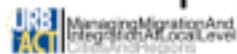




Pilot Fast Track Network Phase II  
[www.urbact.eu/mile](http://www.urbact.eu/mile)



Project Newsletter

Issue 2

Edited by the City of Venice  
with the contribution of QEC-Eran

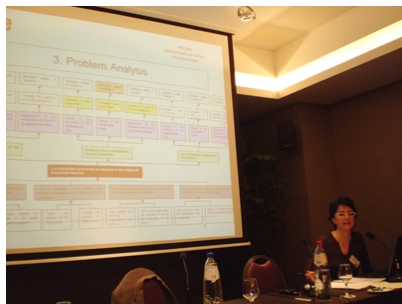
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## Summary

- Action Learning set 1: outcomes
- Action Learning set 2: Active Inclusion - introduction to the theme
- Second scoping and exchange workshop on Active inclusion, Charlois 8/11 July 2008
- Second Mile Steering Group Meeting and next meetings foreseen by the project

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## Action Learning set 1: outcomes



After the first 7 months of the second phase of the Mile project, all the partners have presented in Brussels on June 16 their action plans on Enterprise Development.

After the input received on this subject during the first scoping and exchange workshop hold in Amadora on

February, the partners developed the plans supported by indications received on line and through conf call organised with the Lead partner, the Urbact expert and the thematic expert selected for this issue.

In Brussels 34 project partners animated the workshop, followed also by representative of DG Regio.

All the presentations made are available on the Mile web site [www.urbact.eu/mile](http://www.urbact.eu/mile)  
Following a table which summaries the ALS 1 project proposals



City - Action Plan Title	Problem Analysis – Immigrant Entrepreneurs	Overall Aim	Main Target groups	Activities to Undertake	Methodology + Complementary with other interventions	Added Value + Innovative Character
Amadora “Quick”- Incubator	Limited access of target groups to information, micro-finance and to wider markets. Problems with legal status	To attract and develop the municipality's human capital, to create jobs and migrants' enterprises	Immigrants in risk of exclusion truly willing to be an entrepreneur, NGOs working in this sector	Door to door facilitators , One to one relation and training, conferences and training sessions	action based on personal empowerment and skills capitalization, public-private strategic cooperation model	The cooperation between city, university and region, allowing further research, development and wider dissemination.
Komotini- “ Local Employment & Entrepreneurs hip Office”	High rate of unemployment within target groups, lack of information and orientation centre for them	Create un efficient link between local policy, private sector and target groups	Re-settlers Migrants Roma and Muslim Population	Data collection Connection with all possible stakeholders Involvement of local community	Learning from European best practices, complementary with regional and national operational plans	Synergy of national, regional and local stakeholders, support of smooth social integration



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Nea Alikarnassos “Integrated Intercultural Intervention”	Lack of structures and experience in migrants integration- recent economic migration , discrimination	Better Integration and Reducing social exclusion of Migrants and Roma in the intervention area	Economic Migrants – especially Albanians and Roma population	Establishment of Multifunctional Centre with enterprise advice and information, language and society courses and Women centre	Equality and Respect based methodology, complementary with regional and national operational plans	Permanent Multifunctional centre enhancing the cooperation and coordination of the local stakeholders
Sevilla “Sevilla Emprendedora ”	Low participation of immigrant population in the existing self employment resources	Better integration of migrants by means of self-employment as a way to achieve personal autonomy	Migrants settled in the city of Seville at the Active Age ( 16-65 )	Update socio-economic migrants diagnostic, Spread and advertise existing services, Customise to the migrants' needs	Universal, decentralised, integrationist methodology, complementary with local actions	Social function of self-employment, universal use, capitalisation from pilot projects and maximising local level interventions
Turin “Startup business support in multicultural context.	A lack of services of concrete support about starting-up a business (access to micro-finance, management courses ).	Introduction of an innovative approach of business support within existing services either institutional and from NGO's	Future entrepreneurs with a business project, young migrant women (18-40 year-old) with children.	Translate and adapt Taktix games in the enterprise support structures, Establish training programme for local business advisers	Interactive and amusing way of learning enterprise, Cooperation with Chamber of Commerce, Professional Associations and City of Turin	Transferability of Innovation, following-up the personal growing and the construction of the personal project.
Venice “Equal Opportunities in Entrepreneurs hip”	There is a major link between the place of residence and business owned by migrants. They have difficulties in accessing the wider	To develop an integrated business support system aiming to the social inclusion of disadvantaged and	Aspirant entrepreneurs, trainers, tutors, business advisors and middle and secondary school	Introducing TAKTIX to schools, radio programmes promoting self-employment, customizing local services, Intercultural trainings for	Inter-departmental coordination and inter-institutional cooperation with key stakeholders for business promotion:	A common frame between entrepreneurs and their representatives, An inter-departmental coordination model,



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	markets	under represented people with specific regard to immigrants	students	trainers, European good practices diffusion	Customisation of services through integrated business support strategy	coordination of financial instruments existing at different levels
Vantaa 1 "Social Enterprises and Intermediate Labour Market"	Lack of work places in Intermediate Labour Market, High long term unemployment rate	Develop Social Enterprises and Intermediate Labour Market in Vantaa and Develop cooperation in local, national and international networks	Tarmo ESF-project, City of Vantaa, and social organisations in Vantaa	<ul style="list-style-type: none"> <li>• Benchmarking</li> <li>• Excursions at all levels</li> <li>• Conferences</li> <li>• Videoconferences, both individual and in groups</li> </ul>	Sharing experience and ideas through excursions, conferences and meetings	Local, national and international benchmarking and networks
Vantaa 2 "Developing migrant entrepreneurs hip awareness and culture"	High unemployment rate among immigrants, Need for awareness and knowledge about possibilities for entrepreneurship	Increase awareness and knowledge about possibilities for migrant entrepreneurship among migrants, educators in vocational adult education and officials	Local officials who work with the migrants, Educators in vocational adult education centers, potential migrant entrepreneurs	Seminar about Migrant Entrepreneurship 10.2008 <ul style="list-style-type: none"> <li>• Meeting about Taktix for business advisers, educators and local officials in September 2008</li> <li>• Migrant Entrepreneurship will be included in Integration Plan</li> </ul>	Efficient coordination and cooperation with the local stakeholders	Awareness rising, Increased ability to provide services by migrants, sustainable development promotion



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## Action Learning set 2: Active Inclusion - introduction to the theme

Active inclusion in the labour market means a comprehensive policy mix combining three elements:

- q Active and preventive labour market measures, including early identification of needs, job search assistance, guidance and training as part of personalised action plans, with the objective of breaking down barriers to the labour market
- q Income support sufficient to avoid social exclusion (making this fundamental right subject to active availability for work or for vocational training for those whose age, health and family situation permits such active availability or, where appropriate, subject to economic and social integration measures in the case of other persons; the definition of the amounts of resources considered sufficient to cover essential needs with regard to respect for human dignity should refer to appropriate indicators, such as, for example, statistical data on the average disposable income, household consumption, the legal minimum wage, or the level of prices. Arrangements should be established for periodic review of these amounts, based on these indicators, in order that needs continue to be covered.)
- q Better access to quality services comprising both availability (including spatial and physical accessibility) and affordability; Quality of services comprises user involvement; monitoring, performance evaluation and sharing of best practice; investment in human capital; working conditions; framework for equality both in recruitment policies and in service provision; coordination and integration of services.

## Second scoping and exchange workshop on Active inclusion, Charlois 8/11 July 2008.

Based on the issue of Active inclusion in the labour market, the second scoping and exchange workshop took place in CHARLOIS- the borough of Rotterdam (the Netherlands) from the 8<sup>th</sup> to the 11<sup>th</sup> of July.

## Brief summary of the workshop

Rotterdam has chosen to host this conference specially for its particular social situation being a big challenge for the local authorities. The population of Rotterdam is currently composed in 40 % of migrants from all over the world, and quarter of the population ( about 100 000 ) is actually living of the social benefits and cost around 1.1 billion euros per year to the Municipality.



The workshop was held at the Creative Factory which used to be a silo's storehouse and was restored about 10 years ago to an artistic expression space between 8<sup>th</sup> and 11<sup>th</sup> of July 2008.

In terms of timetable and agenda the meeting followed the same scheme as the First Peer Review in Amadora with taking into account the participant's complaints about too heavy content; therefore the following dimensions were present:

- The community action in the field. The workshop started on Tuesday afternoon by visiting the areas where the "immigration" problems seem to be the most visible in Charlois. The participants were first welcomed in Cleopatra Women Centre which is offering to the migrant women a safety place to gather and develop their self-esteem, their language skills etc. Their welcome was accompanied by a set of home made snacks. After that we could assist to a very instructive presentation by Patricia Van der Vorst from ID PLEIN- association who presented us the 3D project establishing a one to one approach in the social inclusion programmes founded by Municipality's Individual Reintegration Operation.

- Interesting and innovative case studies were presented by Mile project partners and other European organisations involved in the issue of Active Inclusion in the Labour Market..

The city of Amadora has presented a very successful project on the teen mothers empowerment with a personal testimony from one of the beneficiaries-



Ana Tavares. Then the city of Vantaa shared with us their experience in the field of the special services offered to the migrants ( job coaching ) which are offered by the mainstream local employment agency. These examples awoke real interest between partners and what is more they can easily be copied in any locations. Moreover, Wouter de Jong from a local NGO Frontline has shared with us his experience from the project " Mother and Child " focusing on the difficult management of the role of single parent ( mother or father ) and job seeker.

- The European perspectives in the field of Active Inclusion were brought to us by Sue Bird from the DG Employment, Social Affaires and Equal Opportunities who has presented the new tools for the local actions in the field of The Active Inclusion in the Labour Market which are Local Employment Development ( LED ) and Corporate Social Responsibility ( CSR ). The reality of the access to the European Funds in the field of Active Inclusion was presented by the Managing Authorities from Romania and Portugal.

- Example of the involvement of local policy in "Active Inclusion" was brought by our hosts.

This part of the workshop took place on the last day and was open to a large number of local politicians and stakeholders. Aat Brandt –the Head of the Social Policy department of Rotterdam presented us the results of the Employment and Social Assistance Act implemented since 2004, which brought a lot of possibilities for a public-private cooperation in terms of Active Inclusion and which seems to have quite positive results up till now.

- Working groups. Having learned from the experience from the First Peer Review , much more time has been dedicated to the working groups. During the whole afternoon of the first day of conference the participants were divided in the small groups and discussed the difficulties and opportunities of the Direct Actions in the field of Social Inclusion and Support services.

Finally, in order to capitalize the fresh outcomes of the workshop, each partner has drafted a potential action plan in the field of the Active Inclusion which will be implemented by the Local Action Learning Set.

## Summary of Working Groups' sessions

In the working groups' session, participants were invited to identify key priorities in relation to active inclusion in the labour market and reflect on the different elements that need to be considered when planning an active inclusion initiative. Each working group focused on the following sub-themes which represent 2 of the 3 pillars of Active Inclusion:

1. How to improve employment opportunities
2. How to improve quality of and access to support services (child care, health care, lifelong learning, ICT training, psychological support, etc.)

### Key priorities agreed by participants for improving employment opportunities

#### For New comers

- Improving professional qualifications is essential for improving employability of new comers. This includes adequate and job-targeted language courses; social skills improvement and provision of vocational training as well as the accreditation of qualifications and professional experience acquired in the country of origin for those migrants who are highly qualified.
- Improving access to information should be the first step towards access to employment. Information for New Comers is crucial at the early stages of the integration process. Information should be available in different languages and dissemination strategies should be reviewed in order to ensure that information reaches this particular group. This entails changing the communication style of institutions to ensure that it is appropriate and that new comers easily identify with.
- Working with employers is an important factor in efforts at facilitating access to jobs for new comers. Training and awareness raising targeted at employers are an indispensable part of any initiative for improving employment opportunities.

#### For Early School Leavers

- There are a number of causes underlying the early school leaving phenomena. Some are inherent to the situation of ESL and their families such as the legal status of the ESL or its family and the high mobility of migrant families. Cultural considerations are an element to



take into account as in the case of Roma where education for girls is not seen as a priority. A negative peer pressure also affects the educational attainments of migrant children.

- In terms of structural factors leading to ESL, there is a correlation between poverty and under-achievement of migrant children. Even though in theory education is free, parents are not able to pay for extra-education services. Furthermore, only few structures are available to deal with ESL and when they exist, what they offer to ESL is insufficient. Academic bias of education is also an important factor.
- It is important to keep track of early school leavers: who are they and where are they. Interventions on ESL should emphasise the role of parents, by providing them support with the education of their children in a new and unknown context. Transition from primary to secondary school is the most vulnerable stage leading to ESL and should be monitored carefully. Vocational guidance is also needed.

#### For Migrant Women/single parents

- The availability and flexibility of childcare arrangements is a key for improving the access of migrant women to the labour market, as well as flexible working arrangements. Flexible school and education arrangements need to be implemented. Some migrant women are more isolated than others due to their traditional social status as housewives, or to their working conditions, as for those working in the homecare (badanti in Italy). A focus on breaking such isolation will allow their participation in social life, in the labour market as well as their emancipation and independence.

Key priorities that were agreed by participants for improving quality of and access to support services

- Flexible access to information: access should be free and possible at anytime. Information should be available in different languages and dissemination strategies should be reviewed in order to ensure that information reaches this particular group. This entails changing the communication style of institutions to ensure that it is appropriate and that new comers easily identify with.
- There is a fragmentation of services leading to a lack of coordination between employment, housing, education, health services, etc...Access



to housing is particularly emphasised as a determinant to the improvement of employment situation of migrants. Staff working in the employment services and support services often lacks the skills to deal with the target groups. Support and employment services staff should be trained to identify individual potential to release human capital. Customer-focused services should be delivered. In some cities, transiting migrants is another issue that needs to be managed appropriately.

#### Action Learning Sets planning session

This session was aimed at starting the planning of specific actions for active inclusion. From the list of key priorities generated in the working groups' session, each Action Learning Set selected the top priorities for their cities in order to discuss what they are going to focus on in terms of

- § The priority area for action (which target groups? what type of services?)
- § The types of action which they need to plan (i.e. research, improving existing services, developing new projects, developing indicators to measure effectiveness).

The outcomes were preliminary ideas for intervention which participants will develop in action plans for funding under ESF, ERDF or other EU programmes. The final action plans for active inclusion will be presented by each city in November 13<sup>th</sup> in Brussels.

#### Second Mile Steering Group Meeting and next meetings foreseen by the project

One representative for each City and Managing Authority attended the second Steering group meeting to discuss mainly the following issues:

1. Reviewing of the first Action Learning Set ALS
2. Planning of the second Action Learning Set ALS
3. Locals support groups: aims and objectives
4. Financial & Administrative issues



## 5. Communication issues

Presentations about points 4 and 5 are available on the Mile web side

[www.urbact.eu/mile](http://www.urbact.eu/mile).

Moreover during the meeting, dates for the next scoping and exchange workshops have been scheduled

<b>SECOND ACTION LEARNING SET</b>				
<b>meeting</b>	<b>theme</b>	<b>Host city</b>	<b>arrival</b>	<b>departure</b>
Scoping and exchange workshop	Active inclusion in the labor market	Charlois	July, Tuesday 8	July, Friday 11
Action Learning workshop presentation		Brussels	November, Wednesday 12	November, Friday 14
Third Steering Group Meeting		Brussels	November, Thursday 13	November, Friday 14/or Saturday 15
<b>THIRD ACTION LEARNING SET</b>				
Scoping and exchange workshop	Access to services and intercultural dialogue	Timisoara	December, Tuesday 9	December, Friday 12
Action Learning workshop presentation		Venice	TO BE CONFIRMED	TO BE DECIDED
Final conference		Brussels	TO BE DECIDED	TO BE DECIDED

