

D.T2.5.2

## PILOT FINAL REPORT

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Osijek

31.10.2021

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Pilot action: “Living with us”

Project Partner: City of Osijek & Information Legal Centre

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## **1. Short description of the activities implemented in 2021 .**

- Establishing Centre for inclusion and integration: the adaptation of the building and equipping the premises; the program of the Centre was developed and the Centre was opened in the beginning of October 2021.
- Providing social support for non EU nationals in Osijek: info-meeting with 11 non EU nationals from Nepal was held; info-tool about the key services (social welfare, health, culture, police, NGOs etc.) in local community was developed; language course, intercultural workshop, event and Nepal festival organized and implemented for 45 non EU nationals; NGO "Namaste" for promotion and protection of workers' rights and integration of foreign workers was established; free legal aid and counselling was provided to 10 non EU nationals in cooperation with the Centre for Peace, nonviolence and human rights, Osijek.
- Coordination/communication with relevant stakeholders/social service providers: the exchange meetings were held with local company "Drava International", where non- EU nationals work and with local NGOs that provide social services (Centre for peace, nonviolence and human rights – Osijek, Youth Association Breza).

## **2. Difficulties encountered during the pilot action implementation (including those connected to the COVID-19 pandemic).**

All activities were affected by Pandemic situation that caused a lot of problems such as: delay in implementation of the activities; low interest of citizens for this topic; low interest of companies to participate in the pilot action. The most serious problem was slow process of migrants and refugees housing in Croatia that influenced low number of non-EU citizens residing in the area of the pilot action.

Additionally, Croatia has been facing the effects of two devastating earthquakes that hit the region in March and December 2020.

- 1) The consequences of the COVID-19 pandemic affected the pilot action implementation:
  - a) The pilot action was delayed since the national health prevention and protection measures limited the number of people in the activities. Therefore, the organisation of the first meeting with the company where non-EU citizens work was with many obstacles which postponed the establishment of the first contact with the migrants;
  - b) The company's health prevention and protection measure influenced the scope of the work with non-EU nationals. They had a limited number of going out into the city during a certain period of time.

The communication with non-EU nationals was limited to a few of them who spoke very weak English while most of them spoke only their mother tongue. This situation

influenced organization of pilot action activities in line with their needs and slowed down the process.

### **3. Assessment of :**

#### **a. Success of the pilot action (Has the selected social innovation managed to support economic and social integration of non-EU nationals in your region?).**

The key achievements:

- 1) In total, 50 non-EU nationals/economic migrants from Nepal were involved in diverse intercultural activities:
  - 5 migrants participated in Croatian language course;
  - 6 migrants and 4 youth representatives from Osijek met regularly over 4 months;
  - 15 migrants and 11 local community stakeholders visited local football club;
  - 2 Festivals of Nepal culture were organised. The first one was organised in the American Bar on 7 June 2021 and was attended by 20 migrants and 25 representatives of local community. The second festival "Dashain" was organised in the Centre for inclusion and integration on 15 October 2021 and was attended by 17 migrants;
  - Free legal aid and counselling was provided to 10 non-EU nationals by the Centre for Peace, nonviolence and human rights, Osijek; they established a new NGO "Namaste" - organisation that provides support to other people from Nepal who come to Osijek as a work force.
- 2) Local organisations, involved in the pilot action, improved the capacities for the integration process and strengthened the cooperation at the local level.
- 3) Centre for inclusion and integration was established and opened in October 2021.

For the success of the pilot action the following was crucial:

- a) The human based approach to the migrants from Nepal provided them with opportunities for active participation in all the phases of the pilot action: from the need assessment to the realisation of the activities.
- b) The methodology applied in the pilot action was combination of the professional and volunteer services that ensured connections between local people and migrants from Nepal: high quality volunteer programs that involved local citizens in provision of the activities for migrants and led by professionals from DKolektiv;
- c) Established cooperation between City of Osijek and Information Legal Centre with the local organisations – Dkolektiv, Association Breza and Centre for Peace (Osijek) as well as with local company where migrants from Nepal work was based on mutual trust and commitment to the pilot action goals and objectives.
- d) Regular communication and exchange with other local stakeholders such as employment service, social welfare service, other local organisations and faculties ensured the additional support to the pilot action realisation.
- 4) Development of the Centre for inclusion and integration is part of DKolektiv's strategic plan that provides infrastructure and resources for long term activities focused on inclusion and integration at the local level.

#### **b. Involvement of local stakeholders in the pilot action.**

The City of Osijek and Information Legal Centre organised and implemented the pilot action "Living with us". The pilot action was implemented in cooperation with local organisations: DKolektiv – organisation for social development, Centre for peace, nonviolence and human rights, Youth Association Breza and local company "Drava International" where non-EU nationals work.

The important input was provided by young people involved in the action through volunteering (language courses, youth exchange and intercultural meetings, etc.)

The additional support to the pilot action was ensured by regular stakeholder's meetings with the relevant local stakeholders: social and employment services (2), local and regional governments (2), Academic institution – Law faculty (1), Ombudsman and Police Department, NGOs (11). In total, there were **31 representatives** from **18 different stakeholders**.

The only **one local company** was involved in the pilot action through stakeholder's meeting. Later, the communication was continued by email and phone. Finally, with the support of this company, the contact and communication with non-EU nationals/economic migrants was established.

(In 2020, **27 people/citizens were involved in intercultural workshops**: 8 volunteers participated in the workshop about inclusive volunteering; 15 pupils and 4 teachers of one Gymnasium participated in workshops about respecting differences and conflicts in the society and among peers. The workshops were online.)

The **local media** (newspaper, radio) were involved in communication about pilot action results.

#### **c. Involvement of various target groups in the pilot action.**

In total, **50 non-EU citizens** were involved in the pilot action. Among 50 non-EU citizens, 45 are from Nepal and work in the local company "Drava International, 4 are from India (they were involved in free legal aid and counseling) and 1 person from Iraq as a foreigner with subsidiary protection was involved in creation of Info-tool as a volunteer.

#### **d. Transferability of the pilot action to other regional and national contexts.**

Local NGO DKolektiv has already started the implementation of the pilot action methodology in the Sisak-Moslavina County that suffered the consequences of the earthquake in December 2020. The pilot action is implemented in cooperation with the local organisation Agency for Local Democracy from Sisak. The methodology is adapted in line with the needs of target groups – asylum seekers and/or people with subsidiary protection, mostly from Syria and Iraq.

#### **4. Future development of the pilot action in your region.**

The local integration is strategic orientation of Information Legal Centre and the City of Osijek.

Both organisations in cooperation with the local NGO DKolektiv developed infrastructure and program for inclusion and integration of disadvantaged people by establishing the Centre for inclusion and integration. The key value and principle of the Centre is strengthening social inclusion and integration at local level. City of Osijek is one of the few town in Croatia that has local integration plan. At the moment, City of Osijek and ILC are implementing EU funded projects for different types of activities with migrants and refugees from non-EU countries.

The local stakeholders are prepared for the future activities with the non-EU nationals by established cooperation and improved knowledge and skills about key elements and preconditions for the succesful local integration.

- a. Progress regarding the pilot action's quantitative indicators (in reference to D.T2.2.3 – Evaluation Methodology). If you have managed to reach the original goal, please specify the main factors of your success in the Comments section. If the original goal was not reached, please specify the factors which led to the underperformance in the Comments section as well.**

Indicator	Original Goal	Current Result	Comments
Fully equipped Centre for inclusion and integration is in function.	To provide social support to non-EU nationals through volunteer programs and information service.	Centre for inclusion and integration is opened.	The Centre was opened in October 2021.  Factor of success: successful fundraising for adaptation and equipping the premises; human resources dedicated to the goals and purpose of the organization and the pilot action.
Social support to groups at risk and social exclusion in local community is available through organised volunteer program.	To provide social support to non-EU nationals through volunteer programs and information service.	Info Tool for non-EU citizens is developed and distributed to 45 non-EU nationals  1 inclusive volunteer program is developed  27 people/citizens were involved in 2	Factor of success: human resources dedicated to the goals and purpose of the organization and the pilot action; established cooperation with different stakeholders; commitment of all involved parties.

**Arrival Regions**

	<p>intercultural workshops:</p> <ul style="list-style-type: none"><li>- 8 volunteers participated in the workshop about inclusive volunteering;</li><li>- 15 pupils and 4 teachers of one Gymnasium participated in workshops about respecting differences and conflicts in the society and among peers.</li></ul> <p>5 volunteers: increased competences for provision of social support to different groups at risk and social exclusion and are involved in providing support for non-EU nationals.</p>	
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**Arrival Regions**

		<p>1 volunteer is with migrant background</p> <p>The support service used by 50 non-EU nationals included:</p> <ul style="list-style-type: none"> <li>- 3 youth exchange meetings</li> <li>- 1 Croatian language course</li> <li>- 1 intercultural event with local football club</li> <li>- 2 intercultural events – presentation of Nepal culture and food</li> </ul> <p>1 service for free legal aid and counselling</p>	
<p>Nonformal network engaged at least 10 local stakeholders, representatives of public, private and NGO sectors.</p>	<p>To develop network of local stakeholders providers of social services for non-EU</p>	<p>Nonformal network engaged 15 local stakeholders, representatives of</p>	<p>Factor of success: established cooperation with different stakeholders; commitment of all involved parties.</p>



**Arrival Regions**

	nationals in Osijek-Baranja County	public, private and NGO sectors.	
Media announced information about local integration process; at least 10 media announcements.	Increase awareness of the community about local integration processes.	23 media announcements realised	Factor of success: established cooperation with different stakeholders; commitment of all involved parties.

**b. Progress regarding the pilot action's qualitative indicators (in reference to D.T2.2.3 – Evaluation Methodology). If you have managed to reach the original goal, please specify the main factors of your success in the Comments section. If the original goal was not reached, please specify the factors which led to the underperformance in the Comments section as well.**

Indicator	Original Goal	Current Result	Comments
Fully equipped Centre for inclusion and integration is in function.	To provide social support to non-EU nationals through volunteer programs and information service.	Centre for inclusion and integration is in function.  Centre has annual program of work.	The Centre was opened in October 2021.  Factor of success: successful fundraising for adaptation and equipping the premises; human resources dedicated to the goals and purpose of the organization and the pilot action.
Social support to groups at risk and social exclusion in local community is available through organised volunteer program.	To provide social support to non-EU nationals through volunteer programs and information service.	Developed Info Tool for non-EU citizens  Developed inclusive volunteer program  Volunteers increased competences for provision of social support to different groups at risk of social exclusion including non-EU nationals	Factor of success: human resources dedicated to the goals and purpose of the organization and the pilot action; methodology that combines professional and volunteer service; established cooperation with different stakeholders; commitment of all involved parties.

**Arrival Regions**

		The support service, provided by professionals and volunteers, are regularly used by migrants, refugees, and other groups at risk of social exclusion (e.g. language workshop, cultural workshops); include different types of intercultural workshops and activities in local community.	
Nonformal network engaged diverse local stakeholders, representatives of public, private and NGO sectors.	To develop network of local stakeholder providers of social services for non-EU nationals in Osijek-Baranja County	Nonformal network engaged diverse local stakeholders: social and employment services, local and regional government, faculties, local NGOs, citizens as volunteers.	Factor of success: established cooperation with different stakeholders; commitment of all involved parties.
Media announced information about local integration process.	Increase awareness of the community about local integration processes	Media followed activities with non-EU citizens and expressed interest for the local integration process.	Factor of success: established cooperation with different stakeholders; commitment of all involved parties.

**e. Communication activities in progress**

No	Newspapers/Journals – Radio - TV	Date	Newspapers/Journals, Radio, TV
1	Intercultural activities: Youth exchange meeting <a href="https://www.facebook.com/dkolektiv/posts/2873390102908462">https://www.facebook.com/dkolektiv/posts/2873390102908462</a>	17.3.2021.	FB/DKolektiv
2	Intercultural activities: Croatian language <a href="https://tinyurl.com/3bmbhxjt">https://tinyurl.com/3bmbhxjt</a>	21.4.2021.	Web/Dkolektiv
3	Intercultural activities: Croatian language <a href="https://www.facebook.com/dkolektiv/posts/2898212397092899">https://www.facebook.com/dkolektiv/posts/2898212397092899</a>	21.4.2021.	FB/DKolektiv
4	<a href="https://www.telegram.hr/velike-price/u-pocetku-su-djecamislila-da-sam-terorist-a-sada-me-svi-zovu-brko-osijek-je-moj-novi-dom-i-necu-se-vratiti-u-irak/">https://www.telegram.hr/velike-price/u-pocetku-su-djecamislila-da-sam-terorist-a-sada-me-svi-zovu-brko-osijek-je-moj-novi-dom-i-necu-se-vratiti-u-irak/</a>	15.5.2021.	National Newspaper
5	Intercultural activities: Sport activity in local football club <a href="https://www.facebook.com/dkolektiv/posts/2924723484441790">https://www.facebook.com/dkolektiv/posts/2924723484441790</a>	27.5.2021.	FB/DKolektiv
6	<a href="https://www.glas-slavonije.hr/465947/3/Integracija-straniradnika">https://www.glas-slavonije.hr/465947/3/Integracija-straniradnika</a>	9.6.2021.	Local Newspaper
7	Statement of project partners for local radio about intercultural activities and pilot action	10.6.2021.	Local Radio
8	Intercultural activities: youth exchange meeting/visiting Osijek ZOO; <a href="https://www.facebook.com/dkolektiv/posts/2938560376391434">https://www.facebook.com/dkolektiv/posts/2938560376391434</a>	5.6.2021.	FB/Dkolektiv
9	Intercultural activities: event Nepal culture and food; <a href="https://www.facebook.com/dkolektiv/posts/2933799303534208">https://www.facebook.com/dkolektiv/posts/2933799303534208</a>	8.6.2021.	FB/Dkolektiv
10	Intercultural activities: event Nepal culture and food; <a href="https://www.facebook.com/IPC.InformativnoPravniCentar/posts/1104065223418654">https://www.facebook.com/IPC.InformativnoPravniCentar/posts/1104065223418654</a>	8.6.2021.	FB/ILC
11	Peer review of the pilot actions by PP 10&11, PP2 and PP 3&4 <a href="https://www.facebook.com/IPC.InformativnoPravniCentar/posts/1108861809605662">https://www.facebook.com/IPC.InformativnoPravniCentar/posts/1108861809605662</a>	16.06.2021.	FB/ILC
12	Video: intercultural activities <a href="https://fb.watch/78IDjO4C9d/">https://fb.watch/78IDjO4C9d/</a>	5.7.2021.	FB/DKolektiv
13	<a href="http://www.glas-slavonije.hr/469321/3/Nepalci-u-Osijeku-Agenciji-za-dolazak-platili-5000-eura-svu-zaradu-salju-obitelji">http://www.glas-slavonije.hr/469321/3/Nepalci-u-Osijeku-Agenciji-za-dolazak-platili-5000-eura-svu-zaradu-salju-obitelji</a>	19.7.2021.	Local Newspaper
14	<a href="https://www.jutarnji.hr/life/zivotne-price/ispovijestinepalaca-koji-rade-u-osijeku-s-5-000-kn-mjesecno-uzdravamo-obitelji-u-domovini-rakija-obozavamo-je-15089271?fbclid=IwAR1Onte-VzI8OU73HQ6d72Gj9cDvKS8a_4Bu4JRZT_HnkbH8I8DdphxjvcI">https://www.jutarnji.hr/life/zivotne-price/ispovijestinepalaca-koji-rade-u-osijeku-s-5-000-kn-mjesecno-uzdravamo-obitelji-u-domovini-rakija-obozavamo-je-15089271?fbclid=IwAR1Onte-VzI8OU73HQ6d72Gj9cDvKS8a_4Bu4JRZT_HnkbH8I8DdphxjvcI</a>	19.7.2021.	National Newspaper
15	5 <sup>th</sup> partnership meeting in Osijek, <a href="https://www.facebook.com/IPC.InformativnoPravniCentar/posts/1169703633521479">https://www.facebook.com/IPC.InformativnoPravniCentar/posts/1169703633521479</a>	16.10.2021.	FB/ILC
16	Dashain, Festival of Nepal, <a href="https://www.facebook.com/dkolektiv/posts/3029403670640437">https://www.facebook.com/dkolektiv/posts/3029403670640437</a>	16.10.2021.	FB/DKolektiv



In total 2020/2021: 27 media announcements