

Arrival Regions

D.T2.5.2

PILOT FINAL REPORT:

Luserna San Giovanni

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Pilot action: HOME – Extra-EU Citizens and Integration through Accessible Services

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1. Short description of the activities implemented in 2021.

The CASA (HOME) pilot action was developed on the territory of 9 Pellice Valley municipalities with some activities in Pinerolo and Turin, as service cities for the pilot action territory.

The help desk operators of 30 offices were involved in order to improve the services addressed to non-EU citizens.

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 assumption is that operators are familiar with their work but may have difficulties from a cultural-interaction perspective. If necessary, cultural mediators were involved for additional linguistic and cultural support to the operators.

The activities started in September 2020, after contacting the offices, during summer 2020, to explain the project and how to get involved.

In total, operators were supported for 405 hours and non-EU citizens for 225 hours. In addition, there were 175 hours of cultural mediation. There was an increasing demand for tutoring hours in the early stages of the action, with a subsequent decrease as cultural mediation hours increased. This is a positive fact because it proves an increased independence of the operators after the initial support phase. However, the hours of cultural mediation, on the other hand, represent a useful tool for the offices that can hardly be replaced by increased skills of the operators.

At the same time, an analysis of the housing services for foreign citizens was carried out, showing a lack of guarantee funds for access to housing on the territory. As there was no possibility of setting up a guarantee fund during the project's duration, useful information was collected to inform non-EU citizens about access to housing. In addition, a document was prepared presenting the various existing possibilities for setting up a housing fund (revolving fund, financing between private individuals, Peer to Peer Lending, Mutual Aid Society). The Mutual Aid Society seemed to be the best option outside direct public intervention. This document will be shared with organizations that could take in account this kind of action.

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

Main activities implemented:

- Meeting with stakeholders and extra-EU citizens
- Tutoring activities for helping desk operators and migrants
- Cultural mediation in public offices
- Video and written documents preparation for public offices and migrants
- Analysis of current house access and rental guarantee programs for non-EU citizens

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

Two main kinds of difficulties has been encountered throughout the project:

1. Contact with offices and networking
2. Difficulties related to the Covid 19 pandemic

1. Initially, it was difficult to involve the offices in making contacts and making them understand how they could have a tool to improve and facilitate their work.

In the first period, networking was very intense and the reaction of the offices was lukewarm. Nonetheless, after the experimentation of the first tutoring and the first good results, the offices started to ask for support from the project with increasing intensity.

2. The pandemic had a strong impact both on the work of offices, generally open to the public, which had to find new ways of carrying out their service, and on the project, which also had to reorganize its activities.

When access to the offices was not possible, tutoring was carried out by telephone or telematically. Alternative support tools to "face-to-face" tutoring, such as infographics, were also created to provide operators with tools for action.

Regarding migrants, numerous interventions were carried out to support access to online services, which became a valuable communication and processing tool when offices were difficult to access.

Some services such as schools and health services were overloaded with the reorganization of their activities and in many cases the issues addressed by the pilot action took a back seat to other priorities.

The most important difficulties were:

- Difficulty in involving some public bodies (post offices, social security institutions);
- Difficulty accessing offices and helpdesks;
- Interruption of school activities and consequently of requests for mediation between parents and teachers;
- Interruption of face-to-face interviews, especially in the social-health sector;
- Difficulty of beneficiaries in the transition to the use of digital tools.

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).

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 dealings with 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.

We believe that this new awareness, although in a short period of time, can improve 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.

b. Involvement of local stakeholders in the pilot action.

45 offices of 41 organizations were involved in at least one direct project activity (workshop, training, pilot action).

The stakeholders involved come from different sectors, both private and public:

- As for public organizations, various bodies were involved (municipality registry office, post office, social services, counselling centre, hospital, family doctor, library, court).
- With regard to business representatives, mainly labour advisory services (trade unions, pension) and real estate agencies were involved.
- Concerning civil society, mainly organisations related to the reception of migrants, voluntary associations and the press were involved.
- Finally, schools and training institutions participated.

In conclusion, stakeholder engagement was quite broad, allowing the pilot action to involve very different sectors.



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

The addressed target groups were:

- the officials and operators of public and private offices that deal with services to the citizens
- the foreign users who need guidance and support in interacting with them.
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Concerning the first target group, 30 offices were involved in the pilot action, receiving support by tutoring and/or cultural mediation. About 1 or 2 employees per office were

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active for each office and, considering the transfer of skills between colleagues, a direct or indirect impact on at least 50-60 operators can be estimated.

Concerning the second target group, 53 people from non-EU countries were directly involved in the pilot receiving support directly by the tutor or in the offices.

The first group is composed as follows:

- Public bodies (municipal registry, post offices, schools, libraries, hospitals, prefecture, police headquarters);
- Territorial services (social services, anti-violence centres, reception centres for asylum seekers);
- Private entities (real estate agencies, employment agencies, banks).

The second group is, in terms of origin, divided as follows:

- North Africa region (prevalence of single men / boys);
- Middle East Region (prevalence of households);
- Pakistan-Bangladesh region (both single men / boys and couples);
- Eastern Europe.

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

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. The lack of refresher and training programs on these issues makes the pilot action useful in fostering a better service for migrants willing to integrate in the territory and who have to overcome bureaucratic obstacles.

Much of the material prepared during the pilot action could be easily used in another territory by referring to national laws and procedures.

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

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

In August and September, with the support from the project tutor, there will be a sort of handover from the project to the offices to enable them to continue their work independently.

In addition, a support document is being prepared for the operators that will bring together some relational tips, infographics, and a sort of map of services in the territory that may be of interest to foreign citizens.

Possible projects are being studied by the CSD (the entity that followed the pilot action), which would help the perpetuation of activities on the territory.

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

- 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 tutoring hours for helpdesk operators/organizations	400	405	
Number of organizations whose employees/helpdesk operators received tutoring	15	30	
Number of tutoring hours for migrants	230	225	
Number of migrants involved in pilot action activities	50	53	
Number of migrants who are informed of a rental guarantee opportunity	25	0*	
Number of intercultural mediation hours	100	175	
Number of people informed about the pilot action	500	579	

*The analysis made by the project underlined that in the rural area there are not guarantee funds for the non-EU citizens target group. It was not considered useful or feasible to start a process of creating a specific guarantee fund. however, information work was carried out for citizens from non-EU countries to inform them about access to housing and social housing.

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
Helpdesk operators' satisfaction by tutoring	Average grade = 8 (on the scale from 1 to 10)	8,6	
Migrants' Satisfaction by tutoring	Average grade = 8 (on the scale from 1 to 10)	9	
Satisfaction by intercultural mediation activities	Average grade = 8 (on the scale from 1 to 10)	8,5	
Level of Stakeholders' involvement	min 60% of stakeholders included in stakeholders mapping are actively involved in pilot action and plan to continue it after the end of the pilot period	65,22%	

e. Communication activities in progress

No.	Newspapers/Journals – Radio - TV	Date	Newspapers/Journals , Radio, TV
1	"Arrival Regions si presenta"	22/01/2020	L'Eco del Chisone
2	Gli stranieri del territorio si trovano a "Casa"	04/10/2020	Le Valli
3	"Workshop online per giornalisti della val Pellice e del Pinerolese"	16/04/2021	Riforma and Associazione Carta di Roma
4	Project and pilot action presentation on the webinar "Development, turism, respect and value of differences" of "Territori in Movimento" project	30/07/2021	Confcooperative Piemonte Nord social pages