

# GUIDELINES



“Innovation is about creating value for refugees, introducing novel solutions, and doing things better”.<sup>1</sup>

## GUIDELINES FOR POLICY-MAKERS AND PRACTITIONERS FOR INTEGRATION AND INCLUSION OF REFUGEES.

### UNDERLYING PRINCIPLES FOR THE SOCIAL INNOVATIVE QUALITY OF POLICIES AND PRACTICES

- Recognize the humanity, respect the agency of the refugee/ newcomer
- Meet the specific needs of the target group
- Empower refugees and enable access to resources
- Create an added value
- Work for an inclusive and cohesive society

### INDICATORS THAT IDENTIFY THE SOCIAL INNOVATIVE CAPACITY OF POLICIES AND PRACTICES

#### INDICATORS THAT DEFINE THE CONTEXT AND PROCESS OF IMPLEMENTATION OF SOCIAL INNOVATION

A social innovative practice requires a specific process to pursue co-operation between local governance, civil-society, and refugees.

- Contextualize the process; meet the specific needs of refugees
- Involve a diversity of Stakeholders to gain sustainability; mainstreaming
- Identify key actors and stakeholders with a variety of insights and support systems
- Initiate a co-creation workshops with above actors
- Create a space for generating solutions while engaging participants to a greater commitment

#### INDICATORS TO CONTRIBUTE TO SOCIAL INTEGRATION AND TO CHANGING MIND-SETS OF THE LOCAL POPULATION

- Root the activity at the local level within local communities
- Initiate activities that create trust between local population and refugees
- Offer opportunities for the inclusion of refugees and to meet, connect and speak the local language via small group activities
- Provide intercultural mediators / “animateurs” in local settings
- Provide diversity and anti-bias training for administrators that advise, and service refugees
- Include exchanges among a diversity of ethnicities, ages, religion, gender, etc
- Use when possible the concept of the Co-creation workshops

#### INDICATORS TO SUPPORT - EMPOWERMENT AND SELF-SUFFICIENCY OF REFUGEES

Provide

- Access to health, psycho-social / trauma care, orientation opportunities.
- Access to affordable housing
- Adequate assessment of previous education and training skills
- Education and training opportunities - match one’s own qualifications, skills, interests
- Pre-school child-care for all families/ women in need



### THE PROJECT

#### Social Innovation for Refugees

(SiforREF) examines and tests solutions with the aim to support societal and labour market integration of refugees after their arrival in five Central European cities. Our team consists of researchers, representatives of local government and actors from civil society.



### PARTICIPANT CITIES

Venice, Italy, Lead Partner  
 Berlin, Germany  
 Bologna, Italy  
 Ljubljana, Slovenia  
 Parma, Italy  
 Vienna, Austria

### AIM

Our goal is that social innovative and inclusive measures for refugee integration become mainstream and institutionalised.

### KEY INSTRUMENTS

Co-operation of key stakeholders at the local level, transnational cooperation and promotion of social innovation.

1. UNHCR, Innovation at UNHCR (2019, p. 8) <https://www.unhcr.org/innovation/>

# CHECK LIST

## INDICATORS FOR MEASURING THE SOCIAL INNOVATION CAPACITY OF POLICIES AND PRACTICE FOR REFUGEE INCLUSION

### 1 SPECIFIC NEEDS OF THE TARGET GROUP

- In which social context did the idea originate? Which kind of a situation did refugees face? How were specific needs defined? How does the initiative add value for refugees in your city?

### 2 IMPLEMENTATION PROCESS TO RESPECT BETWEEN LOCAL GOVERNANCE, CIVIL SOCIETY AND REFUGEES

- What is the history of this initiative? Why and how was the initiative or policy initiated?
- Identify the key actors and stakeholders (who initiated?)
- How does it improve on the previous situation for the recent refugee arrivals? What is better than in the past?
- Are the local public authorities involved? Were they among the initiators? Was this initiative created from the bottom-up? Were refugees themselves among the initiators?

### 3 TO CHANGE MIND-SETS AND CONTRIBUTE TO SOCIAL INCLUSION

- Does the best practice create opportunities for refugees and families, to connect with peers in the neighborhoods or wider society?
- Do refugees have access to affordable housing integrated in neighborhoods with the local population?
- Are intercultural/transcultural mediators available at the local level?
- Do opportunities exist to discover and share common interests? (sports, music, cooking and eating together, theatre, etc.?)
- Is diversity awareness training offered for practitioners, such as to members of the public authorities, employment agencies?

### 4 INDICATORS FOR SOCIAL INNOVATIVE PRACTICES TO EMPOWER REFUGEES/ NEWCOMERS

- Do “refugees” find access to jobs that match their skills? Access to relevant further training?
- Access to health care services and trauma/ depression therapy?
- Are gender specific issues recognized? e. g. access to education, training, or work opportunities to match skills?
- Do women-identified refugees have access to education and training at all levels (multi-faceted business and empowerment trainings?)
- Are childcare facilities available when necessary for the training periods? For working families?
- Do refugees who want to start up a business have access to information and counseling on business regulations and practices in the new place.
- Do refugees have access to investment funding for setting up their own business, or a social enterprise?

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## INDICATORS FOR MEASURING THE SOCIAL INNOVATION CAPACITY OF POLICIES AND PRACTICE FOR REFUGEE INCLUSION

### 5 INDICATORS FOR INNOVATIVE PRACTICES IN GOVERNMENT EMPLOYMENT AGENCY

- Are staff members of the local public authorities trained in diversity and anti-bias to serve the refugee communities?
- Are administrators at the local employment office enabled or adequately prepared / qualified to assess the skills of the occupations that refugees have learned in their countries of origin?

### 6 INDICATORS OF MAINSTREAMING AND SUSTAINABILITY

- Do local authorities have a strategy to mainstream newly adopted initiatives or policies for other immigrants and locals who need guidance? e.g. More intensive skills assessment procedures, or partial qualification schemes.
- Would Best Practices with mentoring for newcomers be useful and necessary for members of the local population? Can they be mainstreamed for both locals and newcomers?
- Are programs/ practices encouraged or mainstreamed that organize opportunities for local population and refugees to meet in smaller interest-groups / buddies or tandems? (to share common interests, activities, sports, musical, theatre, dance, art, to cook and join in meals together?)
- Do municipalities have access to urban regeneration programs (Italy) that could be adopted locally to provide needed housing for both locals and new arrivals?

## CONCLUSIONS

Here we have presented the concept of social innovation adhered to in the SforRef project. We address social innovation as both a concept for implementing and achieving solutions to better integrate refugees. These observations are based on findings from our empirical research and the interactive process with local governance and a variety of actors in civil society.