Citizens of public life in digital learning (JSTE)
Project Number : 2019-1-UK01-KA204-061372

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GOOD PRACTICE examples about European cases of integration by social and digital learning

N.1

Name of the best practice	Co-housing and Case Management for Unaccompanied Young Adult Refugees in Antwerp – CURANT
Country where it is realized	Belgium
Who realised the best practice?	Stad Antwerpen
When was it realized?	01/11/2016 – 31/10/2019
Arguments of the best practice	The CURANT-project proposes a mixed use of a set of policy instruments. The project uses these instruments in a new integrated way to provide both a safe living environment as well as guidance. The CURANT- project not only provides a solution for affordable housing (rent being €250 a month per person), but also a guaranteed one-on-one integration approach with social and digital learning.
Describe the best practice	A total of 75 cohousing units will be set up through purchase, renovation and private renting. In these units minimum 75 and maximum 135 unaccompanied young refugees cohabit with Flemish buddies for at least 1 year. The buddy helps the refugee with different Aspects including digitalization. For example: looking for a job, building a network, learning Dutch.
Results achieved and impact obtained	February 2017: The first cohousing units in urban patrimony are renovated, recruitment of the first buddy's and refugees starts, and the site for the modular units is found. February 2018: All cohousing units are ready and the maximum of 75 buddy's and refugees are matched and intensive guidance has begun. April 2018: First evaluation is ready and trajectories are adapted. April 2019: Second evaluation is ready. October 2019: Project finish with a press conference on project results and knowledge sharing.
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N.2

Name of the best practice	Curing the Limbo – From apathy to active citizenship: Empowering pefugees and мigrants in limbo state to ignite housing affordability
Country where it is realized	Greece
Who realised the best practice?	Municipality of Athens
When was it realized?	01/11/2017 – 31/10/2020
Arguments of the best practice	20.12% of the City of Athens' population is without a job (Greece's unemployment rate is at 20.6%, the highest unemployment rate in the EU); 30, 85% of Athens' total housing/apartment stock remains vacant. The municipality has mapped over 1.800 empty buildings in the city center alone. 2.900 citizen led activities have been connected to the city's civil society platorm "synAthina". Within the last 4 years, 360 active community groups have been submitting their solutions to the local city needs. The problem identified by Athens is the long-term inactivity that characterises a large part of its recently arrived refugee population, adding up to a similar condition of its own local unemployed people.This is one of the "limbo" aspects pointed out in the City of Athens, which in its eighth consecutive year of crisis witnesses a growing number of properties remaining vacant, topping to the overall isolation all of its inhabitants equally experience.
Describe the best practice	"Curing the Limbo" is an inclusive integration Initiative to help refugees and the underprivileged to move from apathy to motivation, create strong bonds with the local communities, acquire new skills, solve local problems together with active citizens, improve the quality of life in the neighborhoods and build self-confidence and self-respect, qualities essential for their development as responsible people and citizens in society. At the end of the three-year period, programme beneficiaries will be given the possibility to afford housing, access to a network of active and

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	engaged local people, and even the possibility to move on with some form of employment related to their newly acquired skills, with the support of professionals. 375 people are expected to be housed through 75 affordable housing units and more than 200 people will attend Greek language courses and ICT courses. It is however expected that many more people will benefit from the programme's cyclical exchange rationale. Seed funding and community work will help the programme beneficiaries interact with over 100 local Stakeholders and citizens' led initiatives, leaving an undeniable impact on the City.
Results achieved and impact obtained	October 2018: Inauguration of the Limbo Exit Lab including the recruitment and training of the Limbo Lab staff and trainers. December 2018: Development of the "Options' Menu". This includes language and ICT training, psycho-social and "street law" support, assessment of affordable housing and publication of users' guide, networking and matchmaking guide with local active citizen groups. February 2019: Beneficiaries access the Limbo Exit Lab. A flexible menu of services classes start. The Housing Facilitation Unit is up and running. September 2019: Beneficiaries are connected to active community groups in a wide range of activities. December 2019: Beneficiaries enter 75 Housing Affordable Units February 2020: Beneficiaries receive support to seek employment.
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Name of the best practice	S.A.L.U.S. 'W' SPACE – Sustainable Accessible Livable Usable Social space for intercultural Wellbeing, Welfare and Welcoming
Country where it is realized	Italy
Who realised the best practice?	Comune di Bologna
When was it realized?	01/11/2016 – 31/10/2019
Arguments of the best practice	The flows of refugees have constantly increased and they are not expected to get reduced. In Bologna metropolitan area asylum seekers passed from 321 to 816 in 2015. This trend requires a new systemic and structural answer that involves also the third sector and the civil society, to make integration happen effectively. To achieve this goal a major cultural change is required. Reception centers must become new centralizes, able to produce culture, solidarity, economic growth and social wellbeing. Refugees need to feel part of the host community where they can activate their own unique abilities, qualities and skills, to build their self-reliance and autonomy. Main challenges: – to overcome the emergency approach in the refugees reception model and find new sustainable solutions, integrated into the social and economic framework; – to prevent the conflicts and the perception of migrants and refugees as an economic and social burden; – to fight the urban and social decay, caused by the economic crisis; – to foster an open intercultural society, based on the generative welfare model and solidarity, by enhancing reciprocity between refugees and citizens and knowledge contamination; – to deal with the demographic changes: aging population, low birth rate, migration of young people.
Describe the best practice	The project intends to use an integrated approach and the tools of social innovation. This experimentation is

	based on best practices at local level, coming from a twenty-year experience, concerning the whole partnership and the methodology (increase capability rather than pursuing subsidy policies). Villa Salus aims to become a "think tank" of this new welfare model, offering training to social workers and becoming an European reference point for generative welfare studies. 1. creating a reception centre for refugees which is also a neighborhood centre, offering a pleasant and relaxing environment, educational gardens, artistic workshops, coworking, multiethnic restaurant and accommodation facilities; the centre provides a housing social mix in order to sustain social cohesion and avoid "ghetto effect"; 2. turning threat into opportunity, supporting the refugees in their autonomy process and fostering micro-entrepreneurial development; 3. reusing abandoned areas as new lively spots for developing community based projects, trough a participatory design process; 4. creating employment support and self-entrepreneurial guidance, as a unique field-training experience. The refurbishment itself is conceived as training opportunity 5. enhancing a balanced demographic structure within the City, giving the possibility to the refugees to become economic actors. Cultural change: the integration will become a real achievement, based on exchange and collaboration between citizens and migrants, able to reduce conflicts and foster a new intercultural model of co-living and mutual support, where migration will be seen as resource and not as a threat; Physical change: the project will bring an urban regeneration of the area, removing the risks of squating and social decay and improving the environmental quality; Economic change: the refurbishment will become an economic growth booster and an opportunity of field-training that will provide employment support to refugees. Villa Salus will offer entrepreneurship start-ups opportunities; an opportunity for all citizens to develop trust and self-motivation to face difficulties, overcoming individualism and competiveness, feeling part of a larger community.

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	This project will create a replicable model of integrated community centers where the third sector and the ciziens have an active role in supporting the reception and integration of refugees.
Results achieved and impact obtained	January 2017: Start-up of the participative planning. Press-conference and public meeting of the district council. March 2017: "Concept" of Villa salus: Shared lay-out and guidelines are provided to the architect in charge of the design. April-May 2017: The final design is accomplished and the project approved by the City council. November 2017: The detailed design, that includes the structural interventions and the technological plants, is ready, and the call of tender is published. April 2018: Beginning of the construction phase. The public selection process is ended and the contract signed by the company. March-April 2019: End of construction phase. The building is delivered to the Municipality. Project social activities can be settled down. September 2019: Kick-off public event. Villa Salus is opened to public.Big celebration for the opening
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N.4

Name of the best practice	MiFRIENDLY CITIES
Country where it is realized	UK
Who realised the best practice?	Coventry City Council
When was it realized?	01/03/2018 – 28/02/2021
Arguments of the best practice	The Migration friendly cities will bring Coventry, Wolverhampton and Birmingham (other parts of West midlands) coming together to address the below challenges: 1) West Midlands urban authorities have seen up to 40% cuts from their budgets under UK government austerity measures. 2) Refugees and migrants in the region are twice as likely to be unemployed as non-migrants. 3) Knowledge of public health messages is consistently low among migrants and refugees in the region. 4) Prejudice in the WM towards refugees and migrants is rapidly increasing. 5) Refugees and migrants have low levels of awareness of rights and open struggle to access services.
Describe the best practice	A MiFRIENDLY Cities is a regional approach that will be underpinned by the voices, skills and passion of refugees and migrants themselves across the region. 1. New job opportunities/accredited training and upskilling employers for better engagement with refugees and migrants, 2. Health champions trained to deliver public health messages and raising awareness in the population to reduce unwanted demand. 3. Mentoring, financing and supporting social enterprises to tackle challenges identified in this proposal. 4. Activities supporting active citizenship and rights, including training refugees and migrants as Citizen Journalists and Citizen Social Scientists to evaluate success of the project.
Results achieved and impact obtained	1. Better use of limited financial resource driving long-term lasting change between 3 Local authorities.

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	2. The employment rate of refugees and migrants in the WM is increased by 15% over 3 years.
	3. 20% more refugees and migrants in the WM accessing primary prevention healthcare screening including for latent TB, cervical cancer, breast cancer, HIV leading to improved community wide public health outcomes.
	4. Social participation of refugee and migrant communities in grassroots activities aimed at increasing solidarity by 10% and engendering improvements in feelings of belonging.
	5. Awareness of rights and how to access them among refugees and migrants is increased by 10%, engendering increased feelings of active citizenship.
	6. The MiFRIENDLY Cities approach is embedded within existing and future regional and Cityplans and public policy is positively influenced by MiFRIENDLY Cities activities.
	March 2018: Launch of project/ Project implementation starts with communication.
	June 2018: Citizen Social Scientists recruited. Architectural design for Hope house agreed by refugees and migrants. Lease agreed for pop up furniture shop.
	December 2018: Social Entrepreneurs and Health Champions recruited. ”Share my language” café starts. Pop up shop opens. Career guides published.
	February 2020: Health Champions trained with an accreditation. 300 Refugees and migrants complete accredited training.
	December 2020: 100 Local volunteers working in fab labs to upcycle furniture pieces and complete home make overs for 100 homes.
	Health checks for migrant rights completed/Work placements are started. Social Enterprise start ups.
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Name of the best practice	MILMA Project – Migrants Labour Integra
Country where it is realized	Spain
Who realised the best practice?	Municipality of Fuenlabrada
When was it realized?	01/03/2018 – 28/02/2021
Arguments of the best practice	Fuenlabrada is a young working City located in the South of the metropolitan area of Madrid that in the last four decades has almost tripled its population as a result of an intense migratory process both national and international. In the City, unemployment is especially high among lower skilled young people. The access to employment is one of the principal elements of the City's social inclusion policies. Registered unemployment, in November 2017, was 14.225 people (5.889 men and 8.836 women), 1.834 of them are migrants (12.9%). One of the main challenges of the City is the integration of people at risk of social exclusion, especially unemployed people. In this sense, the objective is to generate opportunities for the inhabitants, both local and migrants, in a collaborative way to access to the labour market. As a result of this collaboration process the project expects to facilitate migrants' social inclusion, as well as increase the possibilities to get a job or create a start-up company for unemployed people. The project will promote the integration between cultures through acculturation innovative programs. This will be based in a collaborative. Business Challenges Labs (BC Labs) will be created with an active role of social economy companies, where the target groups will receive training oriented to generate the capacity and hopefully provide new opportunities in the labour market for participants.
Describe the best practice	The project will promote the integration between cultures through acculturation innovative programs. This will be based in a collaborative way in which local inhabitants and migrants will work together to increase their employability.

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	Business Challenges Labs (BC Labs) will be created with an active role of social economy companies, where the target groups will receive training oriented to generate the capacities (technical/practical skills) in niches of employment with present and future potential employment opportunities (Green Production, Urban Creation and Recycling, Communication and Production/Multimedia development, Integration and Installation of Devices, Digital Production, Provision of Elderly Care and Catering). BC Labs will also improve the employability as well as foster entrepreneurship (by promoting the development of products and services demanded in the real job market).
Results achieved and impact obtained	November 2018: Municipality of Fuenlabrada received the keys to their new homes from the Deputy Mayor during an official event. February 2019: Start of Entrepreneurship courses and English lessons for neighbourhood members and asylum seekers. Summer 2019: Open House event for the neighbourhood, asylum seekers, U-RLP partners and important Stakeholders. Spring 2020: Presentation of the Evaluation and research results of CIFE- Fuenlabrada Center for Entrepreneurship and Innovation – Public agency
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N.6

Name of the best practice	U-RLP Utrecht Refugee Launch Pad
Country where it is realized	Netherlands
Who realised the best practice?	Gemeente Utrecht
When was it realized?	01/11/2016 – 31/10/2019
Arguments of the best practice	Cities play a crucial role in the reception and integration of asylum seekers in local communities. Within Europe there has been a growing number of welcoming voluntary activities combined with sometimes openly hostile but at least concerned reactions towards the reception and integration of refugees. Especially in deprived neighbourhoods there is a risk of poor social inclusion of new migrants where residents already themselves face problems of high unemployment and lower levels of education.
Describe the best practice	The Utrecht Refugee Launchpad seeks to develop a new way to deal with reception facilities for refugees in neighbourhoods by introducing an inclusive approach. The project aims to create a combined learning and living environment for both refugees and the local community. It offers the neighbourhood a vibrant and enigmatic centre.A group of carefully selected youngsters with a strong connection to the neighbourhood and it's improvement created trendy living quarters in the same building where the refugee shelter is located. Youngsters are of mixed levels of education, occupation, gender, age, colour and background. Their common ground is the intent to create a community with the asylum seekers within the neighbourhood. Neighbourhood members are invited to follow international entrepreneurship training or Business English classes together with the asylum seekers, followed by peer to peer coaching and introductions to local businesses. The lessons learned in the URLP could be both used within the Netherlands or elsewhere. This way the approach ensures a future proof investment into the participants' lives, which could be built up in Utrecht or elsewhere if the asylum request is denied or when refugees may want to

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	rebuild their home country when the war is over. The project seeks to offer asylum seekers and neighbourhood(youth) alike an active and entrepreneurial environment. The core target group remains, of course, the refugee community. However, by mixing refugees with neighbourhood participants, potentially opposing groups are thought to bridge a gap and experience mutual support instead of growing alienation.
Results achieved and impact obtained	November 2016: Gemeente Utrecht received the keys to their new homes from the Deputy Mayor during an official event. February 2017: Start of Entrepreneurship courses and English lessons for neighbourhood members and asylum seekers. Summer 2017: Open House event for the neighbourhood, asylum seekers, U-RLP partners and importants Stakeholders. Spring 2018: The first results of the project and experiences will be presented in Utrecht to other European practioners and scientists. Spring 2019: Presentation of the Evaluation and research results of Oxford University and Roehampton University.
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N.7

Name of the best practice	CoRE – Centre of Refugee Empowerment
Country where it is realized	Austria
Who realised the best practice?	Stadt Wien
When was it realized?	01/11/2016 – 31/10/2019
Arguments of the best practice	During the years, we saw a dramatic increase in the number of refugees coming to Austria and to Vienna in particular. With almost 90,000 applications for asylum in Austria, the number was one of highest in Europe in relation to the population size. In 2015, Vienna's demographic growth reached a plus of 43,000 – more than twice the already high average of the last decade, posing huge challenges to social welfare and social housing systems as well as to the labour market. Under these circumstances, integration of such a high number of refugees into the urban society is a task which cannot be fulfilled by one public authority. This calls for new, innovative solutions and new models of cooperation.
Describe the best practice	CoRE will address integration challenges by implementing innovative solutions. The project aims at providing refugees with integrated support to facilitate their integration in Vienna, by focusing on three aspects: Firstly, CoRE is an empowerment fabric jointly planned, utilized and operated by public institutions, NGOs, civil society initiatives and refugees. By pooling resources and knowhow and by making refugees equal partners instead of passive beneficiaries, it helps to initiate smart transformation processes for the whole integration system. Secondly, CoRE is a physical infrastructure in the form of a CoRE building, which will be adapted to the needs of the project. The CoRE building will be a location that offers community spaces as well as service spaces. Through new forms of cooperation of a broad range of Stakeholders, CoRE will be the venue for a variety of integration activities to take place.

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	Thirdly, CoRE is a think tank, which monitors, analyses, and innovates policies and develops and tests new solutions.
Results achieved and impact obtained	CoRE aims at strengthening the whole integration system and at making it fit for new challenges. CoRE develops and provides new integration offers, which address the needs of asylum seekers and refugees in Vienna. CoRE also contributes to the adaption and optimisation of instruments and services in order to make them more user-oriented. Thanks to the innovations implemented within the project, existing ruptures and breaks in the integration process will be overcome. CoRE's focus on skills and competences ensures that already during the asylum procedure, refugees' competences will be routinely assessed and documented in a newly developed data base. Activities in the field of career planning, competence development and specific trainings facilitate refugees' readiness for the labour market. As a result, refugees' preparation for the labour market starts already during the asylum procedure.
	With a focus on peer mentoring and information offers in refugee's native languages, CoRE ensures that asylum seekers' integration in Vienna starts right after they settle in Vienna. Thus, refugees will sooner be able to understand basic issues of life in Vienna, such as housing, education, health care, law, rules and codes for living in the City, etc.
	Finally, CoRE shows a wider public that - despite the existing challenges - integration of refugees can be successful and can add to the prosperity of the City. CoRE contributes to making diversity a success in Vienna – by finding solutions to current challenges and by thinking ahead and therefore preparing the City for future challenges.
	February 2017: The CoRE building was selected.
	July 2017: A competence database was developed in a cross institutional structure.
	October 2017: The core group of refugee peers was selected and trained.
	January 2018: The health promoting programme was successfully implemented.
	March 2018: The first fact finding missions in other European countries were conducted.
	August 2019: Min. 200 refugees were provided with accommodation through the Housing First Platform

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N.8

Name of the best practice	Família do Lado/Family Next Door
Country where it is realized	Portugal and Czech Republic
Who realised the best practice?	CIES-IUL, Portugal
When was it realized?	The project "Next Door Family" was created in 2004 in the Czech Republic.
Arguments of the best practice	Under the concept "inclusive neighbourhoods", it relies on the interaction between immigrants and the host society and in the importance of strengthening social relationships as a way to contribute to a more effective integration, removing barriers and promoting cultural diversity.
Describe the best practice	To create the integration, a family agrees to welcome and host another family they do not know in their home, becoming pairs of families (one migrant family and one native family) for holding a typical Sunday lunch of their culture as a way of welcoming the "Other". All meetings take place on a specific Sunday of the year, November, at the same time across the country and in countries that are associated with the implementation of this initiative, such as the Czech Republic and Spain. The High Commission for Migration promotes this initiative in Portugal, in a partnership with public and private entities throughout the country. If a local entity wants to boost the initiative in the county, shall fill in an application form and send it to the organizer.
Results achieved and impact obtained	The "Next Door Family" takes place in Portugal every year since 2012. There have been many public entities (municipalities and town councils) and private entities (immigrant associations, youth associations and others, cooperatives, NGOs, companies,) that all years are set for the implementation at the local level. To that end, a support methodology integrates 10 steps for its successful implementation. The methodology is part of a brochure that includes all tools. This transnational initiative takes place every year in other European countries and Portugal has been one of the countries with the largest number of participants. In the six editions, around 600 lunches, involving 1,463 families from 60 different citizenships, were included in this initiative. We

	highlight that in 2017 there were more participants than ever, and with the more citizenships' variety, in a total of 1,036 people (527 migrants and 509 native people). All the information to participate is available on the website.
Web Link for more information	https://www.acm.gov.pt/-/familia-do-lado

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N.9

Name of the best practice	Fluechtlingsdialoge/Dialogues with refugees
Country where it is realized	Germany
Who realised the best practice?	Irecoop Veneto
When was it realized?	April 2016
Arguments of the best practice	The project promotes the dialogue between refugees and natives through the organization of events. Municipalities and local authorities to promote discussions in neighbourhood about an inclusive, social and cultural coexistence. The main goals are to empower integration of refugees and to empower the community.
Describe the best practice	Since April 2016, 54 dialogues were organized about many integration topics, and in particular: language and education, job, housing, involvement in the community, safety. The website is an important reference point for mayors, administrators, politicians and volunteers concerned by the managing of refugees. The website reports good practices and experiences, examples and practical tools to help the integration of refugees. The dialogues are useful to all community to define a better integration path. Dialogs have experienced different format: world café, workshop, Breakfast of Friedrichshafener, focus groups. Breakfast of Friedrichshafener, for example, is a project led in the municipality of Friedrichshafen. After some meetings about well-succeeded integration, the Community decided to promote a bus with self-service breakfast, in order to raise awareness of people and to approach more people.
Results achieved and impact obtained	From 2016, about 50 municipalities are involved in the development of dialogues. From April 2016 to January 2018, 27 events have been organized. 2100 people have been involved in the project and 86% of involved people declare that dialogue was a "good" or "very good" experience. The most innovative aspects of this practice are the participatory approach, the neighbourhood actions, the practical tools in websites,

	the supervision of Stuttgart municipality and the different format of dialogs.
Web Link for more information	https://www.fluechtlingsdialoge.de/de/startseite/

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N.10

Name of the best practice	Plataforma de Apoio aos Refugiados/Platform for Refugees' Support
Country where it is realized	Portugal
Who realised the best practice?	CIES-IUL
When was it realized?	2016
Arguments of the best practice	The Refugee Support Platform (PAR)is a Portuguese network of organizations from civil society whose aim is to support hosting refugees during the current humanitarian crisis. Each organization sharing this purpose is invited to integrate the platform. The network includes 360 organizations. The mission of PAR is to 'promote a culture of acceptance and support for refugees, both in the Portuguese society and in countries of origin and transit'. PAR has been formally recognized by the Portuguese Government through a cooperation protocol and is a member of the Working Group for the Migration Agenda
Describe the best practice	It's a community based model. Along with state aid, there are in Portugal numerous organizations with expertise willing to support refugees and migrants through an articulated and integrative model. By January 2016, PAR had brought together about 90 hosting organisations (35 institutions or foundations, 26 religious institutes, 24 parishes, 20 Private Institutions of Social Solidarity, 6 enterprises, 5 schools, 3 civil parishes and 2 municipal councils), with 119 offers to host refugee families (about 600 refugees). Concerning volunteers, in January 2016, it a network of 6,206 volunteers. The offer of volunteers is divided into different areas, including basic needs; technical support (legal, psychological, social and health - 900 volunteers); integration support (Portuguese language learning, education, etc. - 2235 volunteers); others language support (393 volunteers, of which 69 master the Arabic language); and more.
Results achieved and impact obtained	PAR set up three broad axis of intervention: 1) PAR Public Opinion Awareness; to raise public awareness of

	a welcoming culture. 2) PAR FAMÍLIAS [Families], a hosting project directed to children and their families, with the support of the community and local institutions (state agencies, non-profit associations, religious organizations, schools,…). This model implies that for each family of refugees arriving in Portugal under the EU relocation agreement there will be an institution directly responsible for. 3) PAR LINHA DA FRENTE [Frontline] – is a fundraising project that aims to support Caritas and JRS (Jesuit Refugee Service) in Lebanon. These organizations are developing support projects designed to guarantee the safety and dignity of refugees and displaced people mostly in Syria, Afghanistan, Lebanon and Jordan.
Web Link for more information	http://www.refugiados.pt/

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N.11

Name of the best practice	Protocollo d'Intesa e linee guida per l'inserimento lavorativo reichiedenti asilo e titolari di protezione internazionale/ MoU and guidelines promoting inclusion of asylum-seekers and refugees in the labour market
Country where it is realized	Italy
Who realised the best practice?	Municipality of Bagnoli di Sopra and Irecoop Veneto
When was it realized?	It was realized in 2018
Arguments of the best practice	The MoU is the result of a synergy between local authorities, labour associations, trade unions, the diocese and a migrant's rights association. The main implementing agencies are the hosting managing authorities (cooperatives and other), local authorities and the territorial network of enterprises. These agencies will be involved in a common strategy for implementing asylum seekers and refugees' inclusion in the labour market.
Describe the best practice	The Memorandum of Understanding was approved on 14/02/2018 by the "Consiglio Territoriale per l'Immigrazione". At the moment MoU is waiting for the final approval of Ministry of interior. Guidelines have been applied since august 2017 by some Cooperative of Confcooperative, with good results. The experimental phase involved 200 participants.
Results achieved and impact obtained	The memorandum of understanding is composed by guidelines that draw a project of inclusion composed by 5 parts: 1) Reception: sharing of an inclusion agreement. 2) Step 1 (90days): IMPLEMENTING LITERACY AND LANGUAGE EDUCATION: intensive Italian language class (15hours/week) +civic and citizenship education+ labour low and immigration low; involvement in a social activity. 3) Step2: ORIENTATION TRAINING: 90 days' orientation training (25h/w), Italian language class (8h/w), social activity (8h/w). 4) Step 3: SUPPORTING JOB PLACEMENT: foster internships (3-12 month for 25h/w), specific professional training (120h in 9month); optional: Italian class and social activity. 5) Conclusion: the project will end with the conclusion of a job contracts

	and the exit from the centre (during in the following 90 days).
Web Link for more information	https://www.irecoop.veneto.it/

Citizens of public life in digital learning (JSTE)
Project Number : 2019-1-UK01-KA204-061372

Co-funded by the
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JSTE
GRID FOR THE ANALYSIS OF BEST PRACTICES
GOOD PRACTICE examples about European cases of integration by social and digital learning

N.12

Name of the best practice	Skuhna
Country where it is realized	Slovenia
Who realised the best practice?	ZRC SAZU
When was it realized?	The Skuhna project was launched in 2012 as a three-year project of the Institute for Global Learning with Voluntariat Institute as a partner organization
Arguments of the best practice	The project was funded by the European Union and the Slovenian Ministry of Labour. During the project 8 migrants were provided with training mainly in culinary work. Six of them were then employed in the project. After securing a space to rent, over 40 volunteers were engaged to renovate the restaurant to its current state. Then they started with caterings, cooking workshops and in 2014 opened the restaurant for five days a week. Each day of the week they had different cuisine prepared by migrants.
Describe the best practice	Main goals of the project are: to increase the employability of migrants through culinary work; to bridge the understanding gap between migrants and locals who live in Slovenia. The practice is considered highly relevant because it creates work opportunities for people who are difficult to employ due to limited knowledge of Slovene language etc. Besides that they also provide support and training at workplace which enables overall growth and improvement of migrants.
Results achieved and impact obtained	By the end of the project in 2015, they also joined the Open Kitchen initiative in Ljubljana where they offer food on Fridays at the open market. Skuhna today operates as a social business. The primary purpose of Skuhna is to offer migrants opportunities that facilitate their entering the job market. Profits are reinvested into the business. Currently, SKUHNA is the only migrant restaurant in Slovenia that combines food from all around the world in one place. People with different statuses have the opportunity to work there (asylum seekers, refugees, undocumented migrants, citizens).
Web Link for more information	https://www.skuhna.si/

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N.13

Name of the best practice	The Refugee Project
Country where it is realized	Bulgaria
Who realised the best practice?	Synthesis, Cyprus
When was it realized?	The project is a joint initiative between Cooperation for Voluntary Service (CVS) Bulgaria and Caritas Sofia, since 2011.
Arguments of the best practice	The objective of this initiative is to give refugees and asylum seekers the chance to learn host languages, obtain new aptitudes and skills, experience life in Bulgaria through the eyes of accommodating locals. Moreover, it promotes volunteer work and skills advancement among Bulgarians, who in turn, help grown-ups and children refugees and migrants be socially included by teaching them the host language and other activities including ICT and art workshops.
Describe the best practice	The initiative enlists and trains volunteers of all ages to help refugees and migrants to feel included in Bulgarian culture. The Refugee Project brings together volunteers to organise a wide range of lessons and activities for asylum seekers and refugees in the reception centres (also informally called refugee camps) in Sofia. The period when they live in these camps is a time when many refugee families feel vulnerable; we try to help adults and children to integrate into their new environment by teaching them language skills and giving them new experiences and positive interactions.
Results achieved and impact obtained	The main innovation of the initiative is to utilise volunteers from Sofia to offer their time (minimum 2 hours per week for 4 months) while helping refugees assimilate with the local culture and make their future employment easier. For this to be successful, it needs a strong volunteer network and management. Since then, over 300 volunteers have participated in the project. The project was very successful, so in 2011 CVS-Bulgaria joined forces with Caritas Sofia to continue working with children and adolescents in the integration centre. The Refugee Project was awarded and recognized as Volunteer Initiative of the Year in 2014.

Web Link for more information	http://refugeeproject.eu/en

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N.14

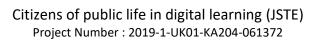|	
Name of the best practice	7 Šarene priče/Colourful Stories
Country where it is realized	Croatia
Who realised the best practice?	Centre for Peace Studies
When was it realized?	In 2015
Arguments of the best practice	- Šarene price is a collection of stories. Stories were told by refugees who found their temporary or permanent home in Croatia and brought with them mainly their memories. Among these memories where stories told to them by their parents, grandparents etc. The aim is for children and adults of host countries to learn stories from different cultures in order to learn about the world around them and understand the importance of diversity of society.
Describe the best practice	The Centre for Peace Studies carried out a training for school teachers as to how to present stories for Šarene priče. It included teachers of different backgrounds. There was also a theatre show based on the stories included in the collection. It was a puppet show so there were different professions involved, like scriptwriters, directors, actors and the other professional necessary for the production of the show. The initiative was developed by the Centre for Peace Studies and the Faculty of Architecture, University of Zagreb, under a grant of the US Embassy.
Results achieved and impact obtained	Šarene priče has been used all over Croatia. It was presented in different fora, including nurseries and schools, festivals of stories for children, conferences and meetings, since 2015 when it started.
Web Link for more information	https://www.cms.hr/hr/azil-i-integracijske-politike/sarene-price-za-sareno-drustvo

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N.15

Name of the best practice	Global Platform for Syrian Students
Country where it is realized	Portugal
Who realised the best practice?	CIES-IUL
When was it realized?	The Global Platform for Syrian Students is a non-profit multi-stakeholder' initiative, founded in November 2013, by Jorge Sampaio, former President of Portugal, with the support of a core group of institutional partners, namely the Council of Europe, the League of Arab States, the International Organization of Migrations (IOM) and the Institute of International Education (IIE).
Arguments of the best practice	This initiative is unique in that it effectively brings together the efforts and the contributions of the various stakeholders willing to back an emergency mechanism to support Syrian students: governments, international and regional organisations, donor agencies, universities, foundations, NGOs of different cultural backgrounds and faith-based organizations, the private sector and individuals. Through a Network of Partners, an Academic Consortium, and a Special Emergency Fund, the Global Platform for Syrian Students works in a collaborative way.
Describe the best practice	The primary mission of the Global Platform is to provide access to higher education in safe haven countries throughout the world to Syrian students affected by the war. It offers a comprehensive, integrated higher education services package to Syrian students who are selected and awarded a scholarship. Furthermore, it also aims at forging collective political will and to mobilise concerted action aimed at promoting Higher Education in Emergencies at large and to place it high on the international agenda. In 2017, managed to maintain a number of scholarships up to around 120 students. Relevant progress was also made in implementing a small pilot experience of the Rapid Response Mechanism for Higher Education in Emergencies (RRM) in Portugal. The cooperation agreement signed in July 2017 between GP4SYS and the Portuguese High Commission for Migrants, made it possible to award 23 scholarships to refugees of

	various nationalities in Portugal. The Global Platform for Syrian Students joins other on-going efforts to create higher education opportunities for Syrians affected by the war, thus avoiding the loss of a generation of university graduates. It builds upon successful experiences developed by other organizations, such as the Albert Einstein German Academic Refugee Initiative Fund (DAFI), implemented by the United Nations Refugee Agency (UNHCR) and the programs to help students and scholars under threat worldwide, established by the Institute of International Education (IIE), a world leader.
Results achieved and impact obtained	• As it is a multi-stakeholders' initiative, the Global Platform has an international Advisory Board comprising representatives of the League of Arab States and of the Council of Europe and a number of eminent personalities such as Kerstin Eliasson, former Secretary of State for Education, Sweden; HRH Princess Rym Ali, President of the Jordan Media Institute and Richard Branson, CEO Virgin Group in the international exchange of people and ideas.
Web Link for more information	http://www.globalplatformforsyrianstudents.org/