PROGRAMMA EUROPA PER I CITTADINI

Europe for Citizens

Project is implemented with financial support from the European Commission.

REACTivating European citizenship

REACTivating European citizenship

the handbook

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Preface

This Handbook is the final product of REACT Project, realized in close and fruitful cooperation with all project partners. Our partnership has been representing different approaches with a plurality of territorial perspectives that include all areas from the Mediterranean and the Balkans to the northern Europe, with an additional focus on candidate countries like Albania that is living a new and inverted dimension of migration compared to other European realities.

The main goal of the Handbook is to provide 'lessons learned' and good practices drawn from the experience of Municipalities and associations in all partner Countries. The Handbook's parts are based on the outcomes of eight transnational meeting hosted by project partners and the great work done in each country by the local teams. The first part briefly presents the project and its main activities. The second part describes the main results of the survey including young people point of view on European citizenship, integration of migrants and ethno-cultural discriminations. In the third part of the handbook there are some significant good practices, as concrete examples from different areas of immigrant integration, that have been collected by local teams and presented during the transnational meetings.

According to international scientific literature, a good practice must meet precise requirements, which are: effectiveness in achieving expected results, sustainability and efficiency over time, innovation, ie the ability to produce new solutions or to re-interpret solutions already experimented in a creative way, reproducibility in other geographical and / or sectoral contexts, mainstreaming, ie the presence of concrete elements that can contribute to the reformulation and improvement of sectoral and planning policies, and the availability of information in a clear, homogeneous, reliable and concise form.

"Good practices" for migrants are a fundamental part of social policies because they contribute significantly to the construction and maintenance of current and future social cohesion. Moreover, these must be framed within the framework of welfare typologies, such as those of southern Europe, which have an increasingly localistic tendency comparing to those of northern Europe. This difference also emerged during the REACT meetings: Italy and transit countries such as Greece and Croatia are dealing with emergency and more difficulties in managing the receiving system of migrants, while in France, Belgium and Sweden social and immigration policies seem to be more cohesive.

At the same time, a common aspect has emerged in all the countries involved in the project, the fundamental and complementary role of associations and NGOs who are increasingly supporting local authorities. The main areas of their intervention have been: language and other training courses; informative services useful for a positive inclusion in the hosting society (rights and duties, opportunities for

integration and personal and community growth); knowledge and promotion of cultural, social, economic and religious expressions of foreign citizens and any information initiative on the causes of immigration and prevention of racial or xenophobic discrimination. The activities implemented by associations and NGOs have been supported by public funds from national governments and the European Union, as the AMIF funds (Asylum Migration Integration Fund), the ESF (European Social Fund).

In conclusion, we want to thank all the project partners for the work done and wish you all a pleasant reading.

ANCI Abruzzo – Lead partner of REACT Project

The President, Mr. Luciano Lapenna

The Director, Mr. Massimo Luciani

The project

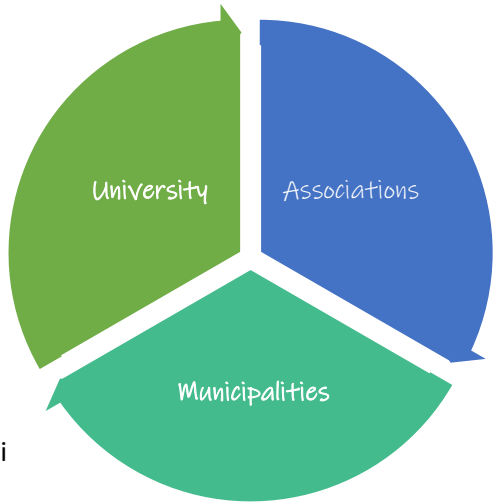
REACT project has been planned starting from previous cooperation between some of the partners and taking inspiration from experiences and good practices implemented at local level in different European cities.
The core idea was to develop an international cooperation on issues of citizenship, ethnic stigma reduction, integration & intercultural dialogue creating a first nucleus of a thematic network that would expand over time to new partners, establishing forms of long-lasting cooperation and strengthening the interaction between cities and the EU institutions.

Project goals

- Creating a network of cities from different EU countries in order to develop shared approaches on integration of migrants supporting the "European Agenda on migration" (2015).
- Fighting ethnic stigma by building counter narratives

Our partnership

The REACT consortium is made up of eleven partners representing three different typologies: municipalities, associations/non profit organizations and a university. The choice to include, both practice and knowledge partners, those with less experience and others with long-standing tradition in integration of migrants, partners that had already worked together with others completely new in the programme implementation, was deeply reasoned and functional to the project aims.



- ANCI Abruzzo - Lead Partner (ITALY)
- Municipality of Breznički Hum (CROATIA)
- Municipality of Durrës (ALBANIA)
- Municipality of Gornja Rijeka (CROATIA)
- Municipality of Katerini (GREECE)
- Municipality of Wattrelos (FRANCE)
- University “Aleksander Moisiu” Durrës (ALBANIA)
- Coompanion Östergötland Ekonomisk Förening – CÖEF (SWEDEN)
- European Centre for Economic and Policy Analysis and Affairs – ECEPAA (BELGIUM)

- European Development and Educational Research Association – EDERA (ITALY)
- Emigration Immigration Integration in Europe – EIIE (FRANCE)

Our methodology

Multi-stakeholders approach focusing on strong partnership between Local Authorities and non-governmental organizations.

Target group(s)

Young people (both native & foreign or second-generation immigrants) mainly high school students, but also academics, workers, members of associations and local groups.

Our target groups have been involved through:

- Existing local/national networks in each country (municipalities, schools and other educational agencies, associations, NGOs);
- Different tools such as preparatory meetings, newsletter, social networks, each PPs website, mass media, etc.

Project activities

Activities have been performed both at local and EU level

LOCAL LEVEL

Local teams (LT) analyzing the current situation and gathering good practices of integration and intercultural dialogue

EU LEVEL

8 transnational events focusing on:

- Comparison of experiences and gathering good practices;
- strategies for ethnic stigma reduction & promotion of intercultural dialogue at local level;
- forms of long-lasting cooperation and strengthening the interaction between cities and the EU institutions

Local meeting with stakeholders in Pescara (Italy)

Meeting in Durres (Albania)

AT LOCAL LEVEL, project partners have activated local networks including representatives of private and public stakeholders with a special attention to young people. They have worked together preparing activities and materials to be discussed during each one of the transnational events.

Meeting in Durres (Albania)

The groups created at local level had an active role during the transnational events because they participated and gave their contribution to analyze the specific issues linked to the project main theme and prepare presentations to share.

Presentation of experiences of integration in Norrköping (Sweden)

Young people from local teams had the opportunity to present the situation of their country/city on the specific event's theme, good practices implemented and to confront with others on the issues of

the Rights and Duties of Citizenship, at national and EU level.

Presentation of young people from CoNNGI Association (National Coordination of the New Italian Generations)

Meeting in Rome (Italy)

Young people from ActiJean Association presenting their activities during the transnational meeting in Wattrelos (France)

At **EU LEVEL**, activities have been planned in order to give each partner the opportunity to be protagonist of the process, coordinating the transnational event in his country. For this reason, transnational events have been organized in all partner countries.

In each of our transnational events, we dedicated an introduction to *the Europe for Citizen Programme*. The same strategy was used in the local meetings.

Kick off meeting in Pescara (Italy)

Transnational events

Kickoff meeting – Pescara (Italy) 10 & 11/05/2017

2° meeting – Wattrelos (France) 12 & 13/07/2017

3° meeting – Glavić (Croatia) 24 & 25/10/2017

4° meeting – Rome (Italy) 10 & 11/01/2018

5° meeting – Katerini (Greece) 19 & 20/04/2018

6° meeting – Durrës (Albania) 05 & 06/06/2018

7° meeting – Norrköping (Sweden) 12/ & 13/09/2018

8° meeting – Bruxelles (Belgium) 20 & 21/11/2018

Meeting in Katerini (Greece)

Each event has been articulated in two days and attended from partners, local stakeholders and civil society representatives.

Each event had a BASIC STRUCTURE, including: public workshops – plenary sessions, meetings with local stakeholders, internal planning sessions – working groups, study visits. This structure, previously agreed between partners, have been really appreciated because represented the opportunity to connect and integrate both local and European level.

Transnational meeting in Wattrelos France

Policy makers (at local, regional and national level) were constantly invited and participated in the meetings. They showed a great interest for the project activities and outcomes.

Meeting in Glavić (Croatia)

Public workshop in Rome (Italy)

Plenary session in Durres (Albania) – University "Aleksander Moisiu"

At EU level, a **SURVEY** was carried out from partners in order to create further opportunities to include the youth's point of view about the European citizenship, the integration of migrants and the ethno-cultural discriminations as far as to contribute to the restoring of a wide concept of European values and human rights.

Planning sessions and working groups on survey design

Working groups in Croatia – Transnational meeting

Working session in Pescara – kickoff meeting

Events have generally been focusing on: current immigration situation in each Country, legal principles of national citizenship and European citizenship - rights and duties in every country, strategies for integration of migrants, refugees and asylum seekers; ethnic stigma reduction & promotion of intercultural dialogue at local level; social services implemented from municipalities integration in the educational system.

Study visits to the receiving centers contributed effectively in sharing experiences and models used and implemented in each country, partners with less experience in receiving migrants could learn from those with longer and larger experience.

Study visit to the Immigration center "Porin" in Zagreb (Croatia)

Study visit to the Immigration center of Kato Milia Hospitality Settlement (Greece)

During the transnational events, local teams have also presented the good/best practices in each country, analyzing the key elements that could be transferred and widespread at European level.

Project Results

REACT European Network

The main result of REACT project is the creation of a thematic network between partners coming from 7 EU countries. A strong interaction and cooperation has been developed and this facilitated an effective sharing of experiences, ideas and practices implemented locally. A specific space has been created in the project website and Facebook Page "JOIN OUR Partnership" for Municipalities/organizations that share the same interest and are interested to cooperate with REACT consortium.

Active and Multi-Level Participation

There has been a successful participation to the project activities from partners, local stakeholders, young people (both native & foreign or second-generation migrants) and decision makers.

The bottom-up model used from PPs for their activities, made participants have an active role in the project experiencing a Europe closer to its citizens. Young people were protagonists of the international survey realized during the project and provided their

point of view on issues like EU citizenship, multiculturalism, intercultural dialogue, sense of belonging.

Increased knowledge and shared experiences

Project partners increased their knowledge and awareness on the measures to receive and integrate migrants, asylum seekers and refugees, undertaken by municipalities and NGOs in different EU countries. They could observe concretely many of the measures implemented by local authorities.

Fostering dialogue between local level and EU institutions

EU MEPs have been invited in the final meeting in Brussels. They participated and showed a great interest on the project activities and results.

Added value has been the contribution of young people in Durrës (Albania): the experience of return migration they are living and the integration strategies the cities are implementing offered a new perspective on migration issues.

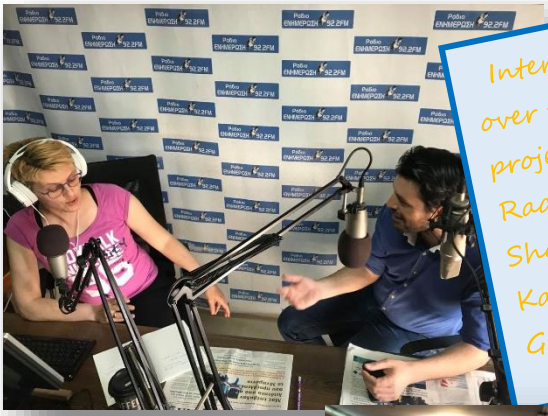
Students of "Aleksander Moisiu" University presenting the results of qualitative interviews in Albania

Dissemination activities

Our dissemination strategy has been designed to afford maximum spread throughout the partner countries and to provide the basis for the further development and sustainability of the project. In every

transnational meeting we reserved time to discuss about it and organize dedicated initiatives at local, national and EU level.

Different Local dissemination events have been organized, in all partner countries. Some examples are showed below.



Interviews over the project in Radio Talk Show – Katerini Greece

Presentation of the project during a National Conference on Immigration in Marche Region – Italy

For more details or to join our partnership

website: **www.reactcitizen.eu**

Facebook: REACT project

E-mail: **info@reactcitizen.eu**

The survey

Introduction

The survey has been designed in order to give a scientific support to the project implementation. The idea came from the project partners during the transnational meetings while comparing the different national and local migration policies, as well as good practices in each country.

We meant to create further opportunities (virtual and in presence) to include the youth's point of view about the European citizenship, the integration of migrants and the ethno-cultural discriminations as far

as to contribute to the restoring of a wide concept of European values and human rights.

This issue is strictly tied to the necessity to focus the attention on the human rights - as Alain Touraine argued in his last book (2017) because human rights should be related to social relationships, rules, laws, economy and the concept of State.

We are living in a critical period where migrant issues are often used as a "scapegoat" for real social problems: economic crisis, security, corruption, the crisis of the social European model. According to the French sociologist the social is dead, because the traditional social classes and their relationships don't exist anymore. This is the theoretical framework where our survey purpose fits in.

The investigation was carried out in the seven countries involved in the project: Italy, Greece, Albania, Croatia, Sweden, France, Belgium, Germany. In total, 650 young people have been interviewed from the project partners.

An online survey tool was specifically created for this purpose and all partners promoted it locally in schools, universities and youth centers in order to involve as more students as possible to fill in the questionnaire. All questionnaires were collected from November 2017 to October 2018.

Our initial purpose was to collect approximately 50 questionnaires in each country partner, but the participation of young people was different from country to country; we had a greater feedback from young people in Albania, Italy and Greece.

Also a qualitative survey was conducted in Albania with young people coming from families with migration background. We took in consideration the fact that Albania is facing another kind of migration which we can call the re-entrance of migrants.

As a consequence of the European economic crisis in 2008, Albanian citizens who migrated after the 90s, mostly in Italy and Greece, are coming back in their country of origin after approximately 17 – 25 years of migration. We are looking at this phenomenon with special focus on their children, who are born and grown up in Europe but now they have to face the integration to the country of their parents.

With the objective to find out how these kids are fronting social integration in an unknown society, we used the qualitative method by conducting 13 interviews with emigrants' children from 13-19 years old in different areas of Albania.

The main results of the survey are presented in line with the scheme of the questionnaire: the socio-anagraphic and education data related to the survey sample, then the sense of participation and the sense of belonging of the youth. In the last two paragraphs the issues of integration and discrimination are deepening.

1. European Union

One of the main features of the EU since the late 1990s is the freedom of mobility. EU Member States achieved this goal after having transposed their national policies into common restrictive and defensive admission policies in relation to potential immigrants (economic migrants, family migrants and asylum seekers) from non-EU countries. They made a complementary process, which foresaw a set of legislative measures: the new members had to build legislation and institutions in conformity with established EU-policies in this domain.

However, the path has not been easy, because within the EU Countries political position against the integration of migrants raised and the final outcome of these dynamics are the "Fortress Europe policies". During the last decade, Western European countries have furthermore increasingly "uploaded" their cultural integration requirements for new Third Country immigrants in EU integration policies, thereby making these policies assimilative in nature and selective for immigration. "On the other hand, the EU created a fundamental right to move and settle within the EU area for EU-citizens (and for long-term Third Country Nationals of its Member States - TCN).

Moreover, for specific categories, such as students in higher education, the EU has actively promoted such mobility. The *free movement area* in the EU counts 28 countries now – i.e. before Brexit - with a total population of more than half a billion inhabitants. Of these, about 10% are born outside their country of residence.

An increasing part of these immigrants are “internal EU-migrants”: approximately 40% in 2014.

The financial and economic crisis since 2009 has reinforced the dominance of intra-EU migration (Sachverständigenrat, 2013)” (Penninx, 2017, p. 38). This situation coexists with the growing inclination of the European countries to protect their labor markets and welfare systems, through the claim of their sovereignty, e.g. borders control and access limitations. But on the other hand there is a wide demand of low-skilled, seasonal and unskilled workers[1].

Indeed, migration policy lies at the core of European integration. An efficient migration policy focuses on social cohesion, protecting people in need and ensuring legal ways for them to enter Europe. A well-managed policy on legal migration, as well as effective integration measures are essential because can make migrants really contribute to the growth of our economy and participate as EU citizens.

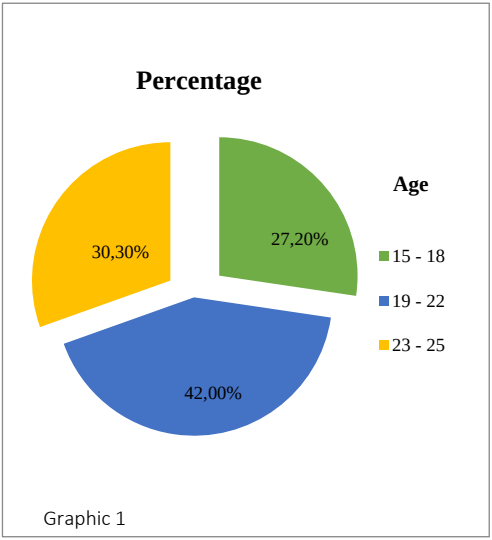
[1] The immigrant labor force is an essential component of total labor supply in the main European countries: according to official data provided by EUROSTAT, workers with foreign citizenship represent on average 9,3% of the workforce in the countries of in 2013. In addition, despite the impact of the crisis on labor markets, which saw immigrant workers among the most affected categories (Awad, 2009, Fullin and Reyneri, 2013, Koehler, Lazcko et al., 2010; Martin, 2009 Urso and Schuster, 2013), the persistent need for new inflows of workers from abroad seems not to fall, given the demographic dynamics towards a progressive aging of the European population and the forecast of important unmet needs in specific sectors and segments of the labor market, both for higher and lower levels of qualification

According to Eurostat (2017), a total of 4.7 million people immigrated to one of the EU-28 Member States during 2015, while at least 2.8 million emigrants were reported to have left an EU Member State. Over the last decade, intensity of immigration flows varied. About 3.7 million people immigrated to one of the EU-28 Member States during 2006.

In 2016, there were 35.1 million people born outside the EU-28 and living in an EU Member State, while 19.3 million people were born in a different EU Member State than the one they were residing in.

The number of people residing in an EU Member State with non-EU citizenship was 20.7 million, representing 4.1 % of the EU-28 population. In addition, 16 million EU citizens were living in a EU Member State different from the one they are citizens of. In absolute terms, the largest number of non-nationals living in the EU Member States on 1st January 2016 was in Germany (8,7 million), United Kingdom (5,6 million), Italy (5 million), Spain (4,4 million) and France (4,4 million). Non-nationals living in these five Member States collectively represented 76 % of the total number of non-nationals living in all of the EU Member States.

Description of the sample



Graphic 1

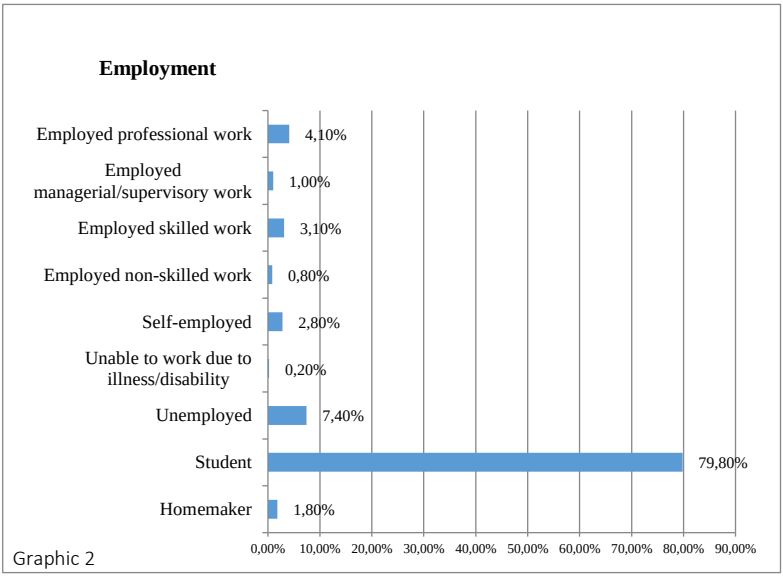
The "new generations" of foreigners have a strong resemblance with the new autochthonous generations, they live in the same cultural climate and they are "digital and intercultural natives".

Besides the similarities, there are also many differences: living conditions, linguistic pluralism, religions, expectations, motivations, migratory project, life projects. Analysing the social dynamics of young people with migration background it is fundamental to adopt both an holistic approach, which considers the many factors at stake, and a dynamic approach that considers not only the condition but the hole process, based on the agency of the subject (capability to decide and act in light of structural and cultural conditions)[2].

The majority of respondents are women (59,5%), while the men represent 39,3% of the total; 1% answered other.

[2]Understand young people's agency requires a biographical perspective, moreover we should pay more attention to the complexity of decision-making processes and to the dynamics and the social inequality reflective of their motivational careers. In fact, their transitions imply increasing biographical dilemmas.

The main age group represented is 19 - 22 (graphic 1), most of them are students (79,8%)but it is also relevant that the 6,8% declared to be unemployed (table 2).We should take into consideration that young generations are the main victims of the economic crisis began in 2008, specially those living in countries of Southern Europe, and this is where the most of the interviewed are living in.

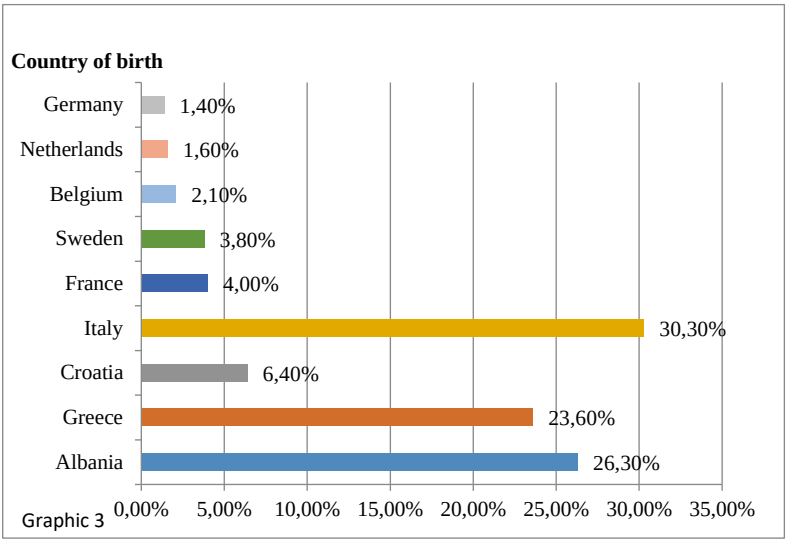


Graphic 2

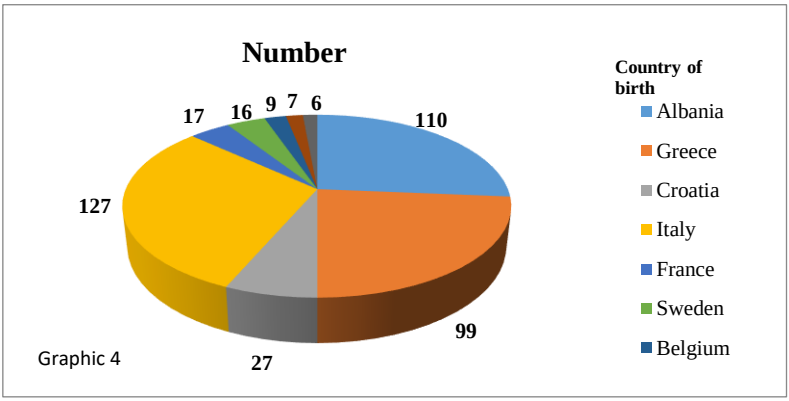
T

The categorizations of employment typologies included in the questionnaire (graphic 2), have been the outcome of a complex collective work done by all partners, that took into consideration the marked de-standardization of transition paths to the adult life (Brückner, Mayer, 2005). For this reason we are inclined to consider the 7,4% of those who declared being unemployed as part of NEET (Not in Education, Employment or Training).

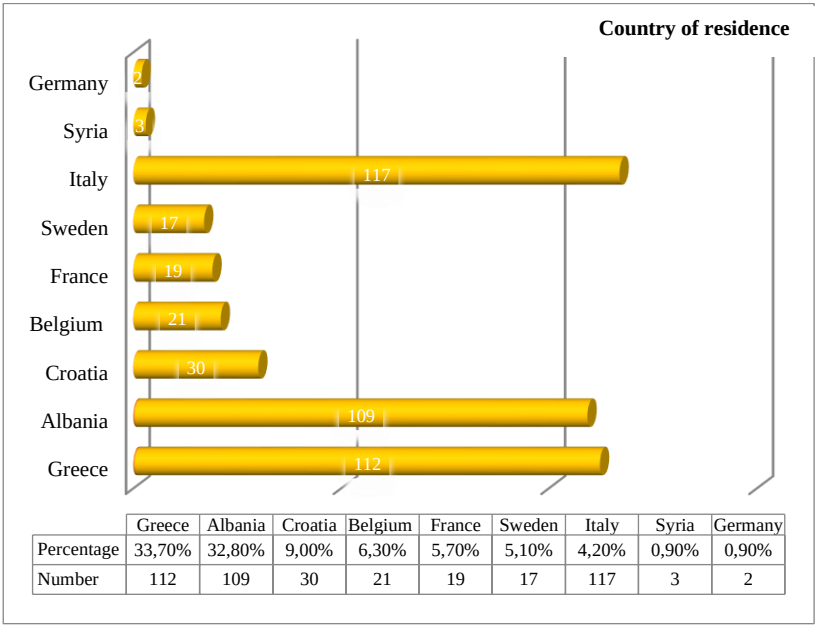
In the following tables it is possible to observe the origin of young people taking part in the survey with relative percentages. Most of the questionnaires have been filled in by young people born in Albania, Italy and Greece. There is not a full correspondence with countries of residence because there are young people born in a country and residing in another.



Graphic 3

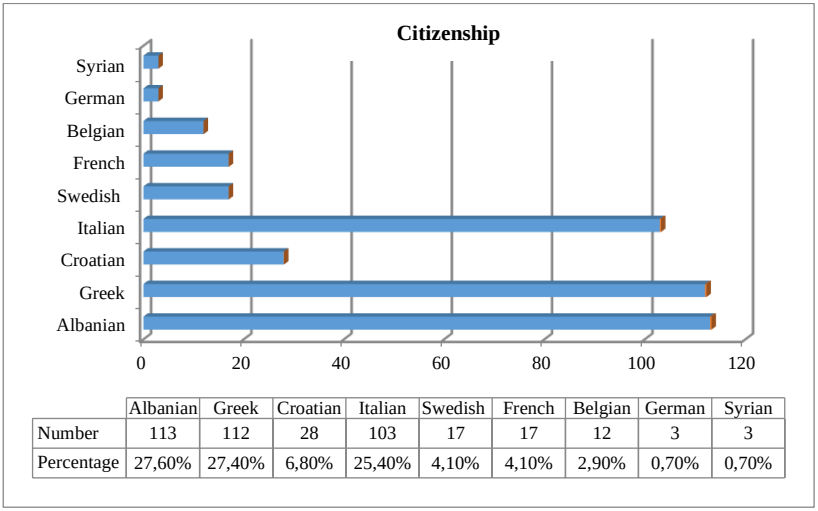


Graphic 4



	Greece	Albania	Croatia	Belgium	France	Sweden	Italy	Syria	Germany
Percentage	33,70%	32,80%	9,00%	6,30%	5,70%	5,10%	4,20%	0,90%	0,90%
Number	112	109	30	21	19	17	117	3	2

Graphic 5



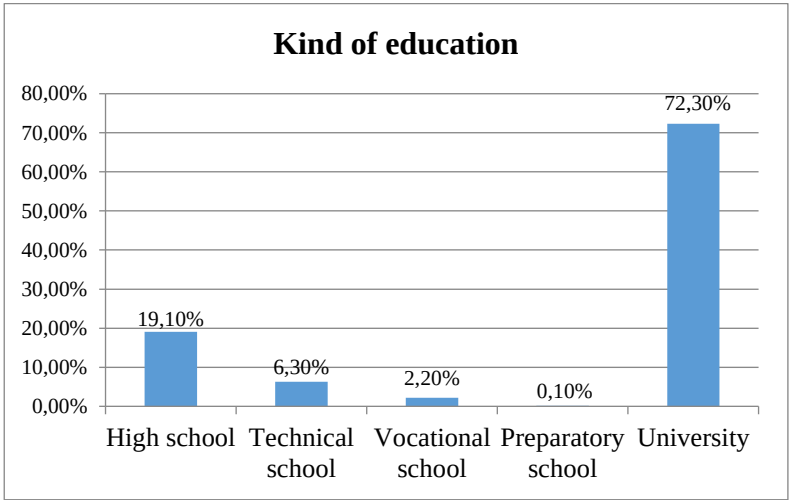
	Albanian	Greek	Croatian	Italian	Swedish	French	Belgian	German	Syrian
Number	113	112	28	103	17	17	12	3	3
Percentage	27,60%	27,40%	6,80%	25,40%	4,10%	4,10%	2,90%	0,70%	0,70%

Graphic 6

The 43,8% of respondents have migration background. The majority (85,2%) are citizens of the Country where they live in while the 72,3% of thosewho are not citizens of the country they are living indeclare that they would like to get the citizenship of that country. The current status of thistarget is the following:

- long-term resident 35,2%
- holding a residence permit for: familiar reunification, study, etc. 36,2%
- Refugee 13,2%
- asylum seeker 9,0%
- Other 6,4%.

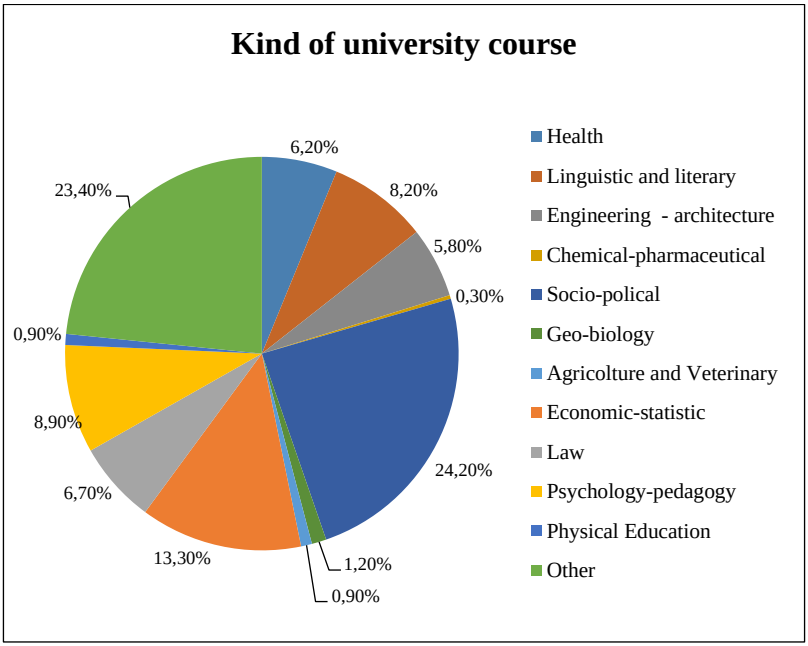
In reference to the educational status, the 78,9% of participants are students, the 8,4% are workers, the 4,3% are both students and workers and the 8,2% have declared to be neither one nor the other. Among the students the majority (72,3%) attend university courses and the 19,1% are enrolled to high schools (graphic 7).



Graphic 7

Among the university students the majority are attending socio-political courses, followed by those attending economics-statistic

courses; under the 10% all the other kind of university courses considered; 23,4% of respondents replied: other (graphic 8).



Graphic 8

In addition, between 2009-2013there are about 133.544 returned migrants in Albania where 70.8% come back from Greece, 23.7% from Italy and others from United Kingdom, Germany ect. The dominant reason is the unemployment for males and family reasons for women. While some individuals returned to stay definitively in their country of origin, others are back only for a certain period of time (Istat, IOM: 2013).

As a consequence, the integration of the returned migrants has attracted the attention of different institutions, CSO's, national and international organizations in Albania. For example, the Ministry of Education and Science, the Ministry of Social Affairs, local government institutions, NGO's and international organizations like

IOM, Austrian Development Aid and also the researchers in Albanian universities are developing different projects, policy papers and researches on this issue.

Hence, the Ministry of Education and Science approved specific dispositions for children of returned emigrants in the National Strategy of Prior University Studies 2014-2020. In accordance to this document, the category of children of returned migrants are supposed to be equipped with free books, have additional lessons with their teachers, be enrolled in schools in every moment of the academic year and in case of lost documents, ad-hoc commissions evaluate the knowledge and recognize the respective curricula to be followed by (MES: 2014).

Moreover, the National Employment Offices, supported by IOM, established 36 special desks for the returned migrants at the employment offices (MoSA: 2014).Indeed, Albanian Government has done efforts to provide a solid legal framework on the “return migration”, but the approach has not been centralized yet. From 2005-2010 Albania had a Inter-sectorial Strategy for the Returned migrants in order to assure a sustainable integration, but from 2010 the legal framework is fragmented in other national strategic documents, laws and bylaws (Grazhdani: 2015). At this point, the category of the returned migrants is treated in different strategic documents like employment, public health, education, integration, but not in a unique document.

Nevertheless, our aim was to find out how the children of returned migrants are facing the integration in the country of origin of their parents. For this reason we have conducted 13 interviews, with 9 males and 4 females from 13-19 years old. All of them are following the elementary and high schools in accordance to the age. The duration of their experience of migration is from 3 to 14 years in Greece and Italy. The reason of returning is basically the unemployment of their parents (9 out of 13) but also political reasons (1 out of 13), family reasons (1 out of 13) and only for a short period of time (2 out of 13).

2. Sense of participation Citizenship

According to many politicians and scholars, in order to achieve European unity, we should engage in building a big European nation, through a same path carried out by European nations in the XIX century. In that circumstance, the idea of nation had been achieved because it satisfied the need for a collective identification of the masses of the period. But do we really need a European nation? The risk is that a possible European nationalism may be weak, because Europe is a continent of differences, like the Visegrad's countries

showed by their position about the issue of migration[3]. Indeed the feeling of national belonging exceeds localisms and globalization. So it could be appropriate that the European model of integration bases on the principles of acknowledgment of the diversities and not on their denial (Cavalli, Martelli, 2015). Before thinking how to achieve European unity, we should take into consideration that in Europe there are many different identities, joined by a common genetic code of values (Rossi, 2007).

The European project may be described as the achievement of unity through diversity, so a project and its values are strictly tied to the Cosmopolitan idea of Ulrich Beck, who said that we should change the approach with the others, passing from a 'aut…aut' to a 'both…and' vision, in which we hope that the new generations identify themselves (Beck, Grande, 2007).

EU is a multicultural entity with a strong core of shared principles: democracy, market, human rights, social and solidarity cohesion, respect for the cultural heritages, pacific relationship with the other people of the world. Unity needs redefinition of identities, both with different people and with immigrants.

[3]The strong position of Visegrad's Countries is showing that the proposes of some MEPs migrant lobby organizations, Committee of the Regions and scholars about a reform o EU citizenship to introduce automatically for those who are logn-term residents, are impossible (Bauböck, 2014).

Therefore, according to Cavalli and Martinelli (2015), European identity and citizenship have to be plural, giving value to traditional features of nationality, compatibles with the supranational and multicultural project, so they could integrate and strengthen political-civil identity of Europeans, in order to tackle and manage in an inclusive way nationalistic impulses of Member States.

European Union citizenship has assumed constitutional importance, has become a fundamental status of EU nationals, matured over time and has been embraced by many European citizens. According to Bauböck "Eu citizenship should not be assessed as a freestanding conception, but as one layer in a multilevel model of democratic membership in a union of States.

This perspective (…) allows for – or even requires – a series of reforms addressing a number of inconsistencies and democratic deficiencies in the current citizenship regime" (Bauböck, 2004, p. 751). Indeed, the differences of social, health and political rights inside the Eu countries that concern migrants, highlight a weakness of EU citizenship not only at the local, but also at the supranational level.

The final result is a production of different, 'stratified', or 'segmented' forms of citizenship, belonging, and participation. However, this is not always a problem for the migrants who are not passive receptors of territorially rooted citizenship. In this paragraph, the main issue of the project will be addressed: the sense of participation to political life, in other words “the sense of citizenship”. According to the majority of participants, their country moderately benefits from being an EU member, the economic problems strongly lead people to decide to migrate to another country, they would moderately move in a foreign country because of economic problems and the feel EU citizens.

Indeed, the permanent settlement of migrants, and then the second and third generations, have long contributed to re-launching the debate on the content and limits of the institution of citizenship, bringing into question the close connection with the national states. The increasing number and the growing diversity of the legal status of foreigners residing in the territory of sovereign states blurs the dividing lines between insiders and outsiders (Ambrosini, 2016).

Citizenship is a complex institution, sometimes ambiguous, that includes at least the following aspects:
1. formal belonging to a State, for which either one is a citizen or one is not;
2. rights and benefits, which can be redeemed by the formal status;
3. identification, which adds subjective, situational and changing elements to the political and social institution of citizenship (Brøndsted, Sejersen, 2008).

The presence of migrants leads to the deconstruction of the apparent unity of citizenship, highlighting the fact that the recognition of rights (civil, political and social), and of identity and the willingness to participate in collective life, may constitute distinct elements that could also diverge or compete with each other.

The children of immigrants render this dissociation particularly clear, because they are the spokespersons of the distinction between national identity and citizenship, being the exponents of multiple and diverse individual and collective identities that demand recognition and participation according to criteria dissociated from – or not entirely reducible to – a single ethnic or national identity (Colombo et al. 2011).

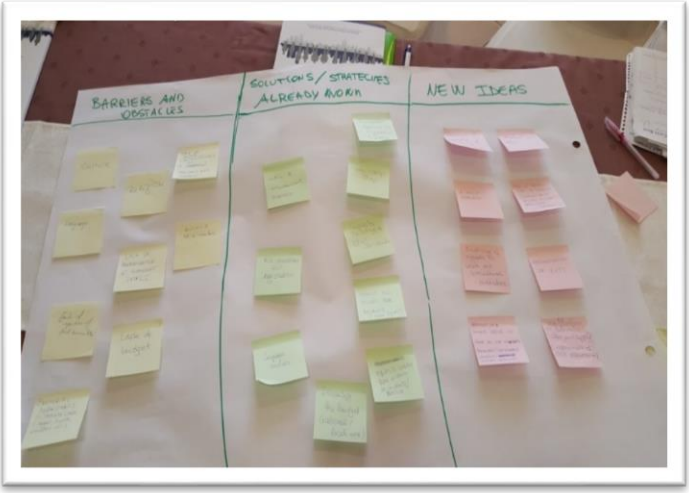
Moreover, the majority of the sample completely feel citizen both of the country they live in, as well as of the country they were born. This datum follows the path of the post-national form of citizenship, as Soyal (1994, 1997) said about the national forms of citizenship that are moving towards universal forms or 'personhood' and are deteriorating, because whereby supranational or international charters, codes, conventions, and laws increasingly attach universal rights and privileges to individuals regardless of their membership status in a nation-state. So she speaks about 'post-national membership' and calls this new model post-national citizenship, legitimated on the idea of international or global human rights. These answers are the outcome of various factors among which the spread of double citizenship in the last twenty years, granted by the half of the countries of the world, with Europe with a leading role (Kivisto, Faist, 2007; Brøndsted Sejersen 2008).

In addition,61% of children of returned emigrants in Albania have answered that they feel Albanian (8 out of 13), but 23% (3 out of 13) declared that they feel almost Greeks because of language proficiency but also because they have spent most of their lives there. On the other hand, two of them or 15% of the interviewers (2 out of

13) do not recognise and difference between feeling Albanian or European citizens. One of them declared "*I don't feel any difference, I can live in Albania, in Greece or in any other country. I can live everywhere and feel good wherever I am*".

26% of respondents moderately feels that the EU directives and policies impact on their daily life, but it is interesting that the 23,3% has answered that this impact is strong. It is very important that the majority (25,3%) considers it important to vote in EU elections and over a quarter (21,4%) has answered to this question: strongly. However the majority thinks that its vote has a little impact on the EU decision-making processes.

A vast majority of respondents think that people with a migration background have the right to vote in local elections (80,2%), have the right to vote in national elections (71,7%), have the right to vote in the EU elections (71,2%). These answers show how, according to this sample, is occurring the process of disaggregation of citizenship means that inside the national States the borders between citizens and foreigners are blurred and the dualism between these is increasingly inappropriate, so the democracies need borders, but they have to be porous, because they should adapt to the social changing and to the changings of the population (Benhabib, 2005).



3. Integration

A Conceptual Framework Defining Core Domains of Integration is characterized by the following issues:

- Markers and Means (employment, housing, education, health);
- Social connection (social bridges, social bonds, social links);

- Facilitators (language and cultural knowledge, safety and stability);
- Foundation (rights and citizenship) (Ager, Strang, 2008).

Integration is a question that rises controversy and instability in the process of integration of foreign populations, which concerns the admission of foreigners to the enjoyment of fundamental rights[4].Like all societal phenomena, integration varies through time and space. The degree of integration between individuals or groups is affected by the course of time, by the succession of generations and by the migration phenomena.

But it is also deeply influenced by the particularities of place, as clearly integration is powerfully shaped by the specific cities of the economic, political, relationships (discriminant or welcoming attitudes) and spatial context in which the encounter occurs. Integration is often perceived as a very politically sensitive issue that domestic governments want to keep as their own. Furthermore, the topic of integration can easily lead to political polarisation and represents a means for policy makers to differentiate from each other at a time when so many issues are discussed or even decided beyond national borders (Stratulat, Dhéret, 2012).

[4]The school of urban ecology of the University of Chicago, which began to deal with immigration in the early 1920s as part of an analysis of urban transformations, sustained that conflict does not necessarily have negative implications but, on the contrary, is an important step of the integration process through which groups become aware of their identity and their specific needs, and are able to make claims in terms of access to resources and rights (Park and Burgess 1921).However, in distinction to the Chicago school, here the function of conflict in the process of integration is not taken for granted or located within a staged path. We started from the assumption that conflict does not always progressively disappear and sometimes breaks out, even suddenly. Conflict can sometimes be an opportunity to know each other, to cross and eventually change group boundaries thereby enlarging the concept of 'us'. At other times it makes such boundaries neater and more impermeable.

Before analysing the answers it is useful to remind the results of a survey carried out by Worldwide Independent Network Of Market Research/Gallup International's Global Poll Shows. To the question "Generally speaking do you think the immigration of foreign workers is a good thing or a bad thing for your country?" the 57% of the world's population answered that it is a good thing against the 32% believing it is a bad thing[5].
EU is a broad labour market and the inside mobility is a crucial point around which European citizenship is organized and economic integration finds support in.

In the last decades three lines of research have investigated labour migrations inside the Eu:

a) east-west migrations after the enlargement of Eu; in this line there have been deepened the issues of welfare tourism, of social dumping and international recruitment. According to this approach, the free circulation of workers and capitals provoked a decrease of wages and work standards;
b) integrationist perspective in which the European citizenship is fundamental; in this line the free circulation of workers and capitals is deemed a win-win dynamic, because it benefits both

[5]The sample of the survey consisted of 68 595 people from 69 countries across the globe. The poll shows that of the 69 countries, popular opinion in 42 countries is opposed to immigration, while it is favourable in 27 countries.

origin countries and destination countries, moreover it promotes the human capital of workers and it reduces the inequalities between the States;

c) new migration of European and not European citizens from the South to the Centre and North Europe, because of the prolonged economic crisis (Sacchetto, Vianello, Andrijasevic, 2016).

The majority of the sample thinks that they will be able to work in the field of choice in the country they live in moderate way. Likewise the majority thinks that it is easy to migrate between EU countries and want to migrate to another EU country

The 3 main reasons for those who answered they want emigrate from their country, are:

- thinking notto be able to make the profession of choice/to work in an employment sector related to their studies in the country in which they live (42,9%);
- for study reasons (33,2%);
- to get more social and welfare benefits (13,6%).

So, they are aware of the opportunities to freely move inside the European Union.

About the possibilities that Eu offers to Member States the main answers are:

- the 89,5% thinks that for his/her Country of residence it is positive being a member of the EU;

- the 45,3% thinks that European economic policies are useful, but the 42,5% doesn’t know; the 63,4% thinks that the absence of borders in EU and the free circularity of citizens are useful;
- the 58,9% knows some specific Eu programmes, in particular: Erasmus + 53,8%, Eu for Citizen 22,7%

Regarding the Migration flows management, the most part of the interviewed think that it is unfair (44,8%), almost a quarter thinks that it is fair (24,3%) and the 30,9% doesn't t know.
This last answer is ascribable to the contradictory political and cultural approach that in over the years characterized the management of migrations. In the first integration ministerial

conference, held in 2004 in Groningen, it was established that integration consists of elements that favour the success of the migration process. Policy makers should establish priorities and objectives to foster integration in the education and labor market sectors; guarantee religious and cultural rights; ensure tolerance and fight against discrimination.
During the last years the principle that inspired the migration policies of the EU and of the member states: the defence. Accordingly the

immigration management model poses obstacles to integration for two reasons:

1. the tendency to establish the dichotomy between good migrants (those who adapt without disturbing) and bad (to be rejected, because they do not respect the rules);

2. the choice of placing the ethno-cultural dimension as a condition of political integration, perpetuating the inequalities to benefit from rights.

Recently the defense approach prevailed. In fact, many agreements with the countries of origin are aimed only at border control and not at strengthening relations between the countries of arrival and departure to create mutuality among the states. However, a long-term approach emerged in the 'Ministerial Conference on Integration', held in Milan in 2014, where the 28 EU ministerial delegations drafted a 'Background Note', in which the guidelines for supporting the integration process have been identified: tackling integration with a global approach; do not discriminate; favoring paths of mainstreaming of integration policies; monitoring

integration policies. Moreover, the last 12 April 2016 the European Parliament approved a resolution on the situation in the Mediterranean and the need for a holistic EU approach to migration[6].

4. Discrimination

Despite the monitoring action of specific anti-racist organizations such as ENAR and related national organizations or the NO-HATE Campaign network, hate communication and anti-migrant hatred not only persist, but they are on the rise[7]. As emerged from ENAR: Map of anti-migrant violence, hatred and sentiment in the European Union this phenomenon has a strong impact on workplaces, public offices, health-care institutions, schools and different levels of training institutions as well as on everyday relationships and the well-being of society as a whole[8].

On one hand, there is a diffused perception of insecurity, deeply felt by many Europeans, that is giving rise to many integralist movements, whose aim it is to introduce a nationalist bias. In different European countries, these forms of racism conveyed in political radicalism expressions trigger anti-European sentiments (Holmes, 2000; Lentin, 2004). Openly racist discourses and images from some political leaders produce hate crimes.
The monthly reports on racist discrimination and intolerance in EU countries published by the European Commission against Racism and Intolerance (ECRI) demonstrate the gravity of the situation[9].
On the other hand, it is becoming even harder to discriminate

[6]http://www.europarl.europa.eu/sides/getDoc.do?pubRef=-//EP//TEXT+TA+P8-TA-2016-102+0+DOC+XML+V0//EN.
[7]http://enar-eu.org/Map-of-anti-migrant-violence-hatred-and-sentiment-in-the-European-Union.
[8]http://www.enar-eu.org/Anti-migrant-violence-hatred-andsentiment-in-Europe-in-2016.
[9]http://www.coe.int/t/dghl/monitoring/ecri/default_en.asp.

between what is considered “freedom of speech and expression”, and “hate speech”, despite the stipulations of national and EU legislation.

General xenophobia and anti-migrant hatred lead to a widespread social tension with consequent discrimination in workplaces, public offices, healthcare institutions, schools and different levels of training institutions as well as everyday relationships and society as a whole, assuming different aspects of the ultimately same problem.

This paragraph is divided in two parts, because we decided to

distinguish the questions for respondents without migrant background, by those have a migrant background.

4.1 Respondents without migration background

The 74,1% of respondents thinks that in his/her country there is discrimination. They think that discrimination is in the following sectors: School/university (30,5%), welfare/public services (15,9%),

labour market (14,6%), public transport (13,3%), free time (11,4%), healthcare (10,8%), sport (3,1%).
The 61,7% thinks that there should be limits to the access migrants to EU countries. Those limits should be mainly related to:
- number of migrants 35,7%;
- access in the labour market 14,6%;
- age 13,7%.

They evidently are influenced by the messages on security and ignore the problem of generational change and the aging of the population present in the European continent. The 57,3% thinks that the migrants are affecting the economic and social situation of the country where they live in, mainly in a negative way (53%). The 47,1% thinks that a part of the migrants in the country they live in, should be relocated to other EU countries. The 43,8% thinks that the migrants should benefit a different social-economic treatment by the State.

4.2 Respondents with migration background

The issue of inclusion of young people with migration background (Glick-Schiller, Caglar, Guldbrandsen, 2006; Glick-Schiller, Caglar, 2008) in Western Countries, is recently in the spotlight due to the last attacks and the fear of frequent aggressions in whole Europe (IDOS, 2016). Those episodes have increased the mistrust towards second generation of migrants, with consequent cases of racism. So, it is very important to understand how these social dynamics influence the building of identity of these young people.

The crucial phase of the identity building is the adolescence, which is one of the most traumatic stages that one person lives. The difficulties experienced in this phase of transition could be solved either in a constructive and dialectic way or, on the contrary, they could be unresolved, triggering psychological, interpersonal or

serious social inclusion problems. The socialization between young people is not an unidirectional mechanism, it is characterized by the

interaction between social actors that are able to dialogue even if they have different backgrounds.

In this phase boys and girls acquire the awareness that there could be a discordance between how they perceive themselves and how they feel perceived by others, in particular by the referent educational figures. Therefore, they are pushed to think deeply about this discrepancy in order to evaluate whether to conform or to differentiate, eventually, themselves to become autonomous, with respect to the expectations of others. In this phase, the person acquires the skill to analyze himself or herself, thanks to the perception of exchanges that he/she is experiencing (Palmonari, 2001). In the relationship, that implies the discovery of the other, the adolescents takes a challenge to give a new sense to their own identity.

The condition of adolescence for young people with migration background is more complex than that of natives, because on top of the difficulties of this stage of their life, they live the difficulties caused by their condition of foreign origin. In the building of identity, the adolescent has to measure himself/herself with exchanges, reference values of the past and the need of belonging to various groups: peer, family, ethnicity, social, national.

If they are not helped to manage the stage of oscillation between two different value and cultural systems, these young people risk to meet huge difficulties in the search of balance between difference and uniformity, identification and recognition, culture of origin and culture in which they grow.

However, they can activate strategies to be able to cancel o to reduce the difference between the image of himself/herself and the image of himself/herself inside the environment, namely between the auto-perceptions and the hetero-perceptions. If this difference remains strong, they are pushed to call into question their own personal building. Therefore, the identity strategy performs the role to reduce or to cancel this difference. About the second generations Carmel Camilleri (1979) states that when they have to face this kind of

conflict like a bricolage, they use values, rules of behaviour that seem more convenient and useful.

Regarding young Albanians with migration background, they have sometimes felt the discrimination in the country of emigration. Two out of 13 interviewers said that they do not remember because of the age, but the 4 of them declared that in schools sometimes they felt discriminated. Basically, the discrimination was evident in school between the classmates but some other times also by the teachers' behavior.

"The children of my class used to repeat time and again that I was not Greek like them and that used to bother me a lot": declares one of the interviewers. One of the interviews declares that teachers neglected when children from Albania and Turkey used to make questions about the lesson.

On the other hand, children of returned emigrants in Albania did not

percept any kind of discrimination. All the interviewers replied "No"

and some of them highlighted the fact that teachers and classmates were helpful to learn the language.

From all the respondents, only the 3 of them have lost one academic year and the rest of 10 didn't lose any. We can assume that the enrollment and integration of the children in school has been quite successful.

Anyway, most of the children have faced problems because of the Albanian language. Indeed, for 9 out of 13 children in the beginning have faced problems of communication, but with the help of the family, relatives and friends they have passed such issues.

The second generation of immigration are the final outcome of two processes: the project of life of their parents and the capability to support paths of inclusion of the societies in which they are growing. In fact, even if unintentionally, these youths represent a change in the societies in which they have triggered processes of socialization, because they are the exponents of the intersection of culture both of origin, and of the country in which they live, becoming also the builders of a new culture.

In other words, they are the exponents either of the possible meeting or of the possible clash of two distinct cultural distant worlds. Their generation is fundamental because the way in which they are able to reprocess within them these different realities is predictive for future generations, hence for the future social cohesion of an important part of the society (Demarie, Molina 2004).

They indirectly symbolize an irreversible social change, that should be driven and monitored in order to achieve an equal inclusion, whose indicators are: educational outcomes, the choices of secondary schools, how many obtain a degree. However, it is not easy to predict the outcome of the inclusion process. The social class in which the second generations are when they become adults is the main indicator of how the society in which they live has decided to direct its resources to give them the same opportunities offered to natives.

The destiny of the second generations of immigrants is mediated by social institutions that they have met in the earliest phases of the socialization process:

- The family: where educational processes bring out the ambivalence between maintaining traditional cultural codes and the desire for integration and ascent into the host society.

- The school: the level of education of parents is the most important predictor of educational achievement (Ambrosini, Molina 2004).

Therefore, the issue of the second generations of immigrants arises not because these youths are poorly culturally integrated, but rather because, being raised in economically more advanced contexts, they

have developed requirements, tastes, aspirations, the same models of consumption of their native epeers.

The attacks of the last two years in France, Belgium and Germany have shown that if the children of immigrants are not able to achieve good educational outcomes and to obtain qualified jobs, they become a potential reservoir of social exclusion, deviance, opposition to the society in which they were born or they arrived.

Since the Northern Countries are changing their cultural structure, currently undergoing a radical transformation from a unique culture to a real confederation of isolated ethno-linguistic communities, the second generations can become aware of their ethnic minority status. They can elaborate patterns of family education and the cultural heritage in the light of the culture of the country in which they are growing up. In this dynamic it is important to be careful to

the following social factors: social capital, processes of acculturation, paths of identity.

Almost the 40%of the respondents never perceived discriminations in everyday life, but the 27,1% sometimes did. The main fields in which the discrimination have been perceived are: school/university (28,9%), welfare/public services (22,4%), public transport (15,2%).The 72,9% feels protected and recognised as an equal and respected member of the public sphere. The 71,9% thinks that there should be limits to the access migrants to EU countries. The 49,9% thinks that a part of the migrants in the country they live in should be relocated to other EU countries (the 25% doesn't know). The 69,4% thinks that the migrants in the country they live in are affecting the economic and social situation, mainly in a negative way (62,6%).The main part of respondents feels integrated in the environment in which lives, the 35,8% moderately, the 24,5% completely, the 21,9% strongly.

Conclusive remarks

The EU is aware of the increasing problem of racism, so it considers it indispensable "to activate an educational path in order to prevent racism at home and at school (…). Moreover, it is necessary to support community leaders in the breaking of stereotypes and the developing of counter-narratives reaching out beyond their own communities, including the creation of networks and public spaces for dialogue"10.

It is therefore clear that we still need better tools to prevent, neutralize and counter hate communication. Existing platforms of reporting hate crimes and hate communication are a very good start , however they do not help when there is no one to follow up the complaint, they do not help when the situation is met all the time, they do not help to heal the wounds and to improve the relationships involved. Qualitative training and a qualitative approach are of paramount importance if we want real social change and a culture of mutual respect. Starting from the European Commission recommendations, it is fundamental to act as follows:

- ✓ combat the growing forms of racism and discrimination in the European Union;
- ✓ examine the growing of anti-European instincts in European countries, inspired by radical and racist ideologies;
- ✓ eliminate hatred, intolerance and racist discrimination both in the workplace and in everyday life by supporting educators, community leaders, company managers and local authorities in the fight against racism and xenophobia and other related intolerance, through a sense of community building, intercultural and interreligious dialogue, breaking stereotypes and developing

[10]http://ec.europa.eu/justice/events/colloquium-fundamental-rights-2015/index_en.htm.

counter narratives and more broadly, counter-communication practices;

- ✓ spread within civil society anti-racist communication skills applicable to all work situations or in everyday life, through intercultural and interreligious encounters in public spaces, managed by local bodies and Authorities, in order to contribute to improve reciprocal understanding.

To prevent nationalism and claims of sovereignty in order to continue the process of integration through democratic processes.

The new generations rarely claim territoriality, most of them prefer to belong to a post-national citizenship, legitimated on the idea of international or global human rights.

It is very important that 26% of the sample feels that the EU directives and policies impact their daily life, because it is a signal of a rising consciousness about the European/cosmopolitan sense of citizenship. For this reason, 25,3% considers it important to vote in EU elections.

Regarding integration, we believe it to be a positive fact that among the majority of the sample interviewed, the attitude and the willingness to move freely inside the EU are strong.

The responses of young people without a migration background in the paragraph on discrimination are indicative of the need to make a greater effort in conveying a message aimed at cosmopolitanism and the need to guarantee all human rights. Moreover, what has been widely shown by the literature about the fact that migrants do not negatively influence the salaries and economics of the countries of arrival are not self-evident.

Regarding the integration of the children of the emigrants in Albania we can conclude that the government has been helpful in approving different documents and bylaws to regulate the integration of the emigrants. Schools have also played a crucial role to help them integrate in the educational system. Nevertheless, a centralised structure and a unique intersectional law would improve the services

offered to this category of population from health, employment, education and investments. Recently the Albanian government is elaborating a new national strategy for diaspora and migration in the years 2019-2024. Hopefully, the strategy will be more inclusive and concrete also with the category of the returned emigrants and their children.

The most sensitive problem with these children was the socialization in school and neighborhood. Such problem is also perceived in the context of the adolescence period that these children are going through.

Perhaps, at this point the assistance of the school psychologist would be relevant for example by identifying the special needs of each child regarding language, socialization problems, etc. A major involvement of the school psychologist would be highly recommended (Laro: 2015), as their adolescence is having an emotional load.

The adolescence period is stressful in anyway as in this phase the individual perceives the ability to analyse himself in the relation to the others. We can assume that such analysis is even more problematic if “the others” are changing because of the family transfer from one country to another (Lannutti: 2016). Furthermore, from the interviews we could assume that the role of the family and relatives was crucial but we could not identify the role of the state in

the process of socialization of these children in the Albanian society. It is important to have different programs, policies and structures with the specific objective to help these children towards the sustainable integration in the Albanian society.

Best practices

ALBANIA

Best practice 1

Name Of Project/Best Practice	Special Desk for the Returned Emigrants
Country of implementation	Albania
Duration	January – December 2013 But it is still working within the Regional Employment Offices
Lead organisation	International Organization of Migration
Partners	IOM, Ministry of Welfare and Youth
Funding agency	IOM
Target group	Returned emigrants that are looking for a job in their city of residence
Description	The project aims to orient the returned emigrants in the labor market. The special desk for the returned emigrants gives information on the potential vacancies in the region of residence. This service is free. In the same time the employee of the special desk is a mediator between the employer and the potential employee an in the same time orient and offers consultation to the returned emigrant.
Key outcomes and success factors (where available)	In accordance to the official data of INSTAT, 291 Albanian citizens returned from emigration, have registered in the special desks in 2017, established in all the Regional Employment Offices in Albania.
Contacts	Website http://www.shkp.gov.al/sherbimet/sherbime-punesimi-prove/

Regional Employment Office in Durrës
Source: https://zyraepunesDurrës.wordpress.com/

Best practice 2

Name of project/best practice	Dimak German center for information on migration, education and vocational studies and career
Country of implementation	Albania
Duration	Ongoing
Lead organisation	German Society for International Cooperation (GIZ) International Placement Services (ZAV) of the German Federal Employment Agency.
Partners	AlbanianMinistry of Labour
Funding agency	German Society for International Cooperation (GIZ)
Target group	Albanian citizens that would like to emigrate regularly in Germany for job opportunities or professional studies.
Description	In cooperation with the Albanian Ministry of Labour, the DIMAK provides counselling on job possibilities and vocational trainings in Albania upon your return. You can take part in job application trainings and learn about your options directly from your potential employer at career fairs.The DIMAK is catering to returnees as well as the local population and is implemented by the Centre for International Migration and Development (CIM), a joint operation of German Society for International Cooperation (GIZ) and the International Placement Services (ZAV) of the German Federal Employment Agency.
Key outcomes and success factors (where available)	Dissemination of information on potential jobs in Germany Offers professional studies and employment Consulting on Albanian labor market organizing fairs of work and career, criteria and conditions for legal migration in Germany, information days in different municipalities of Albania in order to disseminate the information to the most distant areas
Contacts	https://www.facebook.com/DIMAKAlbania

Source:https://www.facebook.com/pg/DIMAKAlbania/about/?ref=page_interna

BELGIUM

Best practice 1

Name of project/bestpractice	World Major project
Country of implementation	Belgium
Duration	2016 and currently
Lead organisation	City of Mechelen
Partners	NA
Funding agency	UNIA: Independent public institution; Globe Aroma (different level of funding)
Target group	Citizens
Description	Project aims and main activities: With more than 128 different nationalities, Mechelen is one of the most diverse cities in Europe but is also a city where first and foremost everyone is a citizen of Mechelen.
Key outcomes and success factors (where available)	NA
Contacts	UNIA: https://www.unia.be/en/about-unia World major: http://www.citymayors.com/ Globe aroma: http://www.globearoma.be/fr/

Best practice2

Name of project/best practice	UNIA, Globe Aroma
Country of implementation	Belgium
Duration	2016 and currently
Lead organisation	UNIA, Globe aroma
Partners	NA
Funding agency	UNIA: Independent public institution; Globe Aroma (different level of funding)
Target group	Citizens
Description	Project aims and main activities: Unia encourages society as a whole, and particularly government authorities, public institutions and companies, to combat discrimination and segregation. UNIA provides support to citizens who have experienced discrimination and is authorized to address discrimination on various grounds, such as: race, faith or creed, disability, age and sexual orientation. There is a separate Institute for the promotion of gender equality: the Institute for the Equality of Women and Men. Individual reports Anyone in Belgium who feels that he or she has been discriminated against or has witnessed discrimination can report it to Unia. Unia always first tries to reach an amicable solution, but if this does not prove effective, then, with the permission of the person affected by discrimination, Unia can file a lawsuit or

	participate in one. However, there is only a limited number of cases in which Unia will effectively take the matter to court. Awareness raising, prevention and recommendations Unia also organizes campaigns for raising awareness and informing the public. Through our online training on antidiscrimination laws (eDiv), UNIA answers questions about diversity in the workplace. We also offer customised training and provide tools for fighting for equal opportunities and against discrimination, as well as formulating targeted advice and recommendations for organisations and government authorities. Finally, Unia is a knowledge and expertise centre. Through our publications and statistics, we inform the government and numerous specialisedorganisations on discrimination and diversity. **Globe aroma:** Globe Aroma is an open House of Arts where refugees, newcomer artists, Brussels residents, actors from an immigrant background, active in the integration sector or in the arts, meet. And all these people inspire each other.
Key outcomes and success factors (where available)	NA
Contacts	UNIA: https://www.unia.be/en/about-unia World major: http://www.citymayors.com/ Globe aroma: http://www.globearoma.be/fr/

CROATIA

Best practice 1

Name of project/best practice	Joint meetings with the asylum seekers
Country of implementation	Croatia
Duration	The period up to the end of year 2017. (Period of the Project)
Lead organisation	Croatian Ministry of Interior
Partners	Center for Asylum seekers in Zagreb
Funding agency	Croatian Civil Society
Target group	Asylum seekers from Arabic and Persian speaking areas
Description	Project aims - Participants in the meetings held weekly were Arab and Persian speaking areas and as they are not compatible with each other, these meetings were proof of sustainable coexistence. Main activities - Joint meetings with the seekers precisely for their information and involvement in activities, the maintenance of the facility itself and to hear their points of view and what they have to say.
Key outcomes and success factors (where available)	Croatia needs to constantly raise public awareness of the acceptance of refugees and their inclusion in society. Therefore it is important to organize meetings with those people to be able to understand and then to inform local community on migrants, their rights and obligations, their needs, etc.
Contacts	http://www.civilnodrustvo.hr/tag/prihvatiliste-za-trazitelje-azila-u-zagrebu/

	https://www.facebook.com/pages/Hotel-Porin-Zagreb/203703129650820

Best practice 2

Name of project/best practice	Presentation Of Campaign - Exchange Program
Country of implementation	City of Varazdin, Croatia
Duration	December 2018.
Lead organisation	Varaždin's Initiative for the European Capital of Youth
Partners	Igloo Bar in Old Town of Varaždin, the presentation of the Indiegogo Campaign - Refugee Programming Course, conducted by members of the Humanitarian Association Borders: none from Zagreb.
Funding agency	European Capital of Youth
Target group	Refugees, migrants -participants from Syria and Afghanistan
Description	Project aims - The campaign's goal is to raise funds for purchasing equipment for refugee programming, licensing of work tools, rental costs and other supplies, as well as sensitizing the public on the importance of refugee integration in the local community. The campaign will be presented by JelenaGlavaš and NatasaKoprtla from the Borders: none, and three participants from Syria and Afghanistan will be present. Main activities - Borders: none is a humanitarian association whose main goal is to help refugees in integration, who often become homeless in Europe

	due to the lack of a professional network, and as a result, the ability to find a job is reduced. Their project is a refugee programming course that teaches them HTML, CSS JavaScript and Java.
Key outcomes and success factors (where available)	The programmer is currently lacking in interest, and a visible result of the course is the employment of refugees in one of the IT companies. However, it is also the process of learning new skills, restoring self-confidence, becoming a part of society, and connecting with people sharing the same interests. The goal is to start identifying as a "programmer," not as a refugee.
Contacts	Website: https://www.facebook.com/events/371975880296985/) (The official website: Varaždin for European Youth Capital). Facebook page: https://varazdin2021.eu/?fbclid=IwAR3P_efUSUDuqsLaMr6G0ecCef1EGvF2WkfyaQW-SGCyboui8WdDfLUHWCI

FRANCE

Best practice

Name of project/best practice	Discovering citizenship
Country of implementation	France
Duration	From January to June 2017
Lead organisation	Association Acti'jeunes with the sustainment of the Municipality of Wattrelos
Partners	Conseil Départemental du Nord – Assemblée Nationale – European parliement
Target group	Young people from 11 to 17 years old mainly with migration background
Description	The project aimed to promote the knowledge of the citizenship and the rights and duties related with. . The activities focused on the importance to vote at the different elections and to be registered on the electoral list. Young people had the opportunity to visit different institutions as the "Conseil Départemental du Nord", "Assemblée Nationale" of France, European Parliament and of course the Municipality of Wattrelos and meet political referents in order to discuss and share ideas and experiences, as well as present their activities. At the end of the project, the association realized a short clip to promote "participation and citizenship" and disseminated it with more and more young people in support them understanding the importance of being citizens and have the right to vote.

Key outcomes and success factors (where available)	Young people involved in the project are now engaged in the local life and work constantly to promote the rights related to the citizenship.
Contacts	Facebook Page of Acti'jeunes Wattrelos

GREECE

Best practice 1

Name of project/best practice	Education in Greece. Rights - Access
Country of implementation	Greece
Duration	Last 2 years
Lead organisation	Ministry of Education, Research and Religious Affairs
Partners	KEELPNO MOMP IOM UNHCR UNICEF
Funding agency	Ministry of Education, Research and Religious Affairs, Greece
Target group	Refugee Minors
Description	Project aims • The inclusion of Refugee Minors in schools • The harmonic transition of the vast majority of the minors in the morning education zone Main activities 1.**RECEPTION CLASSES (R.C)** • Refugee children that live in the **Cities** • They are register in the local schools the same way that Greek children do • Children that participate in morning classes • The students are supported by a teacher that is hired especially for this purpose

	• Minimum Number of Students for founding a R.C in 1st Grade Education 9 students • Minimum Number of Students for founding a R.C in 2nd Grade Education 7 students The refugee students in many cases study together with Greek students the following subjects:Foreign Languages, Computers, Music and Gymnastics. 2.**RECEPTION STRUCTURES (R.S.)** • Children that live in **Hospitality Settlement** • 4-5 years old children are attending nursery school • 6-12 years old children attend elementary school • 13-15 years old children attend Gymnasium
Key outcomes and success factors (where available)	• More than 900 R.C. were founded in elementary schools. • More than 180 R.C. were founded in 2nd Grade Education • In 2017-2018 more than 20 nursery schools (R.S) operated in Greece • 65 R.S. were founded in Elementary Schools • 30 R.S. were founded in Gymnasiums
Contacts	Website: www.minedu.gov.gr Facebook page: www.facebook.com/minedu.gr

Best practice 2

Name of project/best practice	Handling of the new refugees
Country of implementation	Greece – Municipality of Katerini
Duration	March 2016 (on going)
Lead organization	Municipality of Katerini
Partners	VOLUNTARY ACTION GROUP OF PIERIA ADRA NGO PERICHORESIS NGO GREEK ARMY GREEK POLICE
Funding agency	Municipality of Katerini
Target group	REFUGEES FROM SYRIA, IRAK, AFGANISTAN, MIDDLE EAST
Description	Project aims RECEPTION, FACILITIES, SUPPORT AND INTEGRATION OF THE REFUGEES Main activities • Urban Housing • 4 Camps: Petra Olympus -NeaChrani-Kato Milia- Nireas Camping • Organization of a Refugee Support Team with 3 civilian executives, 1 employee team manager and 40 employees, and 2 support scientists. • Construction of supporting infrastructures (Business support Center, School, water tank). • Technical and coordination support with a Business Center.

	• Support for the creation of operational services and provision of services (education, health, cleanliness) providing facilities (water, telecommunication energy, etc.).
Key outcomes and success factors (where available)	A. URBAN HOUSING 120 Apartments rented in Katerini City accommodating almost 2.000 PoCs B. 4 CAMPS • Peak of Population: 1300-400-400-400 • Total 2500 PoCs
Contacts	Website: www.katerini.gr Facebook page: https://de-de.facebook.com/City-of-Katerini-Δήμος-Κατερίνης-172995019505463/

ITALY

Best practice 1

Name of project/best practice	SPRAR - System of Protection for Asylum Seekers and Refugees
Country of implementation	Italy
Duration	From 2001 – in progress
Lead organisation	**ANCI** (National Association of Italian Municipalities)
Partners	Voluntary sector organizations – associations, NGOs, cooperatives
Funding agency	The Ministry of the Interior (Department for Civil Liberties and Immigration)
Target group	Refugees and asylum seekers
Description	The main aims of the project are: To welcome and to favor processes of integration and inclusion of refugees and asylum seekers The main activities are: - Individual paths of socio-economic inclusion - Personal services (social-health assistance, school inclusion, learning of the Italian language, legal orientation to the territory and its services) - Information and sensibilization local campaigns - Building of territorial networks
Key outcomes and success factors (where available)	From 2001 the SPRAR system gradually grew up, in the last years from 3.000 to the current 35000 welcome places

Contacts	http://www.anci.it; https://www.sprar.it/

Best practice 2

Name of project/best practice	No.Di. - No Discrimination
Country of implementation	Italy
Duration	From 2013 to 2015
Lead organization	Umbria Region
Partners	Marche Region, Urbino University, Cidis, ACSIM, A.C.S.I.M., Cidis Onlus, Fondazione Caritas Senigallia Onlus, Free Woman Onlus, Gruppo Umana Solidarietà G. Puletti, On the road Onlus
Funding agency	AMIF
Target group	Members and operators of organizations working to foster the integration of migrants

Description	The main aims of project are: -Promoting prevention and contrast policies to ethno-racist discriminations - developing and consolidating communication, organizational processes and local governance nets between local bodies and Third Sector in contrast actions to discrimination; - understanding the perception of discrimination by immigrants, - promoting the strengthening of the skills of institutional actors The main activities are: - Inter-institutional tables - Participatory survey - Training - Learning communities **Methodological approach**: Involving of all actors that deal with discrimination: Institutions, migrants, social operators, lawyers, educators
Key outcomes and success factors (where available)	- Monitoring and contrast of discriminations in the field of the public tenders, thank to the involving of Ombudsman and lawyers - The creation of anti discrimination networks allows the immigrants that know their existence to ask help to face the discriminations
Contacts	http://www.regione.umbria.it/sociale/progetto-fei-nodi https://www.facebook.com/NoDiscriminationMarche

SWEDEN

Best practice 1

Name of project/best practice	Health Communicators
Country of implementation	Sweden
Duration	2007- ongoing
Lead organisation	Region Östergötland is the governmental organization that is in charge of healthcare, dental care, regional development and public transport in the region of Östergötland.
Partners	Region Östergötland and the municipalities of Östergötland
Funding agency	Region Östergötland and the municipalities of Östergötland
Target group	Migrants in the region of Östergötland
Description	Health is an important part of the integration process. To understand how the health care system works and knowing what is expected of you in regards to health care, can be vital parts in understanding a new country. As a newcomer it is not always easy to prioritize your own health, as you may struggle with issues such as looking for work, learning a new language or finding a place to live. But being healthy can make it easier for you to handle all the above. This is where the health communicators step in. The health communicators are health care professionals with a personal experience from a culture other than Swedish and who also know a language that is common among newly arrived migrants in the region.

	The health communicators work towards two main target groups – migrants and employees of Region Östergötland. For migrants they hold lectures on health and the health care system. They always aim to create a discussion surrounding health care and health in different cultures, as opposed to just give information. Since the health communicators themselves have experiences with migration, it helps in creating a safe space where discussion and different perspectives are encouraged. Several of the health communicators are also educated in helping people stop using tobacco. Because of this, the local care center can refer a patient to the health communicators if they need help to stop using tobacco. In this case, the health communicators will meet individually with the patient. This might also be the case if a health care professional feel like they can't communicate properly with a patient, even with an interpreter. Then the health communicator can step in and make it easier for the patient to get the right information about their health. Working with the Region Östergötland employees as their target group, the main goal is to make the meeting between migrant patient and health care professional as positive as possible. This includes discussing health care and norms in regards to health in different cultures, as well as create an understanding for patients with a different background than yours. The health communicators are flexible in how and when they meet their target groups. The goal is to reach all asylum seekers and newcomers in the region, and to reach this goal they have to find different arenas to meet them. All newcomers who have an Establishment Plan at the Public Employment Agency, take a class in civic orientation. The class is an introduction to Swedish society, norms and values, rights and obligations. It covers subjects such as Living In Sweden, Labour Market and Family. As part of this

	class the health communicators are responsible for the subject of health care and health. Other ways to reach newcomers can be through the Swedish For Immigrants classes. To reach asylum seekers they often work together with non-profit organizations. In 2015 and 2016 there were a lot of publicly funded accommodations for asylum seekers, but as less people started arriving in 2017 most of the accommodations were closed. This means one of the few arenas to reach this target group is through non-profit organizations that work to create meaningful activities and make life easier for asylum seekers. Another objective for the health communicators is to work as a link between Region Östergötland and migrants in the region. It is a challenge for Region Östergötland to reach everyone in the region with information and campaigns, for example about signs of having a stroke. Here, the health communicators make sure to include this information in their lectures when meeting migrants, so that as many people as possible can access important information in regards to health and health care. The health communicators started as a project in 2007 as a result of a study on health in the region of Östergötland. The study showed a vast difference between health in people born in Sweden and people who were born abroad. People born in another country, and especially women within that group, had a lower health rating. Region Östergötland wanted to come up with a solution to the inequality in regards to health. After a successful first two years, the project got implemented into the regular budget for Region Östergötland in 2009. The method is starting to spread throughout the country in cities such as Stockholm, Jönköping and Kalmar. Every region working with health communicators partake in a national network to exchange ideas and experiences.

Key outcomes and success factors (where available)	- They reach a wide range of migrants in the region of Östergötland through their flexible method of working preventively with health promoting measures - They work as a link for Region Östergötland to ensure as many people as possible have access to information about health and health care - A success factor is employing health care professionals with a personal experience from a culture other than Swedish and who also know a language that is common among newly arrived migrants in the region as this creates a safe space and an easier access to information.
Contacts	Health communicators, Region Östergötland: https://vardgivarwebb.regionostergotland.se/Startsida/Verksamheter/Narsjukvarden-i-vastra-Ostergotland/Flyktingmedicinskt-centrum/Halsokommunikatorer/

Best practice 2

Name of project/best practice	NAD – Network, Activity, Participation
Country of implementation	Sweden
Duration	2012- ongoing
Lead organisation	The method is used by several different organizations in multiple parts of the country.
Partners	Non- profit organizations in collaboration with The Public Employment Agency, municipalities and other administrative authorities.

Funding agency	Differentiates depending on region. One example is in the region of Skåne where the method is funded by The Public Employment Agency, the county government Länsstyrelsen and Region Skåne.
Target group	Newly arrived immigrants
Description	The tradition of non-profit organizations is a large part of Swedish society. To understand and be part of Swedish society, knowing about and participating in activates in non-profit organizations can be an important part. For this to happen, you have to be introduced to the concept of Swedish non- profit organizations and see the benefits of engaging in such activities. The NAD method was developed in 2012. Since then, the method has spread to several regions and municipalities in Sweden. The method can be adapted to the local or regional context and has so far been run by non-profit organizations, municipalities and administrative authorities. In Sweden there is a two year long Establishment Plan for all newcomers who have received a residence permit. The plan is run by the Public Employment Agency and consists of activities 40 hours a week. It contains Swedish for immigrants, civic orientation and different activities focused on work and education. Before NAD was developed the Establishment Plan did not offer activities in non- profit organizations and a lot newcomers requested activities that made it easier to feel like an active member of Swedish society. The NAD method offers newcomers the possibility to partake in activities in non- profit organizations as part

	of their Establishment Plan. The method was developed because of the positive effects such activities can have on social networking, language development and increased health. The innovate part of the method is the perspective on the ways activities in non-profit organizations can be positive for the individual's integration process, as well as how the positive effects can bring a person closer to the job market or education. The method focuses on the individual's wishes and needs. The matching process can be executed in several ways. One example is that potential participants are introduced to the tradition of non-profit organizations in Sweden - either through printed information in their first language or through a presentation made by a NAD employee together with interpreters. If they are then interested in trying out an activity in a non-profit organization they will be asked to fill out a form to map out their interests. The NAD employee will then match their interests with a local non- profit organization. It can be all kinds of activities, varying from sports, culture, language cafés and so on. How the matching process works can differentiate between what works in the regional and local context. The NAD method also works well together with methods that encourage non- profit organizations in how they can become better at introducing new members to their activities. This can be done for example by organizing events for the local non-profit organizations where they can meet each other and discuss how they can engage newcomers and asylum seekers in their organization.

Key outcomes and success factors (where available)	- The method benefits from a cross sectorial cooperation between non-profits, municipalities and administrative authorities. - Through the method thousands of newcomers in Sweden have been introduced to an important part of Swedish culture. - The method has been effective in introducing the concept of integration as more than just having a job. - Since the method is developed in different regions and municipalities, the possibilities for long term financing and sustainability varies. While this is a risk factor, it also allows local and regional variations in the development of the method.
Contacts	The original method developers and the region where the method is most established is in the region of Skåne, through the regional platform Partnerskap Skåne. Partnerskap Skåne: http://natverket.org/verksamhet/partnerskap-skane/ - The method has also been used in the region of Östergötland in collaboration with non- profit organizations Coompanion Östergötland and Se Upp! The Social Economy's Development Partnership in Östergötland. Coompanion: https://ostergotland.coompanion.se/ Se Upp: http://www.seupp.org/

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