSKE NOVICE, Web and printed regional newspaper – PRIMORSKE NOVICE, National radio and television.

c. Involvement of various target groups in the pilot action.

Since 2016 the city serves as a residence for community of **unaccompanied minor refugees** from different Asian countries (Afghanistan, Pakistan, Bangladesh) and north African countries (Algeirs, Morrocco, Egypt). Some of minors became adult, and currently they continue with higher education, have a job and therefore they continue their life in Postojna. They were all closely involved in AR project activities.

Since eighties the region is accepting **immigrants from ex-Yugoslavian area** (especially from Kosovo and Bosna-Hercegovina) and from Albania. The new emigration is based mostly for economic reasons and to unite the families that are already living in Postojna.

In 2020 Postojna welcomed also **repatriaed Slovenians** that migrated from empoverished Venezuela and **young professional footballers** that spend 3-6 month preparation period in smaller clubs round Europe.

Local NGO is regularly accepting young volunteers through **European Voluntary Service** and usually there are about 5 European volunteers living in Postojna at the same time.

All above mentioned groups were involved in pilot action, except the group of footballers. The reason that they were not involved was the epidemics, as the group of footballer left Slovenia in summer 2020.

d. Transferability of the pilot action to other regional and national contexts.

The pilot action is transferrable in national and in international context.

Main emphasises should be put on:

- few persons with experiences in working with migrants, creative thinking, think tanks, efficiency in unpredicted situations and under pressure, flexibility
- good established network of stakeholders in a local area
- persons that work in pilot action should know this network; personal connection to employees at stakeholders is advantage
- involvement of cultural mediators is preferable
- national language teavher should be involved
- business orientation consultant should be involved
- small working space is needed (small office ith comouter, printer, basic things)
- aivable space for performing the activities is necessary
- a vehicle is advantage
- giving safe space for multicultural gatherings (expertise of employees of PA)
- engaging youth workers and EVS volunteers
- giving opportunity to migrants to cocreate workshops and therefore gaining experiences for entering job market
- business orientation consultatnt

4. Future development of the pilot action in your region.

During pilot action activities and during AR trainings, migrants, local participants and representers of local and regional stakeholders in Postojna, multiple times highlighted how important it is that activities implemented by Starting point Postojna continue to be organised.

In a bit more than a year Starting point Postojna, besides covid-19 regulation challenges, became recognized and valued in the local environment. In that time we believe that we built a strong local network among locals, migrants and stakeholders – a strong base for successful functioning and future development of activities regarding migrant support; creating space for meeting and knowledge exchange between locals and migrants; acquiring new skills and experiences for migrants regarding education and labour; developing and delivering learning support for migrant pupils 1:1; and connecting local population; and migrants and representers of stakeholders in listening to each other, continuously identifying new challenges in multicultural society and creating sustainable solutions to them.

Starting point Postojna was not only identified as a local need in the future but now we can say that it was identified also a good practice towards building towards accepting, inclusive, connected society.

For this reason we are currently trying to find a structural and financial solutions which could support the functioning of this information centre even after the end of the Arrival Regions project.

- a. Progress regarding the pilot action's quantitative indicators (in reference to D.T2.2.3 – Evaluation Methodology). If you have managed to reach the original goal, please specify the main factors of your success in the Comments section. If the original goal was not reached, please specify the factors which led to the underperformance in the Comments section as well.

Indicator	Original Goal	Current Result	Comments
Number of non-EU migrants who were engaged in the pilot action	75 non-EU migrants	95+6+55+29= 185	Complete and over
Number of local residents who were engaged in the pilot action	50 participants	70	Complete and over
Number of engaged target groups' participants of non -EU migrants in the pilot action activities	<u>4 groups:</u> Asia: 20 part. Africa: 5 part. Balkan: 40 part. South America: 6 part	<u>4 groups:</u> Asia: 95 part. Africa: 29 part. Balkan: 55 part. South America: 6 part	Complete and over
Number of stakeholders involved in the pilot action	6 stakeholders	9	<ul style="list-style-type: none"> - Centre for social work Postojna - SGLŠ high school - Primary School Antona Globočnika - Primary School Prestranek - Elderly society - Slovenian association for mental health - Šent - Postojna Knowledge institute: Zavod znanje (inkubator)

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			- NGO - Youth centre Postojna MCP - Football Club Postojna (FC Postojna)
Number of participants of the language course	50 participants	55	Complete and over
Number of participants who got temporary job/got employed through the pilot Action	10 participants	11	Complete and over
Number of non-EU migrants who prepared their own business plan through the activities of the pilot action	5	6	Complete and over
Number of mentioning in press	10	16 + numerous FB mentioning on different FB sites	On the public event in September there will be at least 1 mentioning in press

b. Progress regarding the pilot action's qualitative indicators (in reference to D.T2.2.3 – Evaluation Methodology). If you have managed to reach the original goal, please specify the main factors of your success in the Comments section. If the original goal was not reached, please specify the factors which led to the underperformance in the Comments section as well.

Indicator	Original Goal	Current Result	Comments
<p>Improvement of educational performance by the participants of the pilot action</p>	<ul style="list-style-type: none"> - better command in Slovenian language – more new learnt words, better vocabulary, better grammar - more frequent attendance in school activities 	<p>Completed</p>	<ul style="list-style-type: none"> - The two Albanian pupils who engaged in learning support activity featuring intercultural mediator knew and understood more words in Slovenian language and performed better syntax in the sentences when speaking after engaging in 15 learning lessons. Their progress was observed through the regular reports of intercultural mediator and implementer of this activity and reported by the teachers from the school. Those two pupils also attended school activities more often than before. The main factors for this success is 2:2 work, presence of intercultural mediator and creating safe and accepting space for these pupils. - Better command in Slovenian language performed also participants who engaged in the business planning (Zavod Znanje), and 2 participants who implemented one professional hairdresser services and another leading art/sport workshops respectively. Those participants learnt how to deal with professional and vocational vocabulary in Slovenian language.

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<p>Acquiring new vocational skills by the participants of the pilot action</p>	<p>- gaining various new skills</p>	<p>Completed</p>	<p>- The participants who engaged in the business planning course significantly gained new vocational skills, which could then some of them also use in practice. Also, the 2 migrants who performed the professional hairdresser service and leading workshops gained important experience connected to vocational skills. That was clearly confirmed also at their school work, that they finished successfully in very short time period.</p> <p>- Participants also gained vocational skills through many workshops (for example sewing, gardening)</p>
<p>Enlargement of the social circle by the participants of the pilot action</p>	<p>- having more acquaintances and friends among local population and among migrant population compared to the time before engagement in pilot actions</p>	<p>Completed.</p>	<p>- The migrants and locals who engaged in language lessons tutoring (Spanish, Arabic, Slovenian) stayed connected.</p> <p>- The migrant and local participants who engaged in focus and public events, and in workshops, gained new connections and friendships among each other due to the meeting there or attending an activity together (migrants of different ethnic groups and different numbers years of staying in Slovenia connected among each other, as well as migrants and locals with each other).</p>
<p>Decrease of bureaucratic pressure on the non-EU migrants participating in the pilot action</p>	<p>- Successful cooperation with governmental and other stakeholders connected to bureaucratic procedures, informing them about the migrants point of view on this matter</p>	<p>Completed.</p>	<p>- By offering a support to migrants regarding their bureaucratic processes, the office gained lots of information about what presents the biggest pressure to migrants and also what the solutions could be.</p> <p>By cooperation with the Municipality of Postojna, Centre for social work and similar governmental institutions when the office was resolving those issues, we could pass the relevant information about the challenges that migrants are facing. Moreover, when</p>

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			representatives of some of the institutions such as Labour Office attended the AR trainings we organized, they searched for the solution of decreasing bureaucratic pressure on migrants together with migrants.

e. Communication activities progress

No.	Newspapers/Journals – Radio - TV	Date	Newspapers/Journals, Radio, TV
1	INFO TOČKA ZA POMOČ PRISELJENCEM - Radio 94 https://www.radio94.si/info-tocka-za-pomoc-priseljencem/	24. 6. 2020	RADIO 94
2	https://www.primorske.si/2020/06/23/zacetna-tocka-za-nov-zacetek	24.6.2020	Web and printet regional newspaper – PRIMORSKE NOVICE
3	Postojna bogatejša za informativno točko za priseljence ... https://www.rtvsllo.si/radiokoper/novice/postojna-bogatejsa-za-informativno-tocko-za-priseljence/528386	25. 6. 2020	National Radio and national web newsletter
4	https://www.postojna.si/Files/eMagazine/105/276837/Prepih%20Julij%202020c-7-20%20web.pdf	7.2020	Local newspaper
5	https://www.postojna.si/Files/eMagazine/105/303475/Prepih%20September%2021c-9-20%20WEB.pdf	8.2020	Local newspaper
6	https://www.postojna.si/Files/eMagazine/105/309987/Prepih%20Oktober%2025b-10-20%20web.pdf	10.2020	Local newspaper
7	Dober začetek projekta Arrival regions https://notranjskoprimorske.si/2020/10/dober-zacetek-projekta-arrival-regions/	2. 10. 2020	JOURNAL Notranjsko Primorske novice

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8	VOŠČILO MLADOLETNIKOV BREZ SPREMSTVA https://www.radio94.si/barvito-voscilo-mladoletnikov-brez-spremtva/	28. 12. 2020	RADIO 94
9	BARVITO VOŠČILO OD MLADOLETNIKOV BREZ SPREMSTVA https://www.postojna.si/objava/341821	28.12. 2020	POSTOJNA.SI (webpage of Postojna Municipality)
10	Mladoletniki brez spremtva polepšali praznik	stran 23, Januar 2021, 114, Letnik 15,	POSTOJNSKI PREPIH magazine
11	Dolga pot v boljše življenje	Stran 11, December 2020, Letnik 5, številka 5	Sledi življenja, glasilo društva upokojencev Postojna
	Posts on visitpostojna.si		
12	https://www.postojna.si/objava/266470	23.6.2020	Web Newsletter
13	https://www.postojna.si/objava/266472	23.6.2020	Web Newsletter
14	https://www.postojna.si/objava/271945	8.7.2020	Web Newsletter
15	https://www.postojna.si/objava/282199	16.8.2020	Web Newsletter
16	https://www.postojna.si/objava/282202	24.8.2020	Web Newsletter
	Many posts on FB Starting Point Postojna		