

JSTE

GRID FOR THE ANALYSIS OF BEST PRACTICES

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

N.1

Name of the best practice	REFUGIS - CO - HOST
Country where it is realized	Italy
Who realised the best practice?	Fondazione Mondo Digitale
When was it realized?	Refugis co host is a project creating conditions in which secondary school students teach immigrants and refugees to use computers, surf the internet, and take their first tentative steps into the IT world. The project is a result of collaboration between Fondazione Mondo Digitale and Microsoft, which created a training hub inside the school to enable immigrants to learn and develop digital, linguistic, and civic skills.
Arguments of the best practice	The Refugis co host project has a clear goal: to integrate through the development of digital literacy skills. The process is based on a peer learning approach as young Italian students teach immigrant learners.
Describe the best practice	Thanks to the experience gained by the Fondazione Mondo Digitale in other activities, it was possible to carry out the following activities: <ul style="list-style-type: none"> • Train the trainers online • Laboratories and workshops, both physical and digital, about civic values, Italian language, ICT basic literacy by manuals and short tutorials, • Creation of an Internet Point in the schools involved, • Launch of a website containing educational content released as Open Source, • Organisation of public events to foster the integration of immigrants, refugees and citizens from the host country.
Results achieved and impact obtained	The project is aimed at refugees, asylum seekers in Italy and secondary school students and foreigners, it involved: <ul style="list-style-type: none"> • 1000 foreign citizens in training • 3000 asylum seekers and refugees involved in communication events and dissemination activities • 1000 high school students in the role of social, digital, and cultural facilitators • 50 local actors involved in the project The project is: <ul style="list-style-type: none"> - easily transferable - it is based on willingness to get in contact.

	<ul style="list-style-type: none">- transformative - it gives students and foreigners a chance to become an active part of the society.- sustainable because of the collaboration with local stakeholders - mainly the school
Web Link for more information	http://www.mondodigitale.org/it

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Name of the best practice	RifugiArti
Country where it is realized	Italy
Who realised the best practice?	Migrazione is a Social Cooperative Society
When was it realized?	In Migrazione is a Social Cooperative Society born in 2015 from the will of people engaged in research, reception and support to foreigners in Italy. The idea of the RifugiArti project was born from an ambitious challenge to try to change the perspective of reception and support towards the social inclusion of refugees. The Cooperative offers a welcoming and protected space where refugees can be involved in a path of discovery and positive growth through art. A place where they can express their emotions through painting, drawing and sculpture. Through a laboratory of art, ideas and inclusion where to realize workshops (body animation, painting, drawing, sculpture and more generally expressive creativity) and create an Atelier, where is possible can express individual creativity and artistic capacity
Arguments of the best practice	The project aims to involve adult refugees (men and women) in a path of discovery and positive growth through art, motivating them to express their emotions through painting, drawing and sculpture and where they can discover beauty through visits to museums, palaces, squares, exhibitions, workshops and ateliers of other artists. The beneficiaries are refugees forced to leave their homes and their loved one due to war, persecution and violence.
Describe the best practice	Refugees live in isolation because they do not know the Italian language and culture, or they are in Italy alone without their families and by participating in this workshop they have the opportunity to acquire new knowledge, socialize and learn the Italian language and culture. The artistic laboratory promote the acquisition of language skills, access to training opportunities and the development of cultural mediation processes. In this regard, the artistic laboratory can promote both social inclusion - through the construction and autonomous management of relations, the use of leisure time - and cultural integration, through the

	acquisition of language skills, access to training opportunities and the development of cultural mediation processes.
Results achieved and impact obtained	The RifugiArti project enhances the role of art and artistic expression as a preferential channel to connect cultures and foster exchanges. Through artistic language, refugees are able to communicate stories, feelings and situations in order to overcome the barriers imposed by verbal language and different cultural backgrounds. For some refugees, participation in the workshops has turned into a job opportunity as some of the works are sold through constantly updated catalogues and participate in exhibitions of national importance. The project has proved a success as refugee participation has steadily increased.
Web Link for more information	https://www.inmigrazione.it/it/progetti/rifugiarti

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Name of the best practice	Refugees Welcome International
Country where it is realized	Germany, Austria, Spain, Portugal, Poland, Greece, Sweden, Italy, Romania, Czech Republic, Netherlands, Australia, Canada, Romania, France, Japan, and Northern Ireland
Who realised the best practice?	International network for refugees housing
When was it realized?	Refugees Welcome International is a project based on the idea of sharing and couchsurfing. The initiative is operating in Germany, Austria, Spain, Portugal, Poland, Greece, Sweden, Italy, Romania, Czech Republic, Netherlands, Australia, Canada, Romania, France, Japan, and Northern Ireland. The initiative connects potential hosts and refugees seeking a place to stay, before they are able to find their own home place. In some countries like Germany, the public office refunds some part of the rent.
Arguments of the best practice	Refugees Welcome is an alternative solution to an accommodation problem, purely based on sharing economy ideas.
Describe the best practice	The idea is not only about sharing an apartment with refugees. Housing refugees in private accommodation provides advantages for everyone: refugees are able to live in sound accommodation, learn the language faster, and adjust to a new environment more easily.
Results achieved and impact obtained	The host on the other hand, has the opportunity to learn a different culture and help a person in a difficult situation. So far, the organization helped to match over 1400 pairs of refugees and their hosts
Web Link for more information	https://www.refugees-welcome.net

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Name of the best practice	Antidiscrimination School Service
Country where it is realized	Denmark
Who realised the best practice?	ActionAid Denmark
When was it realized?	From 2017 ActionAid Denmark's Antidiscrimination Department offer the two informal and interactive workshops; Power in Social Relations and Inequality and Privileges focusing on ethnic discrimination. The workshops are offered to primary schools, high schools and universities. Through the workshop's volunteers aim to make students aware of the power dynamics, stereotypical prejudices and discrimination people with minority background experience in their everyday life's by creating a safe space for the students to share their experiences.
Arguments of the best practice	The workshops are booked by teachers and professors, who for academic or class dynamic purposes wants students to learn about social exclusion and inclusion. The workshops are facilitated by volunteer facilitators from the volunteer group Together Against Racism placed in Copenhagen and Aarhus (the two biggest cities in Denmark) consisting of young people with different ethnic and educational backgrounds.
Describe the best practice	ActionAid is promoting an intercultural dialog in a safe space between students of different backgrounds to discuss and comprehend the privileges that some people are born with and others are not and the invisible power structures that includes some groups in society and exclude others.
Results achieved and impact obtained	ActionAid is working to remove the barriers that make people with immigrant backgrounds behind in the queue in many of life's conditions. A way of eradicating social and economic inequality in society is to make people aware of their own privileges by engaging in an intercultural dialog focusing on topics such as racism, inequality, prejudices and invisible power structures. Antidiscrimination workshops have for years been offered by ActionAid to different municipalities in Denmark and there is a rising demand for the workshops due to the increased focus on antidiscrimination in educational institutions



Web Link for more information

<https://www.ms.dk/arbejde/danmark/antidiskrimination/kontakt>

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Name of the best practice	Open House
Country where it is realized	Iceland
Who realised the best practice?	Red Cross Iceland
When was it realized?	It is realized from 2016. The Open House is a Red Cross project intended to individually support the immigrants and refugees to integrate in Iceland.
Arguments of the best practice	The Open House has Icelandic speaking volunteers assisting immigrants to: create a CV, search for employment, find accommodation, locating affordable furniture and appliances, educational opportunities and academic support, accessing available emotional support/counseling services.
Describe the best practice	The Open House has local volunteers who are trained and have the know-how to provide individual support to all immigrants in need of guidance in Iceland. The team will assist them on: How to search for a job, where to look for houses, where to buy cheaper items, how to write a resumé, among others.
Results achieved and impact obtained	People also come to the Open house for the social aspect as they meet people from Iceland, their own country and the rest of the world. There are always snacks and music in the Open house to create a nice atmosphere. With the Open house, immigrants always have a place they are welcome to discuss any issue or question they have. The Open house team have psycho-social support training and works from a place of “meeting people where they are” so people always feel welcome and accepted. The Open house project manager furthermore advocates for the interest of refugees and immigrants when needed towards the local authorities. The Open house is also often the first contact for new refugees in the Icelandic system. They come to the Open house before they have met with their social worker, so the flow of information is very important to calm their nerves as they haven’t gotten any information about their next steps from the social services at that point in time.
Web Link for more information	https://www.raudikrossinn.is/english

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N.6

Name of the best practice	Food For Thought
Country where it is realized	Denmark
Who realised the best practice?	Crossing Borders
When was it realized?	From 2017 Crossing Borders create a spaced for people from different backgrounds to share their life stories and serve food from all over the world. Crossing Borders host Food For Thought, a weekly event for people to share and listen to life stories related to politics, activism, entrepreneurship or multiculturalism. After the talks, people eat tasty food made by refugee and migrant chefs living in Denmark. The events are held in the Ubuntu house placed in the center of Copenhagen, which makes it accessible for everyone.
Arguments of the best practice	Food for Thought enables refugee and migrant chefs in Denmark to share their knowledge and stories with other like-minded community members, including both locals and internationals. This is done by making food that is representative of their culture, eating together, listening to a story and telling each other stories in an informal setting.
Describe the best practice	Through Food For Thought, Danes and internationals alike have the chance to meet migrants and refugees face-to-face and learn about their cultures and backgrounds, thereby challenging stereotypes and refuting what is often presented in the media.
Results achieved and impact obtained	The total number of beneficiaries is around 500 persons!
Web Link for more information	https://crossingborders.dk/what-we-do-2-2-2-2-2/

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Name of the best practice	Refugee Law Clinic
Country where it is realized	Germany
Who realised the best practice?	Refugee Law Clinics Deutschland e.V,
When was it realized?	It is operating from 2013. The Refugee Law Clinic is a legal support system for refugees and immigrants designed to pro-vide them with free, professional legal advice. In the Law Clinic, refugees receive professional support and counselling from students of law. Student advisors attend an educational programme that teaches them the essentials of refugee and foreign law. Since all student advisors working in the law clinic are under constant supervision from highly experienced professors and experts within the field, they can offer legal advice, even though they still do not step in as attorneys or take another formal role in the asylum processes.
Arguments of the best practice	Support includes: legal consultations, assistance in communication with public authorities, help in interview preparation during the asylum procedure, and referring refugees to other appropriate counselling centres. Different local Refugee Law Clinics are structured slightly differently, but mostly they all have open hours when refugees can simply drop in for a first informal meeting, or make an appointment.
Describe the best practice	Often the Refugee Law Clinics are the first point of contact for those who cannot afford or are unable to find professional legal advice, as well as for those who don't know where to turn with their questions. The Law Clinics provide a more simple point of contact, where issues can be formulated and reflected on with advisors that have professional knowledge, but that encounter the clients not in an administrative, formal way, but instead more personally and open. It makes it easier for the refugees to formulate their questions and problems and find the right steps and directions to take.
Results achieved and impact obtained	This practice covers both an urgent need within the refugee and immigrant community for legal advice, and at the same time provides an unequalled opportunity for German law students to collect

	<p>important knowledge, skills, and practical experience within an important legal field.</p> <p>Since 2013 almost 30 Refugee Law clinics have been established in different cities in Germany. In Cologne, 300 volunteers work in the local Law Clinic alone.</p>
Web Link for more information	www.rlc-deutschland.de

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Name of the best practice	Integreat
Country where it is realized	Germany
Who realised the best practice?	Tür an Tür - Digital Factory
When was it realized?	Integreat was developed from 2015: it is a multilingual, easy to use information app that provides access to information relevant to immigrants, as well as help in learning language and finding a flat or job.
Arguments of the best practice	The Integreat application was created as a support for the public administration system. Its aim is to streamline the process of granting asylum or permanent residence to refugees.
Describe the best practice	The application is a response to the increasing number of refugees in Germany. Between 2015 and 2017 over one million people applied for asylum in Germany. Local authorities faced a huge challenge in processing applications for asylum or permanent residence. The Integreat application is a tool that facilitates the process of legalizing one's stay and as such supports both refugees and government employees. Integreat facilitates the flow of information and enables communication in multiple languages.
Results achieved and impact obtained	The app is accessible, easy to use, and available in several languages. It gives refugees immediate access to information, allowing them to take the next steps on the way to legalizing their stay, finding a job, or getting benefits from available social assistance without having to wait for an appointment with an immigration officer. The app was created for the Munich local area, but is now widely used in other parts of Germany. In recent years, the application has received many awards and has been recognized by NGOs as a useful integration tool
Web Link for more information	https://tuerantuer.de/digitalfabrik/projekte/integreat/

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Name of the best practice	HackYourFuture
Country where it is realized	Holland, Denmark, Belgium and Sweden
Who realised the best practice?	HackYourFuture Foundation
When was it realized?	From 2016.
Arguments of the best practice	HackYourFuture is a code school for refugees teaching computer programming. The aim is to empower refugees through coding and give them a chance to find jobs as software developers. The initiative is easily transferable - it started in the Netherlands and then was re-created in other countries and cities.
Describe the best practice	A team of 40 developers (all volunteers) designed a programme of training of 6-month for refugees in web-development. The programme includes: <ul style="list-style-type: none"> - weekend coding courses - online support of professional programmers - meetings with various tech experts, career coaches - a graduation certificate - support in finding a job after graduation - social networking in the tech world
Results achieved and impact obtained	More than 100 students have completed the training. The acquired knowledge has helped them find a job, or change to a more interesting and profitable workplace. 90% of students have found work in the IT sector. Work is one of the strongest immigrant integration facilitators - it helps immigrants to integrate within society.
Web Link for more information	http://www.hackyourfuture.net

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N.10

Name of the best practice	Global Street Food Iceland
Country where it is realized	Iceland
Who realised the best practice?	Innovation Center Iceland – Reykjavík Street Food
When was it realized?	In 2020. The Global Street Food Accelerator aims to provide immigrants in Iceland with a good location to develop a street food idea. The Global Street Food Accelerator gives access to professional help, help with overcoming the hurdles and barriers of rules, regulations and red tape. Help them by providing good mentors in the business to learn from.
Arguments of the best practice	Immigrants and refugees in Iceland want to work. Many of them have a dream of opening up a restaurant. Starting a business is tough, starting a restaurant is tougher and then doing it in addition in a foreign country is almost insurmountable. Normal business courses are too big and not accessible enough for people who don't speak the native language.
Describe the best practice	The investment on behalf of immigrants is low in financial terms – it is mostly time and effort. In a set length of time they run a street food “accelerator” where they guide the teams from a basic idea, through development of their menu, design of the look and brand of the idea, operation and finance part of business and then providing at least some opportunities for selling the street food in various events during the summer time. Hopefully this will lead to many successful sustainable business opportunities for immigrants in Iceland.
Results achieved and impact obtained	Research shows that exchange of food culture is a great way to foster social inclusion. Food is an universal language and a street food accelerator can enrich the culture of society. It offers up more selection for people looking for variety in their diet and alternative places to go and eat. The Reykjavik area is undergoing a revolution in street food and this will be in good harmony with that. Providing immigrants with their own sustainable business opportunities has several far-reaching implications. It lightens the financial burden on the social system and is sure to have a positive

	social, psychological and financial impact on the families and individuals in question. With minimal advertising on social media, 150 people showed up for the first meeting. Subsequently, 25 teams signed up for the accelerator, more than 100 people from more than 20 countries.
Web Link for more information	https://www.nmi.is/en

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N.11

Name of the best practice	Ankommen
Country where it is realized	Germany
Who realised the best practice?	German government with Goethe Institut and Bayerische Rundfunk.
When was it realized?	It was realized in 2016: its is a welcome app which provides basic information about life in Germany (transport, health care, public services, housing, meals, and immigration procedures).
Arguments of the best practice	Ankommen is a smartphone application created by the German government to help refugees, asylum seekers, and other immigrants in efforts to aid integration within German society. The application is called "Ankommen", which literally means "to arrive". It is available for both the Android and iOS system, and downloading and using it is free. The application was created in cooperation with the German Federal Office for Migration and Refugees, the Ministry of Labor, the Goethe Institute, and the Bavarian local radio and television broadcaster.
Describe the best practice	The information provided via the application helps immigrants to better organize their lives in Germany. The app also helps in learning the language (provides a basic German language course), which is a great help to those who do not know German. The application also indicates where to find further help - which local and government institutions support immigrants.
Results achieved and impact obtained	Ankommen is the best known application for immigrants in Germany - it has over 100,000 users. It is a very helpful tool providing direct help in the most crucial days after immigrants arrive in Germany. The application also provides easy access to information for those immigrants who avoid contact with local authorities, because of the fear of potential deportation. Downloading the app is a much safer option for them then seeking help in immigration offices. This kind of apps should be available in every European country. The high number of users shows that there is a great need for services like this
Web Link for more information	www.ankommenapp.de

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N.12

Name of the best practice	Info-migrator.pl
Country where it is realized	Poland
Who realised the best practice?	The Other Space Foundation, Homo Faber Association, Interkluturalni PL Association
When was it realized?	The internet platform was realized from 2016: It is a platform that provides multilingual information services for immigrants, comprehensively answering the needs of foreigners immigrating to Poland.
Arguments of the best practice	The aim and mission of this project is to simplify the life of immigrants in Poland, by securing convenient and quick access to all practical information and, as a result, boosting their activity and encouraging their participation in public life. The intended effect of this project are well informed, integrated and active immigrants. The portal contains lots of useful information such as: formal and legal issues concerning staying in Poland; procedures in local immigration offices; social services (government and nongovernment) available for immigrants in 9 of the biggest cities in Poland. The portal provides information in 5 languages: Polish, English, Russian, Ukrainian, and French. It also serves as a communication platform connecting immigrants, non-governmental organizations, public institutions workers and scholars concerned with immigration issues. It promotes the idea of cooperation between people interested (professionally or privately) in immigration.
Describe the best practice	It provides general information about immigrant policies, legal issues and available government and non-government support for immigrants and local information, for example: contacts to important institutions and organizations that can advise immigrants. The practice is an example of great cooperation between Polish local NGOs which have united to establish one common website for immigrants.
Results achieved and impact obtained	The practice fosters the successful integration of immigrants by providing the most important and basic information needed to start living in Poland.

	<p>The portal is an easy to find, well-designed source of information and communication platform. The main asset of this portal is that it gathers a large amount of key information for immigrants in one convenient place and makes it available in different languages. Another great feature of this website is the quality: it is a verified and reliable source of information - mainly because it is run by professionals.</p>
Web Link for more information	http://www.info-migrator.pl/en/

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N.13

Name of the best practice	The Charity House
Country where it is realized	Turkey
Who realised the best practice?	Kirşehir Municipality
When was it realized?	The Charity House started in 2010 and from that year it provides bread, food, clothing, etc. to approximately 2000 families in Kirsehir.
Arguments of the best practice	The system is really simple - local citizens regularly support the Charity House: goods such as furniture, brown goods, white goods, etc. are provided by local families and distributed in a form of supermarket for refugees
Describe the best practice	The Charity House provides refugees with food, clothes, and other basic items. It is a result of cooperation between the local Municipality and local citizens who together founded place and run it on a daily basis.
Results achieved and impact obtained	Charity House serves more than 2000 registered local refugee residents. They are supported monthly. Charity House is supported by more than 1000 volunteers. The initiative connects local citizens with refugees and gives people the chance to help others in need and play an active role in the process.
Web Link for more information	http://www.kirsehir.bel.tr/Proje-36-Hayr Evi

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Name of the best practice	W.O.M.E.N. in Iceland
Country where it is realized	Iceland
Who realised the best practice?	Women Of Multicultural Ethnicity Network
When was it realized?	Since 2003 W.O.M.E.N. in Iceland provides peer support, which is a 'helpline' for women in need by women who may share similar experiences here in Iceland. This is a voluntary, confidential service offered by the members W.O.M.E.N. This service is free to all women of foreign origin.
Arguments of the best practice	The initiative is: <ul style="list-style-type: none"> - encouraging, educating and empowering women of different ethnic origin, to enable them to support their families effectively during the process of integration; - bringing to the immigrant women the opportunity to work in positions appropriate to their background.
Describe the best practice	It removes barriers to opportunities and enables women to participate in public and community life, including business. The Women's Story Circle and The World Food Cafe projects create a forum for all women in Iceland to share their stories and different ethnic cuisines, giving them an opportunity to meet in an informal atmosphere in order to share their cultural backgrounds. It also provides an opportunity for women of foreign descent to practice their Icelandic in a relaxed environment and to learn more about Icelandic culture, literature, and traditions
Results achieved and impact obtained	It empowered women of different backgrounds. It increased their self-confidence and self-respect. It gave them support to continue their education.
Web Link for more information	http://womeniniceland.is/

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N.15

Name of the best practice	Le Ricette del Dialogo. Cibi e storie per l'inclusione e l'interculturalità
Country where it is realized	Italy
Who realised the best practice?	Slow Food and LVIA – Lay Volunteers International Association
When was it realized?	It was developed in 2018 and 2019. The project "Le Ricette del Dialogo. Cibi e storie per l'inclusione e l'interculturalità" was directed to social and labour inclusion of migrants. The food has proved to be a key instrument of global citizenship and intercultural dialogue. "The Recipes of Dialogue. Food and stories for inclusion and intercultural" is about food, recipes and sharing traditions of migrants. The project is based on workshops at schools, trainings for youth and migrants, community celebrations and sharing this experience through media.
Arguments of the best practice	The project aims to improve intercultural dialogue, social cohesion and active and responsible development in Piedmont, promoting a critical understanding of intercultural society among young people and citizens and spreading good practices of dialogue through the "language of food". The project includes formal and non-formal education activities in schools, youth groups and their communities, as well as pathways of social participation and labour/training inclusion for migrants of different ethnic groups
Describe the best practice	The Cooks of "Ricette d'Africa" with the association Renken have created 10 cycles of culinary workshops, one of which with journalists as part of the Festival of Food Journalism. The participants experimented, cooking and knowing the life history of African cooks, how "at the table" we overcome stereotypes and prejudices
Results achieved and impact obtained	<ul style="list-style-type: none"> • 78 migrants have been trained by Slow Food on entrepreneurship in the world of food. • 10 migrants opened working and intercultural activities related to food, such as the "Ristorante in casa", an interactive web channel, catering



Web Link for more information

<https://www.slowfood.it/comunicati-stampa/le-ricette-del-dialogo-cibo-e-storie-per-linterculturala-e-lintegrazione/>