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Context Analysis Report

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1. Introduction

What do newly arrived Third Country Nationals (TCNs) and migrants need? How integration can be improved? A major part of the activities within Work package 3 was dedicated to finding out more about the needs TCNs and migrants as well as locals have in terms of a successful integration process. The goal was to bring together experts, members of NGOs, local government representatives, cultural and voluntary organisations, etc. with TCNs and migrants to brainstorm together about the actual needs of these groups when it comes to integration.

The way to context analysis was defined by several activities that offered the opportunity to discuss, share thoughts and opinions and arrive at a more precise picture of how integration should look in future in each territory. More precisely, the report covers the following activities:

- **4 information meetings per territory:** The aim was to discuss critical issues at working tables with the participation of representatives of institutions and civil society, experts, leaders of migrant communities, etc. The information meetings were intended to help understand the social, demographic, cultural, and economic context and to address the critical issues of the host context, through a simple and direct language
- **5 interviews with key players** in the field of integration per territory
- **4 focus groups with NGOs and local volunteer associations** to explain to the participants their work and how they act on issues of common interest and to discuss further the issues of the information meetings

This report tries to sum up the conducted activities in each country as well as the outcomes of the process, and the **needs of the Community** (Context Analysis of the Community Needs).

The report answers the following questions:

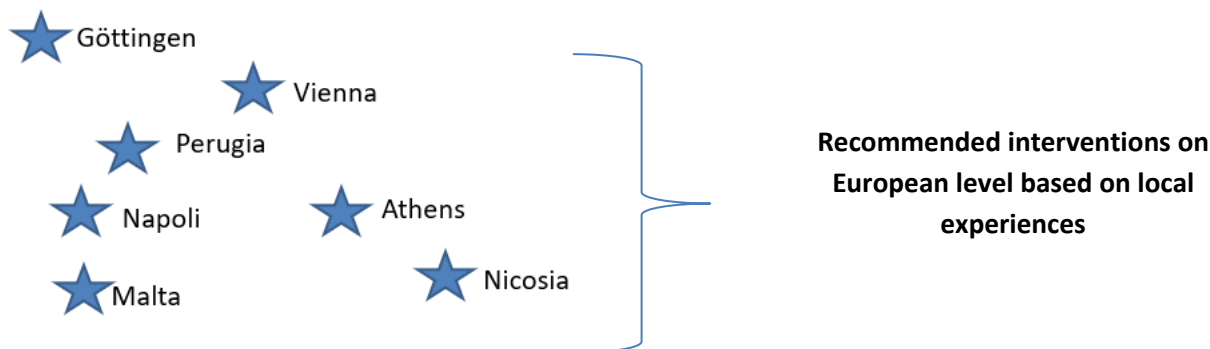
- How were the foreseen activities implemented? Short overview of all activities
- What are the major findings of the context analysis, and what are the positive and negative factors on a local level? What are the needs of the TCNs according to the results?
- What could be possible solutions/interventions discussed with participants of focus groups/information meetings and in interviews?
- How can we guarantee that results will be transferred to decision-makers and other stakeholders?
- Summing up the main findings: What do local communities and TCNs need?

The report gives first an overview of the findings in each of the seven territories where the DREAMM project got implemented including an overview of the conducted activities. In the last part of the report, some of the common results as well as recommended interventions on the European level are presented.

The methodology of the report is focussing on a two-sided approach combining the local and the European level. After having analysed the local results of the Context Analysis in each of the seven DREAMM territories, the report underlines the similarities in all territories and tries to provide recommended interventions on the European level. This approach allows the identification of common fields of activity to act on the European level without facing the problem of possible limitations given by the often-used focus on national perspectives (e.g., legislative level, structures, etc.).

Single local reports

European report



2. Context analysis per territory

In the following section, the major findings as defined above are presented by each territory. For each territory, the report consists of two parts: The first part focuses on the conducted activities (information meetings, focus groups, interviews), and the second part analyses the main findings of these activities and the Community Needs as part of the Context Analysis.

2.1. Athens

a.) The activities in detail

IASIS researchers-trainers, DREAMM Lead-Mentors and Mentors conducted an analysis of local contexts regarding the needs of TCNs and organisations who work with them. The context analysis activities took place from the beginning of June 2022 until mid-October 2022. More specifically:

- The 4 information meetings took place on September 5, 7, 22, and 23, respectively, in 2022 at IASIS Headquarters and during the Polythematic Festival of Civil Society Organizations named “Connected We Stand”. Twenty (20) subject-matter participants from diverse Civil Society Organizations involved in the fields of migration, inclusion, and vulnerability protection attended the informational meetings. The organizations that were represented are EDRA Social Cooperative Activities for Vulnerable Group (<https://www.edra-coop.gr/en/>), ERGON Training (<https://www.ergon-training.eu/>), TAG GREEN Social Cooperative Enterprise (<https://www.taggreen.gr/>), SolidarityNow (<https://www.solidaritynow.org/en/>) and Kinitro NGO (<https://kinitro.org/>).
- The 5 Interviews with key informants were implemented on 1 & 21 June 2022, 5 & 6 July 2022, and 2 September 2022. Five representatives of SolidarityNow, ERGON Training, TAG Green, IEKEP and Eventures Social Enterprise attended the DREAMM semi-structured 1 ½ hour interview, led by a DREAMM Trainer and

Lead-Mentor. One of the interviews was held at IASIS premises, 2 were held online and the rest at the organizational settings of the interviewed organization (specifically Solidarity NOW and TAG Green).

- The 4 Focus Groups met on September 6 and 19, 2022, with 10 and 12 participants, respectively, and on October 7 and 12, 2022, with 8 and 12 participants. The 42 participants represent the following organizations: Ergon Training, Art Thread KOINSEP (<https://www.facebook.com/ArtThread.team>), EKPOSTONOSTOS(<https://www.nostos.org.gr>), PRAKSIS (www.praksis.gr/en), Municipality of Aigaleo (<https://www.aigaleo.gr/>), Municipality of Filadelfeia-Chalkidona (<https://dimosfx.gr/>) and Municipality of Thessaloniki (<https://thessaloniki.gr/>). All Focus Groups were held at IASIS associate's organizational settings.

b.) Community Needs analysis

The focus groups, interviews as well as information meetings that were conducted led to the identification of the major needs of migrants, refugees and asylum seekers that are associated with accessing the Greek healthcare system.

During the DREAMM meetings and activities, it was highlighted that the objectives of healthcare provision need to follow the requests of everyone, since both refugees and asylum seekers are vulnerable to variant health problems, not only before their arrival to the country but also after their departure. This indicates that the country must invest in preparedness to meet the immediate and longer-term health needs of the newly arrived people.



Greece is mostly a transit country for people that want to reach western European countries and this amplifies the urgency of providing direct and cost-effective healthcare services. According to migrant experts' inputs, in 2016, most refugees arriving in Greece were from Syria, Afghanistan, Iraq, Pakistan, and Iran. Their transition through the country was very challenging as they had to walk for hours in cold and sleep in the countryside. What experts stress, is that healthcare access during these times was sparse. Later in the same year, refugee camps were settled across Greece within the scope of managing this refugee influx. The Ministry of Health collaboratively with NGOs provided primary healthcare services at these camps but the need for secondary care was crucial. However, the cost of transportation for either secondary or emergency treatment was not covered by the state, meaning that refugees and asylum seekers had to pay for it.

Once in the hospital, the language barrier between the refugees and the caregivers was an additional constraint. The miscommunication prevented refugees from being able to effectively explain their health problems to the professionals. Even though NGOs in hospital facilities worked with cultural mediators this was not always adequate. Subsequently, the beneficiaries were struggling to express themselves, and therefore the prevention, identification, and intervention to help beneficiaries to cope with any mental health condition were very difficult. With consideration of the background and the former experiences of the refugees and asylum seekers, the level of their mental distress may be very high, while their resilience is low.

The logistic constraints were a very important inhibiting factor during this period of humanitarian crisis. The interviewed experts argued that the case of 2016 is representative of the way refugees and asylum seekers are experiencing the Greek healthcare system. The fact that the Greek health system is a complex mix of

public and private services is an additional barrier, as most Greek patients, and therefore migrants as well, are obliged to pay by themselves for many health services.



Almost 7 years after the migrant influx of 2016 we can see that population movements did not stop occurring and Greece is still a transit country. Therefore, the primary need of the refugees and asylum seekers, which is their health coverage, is still a pending problem.

Since the pandemic touched the entire world, it couldn't spare vulnerable populations like refugees and migrants. The needs and gaps left by the epidemic were filled in every possible way by civil society and

other organizations. They made every effort to assist disadvantaged groups, tailoring their services and activities to suit their requirements.

Naturally, though, there are still some needs that have not been satisfied on a local and national level. These included some of the following:

- A lack of relevant information from trustworthy sources in widely spoken languages. This issue caused massive dread and insecurity, which in turn led to long lines at public services and a great deal of uncertainty.
- The ongoing forced eviction of people from lodgings and camps.
- Children of migrants and refugees had suffered because of school closures and distant learning because camp residents were unable to access the internet.

Immigrants and refugees were helpless because of the challenges. These people had to deal with the issues brought on by the epidemic, which among other things had a bad impact on their mental health, in addition to the anxiety and uncertainty they already felt because of the events they had already encountered. Although the full scope of a pandemic's effects cannot yet be gauged, future mental illnesses in those who have endured such trying circumstances are a cause for concern.

Through all our discussions the main obstacle for professionals and organizations in the field are:

- The lack of consistency in appointments on behalf of TCNs and sometimes their appearance at times when there is no appointment available, or the pre-arranged time has passed
- Trainers added the lack of adequate resources, which makes their job difficult and the quality of education lower. Close to that, they reported overcrowded classrooms, as the hosting education system must respond to increased demand.
- Professionals working in Migrant Oriented Organizations argued that the absence of intercultural mediators is an additional barrier they must overcome when trying to communicate with the beneficiaries. In most cases, the mediators are not enough to meet the needs of the organization, something that leads to the downgrading of their work and subsequently their emotional burnout.

- In this framework, it was highlighted that it is of vital importance to provide professionals with tailor-made training sessions on how to deal with emotional distress as well as boost their psychological resilience.
- Funding must be directed to the support of already existing NGOs, to invest in facilities, training to their staff, and development of new programs, that will promise better education conditions and opportunities for the refugees. Apart from this, new NGOs should be established to provide sufficient services to the increasing number of refugees and migrants.

Suggestions for the Inclusion of TCNs

- A confirmed National Inclusion Strategy announcement would be a beneficial first step. The government should develop an action plan based on the requirements of migrants and refugees. Long-term planning should be backed by funding that is focused and consistent.
- Putting the partnership ethos into practice. Effective participation from all stakeholders, including civil society organizations, is required. These precautions ought to be used throughout the fund management process.
- Regarding the educational aspect, school teachers and educators should be adequately trained and informed on how to promote the integration of TCNs in the school framework. The Ministry of Education has a key role in this as it should develop a support model including all the factors engaged in the educational development of the TCNs (teachers, school leaders, school staff, students, family, and local community).
- Already existing projects, aiming to include the TCNs, should get more funding to expand their services to the refugees and migrants. The European Union may play a vital role in this by supporting the initiatives and giving them access to resources that will make their work flourish.

Suggestions for the Engagement of TCNs

The main interventions that organization representatives, key experts and decision-making bodies representatives suggested are:

- The experts who work with TCNs should continuously modify the tools and programs in response to input from the beneficiaries. The target audience should be considered throughout the design, and new, more productive programs should be created using feedback. In more detail, the evaluation provided by the beneficiaries is either spoken or written through surveys, allowing for further program enhancement. Avoiding the use of an interpreter has been demonstrated to encourage immigrants to acquire the language more quickly, and distinguishing novices from experts through a diagnostic test aid in producing segments with a consistent level of knowledge and interests. Finally, the use of customized tools engages immigrants through play and aids in their skill development even when they are illiterate.
- Less qualified trainers must learn how to respond to the different cultural differences, different age groups, crowded classrooms etc. This condition can not contribute to the cultivation of a joyful and productive class climate and this usually results in low enrolment, involvement, and commitment rates. Moreover, external factors may increase these rates. For instance, cultural beliefs against education's significance may be transmitted from parents to young refugees.
- There are more possibilities for refugees to be committed to an educational and counselling program, if this program has traits, like those mentioned under.

- a) Refugees are mostly committed to an educational program when there is solid practicality in it. For this reason, STEM programs have been reported as an efficient paragon of commitment.
 - b) Well-structured programs, that have a clear syllabus, usually increase refugees' commitment to the educational procedure.
 - c) A participant elaborated on his experience of enriching a language and culture course by using movies, translated into the learner's language. This allowed them to connect the words and meanings of the two languages.
 - d) Interactive character of an educational program that is facilitated by digital applications increases learner commitment. A partner brought a specific example of a language lesson by creating an eBook.
 - e) Classroom-based programs boost the commitment of participants. Merely online learning usually distracts them and does not offer bonding opportunities among the participants. Having said that, another paragon of commitment is the classroom climate.
 - f) When the lesson and its material are delivered in their mother tongue or mediated by an interpreter, then there are greater chances for learners to be involved. English is usually a discouraging paragon for those who are not fluent.
- Regarding the marketing approach, it is expected that the TCN audience requires encouragement to engage, and the organisations' communication tactics use technology and information to capture this audience. Specifically, refugees and especially young refugees can be effectively approached if professionals and organizations communicate their actions and activities through:
 - a) Advertising campaigns, posters, press releases, and social media platforms like YouTube, Twitter, Instagram, and Facebook
 - b) Development of experiential workshops, trips, and educational programs
 - c) Implementation of the development of natural areas, tactile exhibitions for the blind (as there are an increasing number of refugees who are visually impaired), monuments that are accessible to those with mobility issues, workshops in culture,
 - d) Development of synergies and collaboration with non-governmental organizations, and media promotion of the project are all examples of what should be done.

Engagement of Decision-Makers and the General Public

IASIS is dynamically active both in the Mental Health Sector and in Migration/ Social Inclusion. The aim of all actions and activities of the organization is the development and active participation in the creation and application of diagnostic, therapeutic and educational tools, which are used for the continuous upgrading of its services so that the final recipients (migrants and refugees) receive the maximum possible care and quality of service.

Partnerships are a key pillar of the IASIS's social action. In its almost 17 years of experience and know-how in the field of psychosocial support and inclusion promotion, IASIS has created a wide field of collaborations and structures, which are aimed at all vulnerable population groups for whom the direct referral is made to competent agencies for their holistic support.

Of exceptional importance for IASIS, in the context of undertaking and implementing its projects, is that it is supervised at the state level by the Ministry of Health, the Ministry of Labour, the Ministry of Education and the Ministry of Interior and Foreign Affairs. In addition, at an institutional level, IASIS for the implementation of its programs cooperates with both the Municipalities of Attica and the Region.

The network of collaborations developed by the organization is multi-level and multi-dimensional, while participation in international networks is continuous and rapidly expanding. All this network will be used for the exploitation of DREAMM results. Examples include:

- Agencies and Services nationwide
- Ministry of Immigration Policy
- Ministry of Health
- Ministry of Labour, Social Security and Welfare
- Ministry of Interior
- Ministry of Foreign Affairs
- Ministry of Education and Religious Affairs
- NSRF Staff Structure of the Ministry of Health
- Special Management Service E.P. Region of Attica
- General Secretariat of Research and Technology (G.G.E.T.) of the United Nations High Commission for the refugees
- International Organization for Migration (IOM)
- Institute of State Scholarships (I.K.Y.)
- Youth and Lifelong Learning Foundation (INEDIVIM)
- National Institute of Labor and Human Resources (EIEAD)
- General Secretariat for Gender Equality
- National Center for Social Solidarity (E.K.K.A.)
- Educational Center for Psychotherapists of Greece
- Hellenic Society of Health Psychology
- Athens Development and Tourism Promotion Company (EATA)
- Gestalt Foundation
- EOPYY
- OPECA
- Pantheon University
- University of Pelopponisos
- University of Western Attica

Adopting the standards of the Declaration of Alma-Ata, the "Ottawa Charter" and the World Health Strategy for All of the WHO, along with IASIS's many years of experience in the field of mental health and promotion of vulnerability, the following tasks will take place to engage decision-makers and the general public:

- Actions to inform and raise awareness on issues related to mental health, prevention, and health education in the local community through street events.
- Digital campaigns through social media and door-to-door community outreach.
- Creation of audio-visual material such as podcasts with educational and psycho-educational informative content, which will be based on inclusion with the participation of recipients, families, professionals, friends, and celebrities.

- Actions to strengthen the network of collaborations with the local government, hospitals, the municipality, and other agencies.
- Educational actions with a common goal for TCNs
- Actions to promote volunteerism as an element of inclusion and elimination of stigma.
- Continuous information and communication with the interaction environment and the community to inform and change attitudes and perceptions.
- Establishment of cooperation between local decision-making bodies and promotion of the DREAMM values
- Use of the current network of stakeholders and exploitation of the Context Analysis and Joint Community Action Report

To achieve the above, a targeted methodology is to be followed, which is summarized in seven (7) steps:

- Diagnosing needs through research
- Capture the purpose and expected goals of the action
- Selection of the most appropriate methodology
- Finding suitable partners and sources for the implementation of the action
- Strategic planning
- Implementation of the action
- Evaluation and feedback & Suggestions for future steps

Concluding

The current report depicted the local context needs of TCNs and organizations who work with the respective target group based on the results gathered through 67 participants (experts and representatives of organizations/ public authorities) under the framework of Information Meetings, Focus Groups, and Interviews.

According to the results, the primary requirements of refugees, migrants, and asylum seekers are connected to using the Greek healthcare system while the COVID-19 pandemic seemed to harshen the situation. On the other side, organizations seem to have difficulties in approaching TCNs and engaging them in their services and they have sporadically expressed concerns regarding the lack of staff training, facilities, and funding. In this document, several suggestion measurements are described to fill the gaps on both sides.

Finally, the expanded decision-making network of IASIS and its effective engagement methodology elaborated ensures the exploitation of the current report.

2.2. Perugia

a.) The activities in detail

For the Context Analysis of the territory of Perugia, activities were implemented with the clear objective of gathering information about the most pressing needs with a bottom-up approach. We invited and encouraged members from the DREAMM community to work with local associations and organizations to develop ideas to meet the needs of newly arrived TCNs and to strengthen the involvement of all in this process.

The participants were civil members of the community, newly arrived migrants, migrants present for many years in the territory, cultural mediators, DREAMM Lead-Mentors and Mentors, migration professionals, local associations, and organizations, as well as academics and professionals interested in the areas of migration, social integration, and communication.

The WP activities were distributed within the events to maximize participation and engagement. The public event was divided into two events: one at the University of Perugia (project coordinator) and one at CIDIS headquarters. The information meeting and focus groups followed the DREAMM project presentation. Beyond the public events, CIDIS hosted the remaining information meetings, focus groups and interviews with key informants between May and November.

The first information meeting (April 2022) happened in the context of the University. We called for ideas for community action. The meaning of community action was explained, and the initial ideas started to develop. The second information meeting (April 29th 2022) involved many members of the civil society, DREAMM beneficiaries, Lead-Mentors, Mentors, Cultural Mediators, representatives of several organizations and local associations/initiatives, and university students and staff. The third meeting (October 13th 2022) was focused on the interaction between associations, while in the last one on October 20th, concrete ideas were discussed and the workshop meeting structure was arranged.

Key emerging issues from information meetings:

- Organisations working for the integration of migrants and dealing with projects to support their empowerment often do not communicate with other organizations working for the same aim. The organisations rarely have an overview of opportunities and services provided within the field
- Organisations send migrants over to other organisations without a clear understanding of their role and the services they provide
- The beneficiaries expressed having difficulty navigating several projects and initiatives in the territory, they appear to be disjoined.
- There is no consolidated network between local associations and organizations, there is no channel of communication
- It would be beneficial to be able to join forces when organizing events and implementing action
- People that are new to the territory sometimes must travel far to be able to participate in new projects that they are interested in
- Volunteers are willing to help but have a hard time learning about initiatives and projects

For the interviews with key informants, several associations were invited that have either worked in the context of migration for many years or that are newcomers. **Arci Perugia** and **Tamat** operate in the field of migration through projects aimed at supporting migrants and their social and employment. They have previously collaborated in events with **Cidis** and have solid experience in carrying out social activities in the migration field. **Luoghi Comuni** is a bi-monthly magazine that reports social and intercultural projects in some neighbourhoods of Perugia. **Ya Basta!** is a neighbourhood association that deals mainly with urban redevelopment, active citizenship, and event planning, and they work in one of the most multi-ethnic districts of Perugia. The **Coordinamento Nazionale degli Enti locali per la Pace e i Diritti Umani** works to sensitize the population through the organization of the Peace March that involves groups of people at the international level, and educational projects of schools.

For **the interviews** we used structured questionnaires to collect information on the organization’s main activities and their thoughts regarding the migration sector in Perugia based on their specific experiences, highlighting strengths and weaknesses.

From the interviews, Umbria emerged as a society historically open to the exchange with other cultures. The interviewees reflected on how Umbria was one of the first regions to include Peace and Human Rights in the Regional Statute and those of the Provinces, how the Region adopted more than 30 years ago legislation to support small projects for the integration of TCNs at a local level.

The interviews reveal that Perugia has all the elements of a multicultural city, with the University and University for foreigners bringing in students from all over the world; however, it lacks integration. Not only between the members of the community but also between organizations that push towards the same goals. There is also a difficult relationship with public bodies; they tend to consider migration as a temporary and non-structured phenomenon. This implies that standardised procedures have never been developed, thus complicating the work of associations that support migrants in accessing services and in their social inclusion process.



In sum, all associations expressed having difficulties relating to each other. This happens mainly because of logistical and communication issues, the lack of physically dedicated spaces and consolidated networking practices. Often, activities and initiatives that are very similar are implemented without full awareness of how things are duplicated. Overall, this is affecting and reducing the impact of the activities in favour of TCNs and the social actors on the territory are failing to demonstrate the much-needed cohesion. All the interviewees expressed a desire to develop a functional network to connect all available resources and establish activities together that sensitize the population and promote teamwork. This information reinforced the problems that were pointed out by the DREAMM community during the initial meetings and focus groups.

The **focus groups** were held in the context of the public events, after the information meetings. From these encounters arose the lack of cohesion between organizations and a space in which all could meet and work together. DREAMM Lead-Mentors and professionals in migration participated as facilitators and DREAMM Mentors participated as observers and mediators.

The participants of the focus groups were from very diverse backgrounds. There were newly arrived migrants, migrants living in Perugia for years, cultural mediators, Lead-Mentors and Mentors, volunteers, representatives from many associations and NGOs, academics and scholars, and civil members of the community.

DREAMM beneficiaries (TCNs) pointed out that they had a hard time navigating initiatives and projects, and that even harder time finding initiatives meant for cultural mixing instead of aid for specific needs. They were looking to become active members of the community and share their own cultures and experiences but found themselves unsuccessfully seeking the right initiative.

Representatives from diverse associations and scholars added to these shortcomings by expressing a lack of integration between several bodies that act in the context of migration. All participants collaboratively started jotting down ideas and concepts on the tables which were discussed in the subsequent meetings and focus groups.

Thanks to the Lead-Mentors and Mentors ideas could be collected and main concerns traced. The outcome of this collective process is that the city needs an intercultural space as a dynamic structure that can adapt to the needs of the newcomers, the members of the hosting community and the organizations involved and that is the result of a combined effort.

Here are some of the ideas and key points from the Focus groups:

- Music
- Food
- Freedom
- Interactive space for kids and adults
- Neighbourhood
- A place to have meaningful and trivial conversations
- Exchange
- Learning
- Culture and Art
- Teaching
- Experimental
- Communication
- Tolerance
- Flexibility
- Green areas
- Reciprocation
- Create together
- Collective design
- Games
- Hospitality
- Destroy to build (stereotypes)

b.) Community Needs Analysis

Umbria is a region that has always seen the stabilization of people from various countries and that has always boasted a high rate of migration: in 2022 the percentage of foreign residents compared to Italians was 10.7% (about 2 percentage points more than the national average). Most migrants are concentrated in the province of Perugia that hosts about 70.706 foreigners, about 76.5% of the total region. About 39 thousand migrants have a job and work mostly in domestic jobs and agriculture.

In Perugia, the migrant population is very diverse. There is a large influx of people due to forced migration, but being a university town, Perugia hosts students from all over the country and the world. It is home to two important universities and several other institutes that also promote student exchange. This diversity is also reflected in the needs: migrants seek guidance for basic territorial services, long-stay permits, family reunification, search for better housing, work solutions, training opportunities, and language certifications, but also aggregative moments of socialization and active participation.

Regarding the cultural aspect, there is a lack of places aimed at promoting intercultural activities and moments aimed at enhancing cultural exchanges at par. This deficiency is particularly visible in Ponte San Giovanni and the area adjacent to the station of Fontivegge. Both neighbourhoods have a very high number of migrants who, in the absence of alternatives, very often develop their reality around the community they belong to without having the possibility of effective integration with the local population. The area of Fontivegge is frequented by many foreigners, often vulnerable or in conditions of irregularities that risk being easily intercepted by the local network of petty crime.

In response to the lack of organized cultural centres, some areas of the city have spontaneously developed initiatives to promote intercultural practices. An emblematic example is the area adjacent to Piazza Birago, where the local population and the migrant population are very well integrated, starting with children who find themselves attending one of the most culturally diverse elementary schools in the Region.

Another positive example of interculturality is the area that includes Corso Garibaldi and Piazza Grimana. If in the square we can find a basketball court frequented by people of all ages and backgrounds, in the Corso, there are ethnic restaurants where you can taste the recipes of various countries. The diversity of this area is fuelled by the presence of many foreign students who choose to move there, often sharing their homes with students of different nationalities.

Around the areas just mentioned, many associations have been born that work for the reception of migrants and their inclusion in local society. One goal in which all these associations are recognized is to fuel that multicultural ferment that could be a great strength of the city but is not sufficiently encouraged and supported by the local administration.

Community Needs Assessment

In conclusion, what emerges from the analysis of the context as a whole and the dialogue with associations, migrants, Lead-Mentors and Mentors is the need to have an intercultural place that can be a meeting point and exchange.

Surely this was a central point of our Community Action that had as its goal the start-up of a process of creation of an intercultural space that is designed together with stakeholders, associations of the territory acting in the social and migratory sector, Volunteers, Lead-Mentors, Mentors and DREAMM users. The creation of this space, consistent with the DREAMM approach, allowed the community at large to have a unique container to support and become the main actors of the many initiatives aimed at the empowerment of TCNs. Through the information meetings, interviews, and collective brainstorming during the focus groups, we were able to gather some exciting ideas and explore the opportunities to improve services and resources. The community needs analysis revealed that we have many resources in the territory but there is a gap in cohesion and integration between them. There are no concrete channels of communication, and our beneficiaries have a hard time navigating the system in which such organizations operate. We observed a need to ramp up the spirit of collaboration and teamwork and to provide a space in which all projects and initiatives can co-exist with the aims of delivering all services and activities for our beneficiaries, all in one place. An intercultural space possible through the active collaboration of partners and stakeholders where our beneficiaries can find all services in one space, and the members of the community can actively participate and engage in activities, thus promoting integration and encouraging diversity through cultural and artistic activities without having to travel to different places to satisfy such needs.

Create a space where everyone can have the opportunity to express their culture and at the same time know the traditions of the place

- Creating continuity of intercultural events regularly
- Have a restaurant as a sharing place where you can also organize culinary exchanges
- An intercultural place with its physical dimension expresses an idea of inclusiveness that, creates a welcoming atmosphere in which everyone can find their place.
- Promote artistic expression initiatives to convey messages of awareness and fight against stereotypes. Different cultures can find in music, photographic exhibitions and painting a means to express themselves. At the same time, sharing the moments in which art is made allows people to deepen their knowledge of each other.

Positive Factors	Negative Factors	Migrant Needs	Territory Needs
<p>Several organizations and associations working in the territory</p> <ul style="list-style-type: none"> • Reception centre for migrants • Shared values • Diverse community • Intercultural initiatives present in the territory • Expressed a desire to be an intercultural city 	<ul style="list-style-type: none"> • Disjoined associations and initiatives • Lack of communication between bodies of stakeholders • Lack of intercultural initiatives that promote culture mixing • Lack of support from governmental bodies • Migration is seen as temporary 	<ul style="list-style-type: none"> • Gathering place • Socialising • Interactive places for kids and adults • Learning new skills • Interacting with the local community, not as a migrant but as part of the community • Mutual Exchange 	<ul style="list-style-type: none"> • Dedicated spaces for cultural mixing • Communication channels between organizations and initiatives • Project integration • Migration is not a phenomenon but a reality • Collaborative and collective efforts • Funding • Sharing resources • Partnerships, allies

2.3. Napoli

For the Context Analysis of the territory of Napoli/Naples, activities were implemented with the clear objective of gathering information about the most pressing needs utilizing a bottom-up approach. We invited and encouraged members from the DREAMM community to work with local associations and organizations to develop ideas to meet the needs of newly arrived TCNs and to strengthen the involvement of all in this process.

The participants were civil members of the community, newly arrived migrants, migrants present for many years in the territory, cultural mediators, DREAMM Lead-Mentors and Mentors, migration professionals, local associations and organizations, as well as academics and professionals interested in the areas of migration, social integration and communication.

The work package (WP) activities are being implemented in combination with public cultural and social events to maximize participation and engagement. The activities for this WP in Naples are still ongoing and are in program for the months of November 2022, December 2022, and January of 2023 with the final Community Act. The presentation of DREAMM Project was held on Friday 11 November at the Università degli Studi di Napoli L'Orientale with the testimony of a DREAMM Lead-Mentor and the first information meeting in the context of the University. We have explained the community action and its goals.

During the brainstorming sessions and focus groups, participants explored several initiatives that have been implemented in some territories that have improved community engagement and participation. One of the initiatives discussed was the social carnival that brings together people from the community in a space of intercultural exchange. Even though it is a widespread event, the current target community has not yet participated in the event. Our participants detected this as an opportunity to involve the community, promote participation and intercultural exchange. With this initial idea, we organized the following events with organizations that oversee the planning and implementation of the Social Carnival.

Taking the opportunity of the Social Carnival, we aim to activate a network of associations and organizations to increase communication between social projects and initiatives and promote a collaborative effort of non-profit organisations. Three additional information meetings were organized on Wednesday 23 November 2022 at the headquarters of the Filcams CGIL (organization interested in community action), Wednesday 30 November 2022 at Casa Cidis and Wednesday 04 January 2023 at Casa Cidis. These meetings have been conducted with workshops for team building to encourage participation and engagement. The Lead-Mentors worked together with the support of Mentors to help facilitate the events and contribute to the analysis of the territory.



Key emerging issues

- Organizations working for the integration of migrants and dealing with projects to support their empowerment often do not communicate with other organizations working for the same aim. The organisations rarely have an overview of opportunities and services provided within the field
- Organizations send migrants over to other organisations without a clear understanding of their role and the services they provide
- The beneficiaries expressed having difficulty navigating several projects and initiatives in the territory, they appear to be disjointed.
- There is not a consolidated network between local associations and organizations, there isn't a channel of communication
- It would be beneficial to be able to join forces when organizing events and implementing action
- People that are new to the territory sometimes has to travel far to be able to participate in new projects that they are interested in
- Volunteers are willing to help but have a hard time learning about initiatives and projects ion event in February of 2023.

After the Social Activity meeting "Tell me about you" of 14.10.2022 at Casa CIDIS, with the participation of many volunteers, Third Country Nationals, and Lead-Mentors, various organizations in the area were contacted by telephone and interviews were conducted with the representatives of the groups listed.

From these comparisons emerged the needs of the territory and its inhabitants, beyond the individual services that organizations can offer. Everyone was interested in organizing a participatory path that could lead to the creation of an event on the territory and for the territory.

The idea of creating a stage of the Social Carnival in Piazza Garibaldi, through the active involvement of the inhabitants and those who cross the spaces around the Central Station of Naples, has been shared by many organizations and individuals who intend to be involved in the Community Action.

The idea, born from the discussion with the participants of the first event, associations and Third Country Nationals on the needs of the Piazza Garibaldi district and its inhabitants, has become the objective for the Naples Joint Community Action. The participatory route that will lead to Carnival parade in February 2023 in Piazza Garibaldi planned and organized with the support of the students.

Many organizations see, as an added value of the action, the possibility of replicating it every year, involving more and more actors in the area and beyond.

The first focus group in Naples was held at the same time as the first Information Meeting, on November with the students at the University of Naples (L'Orientale) and saw the participation of over 20 people.

The second Focus was held on November 16, 2022, at Casa Cidis with DREAMM Lead-Mentors and Mentors to discuss the needs of the territory (not just material) and the proposal shared by some organizations to create together an initiative that involves the neighbourhood and hence the idea of planning the stage of the Social Carnival. On this workshop, we discussed the process to implement the participatory path (promotion of the Community Action and involvement of other subjects, organization of other focus groups, activities to be carried out and methods of implementation, and the role of volunteers in this participatory process. The planning and design of the social carnival has been a great success among all participants of the DREAMM community. Many of our DREAMM Mentors have already made themselves available to support the workshop activities aimed at building the masks with recycled material both with adults and with children, for example.

Two other Focus Groups took place on the Information Meetings on 23 and 30 November to continue to broaden the discussion and share with interested parties how to proceed operationally. During these Focus Groups, videos, and images of the events of previous years showed to give the participants the most concrete idea possible.

The last focus group took place on the 4th of January 2023, and an attempt was made to summarize the path from an operational point of view (organization of workshop activities open to citizens, choice of theme and day of the show, promotion methods in the Neighbourhood).

Context Analysis

The metropolitan area of Naples has 58,269 resident foreigners (ISTAT 2021), about 6% of the total, ranking among the cities with the highest concentration of immigrants in the South. Currently the foreign presence makes up an extremely articulated collective by nationality with a strong predominance of Sri Lankans

(15,337 presences in 2021, about 90% of the total resident in the province), followed by Ukrainians, Chinese, Pakistanis and Filipinos, concentrated, compared to the provincial figure, especially in the metropolitan area.

The socio-territorial context where the Community Action will take place is the area around the Naples Central Station, which represents, with reference to the immigrant presence, a particularly significant area of intervention. As the areas around Piazza Garibaldi, in particular, represent an important epicentre of settlement as the railway station acts both as a transit and meeting place for immigrants of different nationalities.



In the Pendino district, included in the second municipality of the capital together with Avvocata, Montecalvario, Mercato, San Giuseppe and Porto, the foreign presence, in fact, is particularly significant, with a collective of 2,950 foreigners representing 16.12% of the resident population. Placing the area in third place with respect to the total resident population / foreign population resident in the metropolitan area. Foreigners in this area are mainly Pakistanis (17%) and Bengali (40%), mostly in the 20-44 age group. In the area, there are many offices of the Third Sector and ethnic associations, which operate to support the paths of inclusion of foreign citizens in the metropolitan area.

The area therefore has a markedly multi-ethnic character also visible in the concentration of ethnic shops and commercial activities managed by foreigners who contribute to redefining urban spaces, making the whole area a multicultural space in which, however, there is no lack of moments of tension. Which indicate an integration process that is still difficult therefore it needs to be supported with actions and initiatives capable of putting the different identities that make up the social space in communication. Promoting active citizenship initiatives in the Piazza Garibaldi area can therefore be an important opportunity from different points of view: to put in contact the different realities, formal and informal, operating in the area and to make citizens and Third Country Nationals active protagonists of change.

The goal of CIDIS Onlus is to promote cultural diversity as a richness, to implement programs aimed at critically address the concept of identity and to experiment innovative practices of cohabitation respecting differences and overcoming boundaries. The organization hosts CASA CIDIS, a vacation home where tourists can stay and can participate in the many initiatives and activities (ethnic cooking workshops, language courses, theatre workshops and other intercultural events) promoted and implemented by the organization. The location of the structure is in a very diverse neighbourhood with several migrant communities and proposes itself as a model of positive integration achieved thanks to the synergy between the third sector and institutions, and as an example of economically sustainable reception that can be transferred on a national and European level which we believe will be an incredible asset to involve more people in the Joint Community Action.

Forty years ago, in the northern area of Naples, and specifically in Scampia, the Social Carnival was born thanks to the activity of an NGO present in the neighbourhood, GRIDAS. It is a non-profit cultural association founded in 1981 by Felice Pignataro, Mirella La Magna, Franco Vicario, and other people brought together by the common intention of putting their artistic and cultural skills at the service of ordinary people to stimulate an awakening of consciences and an active participation in the growth of society.

The activity of Gridas has been characterized over the years by the murals created with schools and individual citizens and by the Social Carnival, a practice of active citizenship from below which over the years has developed in numerous districts of the city (Sanità, Materdei, Montesanto, Centro historical, Quartieri Spagnoli, Soccavo, Ponticelli, Bagnoli). Below is a map of the city with the various districts that host the Social Carnival every year.

During the several meetings with DREAMM volunteers, Third Country Nationals and representatives of the Third Sector and Associations, it emerged that organizing the Social Carnival parade in Piazza Garibaldi would be an opportunity to bring the community together and enhance the ongoing process of integration.

In conclusion, what emerges from the analysis of the context as a whole and from the dialogue with associations, migrants, Lead-Mentors and Mentors is the need to participate and organize an intercultural event that can be a meeting point and promote mutual cultural exchange.

Positive Factors	Negative Factors	Migrant Needs	Territory Needs
<ul style="list-style-type: none"> • Many associations, groups and organizations in the area that offer services to citizens • Multi-ethnic character of the neighbourhood due to the presence of many foreign citizens from different communities • The neighbourhood as a reference point for foreign citizens who live in other neighbourhoods or in the province of Naples 	<ul style="list-style-type: none"> • Lack of networking between organizations, groups and associations to create events in the neighbourhood and for the neighbourhood • Lack of spaces for discussion and meeting between native citizens and foreign citizens • Widespread prejudice among Italian citizens towards foreign citizens 	<ul style="list-style-type: none"> • Know better the associations operating in the area • Need of spaces for meeting and exchange with Italian citizens and citizens from other countries • Learn new skills • Need of interactive spaces for kids and adults • Need to Interact with the local community, not as a migrant but as part of the community • Have more opportunities to create new friendships 	<ul style="list-style-type: none"> • Change the deteriorated concept that exists regarding the area around Piazza Garibaldi to a more positive concept and to improve the difficult coexistence between Italian and TCNs in this particular area • Creating spaces and developing opportunities for meeting and sharing between the local community and TCNs?

The objectives of the Community Action are the following

- Organize an intercultural event in the area, through a participatory process
- Networking associations and organizations that also have different interventions
- Promote the participation of citizens (Italian and foreign) and the discussion on the neighbourhood and its needs
- Promote knowledge among the participants
- Be part of a city tour as the Carnival stage in Piazza Garibaldi could be included in the calendar of parades organized in the other districts
- Use masks and / or allegorical floats also as a function of social criticism

2.4. Vienna

a.) The activities in detail

The Context analysis in Vienna was carried out by organising a couple of different events and activities to better understand the current situation when it comes to the integration of TCNs and to discuss necessary interventions to be done, especially on the local level. Given the local approach of the whole DREAMM project (we were talking about territories and not countries) we tried to focus on Vienna as all activities were implemented in the city.

The overall motto of the whole process of defining needs and finding possible interventions/solutions was “The common Vienna of the future” (Das Gemeinsame Wien der Zukunft). Already the title should indicate the focus on various communities and our attempt to create a holistic point of view to integration at all, including both local inhabitants, migrants and TCNs.

The implementation process of the foreseen activities (focus groups, interviews, and information meetings) started in May with the realisation of all four focus groups. The overall topics of each focus group were oriented on the general ones mentioned in the proposal with slightly local adaptations. The topics of the focus groups were: 1.) The sustainable city of the future 2.) The solidary city of the future 3.) The active city of the future 4.) The common Vienna of the future. The focus groups were organised in one big event to gather more people and create a bigger sharing of the findings also to a broader audience. This event took place on the 30th of May 2022 at the University of Vienna.



For each topic, one Lead-Mentor - based on their individual experiences and expertise - was responsible to manage one table where we collected ideas, visions, and comments of participants (TCNs, locals, migrants) on each of the above-mentioned topics. This workshop format allowed the contribution of all participants to catch as many different opinions and insights as possible

and to keep participation on a level accessible for all. After the workshops, in the second part of the event we presented the findings of each table (=each topic) and discussed possible interventions and measures with local politicians and decision-makers. This gave added value to all participants as they could get in touch directly with the decision-makers.



Based on the results of the focus groups the results got further discussed during the information meeting that got organised from June to October 2022 and enriched by interviews with experts. For the information meetings we, involved motivated professionals (some of them also our Lead-Mentors), activists in NGOs and community representatives. As the last step, the interviews conducted in the period from July to October tried to further investigate the main issues with selected experts on integration and migration issues. We interviewed representatives of the Municipality of Vienna, one member of the party who is currently responsible for integration issues in Vienna, one expert of a leading refugee and integration NGO in Vienna, one language teacher specialised in language integration courses and one chairperson of an Afghani association.

a.) Community Needs Analysis

All the collected information during the various activities gave useful insights into what the different communities and TCNs as well as migrants and locals need to guarantee a successful and sustainable integration process in society.

To present the main findings and therefore the Context analysis it will be split up by each overall topic.

1. The sustainable city of the future

The first topic was dealing with the environmental aspect that is crucial for the future development of the city. This includes a broad range of different topics that are necessary to guarantee exchange and communication between the inhabitants of a city, district, or quarter. This includes also infrastructure, how streets, squares and other public spaces should be organised to guarantee that the city will be liveable also in the future, but also create a shared space public space that is needed also for a successful integration process.

It is crucial to try to include as much as possible the opinions, ideas and wishes of the inhabitants of the area, especially when reconstructions (new parks, new design of a square, etc.) are planned. Also, TCNs can give an important contribution to this process as they have a different point of view, and together with other migrants, locals, and local authorities can get a full picture of what is needed to create environmentally friendly and sustainable public spaces for the future.

Our participants in the focus group would like to imagine a Vienna of the future with more pedestrian areas and to focus also a better mix of shops with residential areas (unlike now where you have shopping and housing areas often separated). On the other end, some of our participants wished to create consume-free

areas with for example shared gardens on the street and other measures that make the quarter more liveable. Participants also wish to have more separated bike lines as well as a focus on sun protection to reduce the negative aspects of hot summers (more green areas, more water areas). Of course, our participants also would like to reduce the motorised individual traffic by further enlarging the network of public transport and creating more parks.

An important issue was also the problem of low-level noise toleration, especially by local Viennese that is not used to outdoor activities. For a better experience of living together to raise the understanding also allow more outdoor areas (like in Southern Europe for example) would be appreciated by our participants.

Our experts, both during the focus groups and in further meetings/interviews underlined that good integration starts already in the public space by creating areas where the inhabitants can meet. The fact that Vienna is often too much based on motorised individual transport (that often is reserved to a privileged group and not often accessible for TCNs and migrants) makes the question of public space and how to deal with it also a social one. The Municipality of Vienna is trying with multiple measures to answer the demands of a more sustainable city, and the dimension of integration is implemented as much as possible in all decisions.

2. The solidary city of the future

Solidarity is needed to face the problems of the present and to create sustainable solutions for better living together in the city. A solidary society is also more open to a two-sided integration. That is why the topic of solidarity is important for any integration processes, but also the broader society, it is crucial to face various problems together.

The results of the focus groups are tackling the often-missing interaction among inhabitants of a quarter, district, or city. The motto is: out of anonymity! Local events organised helping services but also tandems and language cafés can help to break the ice and help not only TCNs and migrants but also locals often facing loneliness. To make these interactions possible, public space must be easily accessible by various groups and for various opportunities, for example, rooms, halls etc. In addition to this, volunteering must be supported by the local authorities, because often some activities are only carried out by various NGOs and associations, help these organisations with their various problems and needs is crucial to create not only a more solidary, but also a more active city.

Other concrete ideas of our participants are a new onboarding format for newly arrived people in Vienna, and friends that help people to get oriented. Also, intergenerational exchange is needed. Another idea was to offer more private accommodation opportunities, especially for newly arrived people.

3. The active city of the future

Participation is the key to a more engaged society. The more people are involved actively in society and in decision-making processes, the more they feel responsible for their city and their future. The concept of participation is therefore also useful to understand better the needs of TCNs and migrants as they are often underrepresented in all forms of decision-making processes.

The focus group dealing with the issue of participation was stressing out the need for more (public) space to make participation also happen, the already existing format of town meetings (Bürgerversammlungen) should be enlarged and organised with stronger involvement of participants. Also, a stronger link between the various Viennese districts could be helpful to raise the level of participation. Not only the political system

needs to be changed, but also the media needs to include more diverse points of view including also voices of groups right now underrepresented.

Both focus groups as well as the information meetings and the interviews have shown that the way we practise participation and decision-making processes is not suitable for today. It needs to be a stronger involvement of as many inhabitants as possible and a higher level of participation on all levels. This means on the other hand that politicians and political decision-making bodies need to give power to a broader level of participation to allow both citizens and politicians together to shape the future of Vienna. This needs to go hand-in-hand with a massive investment in the empowerment of citizens.

Political representatives are aware of the demands for up-to-date participation processes and try to raise the opportunities on local, regional, and national levels. The topic of opening suffrage also to other inhabitants and disconnecting it from citizenship is a highly political topic controversially discussed in public, chances are higher however to extend the right to vote for EU citizens than for TCNs. Both local and national politicians are open to new formats of participation (referendum, surveys, assembling etc.). Representatives of NGOs and associations are criticising the missing representation of migrants and TCNs in political advisory boards or other committees that fulfil an advisory function for political decision-makers. In the newly established “integration advisory board” (Integrationsrat) of the City of Vienna there are no members with an experience in asylum or with their own experiences in refugee issues. Associations and NGOs are asking therefore for a stronger involvement of persons with concrete experiences in the advisory boards and more participation opportunities in general.

4. The common Vienna of the future

How we would like to live together in future? The fourth topic tried to collect ideas on how we can better live together in the city and how this can influence a successful two-sided integration process.

Also here, participants would like to see a broader offer organised by the Municipality such as specific courses for specific groups, for example newly arrived women or language courses that are combined with more practical information (where and how I can find information or support), and these courses should be partly offered also in the mother tongues of the Newly Arrived. In general compulsory courses where participants already need to go could be used to promote additional activities and/or enrich these courses with more engaging and interesting offers such as workshops or other activities.

For an important integration, also locals need to be included as this is an important prerequisite for better cohabitation in future. Through the use of media, but also in companies, at events or specific events, also locals should be inspired to get in touch with other cultures – and to get curious about what Vienna has to offer. Also, sports can help to overcome barriers, for example through organised swimming courses or bike tours. Here the offer is already good, but there is a lack of information, it is not easy for Newly Arrived to find information, also because sometimes it is only available in German. The need to have easily accessible information written in an understandable and easy language and/or in various languages is another key to involving (newly arrived) TCNs and migrants and helping them in the integration process.

Conclusion

During the various events and activities, more than 60 participants with different backgrounds (decision makers, representatives of local authorities, members of NGOs and associations, migrants, locals and TCNs) contributed to the process of defining needs in Vienna regarding the integration and migration level. Together we also tried to develop the first possible intervention measures by including representatives of the Municipality of Vienna and political decision-makers. The needs analysis consists of a collection of different perspectives and views and can help to better understand the current situation in Vienna, where a qualified offer on activities is already there, but where still improvement is needed.

To sum it up, the most urgent needs are:

- think public spaces in a new way including more meeting points through the implementation of pedestrian areas, parks
- provide public space for communities, associations, and other groups in form of rooms, event halls, etc. to enrich the public sphere with various events and enable meetings and exchange between communities and their members
- create new formats where both locals and TCNs/migrants can meet in a safe area, this can be for example an onboarding system using buddies.
- support the already existing offers of various NGOs and associations organised by people working voluntarily, often the lack of financial resources is a threat to the variety of activities
- foster new forms of participation and raise the visibility of underrepresented groups through new formats (online participation, town meetings), but also by linking the Viennese districts
- involve migrants and TCNs in advisory boards of the City Hall to include practical experiences
- offer various workshops and other activities (also in companies, associations, etc.) also to locals to guarantee a successful two-sided integration process
- create more engaging compulsory courses (language/integration courses) that try to combine also more practical information (housing, labour market, concrete information)
- media should try to include also the views and perspectives of underrepresented groups

2.5. Göttingen

a.) The activities in detail

The information meetings were primarily intended to establish closer contact with the local community (both providers and residents of the area) to understand their needs so that the key elements could be identified and a more appropriate approach developed. This approach had to be understood primarily in terms of the community concept and the focus of the neighbourhood, while at the same time allowing for a certain degree of individuality. In short: a concept that captures the needs of all participants but leaves room for individual ideas.

This led to the present concept:

- Information meetings, through their regularity, could gather the community closer together while exploring the main common focal points in more depth, so that the two sides of providers and residents alike could always be taken into consideration.
- Interviews and focus groups were then used to elaborate on details so that even small interest groups could have the opportunity to elaborate and record their needs.

- In addition, this concept offered the special feature that different target groups could be included, so that the community could be addressed and represented through its entire spectrum, at least to a certain extent.

As part of this logical approach and its associated process, additional workshops (including further interviews) were conducted and offered in an open format so that participants could join in at any time, making interest an important factor for further development.

As mentioned earlier, the development of the Goe-West app was a key element, as the content presented in it was first developed through information sessions, followed by focus group interviews and workshops.

Taking these steps into account, the role and task of blinc staff and colleagues played a crucial role. While on the one hand, certain actions had to be and were accompanied and supported, on the other hand, the development, design, and adaptation of the content in the app was done by the residents (which included both providers and residents as users) of Göttingen's Weststadt.

b.) Community Needs Analysis

The following section summarises the process and feedback gathered during the close cooperation between the local community of providers and residents and members of blinc.

While communication between locals and refugees is already established through years of experience - especially when going into more detail about the specific area of Göttingen's Weststadt - certain barriers can be recognised again at regular intervals. This concerns the language barrier, which is the main source, to begin with. Of course, this always depends on which language has been newly added to the Weststadt. While in the sixties and seventies, it was Turkish immigrants, this later changed to Eastern European immigrants, then later to refugees from the Near East (such as Syria, Afghanistan, Iran, etc.), then also Africa and now above all from Ukraine. Each phase is characterised by its language and culture so in some places it was always necessary to start from scratch, but it was also possible to use knowledge already gained to enable better cooperation.

At this point, it is already apparent that the digitalisation of certain processes has become increasingly necessary.

This in turn also means that the providers of initiatives and actions for integration must continue to educate themselves in digitalisation (if necessary, start from scratch), but at the same time, the community must also be taken along. In particular, the smartphone, which has simply become a constant companion in many lifetimes, offers completely new possibilities.

Ultimately, the problems themselves still have the same structure - linguistically and culturally conditioned - while the solution concepts can offer a new perspective on the challenge.

As the information events were not only designed for the local community but also different stakeholders (social service providers, local politicians, non-profit organisations), and current developments were always presented and discussed there, there was the possibility to also include stakeholders with a larger sphere of influence or at least to let them participate about challenges and developments in the field of cooperation in the local community.

The extent to which these shared insights could be carried beyond regional needs can only be assessed to a limited extent at this point. However, enquiries of interest have already taken place from other areas of Göttingen's neighbourhood.

In summary, a network already exists in Göttingen Weststadt that supports the community on both sides, the providers as well as the "users". However, a central need on both sides is easier and more efficient communication. Whereby the communication level is the entry point to solving many problems based on it. While residents need to be made aware of the various services that already exist, providers need to find a way to reach users and adapt these services to changing circumstances.

Based on this finding, blinc could use the Goe-West app as a tool that provides an exchange platform on a level that both sides can easily use.

2.6. Nicosia

a.) The activities in detail

One of the main objectives of the DREAMM project was to identify the main needs of newly arrived asylum seekers, migrants and refugees and identify the best possible ways to ensure integration and inclusion and promote a message for interculturality and equality, to fight against racism and xenophobia.

To complete the main needs assessment and identify the best ways to help the integration and inclusion of newly arrived TCNs, DREAMM facilitators and Lead-Mentors have organised a set of information meetings, interviews and focus groups with key stakeholders and experts in migration, facilitation, and integration.

Information meetings: The Cyprus DREAMM team of volunteers has organised four information meetings to ensure that volunteers and stakeholders interested in the DREAMM project were aware of the project's activities, allowing them at the same time to share their knowledge and expertise on issues regarding the integration of TCNs in various sectors of daily life. In addition, information meetings were used as brainstorming sessions to identify integration policies that could be applied in various fields, including the labour and economic market, the educational system, and the healthcare system. To do so, Lead-Mentors and Mentors were responsible to research and reach out to key players within these fields and organise the information meetings. As part of this activity, DREAMM volunteers reached out to professionals in the ICT sector, educators, and project officers in youth projects as well as people working in the banking and financial sector to gain insight into the challenges, and the available opportunities that TCNs have in these fields.

The information meetings were organised mainly at CIP's offices and the premises of the stakeholders and professionals such as schools or other companies' offices. The results of the information meetings have shed light on the difficulties that migrant students might face when joining a new school. Brainstorming sessions however identified several extracurricular activities that could help the process of integration and social inclusion, such as joining theatre teams or scout groups. Regarding the financial sector, it became clear that TCNs face various challenges when dealing with banking services in Cyprus. Key experts in these fields have shared information and tips for TCNs to overcome these challenges. We have also met with professionals in cultural institutions such as the who have also pointed to very low attendance of TCNs in cultural events, mostly because these may be held primarily in Greek and because they feel uncomfortable attending local events - feeling they are unwanted. The information collected was then shared with TCNs at WP2 workshops

and informal discussions, as well as through the live and online One Stop Shops that were delivered after the completion of the information meetings.

Interviews: As part of the need analysis on migration, facilitation, and integration, DREAMM facilitators have conducted five interviews with key experts in migration and integration. Interviews were also conducted with professionals in medical services, the psychological support sector, and the labour market, more specifically the STEM and technical fields.

To decide the final topics for the interviews, DREAMM facilitators accessed the main needs expressed by TCNs during the implementation of the first One Stop Shops, and then they reached out to key stakeholders in the relevant fields to plan the interviews.

This activity began in March 2022, with the interview of the co-founder of the Generation for Change - a local NGO in migration and social inclusion and they continued until November 2022 when the final interviews were conducted. Other interviewees included migration experts, medical personnel working in the main public hospital of Nicosia, psychologists, and ICT professionals. The main contribution of these interviews in the process of analysing the needs of TCNs was to provide an insight into the daily lives of refugees and migrants in Cyprus and assess the effectiveness of local services offered to them, as well as the gaps regarding the inclusion of TCNs in the educational, labour, and health services.

To communicate the results of the interviews with TCNs, DREAMM volunteers have created informative material and shared it on Facebook groups that focus particularly on the integration and inclusion of migrants, like the 'Cyprus helps refugees' page. Information regarding employment and training opportunities was shared with TCNs through the online platform Help Refugees Work, an initiative by UNHCR Cyprus. In addition, the results of the interviews were raised during the focus groups with NGO staff and migration experts to identify potential solutions to the challenges faced by TCNs as well as find ways to disseminate the main needs and challenges faced by TCNs to the local policymaking community.

Focus groups: The implementation of a set of focus groups has been one of the main activities undertaken as part of the needs analysis regarding the process of integration and inclusion for newly arrived TCNs in Cyprus. In total, DREAMM facilitators with the help of Lead-Mentors have organised and delivered 4 focus groups with 42 participants.

Participants in the focus groups included members of the main NGOs and organisations in the migration, facilitation, and integration fields. More particularly, focus group participants included staff members and volunteers working at UNHCR Cyprus, the Generation for Change and the Cyprus Refugee Council. In addition, members of local NGOs managing AMIF and other European projects have also taken part in the focus groups, including RESET, CSI and Cardet. One focus group with TCNs was also organised to provide an in-depth understanding of the main challenges and needs of migrants and refugees when integrating into Cyprus. Finally, one focus group was organised by DREAMM facilitators and Lead-Mentors with members of the policy-making community in the city of Larnaka. This focus group was organised as part of a formal meeting between policymakers and municipality representatives, and it was facilitated by CIP due to its responsibility as the regional coordinator for the Council of Europe's Intercultural Cities program to develop an intercultural policy in the city of Larnaka to assist migrants' and refugees' integration.

The focus groups helped DREAMM volunteers and facilitators to understand the challenges and needs of people working and/or volunteering in the migration sector, and they also gave a better understanding of

the challenges faced by migrants and refugees. The focus group with TCNs was implemented as a safe space for them to share all their experiences and emotions, empower each other and create empathy among DREAMM Mentors regarding migration, facilitation, and intercultural communication. In addition, the focus group with TCNs was the first focus group that took place as part of the DREAMM project to set the grounds for the basic needs and challenges of TCNs, and it helped DREAMM facilitators to structure the rest of the focus groups. Similarly, the focus group with the policymakers served as an opportunity for DREAMM facilitators to share the needs of TCNs with policymakers and government officials and discuss ways in which the policymaking institutions in Cyprus could integrate a more intercultural approach to migration-related policies.

Overall, all the activities that were implemented as part of the national needs analysis on the needs of TCNs and relevant stakeholders were interconnected. DREAMM facilitators and Lead-Mentors used the results of the first information meetings to identify key actors in integration and facilitation for the interviews. Similarly, the focus groups were structured in a way that allowed TCNs to express their needs on their own, which were then delivered to relevant stakeholders and policymakers during the rest of the focus groups.

b.) Community Needs Analysis

The results showed that racism and xenophobia incidents are unfortunately evident within the local community and the resources available to help overcome these issues are not adequate for the number of newly arrived TCNs. Furthermore, racist incidents are often seen in schools and universities, but at the same time, many extracurricular activities help the process of social integration and inclusion for migrant students. Similarly, within the policy-making community, there are different opinions and actions regarding migration and integration. Some policy-making communities work closely with NGOs and other relevant stakeholders which are actively trying to counter racism and xenophobia through the development and organisation of various festivals and cultural workshops as well as joint actions that empower cultural awareness and increase intercultural communication. Yet, cases of racism and xenophobia are still visible as the far-right political community continues to rise in many European countries, not just in Cyprus. This has been the main concern of NGOs and migration experts as it could have devastating effects on integration and inclusion initiatives. Nevertheless, there are many political organisations and local institutions that advocate for the rights of newly arrived TCNs and which support the local and national NGOs and organisations to enhance the process of inclusion and create an intercultural, democratic, and open society.

2.7. Malta

a.) The activities in detail

The context analysis highlights the major findings from held information meetings, interviews with migration keyholders, and focus groups with NGOs and local volunteer associations. All the meetings and interviews mentioned occurred between September and November 2022. It aims to understand the needs of migrants in Malta better, particularly newly arrived migrants. The context analysis resulted in creating a set of recommendations to be transferred to decision-makers and other stakeholders.

b.) Community Needs Analysis

Malta witnesses a constant flux of migrants from all over the world all year round, with numbers increasing drastically during the summer months when consecutive groups of asylum seekers are rescued from Maltese International Waters and brought inland. Our island embraces two kinds of migrants. The first kind is regular migrants, holders of the necessary documentation to apply for long-term residency permits to live and work here. Due to Malta's thriving economy, people from countries outside the European Union continue to come to work or study here. Earned wages ensure they can lead a decent life while securing financial stability for the family members left behind in their country of origin. Obtained study accreditations mean the possibility of finding better quality employment upon re-entry to their country of origin. Sometimes the local government allows regular migrants to fill in the skill gaps present within its labour market. The second kind is asylum seekers fleeing civil war, violence, and other atrocities in their home country, fearing for their and their family's safety. Usually, asylum seekers are from Sudan, Syria, Eritrea, Libya, Niger, and Egypt. Still, lately, with the ongoing Ukraine-Russian war, we are viewing a slowly increasing intake of Ukrainian citizens, especially children. The ratio of asylum seekers and refugees in Malta is a small fraction compared to regular migrants.

Our interviewees appeared to have a common consensus regarding the challenges and difficulties newly arrived migrants, especially asylum seekers and refugees, face upon their entry into Malta. The barriers that greatly hinder migrants' integration process locally have been summed up under the following seven categories:

1. Decent Work - Employment

Decent work is a complicated idea that extends further than just having a job. One of the primary motivations for migrants to travel is to find work. Their ability to enter the labour force has a significant impact on their physical and mental well-being, as well as their vulnerability to poverty. The lack of knowledge of the local language and qualifications from other countries that are not easily recognised in the European Union are significant barriers for newly arrived migrants seeking to enter the labour market. Consequently, migrants often get recruited in unreported and infrequent employment with risky working conditions. Not only does this impair corporate productivity, but it also leads to reduced salaries, brain waste, and deskilling. This trend may become even more prominent in industries that rely heavily on foreign labour, such as domestic work, construction, and the service industry, which may experience social dumping, particularly in wages, and increased labour market segmentation, with low-skilled jobs becoming an exclusive realm of migrants.

2. Documentation

Migrants' access to public services such as health, education, and transportation, better job opportunities including access to traditional labour markets and job opportunities related to previous work experience, and job training is limited due to a lack of documentation and irregular status. As a result, the absence of paperwork hinders the opportunities for proper integration of migrants, asylum seekers, and refugees into their host communities, resilience, and self-sufficiency.

3. Housing

Access to suitable, cheap, safe, and long-term housing is crucial for migrants' financial stability, career opportunities, social mobility, and social integration. Most migrants in Malta live in privately rented, poor quality, expensive, with frequent overcrowding housing. Asylum seekers and refugees can stay in the open centres. The open centres provide them with accommodation and facilitate access by service users to

mainstream services, such as free health and education. Sometimes, though, inconsistent migration policies and bureaucratic complexities may lead to stays in such centres becoming a prolonged overstay, with all the implications such a situation may bring.

4. Information and assistance for documentation and administrative procedures

Fear of prejudice and xenophobia, as well as a lack of awareness of organisational processes and paperwork, highlighted the necessity of an information support system that aids migrants in navigating complex bureaucratic procedures. Even though several public entities built virtual assistance channels during the last years in Malta, migrants continue to experience a significant gap in accessing information and guidance to carry out different administrative procedures. This information gap can also be observed in the current lack of accessibility to the health system and social security, as well as in the absence of knowledge about social protection programmes, administrative processes for the recognition of degrees and diplomas, and access to housing.

5. Health

Many complex variables impact the health of migrants in Malta, including living and working situations, social isolation, specific illness trends in their country of origin, and cultural and socioeconomic issues. Furthermore, events in their home countries, during their trips, and upon arrival in Malta significantly impact the health of vulnerable migrants such as asylum seekers and refugees. Migrants have had limited access to the national health system and knowledge of relevant help channels due to a lack of local language and the needed information about who and where to turn to obtain the required health care.

6. Education

Access to education is critical to attaining all SDGs (Sustainable Development Goals - UN). Nowadays, children and adolescents, as well as young migrants, confront barriers to entering and staying in the school system. There is proof of connectivity issues, restricted availability of technological equipment, emotional fragility, abandonment, and economic instability in their families, all of which impede them from finishing the schooling process effectively. Another issue to consider is the documents necessary to enrol students. In addition, language barriers are a serious issue for adults and children alike. Participating in school and training, volunteering, and finding a job are frequently only possible with knowledge of the local language. Learning the local language is key to participating in broader social and other activities.

7. Integration

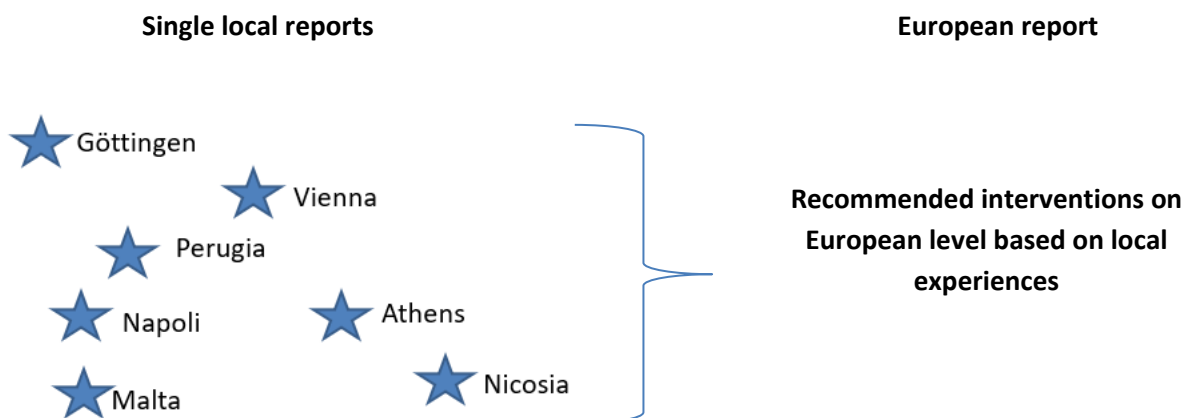
Migrants confront tremendous obstacles in gaining employment and integrating into the local society, which affects every area of their life, from access to the school system to health care to adequate, sustainable employability. Migrant integration into a hosting country's society, economics, and politics need to become a key priority for governments and academics and not be treated as a peripheral matter anymore. Lack of integration can heighten discrimination, hate speech, racism, and exploitation: the hallmarks of exclusion, oppression, and 21st-century slavery.

3. Conclusion & European Intervention Recommendations

Over the last one and half years, the local DREAMM teams in all seven involved territories were intensively carrying out the foreseen activities for getting a better picture of the real needs that involved players, from TCNs, migrants, and locals over facilitators to decision-makers, are facing every day when working in the field of integration. In total, **91 activities** were carried out, from these **91 28 were information meetings, 28 were focus groups** and **35 were interviews** with key experts.

The participants in all these activities were civil members of the community, newly arrived TCNs and migrants, migrants present for many years in the territory, cultural mediators, DREAMM Lead-Mentors and Mentors, migration professionals, local associations, and organisations (local municipalities), local and national decision-makers, as well as academics and professionals interested in the areas of migration, social integration, and communication.

As mentioned already in the introduction to this report, the final goal was not just to identify the local needs in various communities, but also to arrive at a European perspective and subsequently also provide European intervention recommendations. Given the standardised framework of the DREAMM project and the similar methods and activity structure used in all territories, the results on the local level can be directly transferred to the European level offering new perspectives on the common problems that the integration sector is facing throughout European Union. From this perspective, the following results are a useful resource for possible follow-up projects on the European level.



The conclusion of the report is focussing on the similarities of the various local results and combines them with the recommendations that the participants of the DREAMM activities have given during the implementation process. In this way, the recommendations are transformed into European Intervention Recommendations allowing us to understand better the needs all over Europe.

The European report is split into three parts: a.) the Needs of TCNs and migrants b.) the needs of organisations and NGOs and c.) European intervention recommendations. a.) and b.) are the basis of the following recommendations described under point c.).

a.) The needs of TCNs and migrants

Throughout the whole needs analysis process, the needs of TCNs and migrants were fundamental for understanding the currently missing points in the European integration system and how they influence newly arrived TCNs and migrants.

The most important issues now based on our Context Analysis are the following ones:

- **Using of state-owned services needs to be improved**
 - This makes public services better and more easily accessible for TCNs and migrants. They often struggle to get the support they need, especially in the education and the health system, often the help is not tailored to the specific needs
- **Common Challenges: housing, health care, education, employment**
 - Despite some progress, the common challenges for TCNs and migrants in Europe remain in the fields of housing, health care, education, and employment, where often unjustified barriers both on the local and national levels are impeding the successful integration
- **Local gathering points/rooms or centres missing**
 - In all territories, there is a lack of easily accessible local gathering points that can be used by groups or communities. There are missing centres in the public sphere where TCNs and migrants can meet safely and can get in touch with others
- **Meeting points with the local community often missing**
 - This point is interconnected with the lack of local gathering points, unfortunately, there are rarely public areas that allow direct interaction with the local community in the public space, and this inhibits the integration process and the necessary exchange between TCNs, migrants and local community
- **Understanding and tolerance (noise tolerance)**
 - TCNs and migrants wish to be more respected when it comes to noise tolerance and a general understanding

b.) The needs of organisations and NGOs

Both in focus groups and in the information meetings as well as in the conducted interviews, the involved organisations, and NGOs active in the field of integration contributed to the Context Analysis with their concerns regarding better functionality of the whole integration sector.

The main needs raised by organisations during the activities were:

- **Difficulties to reach TCNs**
 - In all territories various organisations are worried about the fact that it is becoming difficult to reach out to TCNs and migrants as in many cases they are not responding to promotional campaigns or it is simply not possible to reach them anymore
- **The missing exchange between NGOs/associations & no exchange of already existing initiatives**
 - Many organisations have said that often similar activities and already existing initiatives are running contemporarily without them getting to know about the offer. In consequence, many services are running parallel due to this lack of exchange between various NGOs and associations/organisations active in the same field
- **Lack of facilities for the implementation of activities**

- Especially for smaller organisations, it is difficult to find easily accessible facilities for implementing courses, workshops, etc. – often also high costs are a barrier when offering activities

c.) European Intervention Recommendations

Based on the common needs, the DREAMM consortium created a list of possible interventions to be implemented at the European level in further projects and/or by decision-makers, local authorities, associations, or NGOs to improve integration processes. The involvement of various stakeholders and persons with different backgrounds throughout Europe has created a case study on actual needs and possible recommendations. Given the high number of more than XX participants in over 90 activities in all of Europe, the DREAMM Context Analysis allow us to give interesting insights into the current situation of the integration sector in Europe.

Important to stress for all involved participants in the process is the fact to think of integration in all spheres and topics he public life and to limit discourses to some topics.

In some cases, the recommendations stay in direct link with the needs mentioned in points and b.). The recommendations are clustered and summed up in the following topics:

• NETWORKING/COOPERATION

- Based on the Context Analysis, there is a high demand for the aforementioned networks both on the local, national, and European levels. Synergies should be used to work efficiently together when organising events, invitations about similar activities can be shared and it is recommended to connect all available resources and establish activities together
- New communication channels between organisations and initiatives can help to reach a higher level of cooperation and exchange

• PUBLIC SPACES FOR ALL TO MEET

- the creation of dedicated spaces where locals and various communities as well as TCNs and migrants can measure needs on the local level in most parts of Europe; this could be realised in the form of intercultural centres
- To enable a successful two-sided integration, new formats where both locals and TCNs/migrants can meet in a safe area can be helpful, this can be, for example, an onboarding system using buddies
- Successful integration gets hand in hand with the sustainable, greener city of the future: more parks and shared space as well as less individual traffic means more space for all and more meeting points
- These public spaces can fight loneliness and can help to create a less anonymous society, through local events and organised helping services but also through tandems and language cafés

• FUNDING FOR NGOs/ORGANISATIONS

- The missing funding opportunities especially for small organisations are still a fundamental problem, the support of already existing offers of various NGOs and associations organised by people working voluntarily can help to raise the quality of the activities, often the lack of financial resources is a threat for the variety of activities

• PARTICIPATION/REPRESENTATION

- Through fostering new forms of participation, the visibility of underrepresented groups can be raised through new formats (online participation, town meetings), but also by linking various districts in a city, etc.
- migrants and TCNs with real experience in refugee and asylum should be part of advisory boards of City Hall and other decision-making bodies to include practical experiences in the process.
- media should try to include also the views and perspectives of underrepresented groups
- **WORKSHOPS/OFFER**
 - Workshops, courses, and other activities should not only be limited to TCNs and migrants but should include also the local population, for example through offering workshops in companies, associations, etc. This guarantees a successful two-sided integration process
 - Compulsory courses (language/integration courses) should be designed in a more attractive way including also more practical information, for example for topics such as housing, and the labour market by offering concrete information on where to find additional information, etc.