



CONCEPT FOR THE PROMOTION OF SOCIAL INNOVATIONS FOR THE INTEGRATION OF NON-EU NATIONALS

D.T2.2.2

Date 27.03.2020

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Pilot Area: (NUTS-Code) ITC11



1. Title of the Pilot Action Project

C.A.S.A - Cittadini Extra-UE e Accoglienza attraverso Servizi Accessibili

HOME – Extra-EU Citizens and Integration through Accessible Services

2. Main characteristics

- A. Please describe briefly the main characteristics of the pilot territory (the main demographic and economic characteristics of the region, challenges and opportunities brought by the immigration of non-EU nationals; max 2,000 characters).

Italy is lived by around 5.255.000 citizens from other countries (1.500.000 of them are EU-nationals).

Pellice Valley is part of the Piedmont Region, one of the 20 Italian administrative regions. With 4 356 406 inhabitants, Piedmont is the 7th Italian region per population. The data is quite stable even if in a slow and constant decrease due to a negative relationship new-born/death. People are mostly concentrated in Torino, its metropolitan area and in the other regional cities. Another interesting statistic is that, with 1181 municipalities, Piedmont is the second region per municipalities number and the first with municipalities with less than 100 inhabitants and less than 5.000.

Migrants living in the region are 427.911 (4th region in Italy, 9,8% of the regional population). Romania (Eu-Citizens), is the most represented country with 34% of the foreigners living in the region. Followed by Morocco (13%), Albania (9%) and less represented China, Perù, Nigeria, Ucraina, Moldova, Senegal. Other 164 countries are represented and cover 25% of foreign population. As the rest of the population, most of the foreigners are concentrated in Torino with a 31%, third city in Italy per foreign population after Rome and Milan.

Historically, Piedmont Region is one of the most economically developed Italian regions, but, due to the industrial crisis (mostly the vehicles industry), a post-industrial process is ongoing in the area.

Pellice Valley, situated in the Alps close to the French border, is composed by 9 municipality and 23.124 inhabitants.

If the population decrease in the last century is not that relevant, we can make a difference between the small mountain municipalities that lost half or more of their population, and the valley floor municipalities that kept the population or even augmented their inhabitants (Luserna S. G., Bricherasio, Bibiana).

Foreigners are 1.849 from more than 60 countries, Romanian are the first nationality (571). Extra EU nationals are 1.169. Chinese is the most represented extra EU nationality (368), mostly in Bibiana and Luserna San Giovanni, where the community is historically (from 90es) employed in stone quarries. It is interesting that the Bibiana population augmentation coincided with the migrant's population increase. Other well represented nationalities are Morocco (225), Albania (79), Nigeria (65), Perú (50). If some nationalities have an older migration process started in the 90es (Chinese, Moroccan, Albanian, Peruvian), confirmed by a strong community, other nationalities were almost not represented 10 years ago (African countries, war countries).

Municipality	Population	Foreigners	% Foreigners	Extra EU	% extra-EU
Luserna S.G.	7.248	771	10,64 %	522	7,20 %
Bricherasio	4.616	171	3,70 %	82	1,78 %
Torre Pellice	4.587	435	9,48 %	298	6,50 %
Bibiana	3.463	388	11,20 %	236	6,81 %
Villar Pellice	1.069	24	2,25 %	12	1,12 %
Angrogna	863	19	2,20 %	3	0,35 %
Bobbio Pellice	545	25	4,59 %	12	2,20 %
Lusernetta	496	9	1,81 %	2	0,37 %
Rorà	237	7	2,95 %	2	0,84 %
TOTAL	23.124	1.849	8,00 %	1.169	5,06 %

Data: 01/01/2019 ISTAT

If we look at the statistics, foreigner's presence in Pellice valley (8%), is less than the regional average, but higher compared to rural areas average. Foreigners are mostly concentrated in the bigger valley municipalities with more job opportunities and better connections to Torino and Pinerolo.

In conclusion, non-UE nationals presence is a rather new phenomenon in Pellice valley composed by two migratory waves in the 90es (mostly economic) and after 2011 due to the so called "North Africa Emergency" (more humanitarian).

They contributed to a certain stabilization of the local population rate and to an economic fabric support, but at the same time it is a challenge for the integration, especially in job and education.

B. Please describe your pilot action idea? (max 1,000 characters).

After a confrontation with the key players in the migrants reception in Pellice valley, GAL EVV has identified a difficulty in accessing society especially when non-EU citizens have to deal with fiscal bureaucracy, household management (bills, service contracts, rent, etc.) and labour documents (contracts, pay slips, etc.). Following these reflections, GALL EVV identified the following actions to promote non-EU nationals access to the society:

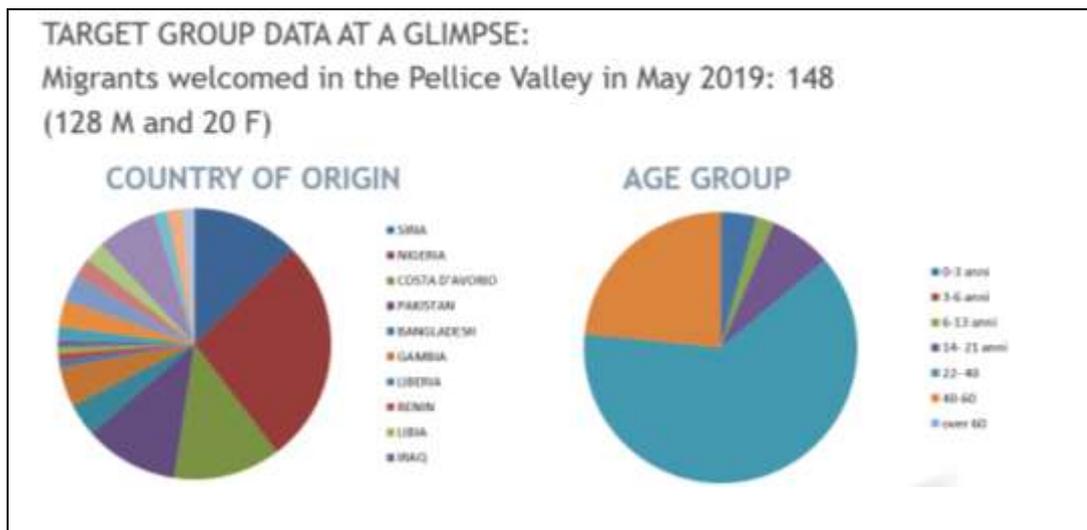
- Provide local services providers helpdesk operators with skills to interact with migrants needs (cultural mediation), by building a network of “operators”, train them, support them in everyday tasks and help them solve specific issues (tutoring), assessing operators needs and difficulties encountered.
- Support migrants and house owners in house renting providing guarantees to the owners

The main idea is to use services already present in the territory and operated by desk operators supporting those professionals in the relationship with non-EU nationals with trainings and cultural mediators help.

C. Please identify and describe the groups of non-EU nationals that are targeted by the pilot action / expected to benefit from the pilot action (max 1,000 characters).

Non-EU nationals are not the first pilot action target, they are considered beneficiary. Beneficiaries are migrants already residing on a rural territory accessing society and trying to integrate in it. This target group will be involved during the piloting phase both as “test” for desk operators and for collecting their needs. The idea is to identify one or more beneficiaries contact persons, i.e. persons belonging to migrants’ communities who can properly address other migrants to the service they need. They will receive some on demand trainings on bureaucracy issues.

All 1.169 non-EU nationals living in Pellice valley could be involved in the pilot action. Anyhow, the most targeted non-EU nationals are the ones coming in the last years without a national community already on the territory. Those people do not have family members already living on the territory that can help them in the access to the society (bill payment, service contracts, rent, etc.). Those people could feel lost in a new place where they do not know many people and the public services system. The pilot action can be a good support for them to find a way to solve their problems, to access to boreoarctic activities and therefore, to start their integration in the society.



D. What are the goals of your pilot action? (min. 3 goals).

- Design a pilot action responding to real needs
- Build a stable network, sharing knowledge and competences
- Rely on services already existing (no need to set up a new service that could become unsustainable)
- No need to train operators on technical topics (it's their job) but provide them with skills to deal with migrants' needs
- The pilot action duration grants a large number of cases to be addressed, creating a know-how and empowering local operators, who will then be able to solve problems after the on demand tutoring is completed.
- The model can be easily transferred to other contexts and services.
- Testing of new and current guarantee approaches for house access

3. Pilot Methodology

A. Please provide a justification why your pilot action can be seen as a social innovation (please refer to the Transnational Strategy; max. 2,000 characters)?

Pellice valley pilot action is something new for the valley and try to answer to real needs. In general terms, such ideas aren't new. There are in other realities intercultural support for operators and "guarantee funds" for house renting (both for migrants and locals). The idea is the implementation of known solutions to a new social context.

Desk operators are well prepared on their tasks, but they have difficulties in cultural mediation. The project will help them with a combination of training,

tutoring and on demand tutoring. If, maybe, some of them already got some training on such a theme, they never had someone, a cultural mediator, supporting them in the relationships with migrants (but with locals too). For the first time they will have a relationships support added to the normal technical one.

Concerning the “house guarantee funds”, we know that in the pilot area there aren’t such funds. Anyway, there are funds in the region that can be used in the area. They have only to be well known and to be implemented by a guarantee fund in the pilot area.

B. Which recommendations of the Transnational Strategy will be tested in the pilot action (please refer to Chapter 4 of the Transnational Strategy; max. 2,000 characters)?

- Strengthen intercultural competences and promote integrative measures.

The project support desk operators working with the public with three trainings on intercultural dialogue, social innovation and networking, migrants economy. The cultural competences will be strengthened during the tutoring period by the confrontation with the cultural mediators, that will help the operator “on the field” with real cases.

- Support and popularize the tools designed to strengthen social competencies (e.g., innovative lecture plans, active learning methods, educational materials, videos, exhibitions or guides).

The project will identify main thematic sections (household, labour, health, etc.) and share needs raised during the piloting with infographics and/or visual material on “how to read a bill”, “how to read a pay slip”, etc. This could be shared with target groups, beneficiaries and on a project common platform.

- Create convenient housing conditions for asylum seekers

A house renting guarantee fund, could facilitate relationships and dialogue between migrants and local population, promoting a sense of trust for migrants (but in general for people with social issues) and an intercultural dialogue strengthening.

C. Please provide a brief SWOT-analysis of your pilot action idea? (please provide the answers in the form of bullet points).

<p>Strengths:</p> <ul style="list-style-type: none"> • The project will form professionals, it will only increase their skills. • A good organization network already working on migrants integration • A community already used to interact with foreigners 	<p>Weaknesses:</p> <ul style="list-style-type: none"> • Economic bodies are difficult to involve • Stakeholders organizations employees turnover • If the network is not heterogeneous enough, the action could be incomplete
<p>Opportunities:</p> <ul style="list-style-type: none"> • Some guarantee funds are already presents in the region • The action is not only train, it creates a more solid social base. 	<p>Threats:</p> <ul style="list-style-type: none"> • Front desk operators willingness to actively participated is not assured

4. Stakeholder Involvement

- A. Please summarize briefly how external stakeholders are going to contribute to the pilot action (max. 1000 characters). Please also specify whether and how migrant representatives had an opportunity to impact the pilot concept.

Main actors involved in this pilot action are local service providers operators (and their managers/colleagues) active in following areas: job placement, health and social services, real estate, local administrations, public offices, fiscal support, etc. This target group will be directly involved in the actions. They will follow three specific trainings in parallel to the pilot action and they will be supported by cultural mediators in the migrants' support to help them in the bureaucracy understanding and to channel them in the right office. The external stakeholders have a core role in the action.

As migrants are mostly the action beneficiary, their representatives will be directly involved in the pilot in a second phase to involve the migrants' community in the action testing.

- B. Who are the members of the regional stakeholder alliance (please only provide details on external stakeholders)? Please enter their data in the table below:

#	Institution name in original language	Institution's English name	Category*	Main field of activities of the institution
1	Liceo Porporato di Pinerolo	"Porporato" high school of Pinerolo	Educational body	Education
2	Cooperativa Crescere Insieme "Cas Pinerolo"	Cooperative Grow Together "Cas Pinerolo"	Social Cooperative	-Care services (young, elderly and sick) -Migrants reception
3	Cooperativa Sociale La Dua Valadda	Social Cooperative "La Dua Valadda"	Social Cooperative	-Care services (young, elderly, sick) -social training
4	Comune di Torre Pellice	Torre Pellice municipality	Local Public Authority	-Services to residents
5	Diaconia valdese	Waldensian Diaconia	non-profit organization/ ecclesiastical body	-Care services (young, elderly and sick) -Migrants reception

*) Please choose: local public authority / regional public authority / national public authority / NGO / educational body / research institution / SME / large business / other

*) Please note that sub-branches of institutions should only be indicated if they have a own legal personality (e.g. do not enter data about other branches from within your institution)

C. Which activities will be carried out by the members of the local stakeholders' alliance? (max 1,000 characters)

The local stakeholders alliance members are institutions willing to have a key role in the pilot action.

Their role is mostly to:

- Inform and directly involve other stakeholders in the action
- Actively participate to the action with their desk operators
- Organize meeting together to check the pilot progress
- Promote the action and the project on their website and social media
- Collaborate with GAL EVV in three local community events organization

5. Pilot Action Work Plan

A. Please briefly describe the activities in the different phases of the pilot action. Please focus on local activities and try to give quantitative information.

Phase	Main activities (max 5 bullets points per period)
Launch phase (until July 2020 - to be reported in the Launch Report by September 2020)	<ul style="list-style-type: none"> - Pilot action presentations - Stakeholders alliance signature - Tutoring preparation
Main phase (until the end of 2020 - to be reported in the Interim Brief by February 2021)	<ul style="list-style-type: none"> - Direct mentoring and on request mentoring - Migrants community involvement - On demand trainings for beneficiary - Infographic and visual material creation - Testing of new or current guarantee approaches for houses access
Final phase (to be reported in the Pilot)	<ul style="list-style-type: none"> - On request mentoring - Three local community events

final report by September 2021)	<ul style="list-style-type: none"> - Infographic and visual material sheering - Testing of new or current guarantee approaches for houses access
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- B. How will local events (see AF, Activity A.C.5 - three local events per pilot area) flank the implementation of the pilot action? Which target audiences will be addressed and which outcomes are anticipated? (max 1,000 characters)

Three local community events will be organized during the pilot action and after its conclusion. The idea is that larger local public is involved to get to know the pilot action, to understand the cultural dialogue importance and the opportunities given by non-EU national access to society, especially in a rural area. Local stakeholders, especially members of the alliance, but in general who participated to the action (training and tutoring), will be directly involved. Local events could be divided in a more explanatory part on the carried-out activities and another part, maybe involving directly non-EU nationals, more interactive with the public to promote intercultural dialogue and openness.

- C. How are WP T1 training seminars integrated in the pilot concept? Will those carrying out the pilot action participate in the trainings? (max 1,000 characters)

Trainings are a fundamental step for the pilot action implementation. Members of organizations participating to the trainings, are supposed to be the same that will be followed by cultural mediators during the pilot action.

Training is a preparatory step to give desk operators key tools to support non-Eu nationals coming to their offices and to be supported by cultural mediators in their tasks. Trainings are also a good moment to think about job relationships with migrants and to share good practices, problems, situations with other operators working in a similar or in different fields. A thematic trainer will help them in the learning process and will lead discussions on between participants.

6. Resources

- A. Please use the tables below to give an estimate about the resources to be spent for your pilot action. Please include in the two tables also those resources that are not co-financed by the Arrival Regions project. Please check the application form in order to check the foreseen budgets for planning and implementation of the pilot actions.

- a. Personnel

#	Name of the person and her/his position	Average weekly hours to be dedicated to the pilot action	Period (from month to month)
1	Gardiol Susanna, Director	1h	May 2020 – September 2021
2	Nilsson Susanne, Project Manager	4h	May 2020 – September 2021
3	Baltieri Remy, Communication	4h	May 2020 – September 2021

b. External services

#	Description of the external service necessary	Approx. value (€)
1	Cultural Mediators	39.500 € + VAT

- B. Will there be other financial resources invested that are not financed by the Arrival Regions project budget (including personnel resources not financed by the project)? If yes, please describe briefly.

Among GAL EVV staff, two other human resources are contributing to the project and the pilot action. An administrative manager and a secretary are supporting the project team.

7. Sustainability

How could your pilot action be continued when the Arrival Regions pilot phase has terminated? Which durable outputs are you expecting? (max 2,000 characters).

Pilot action main objective is to start a virtuous process in the pilot area that can change mentality and prospects in organizations and especially in desk operators. The idea is that the action could be transferred to other contexts/services in the territory and elsewhere.
Needs raised during the piloting will be shared with infographics and/or visual material on “how to read a bill”, “how to read a pay slip”, etc.

Materials will not only be charged on a project common platform, but also spread inside the organizations participating to the piloting. This will help the durability of the action because there could be a spread among operators that couldn't participate to the activities and to the new ones that will start to work on the field after the end of the project.

Concerning the guarantee found, ideally will continue to run thanks to auto-refund and by local public authorities and private bodies involvement.

To help comprehension and durability, step – by – step guidelines on how the pilot action has been built and can be transferred to other contexts/services will be prepared. It will help organizations to understand the importance and to continue the action after the project end.