

# CASE STUDY 7

**Learning of Local Bodies  
to Integrate Immigrants (LL2II)**



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FRSP DIALOG

AUTPOST ACADEMY

# Learning of Local Bodies to Integrate Immigrants (LL2II)



The alliance comprises of 7 partners from 5 EU nations, including representatives of local authorities, NGOs, training and consultancy firms, and universities. They were selected as a result of their in-depth knowledge and experiences regarding immigration, difficulties relating to diversity, broad networks in relevant disciplines, IT expertise, and involvement in international initiatives. In order to optimise EU coverage, the partners' geographic locations were carefully considered.

The project started in September 2015 as a result of 3.4 million people moving to a nation that is a member of the European Union (EU) in 2014. An estimated 1.6 million of them were immigrants from non-Member States. According to the Europe 2020 Strategy, successful immigrant integration into host nations will increase the EU economy's productivity and help create a society that is both competitive and sustainable.

In order to achieve this, the EU Agenda for the Integration of Third Country Nationals (EC 2011) emphasises the importance of local actors in fostering the engagement of migrants in the political, social, cultural, and economic life of their communities.

The agenda also asks for more Member State cooperation and information exchange to address common integration concerns. Particularly in the areas of housing, education, and employment, local players play a crucial role in the implementation and development of integration programmes. Finally, the EU 2020 Strategy leverages lifelong learning through cutting-edge training and education methods as well as ICT technologies in policy fields.



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# Learning of Local Bodies to Integrate Immigrants (LL2II)



In keeping with this strategy, the LL2II project makes use of cutting-edge techniques and an international cooperative methodology to promote the capacity building of local actors working to integrate migrants into the host community. The project specifically targets local authorities, NGOs, trainers, counsellors, staff employees and volunteers who deal with migrants at service providers, as well as policymakers.

Learning of Local Bodies to Integrate Immigrants (LL2II) promotes the capacity building of local government employees and members of civil society who strive to integrate immigrants into the host community.

To do this, the initiative makes use of cutting-edge techniques and resources that support global learning, such as an Open Learning Platform. As part of the project, excellent practises on migrant integration will be gathered from five different European nations (namely, Austria, Italy, Malta, Spain, and Turkey) as well as the creation of a training curriculum to assist local professionals dealing with migrants.

\*Own development of introduction by Dominika Marcinkowska (January, 2023)



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# Learning of Local Bodies to Integrate Immigrants (LL2II)



## ORGANISATION

European funded project coordinated by CRM Yönetim Danışmanlık (Coordinator)

## COUNTRY AND CITY/IES

Ankara, Istanbul (Turkey), Graz (Austria), Seville (Spain), Rome (Italy), Malta

## THE ACTION IS ADDRESSED TO (BENEFICIARIES)

Local Bodies, operators working for migrants, NGOs, trainers, mediators, counsellors, managers and staff of service providers for immigrants, volunteers who want to work for/support immigrants, employment & recruitment sector, policy-makers

## DESCRIPTION OF THE ACTIVITY

The main activities developed were:

- Research and Collection of EU Good Practices
- Training Curriculum
- Developed and Adapted Training Materials
- The Guidebook for Local Bodies and Operators
- Open Learning Platform

## MAIN GOALS

Training, empowerment and learning of adult staff of local bodies, mediators, NGOs, operators and other field actors working for immigrants' inclusion in society and the employment sector.

Additionally migrant entrepreneurship rights have been treated with care as it is important to keep the life balance in all areas of a community.



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# Learning of Local Bodies to Integrate Immigrants (LL2II)



## IMPACTS OF THE ACTIVITY

- Training volunteers to carry out the combined role of interpreter and cultural mediator. Due to the fact that volunteers who are themselves refugees have a unique understanding of the needs of new community members.
  - Helping to improve how they are perceived by receiving communities.
- Volunteers may also carry positive messages about refugees and migrants. In Turkey, where there is increased negative feeling towards Syrian refugees, such awareness-raising can have real potential with respect to improving social cohesion.

## COOPERATION WITH STAKEHOLDERS

Republic of Turkey Ministry of Interior Directorate General of Migration Management, İHH Humanitarian Relief Foundation Mülteci-Der (The Association for Solidarity with Refugees) are involved in the initiative as stakeholders.

## SUSTAINABILITY (ECONOMIC, SOCIAL AND INSTITUTIONAL SUSTAINABILITY)

The initiative is planning to apply for the IPA funds given to Turkey by European Union in order to sustain our activities and services.

## TRANSFERABILITY

Activities can be replicable in other countries considering the different needs that refugees have in each of the stages of their migratory journey.

Source: [https://www.includemeproject.eu/wpcontent/uploads/2022/09/2022\\_July12\\_Include-ME-Good-Practice-Guide\\_design-done-4.pdf](https://www.includemeproject.eu/wpcontent/uploads/2022/09/2022_July12_Include-ME-Good-Practice-Guide_design-done-4.pdf)



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# CASE STUDY 8

**Community Mediators Train  
Community Policing Teams**



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# Community Mediators Train Community Policing Teams



The Train Intercultural Mediators for a Multicultural Europe (TIME) initiative examines methods used in the EU for developing and hiring intercultural mediators for immigrants (IMfl). By suggesting sample training programmes for both intercultural mediators and their trainers, it encourages the sharing of best practises in the area of intercultural mediation.

TIME also examines the systems already in place in the partner nations and makes suggestions for validating IMfl training.

The community policing training strategy that the Lisbon Municipal Police has been developing over the past few years aims to prevent and address local insecurity issues in close coordination with neighbourhood partners, local residents, and representatives of community mediators from all cultural backgrounds in the area of intervention of the community policing. In this regard, the LMP asked community mediators to take part in the training of police officers who were charged with implementing community policing patrols in Lisbon in 2009.

Communities are made up of groups of individuals that govern their behaviour toward one another in accordance with their social and cultural identities. This is taken into consideration during the training of community policing teams that include community mediators. In order to enforce municipal security regulations, police personnel must be aware of the social and cultural identities of the various groups within a particular community.

Community policing teams are trained by community mediators so they can cope with cultural differences when patrolling a region where there have been disputes between various cultural groupings and the police.

\*Own development of introduction by Dominika Marcinkowska (January, 2023)



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# Community Mediators Train Community Policing Teams



## Practice description

Aiming to increase police officers' awareness of the various cultural identities in the area and, consequently, their self-confidence to cope and manage situations of escalating conflicts, the one-day training session by the community mediators' representatives of the various cultural backgrounds in the community discusses the diverse codes and practises related to each culture as well as the critical aspects of communication between police and residents.

Community mediators are invited to support police officers' internal reflection and discussion about culture, identity, attitudes, and behaviours adopted in multicultural contexts as part of intercultural competence training, highlighting the significance of values like respect for one another, dignity, solidarity, and justice as well as the value of the benefits of cultural diversity.

Following the training at the police facilities, the community mediators continue to communicate with the community policing team in the field, introducing the team to the public, outlining their purpose and the key justifications for the practice's use in the area.

## Why it is considered a good practice:

This practice has very clear objectives, directly related to real needs of the population and the community police at the same time. A highly participatory approach was followed in the design of the community policing.

The security group of Ameixoeira and Galinheiras (a northern territory of Lisbon), invited residents and local partners to provide their opinion on what profile police officers would need to patrol that specific territory, what kind of knowledge they should have about the territory security constraints, resources, the social and cultural dynamics in it.



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# Community Mediators Train Community Policing Teams



Lisbon Municipal Police took the initiative to include the community mediators in the community policing training course. The general training was designed by the LMP incorporating the inputs of residents (through focal groups), local partners (monthly security group meetings) and community mediators (periodical working meetings), being the community mediators invited to design the training session on intercultural mediation.

This practice has been proven very effective, as it contributes to increased police awareness of the various cultural identities of the territories, developing capacity building to manage community conflicts and a better understanding of the main problems of insecurity felt by the different community groups that usually do not interact with the police, namely from immigrant communities.

In 2014 the Council of Europe, through the initiative “Diversity Advantage Challenge”, awarded this practice as one of the 15 best real-life examples of the successful involvement of people from different cultural (ethnic, religious, linguistic) backgrounds in the design of innovative products, services, policies, projects and initiatives. In terms of transferability, the training of police officers by community mediators can be easily replicated by local authorities that work closely with local security partnerships.

## Resulting benefits from implementation

The community mediators training was evaluated by the community police officers as a very important asset to their future work in cultural diverse territories. Communication skills of the police staff are enhanced, facilitating the process of developing a trusting relationship with the population on their daily patrols and enabling them to deal positively with diversity. The police and the residents share responsibility and cooperate in order to enjoy a safer environment. The community itself benefits from increased social cohesion.

Source: [http://www.mediation-ime.eu/images/TIME\\_O2\\_Good\\_practices\\_and\\_transfer\\_recommendations.pdf](http://www.mediation-ime.eu/images/TIME_O2_Good_practices_and_transfer_recommendations.pdf)



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# CASE STUDY 9

**DUBLIN COMMUNITY  
INFORMATION FAIR**



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# DUBLIN COMMUNITY INFORMATION FAIR



Representatives from neighbourhood organisations in the Dublin 7 Inner City Area make up the Intercultural Working Group of the Northwest Inner City Area Network. The organisation has engaged in a number of endeavours in an effort to foster the growth of amicable and fruitful interactions among the diverse ethnic groups that make up the community.

A consultation session with members of immigrant groups was one of the first tasks the Intercultural Working Group did in order to find out what obstacles they encountered in using local services. The purpose of this activity was to fill a knowledge gap about the demands of new groups residing in Dublin 7's inner city.

Two nearby hostels that shelter asylum seekers received informational flyers about the event, and posters were put up in public places. A follow-up visit was made to each hostel by a member of the Intercultural Working Group to extend an invitation to participants from new communities.

To publicise the consultation day, the Working Group collaborated with regional refugee assistance organisations including Spirasi and Access Ireland. Additionally, word of mouth and one-on-one interactions were used to promote the event. The Intercultural Working Group supported those who had parental duties and offered translation services to encourage the participation of newcomers. French, Romanian, Russian, and English-speaking facilitators were chosen since these are the languages that new populations in the Dublin 7 region used most frequently.

Participants of the event were asked to list a variety of community and governmental service providers in their area as well as to share their experiences using such services and supports. In order to better meet their requirements, they were also asked what they believed needed to change in the way local services were provided.



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# DUBLIN COMMUNITY INFORMATION FAIR



Important information on how immigrant populations engage with and view neighbourhood service providers was gathered during the consultation session. They listed the following as the primary obstacles to using services:

- Communication and language problems
- Careless treatment of individual instances (service provider apathy)
- Unreachable or unhelpful workers in some services
- Lack of information (inaccessible information)
- Overcrowding of services (housing, health, justice)
- Cancellation of appointments, and waiting periods before scheduling new ones

More good experiences were reported by participants with some service providers than others; for example, the Public Health Nurses' services received significant praise. They proposed changes to local service delivery, such as assigning a Public Health Nurse from an ethnic minority background to engage with residents of new towns, which they believed would foster a better understanding of the needs of new populations.

Meeting local service providers and providing them with information on the need of immigrant communities was the second step in the consultation process. With the help of the immigrant populations they serve, local community and statutory service providers were encouraged to examine their own work practises and come up with culturally considerate work rules and procedures.

Participating agencies included community development workers, F.S. representatives, community training centres, childcare facilities, schools, women's groups, drug awareness projects, youth services, public health nurses, and organisations that work directly with new communities. They also represented a variety of statutory and community services



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# DUBLIN COMMUNITY INFORMATION FAIR



The debate on institutional hurdles to interculturalism, suggestions for change, and realistic activities people may take inside their organisation to promote interculturalism was facilitated by the group facilitator.

A number of major problems were reported by participants for service providers dealing with immigrant populations, including linguistic and cultural difficulties, a lack of knowledge about local services reaching new areas, and restricted access to specific rights (e.g. training programmes and employment schemes).

A national multicultural plan was also suggested, as were anti-racism training policies for the public and commercial sectors, the creation of mechanisms to influence policy, tight collaboration with immigrant groups, and promoting participation and community integration.

The working group wanted to increase the degree of knowledge about regional resources accessible to immigrant populations after the two consultation meetings. The event, which featured a debate on multiculturalism in Ireland, drew more than 100 attendees.

The following results were attained as a result of the consultation sessions and information fair:

- Raised public consciousness of immigrant populations' demands
- Motivated service providers to consider how accessible their service offers are.
- The event involved members of immigrant groups and heard their opinions
- Information was provided on the variety of local resources and services

\*Developed by Dominika Marcinkowska (January, 2023) on the basis of <http://www.nwcn.ie/pdf/NWICAN%20Guide.pdf>



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# CASE STUDY 10

Sligo Volunteer Centre



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# SLIGO VOLUNTEER CENTRE



Since its founding in March 2006, the Sligo Volunteer Centre has actively promoted and developed County Sligo's expertise in volunteerism. The Center offers a wide range of services, including giving individuals the chance to volunteer their time and talents, assisting Volunteering Involving Organizations (VIO) in their work, and fostering the growth of the Volunteer sector in County Sligo.

Depending on their perspective, job, culture, customs, etc., various individuals have varied ideas about what volunteering implies. Sligo Volunteer Centre works to encourage volunteering in all of its forms. They provide a person-centered service in which we make an effort to comprehend the individual's motives and assist them in engaging in volunteering in a way that works for them. The centre puts a strong emphasis on multiculturalism, community cohesion and development of community relationships.

Maintaining a database of volunteer opportunities, helping potential volunteers find suitable volunteer opportunities, the Garda Vetting Service, training for Volunteer Involving Organizations, and general support and promotion of volunteerism within County Sligo are all activities that fall under their purview

The COVID 19 epidemic has also brought a new, large, but manageable difficulties. As communities and society work to come up with a cogent response to the epidemic, the value of volunteering has been thrown into the spotlight. Although Sligo Volunteer Centre are an independent company, they are also part of a nationwide network of 29 Volunteer Centres, affiliated to Volunteer Ireland.

One of the volunteering case studies from Sligo Volunteer Centre is described on the next page.

\*Developed by Dominika Marcinkowska (January, 2023)



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# SLIGO VOLUNTEER CENTRE



## ORGANIZATION

Sligo Volunteer Centre

## COUNTRY AND CITY/IES

Ireland, Sligo

## FIELD OF WORK

Organising and centralising opportunities for the region of Sligo, promoting inclusion and positive mental health.

## THE ACTION IS ADDRESSED TO (BENEFICIARIES)

In the widest sense - people who are new to our community. However, the majority in this category who need the service are young men aged 25-35 and women who are usually mothers - aged 25 +. They come from a variety of African and Middle Eastern countries usually.

## DESCRIPTION OF THE ACTIVITY

Essentially getting migrants/refugees/asylum seekers involved in community volunteering

## CONTEXT:

Many people who are new to a community come to our Volunteer Centre to find volunteer opportunities that allow them to meet people and learn about their new community. A lot of the people who go to the Centre were refugees and asylum seekers from the local Reception Centre. Many had a culture of volunteering in their home countries - but many didn't. Many of them had goals around keeping busy, to contribute, to meet people and to improve their English language skills. The Centre engaged a volunteer within the reception centre who acted as a Liaison Person for others who lived there.



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# SLIGO VOLUNTEER CENTRE



The purpose of the initiative was to assist people who wanted to volunteer to do so, with the knock-on effect of them becoming more embedded in their community. The purpose of a Liaison Person was to streamline the service, to support those who engaged and to have a contact within the community they were serving.

## MAIN GOALS

Getting migrants/refugees/asylum seekers involved in community volunteering

## IMPACTS OF THE ACTIVITY

- Promoting inclusion and positive mental health.
- Getting migrants/refugees/asylum seekers involved in community volunteering Finding a purpose through volunteering. Volunteers see an improvement in mental health; they get to know people in their community and feel a sense of belonging. They contribute positively to not for profit groups in the area. Their positive experiences mean that more people in the same situation get involved and reap the rewards also.
- Breaking barriers. Volunteers from different backgrounds can assist in breaking down barriers around inclusion - by their actions they are showing positive leadership and being positive role models, which paves the way for others in new communities.
- Increasing exposure. People become exposed to other cultures in a relaxed and informal way which has benefits for all involved.
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## SUSTAINABLE VOLUNTEER ACTIONS:

These volunteers from different backgrounds can assist in breaking down barriers around inclusion - by their actions they are showing positive leadership and being positive role models, which paves the way for others in new communities.



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# SLIGO VOLUNTEER CENTRE



## COOPERATION WITH STAKEHOLDERS

- Diversity Sligo - a group whose mission is to support Sligo based Refugees and Asylum seekers. They support by assisting the Organisation with promoting the volunteer centre to residents of the reception centre.
- Local Charity shops - would act as a placement opportunity for many who seek to volunteer
- Local Tidy towns initiative - have a programme specifically catering for residents of the Reception Centre to get involved.

## SUSTAINABLE APPROACH:

Having a ground up approach. I think it is important to let the communities themselves decide what they wish to get involved in and what they want to get out of it rather than people being told what to do or where to go. To empower people, people need to have a sense of autonomy. This in turn allows them to feel an accomplishment in their achievements.

## ADAPTING TO COVID SITUATION:

The Organisation will continue to promote volunteer from home initiatives and outdoor volunteering soon when restrictions allow.

## TRANSFERABILITY

These volunteers from different backgrounds can assist in breaking down barriers around inclusion; by their actions they are showing positive leadership and being positive role models, which paves the way for others in new communities. This model can be used by other groups, centres and community actors.

Source: [https://www.includemeproject.eu/wpcontent/uploads/2022/09/2022\\_July12\\_Include-ME-Good-Practice-Guide\\_design-done-4.pdf](https://www.includemeproject.eu/wpcontent/uploads/2022/09/2022_July12_Include-ME-Good-Practice-Guide_design-done-4.pdf)



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