

CONCEPT FOR THE PROMOTION OF SOCIAL INNOVATIONS FOR THE INTEGRATION OF NON-EU NATIONALS

D.T2.2.2

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Pilot Area: Osijek-Baranja County

1. Title of the Pilot Action Project

Living with us

2. Main characteristics

- A. Please describe briefly the main characteristics of the pilot territory (the main demographic and economic characteristics of the region, challenges and opportunities brought by the immigration of non-EU nationals; max 2,000 characters).

According to the Ministry of Interior, before refugee crises (2015), 211 asylum seekers were in Croatia. Since then, the number of asylum seeker significantly increased. In 2019 there were 1.986 asylum seekers, 766 asylum requests were approved and 142 asylum seekers got subsidiary protection. Also, there were 955 unaccompanied minors. The majority of migrants are coming from Iraq (577), Afghanistan (295), Syria (288), Iran (218), Turkey (130) and Algeria (117). The government has housing program for migrants and refugees that is implemented in few towns in Croatia.

Despite the existence of Croatian National Integration Action Plan, only a few local communities have followed national policy recommendations and drafted a local integration plan. In general, local communities in Croatia are not adequately prepared for the integration and inclusion of non-EU citizens. The citizens are not well informed about non-EU nationals, which causes a lot of prejudices and stereotypes towards them.

Osijek is the fourth largest town in Croatia with 107.784 inhabitants (Census 2011)¹ located in the north-eastern part of Croatia. Slow economic growth and changing political situation across the country have caused migration, particularly of young people from rural areas around the city, to western European countries. Between 2012-2016, the total number of county population decreased for 4.1%.²

At the moment, economic migrants, mostly from Pakistan and Nepal, reside in Osijek-Baranja County. They are accommodated at the suburbs of the

¹http://www.dzs.hr/Hrv_Eng/publication/2012/SI-1468.pdf

² <http://dzs.hr>

town and employed by construction and recycling company. However, there is no comprehensive and ongoing support for non-EU nationals that meets their different needs. There is no place in the community where foreigners could get information or orientation support in order to make their adaptation to the new life circumstances easier. Further, service providers didn't have the opportunity to work with migrants so they are faced with the insufficient knowledge and skills that enable a better understanding of the needs of non EU citizens and the goals of integration. There is a strong need for pooling of existing community-based professional resources, regular exchange and good coordination of social service providers in order to provide efficient and quality social services that support local integration processes.

B. Please describe your pilot action idea? (max 1,000 characters).

The purpose of the pilot action is empowering the role of the local community for local integration processes.

The preparation of local communities for the integration of non EU nationals is the focus of the pilot action by: a) providing social support to non EU nationals through information service (info point and tool about local services) and volunteer programs which ensure their participation in community life (intercultural workshops, language, meeting with local volunteers etc.); b) developing network of local stakeholders (government, businesses, public service providers, education institutions, civil society organisations) in order to ensure accessibility of the different services for non EU nationals in Osijek; c) strengthening the role and capacity of the local community stakeholders to implement different integration programs and activities (policy measures, networking and exchange of professionals, nonprofit organizations, social service providers).

The final goal is establishing Centre for inclusion and integration that will provide well-organized comprehensive support and space for interaction between non-EU citizens and the local population and by that support local integration process.

C. Please identify and describe the groups of non-EU nationals that are targeted by the pilot action / expected to benefit from the pilot action (max 1,000 characters).

By data of Police Department from Osijek-Baranja County, 30 non EU

nationals are currently living in Osijek. They are from Pakistan and most of them are young men immigrated as economic migrants and employed by a recycling company in Osijek. Since they have just arrived, there is no pull of knowledge about this group.

There are also smaller groups of economic migrants from Nepal in a suburb of Osijek and smaller local communities around Osijek that are employed in construction companies.

D. What are the goals of your pilot action? (min. 3 goals).

- 1) To provide social support to non EU nationals through volunteer programs and information service;
- 2) To develop network of local stakeholders providers of social services for non EU nationals in Osijek-Baranja County;
- 3) Increase awareness of the community about local integration processes.

3. Pilot Methodology

- A. Please provide a justification why your pilot action can be seen as a social innovation (please refer to the Transnational Strategy; max. 2,000 characters)?

This action will initiate and support a development of new practices in Osijek-Baranja County that aim to meet social needs of non EU citizens in an improved way in comparison to existing solutions.

The Centre for inclusion and integration is designed as a new model of social services in local community for local and non EU citizens. It will be a place for delivering information to non EU citizens about important services (health, employment, status) but also about local community and its culture and people. The Centre will offer hospitality to non EU citizens, migrants, refugees and local people where they will meet, cook, chat, play, etc. All types of activities and workshops in the Centre will promote social integration (different target groups, cooperation of people with and without disabilities etc.). This model will apply combination of expert and volunteer work.

The action will be focused on cooperation between local government, public and business sectors, educational institutions and civil society organisations. It will be achieved by better coordination among the stakeholders and will influence efficiency of the social services. The meetings organised through the action will have purpose of exchanging knowledge and information about local integration processes but will also support development of partnerships, new initiatives and projects. Finally, the action will enable pooling the available resources of local community in order to provide better life quality of non EU citizens and support their integration in local community.

- B. Which recommendations of the Transnational Strategy will be tested in the pilot action (please refer to Chapter 4 of the Transnational Strategy; max. 2,000 characters)?

4.1. Intercultural dialog

4.1.a Tasks for regions

- l) Create maps of resources, i.e., all entities involved in intercultural dialog tasks.

4.1.b Tasks for NGOs and other stakeholders

- a) Create system for support, including psychological one, for children and/or for families of migrants.

4.2. Social innovations and networking

4.2.a Tasks for regions

- c) Support development of the voluntary service of migrants (e.g., foreign language teaching, cultural meetings).
- f) Work with government services to produce informative and instructional materials (types of services, emergency phone numbers, police precincts, procedures and forms for submission of reports).

4.2.b Tasks for NGOs and other stakeholders

- a) Arrange for training courses open for general public (e.g., on stereotypes, prejudices and discrimination) and closed courses on request of any target group.
- e) Operate points of legal and civic advice for immigrants.
- h) Look for and attract new partners, particularly among local communities.
- i) Establish cooperation and build partnerships with academic and business communities.
- j) Develop joint cross-sectoral projects and look for sources of financing.

4.3. An economic perspective on the migration of non-EU nationals

4.3.a Tasks for regions

- (i) Create databases of immigrant-welcoming employers.
- (j) Promote good practices in the employment of immigrants and show appreciation to those employers who observe the principles of equal treatment.

4.3.b Tasks for NGOs and other stakeholders

- a) Deliver training courses in the labour law, employer obligations, employment contracts and other matters to non-natives.
- b) Ensure that institutions and NGOs identify persons to specialize in this area and, then, systematically manage their competences in providing advice to various groups of immigrants.

C. Please provide a brief SWOT-analysis of your pilot action idea? (please provide the answers in the form of bullet points).

<p>Strengths:</p> <ul style="list-style-type: none"> • Experience of NGOs in working with migrants and refugees (during the war in 1990s and migrant crises 2015-2018); • There is pull of local stakeholders interested in integration issues who have already implemented similar 	<p>Weaknesses:</p> <ul style="list-style-type: none"> • Insufficient coordination between local stakeholders • Low level of knowledge of different stakeholders about migrants and refugees; • Insufficient financial capacity of NGOs that influence their
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<p>project and activities related to inclusion and integration;</p> <ul style="list-style-type: none"> • The solid social service infrastructure for vulnerable groups. 	<p>sustainability;</p> <ul style="list-style-type: none"> • Insufficient human resources of nonprofit organizations/ social service providers.
<p>Opportunities:</p> <ul style="list-style-type: none"> • Nurturing multiculturalism of the region; • Strengthening existing cooperation between local authorities, NGOs and other social service providers on different local social problem solving; • Economic and social development. 	<p>Threats:</p> <ul style="list-style-type: none"> • Low level of motivation of non EU nationals to participate in activities; • Prejudice and stereotypes of citizens toward migrants and refugees; • Negative political attitude toward migrants and refugees; • The political changes at local level.

4. Stakeholder Involvement

- A. Please summarize briefly how external stakeholders are going to contribute to the pilot action (max. 1000 characters). Please also specify whether and how migrant representatives had an opportunity to impact the pilot concept.

The key stakeholders, responsible for the coordination and implementation of the pilot action, City of Osijek and Information Legal Centre, have strong relation with different local organizations (municipalities, public bodies and institutions, profit and nonprofit organizations, academic institutions) through formal and non-formal partnerships and networks. The local stakeholders will be included in the pilot action in order to provide their resources and services for the purpose of non EU citizen's integration: 1) Private companies (employers of migrants) will be invited to share their experience in working with migrants; 2) Non-profit organizations will be asked to make their social services available to migrants and by that support their local integration process; 3) Academic and local institutions will offer their expertise in order to develop innovative services in line with the needs of migrants in local communities; 4) Non EU citizens will be involved in the process of need assessment through focus groups and interviews, intercultural workshops and social support; 5) Citizens will be involved as volunteers through organized volunteer programs designed to provide social support for migrants.

- B. Who are the members of the regional stakeholder alliance (please only provide details on external stakeholders)? Please enter their data in the table below:

#	Institution name in original language	Institution's English name	Category*	Main field of activities of the institution
1	Volonterski centar Osijek	Volunteer Centre Osijek	Civil society organisation	Community mobilisation, volunteering, social inclusion and integration
2	Udruga za rad s mladima Breza	Association for Work With Youth "Breza"	Civil society organisation	Youth work, community organisation, social inclusion and integration
3	Gradsko društvo	Red Cross Osijek,	Civil society	Humanitarian aid, social

	Crvenog križa Osijek	City Branch	organisation	aid
4	Centar za mir, nenasilje i ljudska prava	Centre for Peace, Nonviolence and Human Rights	Civil society organisation	Legal aid, human rights
5	Građevinska firma	Construction company	Small business company	construction
6	Policijska uprava Osječko-baranjska	Police Department Osijek-Baranja County	National public authority	Security and prevention program
7	Hrvatski zavod za zapošljavanje	Croatian employment agency	National public authority	Employment
8	Pučki pravobranitelj	Ombudsman	National public authority	Human rights and discrimination
9	Centar za socijalnu skrb	Centre for social welfare	National public authority	Social services
10	Sveučilište J.J. Strossmayer	University of Osijek, J.J. Strossmayer	Educational body	Education and research

*) Please choose: local public authority / regional public authority / national public authority / NGO / educational body / research institution / SME / large business / other

*) Please note that sub-branches of institutions should only be indicated if they have a own legal personality (e.g. do not enter data about other branches from within your institution)

C. Which activities will be carried out by the members of the local stakeholders' alliance? (max 1,000 characters)

1) City of Osijek and Information Legal Centre - management and implementation of the pilot action; coordination of the whole process (activities, stakeholders, resources)

Specific tasks of:

City of Osijek - Mapping local community needs/opportunities (collecting

information about non-EU nationals in local community); establishing cooperation and building partnerships with different stakeholders; provision of social support by information service for non EU nationals and creation of information tool; setting up info point in local community.

Information Legal Centre - providing social support by information service for non EU nationals (legal aid) and creation of information tool; workshops for business community; setting up info point in local community.

2) Volunteer Centre Osijek

- support the process of development of the pilot action, monitoring the implementation of the pilot action and reporting;
- providing social support for non EU citizens through organised volunteer program: a) involved local volunteers in provision of the social support for non EU nationals; b) involvement of non EU nationals in community activities and connection with local organisations and volunteers (language course, intercultural workshops/activities etc.); c) organise workshops on intercultural dialogue for local volunteers (mostly youth) involved in provision of the support to non EU nationals (e.g. human rights, prejudice and stereotypes, discrimination, solidarity and EU values).

3) Association for Work With Youth “Breza”

- Capacity building for stakeholders and multipliers (training seminars); providing social support for non EU citizens through increasing awareness of citizens about local integration process by promotion of intercultural dialogue.

4) Red Cross Osijek, City Brunch - providing social support for non EU citizens through involvement of non EU nationals in community activities and connection with local volunteers (intercultural activities etc.).

5) Centre for Peace, Nonviolence and Human Rights – provision of legal aid and counselling.

Other stakeholders, in line with their role in the community, will participate in coordination and exchange meetings in order to provide services and make them available to non EU citizens and to support development of innovation service and by that support local integration process.

5. Pilot Action Work Plan

- A. Please briefly describe the activities in the different phases of the pilot action. Please focus on local activities and try to give quantitative information.

Phase	Main activities (max 5 bullets points per period)
<p>Launch phase (until July 2020 - to be reported in the Launch Report by September 2020)</p>	<ol style="list-style-type: none"> 1) Mapping local community needs/opportunities: <ul style="list-style-type: none"> - Collecting information about non-EU nationals in local community (identifying the structure of the target group: number, country of origin, age); 2) Establishing cooperation and building partnerships with different stakeholders related to local integration of non EU citizens <ul style="list-style-type: none"> - Organising exchange meeting with the key stakeholders in order to create coordination network relevant for integration (local and regional government, employers, employment agency, academic community, civil society organisations, police, state attorney office etc.) - Developing recommendations for the better coordination of the support services for non-EU nationals in order to make community services more available. - Organising meeting with the business community in order to create database of immigrant-welcoming employers.
<p>Main phase (until the end of 2020 - to be reported in the Interim Brief by February 2021)</p>	<ol style="list-style-type: none"> 3) Establishing Centre for inclusion and integration <p>The key purpose of the Centre is strengthening social inclusion and integration at local level. The Centre will offer activities that are focused on connecting the community, promoting equal opportunities, encouraging the active participation of all with a proactive approach to engage groups at risk of social exclusion and marginalization: migrants and refugees, Roma people and other national minorities, old people, children and youth, homeless, etc. The Centre will promote and organize volunteer involvement and, by that, enable citizens to actively contribute to the social development. In order to establish the Centre, it is necessary:</p> <ul style="list-style-type: none"> - To find and equip the premises; - To develop work program of the Centre that supports and promotes equal opportunities, inclusion and integration, intergenerational solidarity and human development; - To organize activities designed in line with the needs of the groups at risk of marginalization and social exclusion that are based on the principles of inclusion, integration and

	<p>intergenerational solidarity;</p> <ul style="list-style-type: none"> - To connect and involve non-profit organizations in order to support social innovation in local community with focus on inclusion and integration.
<p>Final phase (to be reported in the Pilot final report by September 2021)</p>	<p>4) Providing social support for non EU nationals in order to include them in local communities in the Centre for inclusion and integration in Osijek and its sub-offices in Brijesce and Petrijevci.</p> <ul style="list-style-type: none"> - Information service for non EU nationals in order to support them in organising life in the new surroundings (information about basic things such as health and social service, cultural institutions, sport activities etc.); - Create tool with information about: types of services available in the community e.g. emergency phone numbers, contact of police, health, culture institutions, etc. and volunteer engagement; - Involved local volunteers in provision of the social support for non EU nationals; - Involvement of non EU nationals in community activities and connection with local organisations and volunteers (language course, intercultural workshops/activities etc.); - Organise workshops on intercultural dialogue for local volunteers (mostly youth) involved in provision of the support to non EU nationals (e.g. human rights, prejudice and stereotypes, discrimination, solidarity and EU values) <p>5) Coordination meeting with relevant stakeholders related to providing social support for non EU nationals.</p>

B. How will local events (see AF, Activity A.C.5 - three local events per pilot area) flank the implementation of the pilot action? Which target audiences will be addressed and which outcomes are anticipated? (max 1,000 characters)

The first local event will be organised in July 2020 and its subject will be promotion of tolerance towards migrants from non-EU countries residing in Osijek-Baranja County. During the second local event, which will be held in

January 2021, pilot action in Osijek-Baranja County will be presented. The third and final local event will be organised in the end of the pilot action and it will serve as a place for demonstrating pilot action results. All local events will be attended by target audience described in the questions 4.B. and 4.C.

The main outcome of the local events will be creation of the coordination alliance for local integration of non EU citizens which will enhance the quality and efficiency of the support services for migrants in local communities.

C. How are WP T1 training seminars integrated in the pilot concept? Will those carrying out the pilot action participate in the trainings? (max 1,000 characters)

The trainings are integrated in the pilot action through component related to coordination network of local stakeholders. The local coordination network will meet in order to exchange information related to non EU nationals, mapping resources of local community, increased local capacity for provision of innovative social services according to the needs of the non EU citizens and actual trends, gaining knowledge and developing good practice and innovative models of social integration of migrants.

According to the key field of work of local stakeholders and their interest, they will be involved in training seminars (intercultural dialogue, social innovation) organised through project.

All results of the seminars (e.g. example of good practice, relevant information from EU etc.) will be shared among local stakeholders through exchange meetings and coordination network.

6) Resources

A. Please use the tables below to give an estimate about the resources to be spent for your pilot action. Please include in the two tables also those resources that are not co-financed by the Arrival Regions project. Please check the application form in order to check the foreseen budgets for planning and implementation of the pilot actions.

a. Personnel

#	Name of the person and her/his position	Average weekly hours to be dedicated to the pilot action	Period (from month to month)
1	Romano Kristic, project coordinator	5h	April 2020 – June 2021
2	Gordana Stojanovic, project team manager	20h	April 2020 – June 2021
3	Romana Kovacevic, project adviser	3h	April 2020 – June 2021
4	David Krmpotic, financial adviser	2h	April 2020 – June 2021
5	Natasa Kovacevic, project manager	25h	April 2020 – June 2021
6	Anica Radman, communication manager	8h	April 2020 – June 2021

b. External services

#	Description of the external service necessary	Approx. value (€)
1	Volunteer Centre Osijek: target group database, concept for the promotion of social innovation for the integration of non-EU nationals, evaluation methodology, launch of pilot action, implementation of pilot action, pilot launch report.	14.200,00 €
2	BREZA: good practice documentation (short film about integration of non-EU nationals in OBC), support in creation of Transnational Strategy, joint training methodology,	7.400,00 €

	documentation and good practice examples for partner workshops, documentation of trainings in intercultural dialogue/social innovation and networking/migrant's economy.	
3	AB OVO d.o.o.: peer review of pilot action, target group database, preparation of pilot action based on social innovation, concept for the promotion of social innovation for the integration of non-EU nationals, launch of pilot action, documentation for partner workshop in Osijek, pilot launch report.	14.300,00 €

- B. Will there be other financial resources invested that are not financed by the Arrival Regions project budget (including personnel resources not financed by the project)? If yes, please describe briefly.

The stakeholders involved in the pilot action (City of Osijek, Information Legal Centre, Volunteer Centre Osijek, and Red Cross Osijek) are partners in new partnership project focusing on local integration of migrants and refugees (mostly asylum seekers). Two-year project is financed through European Social Fund, while the contract will be signed until the end of April 2020. Since some activities in this project are complementary with the pilot action, there will be possibilities for matching some personnel and other resources.

7) Sustainability

How could your pilot action be continued when the Arrival Regions pilot phase has terminated? Which durable outputs are you expecting? (max 2,000 characters).

The sustainability will be achieved through few components:

1) Financial sustainability

During the period of 2 years (2020-2022), City of Osijek, Information Legal Centre, Red Cross Osijek and Volunteer Centre Osijek will implement partnership project aiming local integration of migrants and refugees.

2) Institutional sustainability

- The key result of the action is setting up the Centre for inclusion and integration in Osijek and its sub-offices in Brijesce and Petrijevci recognised by the citizens as a place for inclusion and integration of non EU citizens. The Centre will provide different social services to migrants and refugees but also to other excluded citizens (old people, socially deprived people, children and youth, unemployed, Roma people) and promote solidarity, social responsibility and equal opportunities to all. It will be a place where non EU citizens will get first information about communities and other available services and meeting point of local volunteers and citizens from abroad. Through different intercultural workshops and activities the Centre will create opportunities for the active participation of everyone in community life.
- On one side, through involvement of citizens through volunteering, this action mobilizes a huge potential of citizens in local community development. On the other side, through different activities and workshops for local and non EU citizens, the action will reduce prejudice and stereotypes and, in the long term, it will initiate the change of general public's attitudes towards non-EU citizens. It is the way to build an accessible, open and tolerant environment that respects all people and supports social inclusion and integration.
- The local stakeholders will create network consisted of representatives of public, business and non-profit sector in order to achieve better coordination among them. The key result will be better management and efficiency of the services provision to non EU citizens that will improve quality of their life in the local community.

3) Sustainability at the policy level

The action will support realisation of the goals and measures of the City of Osijek Local Integration Plan in the areas of local capacity development and coordination, social services and awareness of the citizens about inclusion.