



Result from the first Local group on Enterprise Development for Migrants and Ethnic Minorities.

Incrementing start-up business support in an growing multicultural context.

Occupation and enterprise initiative are fundamental aspect of the social inclusion and integration process. Enterprise integrates and gives the possibility to be part of a common world of rules and practices.

At local level, services to new and future entrepreneurs are mainly theoretical training courses and micro-credit programs. There is a lack of services of concrete support about starting-up a business. This lack has two main consequences:
some new entrepreneurs start an activity without being prepared enough to the concrete aspects of running out a business, and may fail for that;
someone with a good idea could be frightened and discouraged from concreting it because of the unfamiliarity of the “business world”.

Overall aim

First of all, the project aims at favouring social inclusion and integration throughout effective enterprise creations.

The actions planned will work on strengthening business support at local level throughout the introduction of an innovative approach within existing services either institutional and from NGO's in order to be able to support in a more efficient way all business project even the more fragile ones and contrast the high level of non-realization of enterprise projects.

Specific objectives

- Develop enterprise culture in migrant women.
- Counteract the double under-qualification of migrant women occupation, caused by both gender and national identity.
- Offer a specific support to entrepreneurs in start-up phase, in order reduce the rate of project failure or abandon.
 - Experiment Tatkix in order to disseminate it at local level.

Main target group

- a very wide target group : so far as the main activity of the Micro-enterprise development department is favouring access to micro-credit, clients are future entrepreneurs or neo-entrepreneurs already with a project. In the last year, more than 50% of the clients of the departments were migrants.
- the very specific one: migrant women with specific attention to young women (18-40 year-old) with children. Migrant women are the more fragile part of the population as far as occupation is concerned. The lower propensity to enterprise risk is the main reason of the

low rate of self-employment within women.

Activities to be undertaken

First activity: Women migrant incubator (already financed).

Second activity: Creation of a following-up support in micro-entreprise service.

1. Training of the operators.
2. Introduction of an intercultural mediator figure with capacity to transfer competence to the operators.
3. Creation a new

Third activity: Experimenting Taktix.

1. Traduce and adapt Taktix games throughout a direct collaboration between the game creators and the local teams of the Micro-entreprise development department and Enterprise integrates project.
2. Training program for local business advisers (2 for each projects).
3. Experimentation of Taktix games:
 - in women's training and support of Enterprise integrates project
 - in the new start-up support of the Micro-entreprise development department used as an auto-evaluation of projects.
4. Joint evaluation of the games in both contexts: in course and at the end of Enterprise integrates project.
5. Dissemination of the Taktix experience and the innovative approach to start-up support and proposal of a dissemination plan of the game to other local enterprise support providers.

Methodology

An interactive and ludic way of learning about enterprise with the opportunity of testing knowledge and skills in a very concrete way allows not only to learn about running a business but to become self-confident of oneself skills and capacity. Self-confidence is a core element that enables risk-taking.

The figure of the mentor is crucial in this process and is in charge of the personal of support of the future entrepreneurs. His work is based on transferring competence.

Working with migrant women there will be a particular attention to relationship aspects and to obstacles related to domestic organisation aspects. One of the guidelines will be to create services in order to find a concrete solution to these questions.

Complementary action supporting entreprepise creation

- first orientation (Chamber of commerce, Professional associations, Informagiovanni);
- theoretical courses about legal and fiscal aspects (Provincia di Torino);
- technical and administrative support and advice (Professional associations and Chamber of commerce);
- miro-credit programs (City of Torino and Finpiemonte).

Added value

The most relevant element of such an actn is its transferability. As an experimentation of a new approach to start-up business support, this project should be easily transferable to other contexts in Torino and in other cities.

Concerning Taktix, once traduced in Italian could be used al over the country;

at local level, as far a group of trainers of the city will be formed, it will easy to transfer the game to other local partners.

Innovative character

The idea that traditionnal support to enterprise creation loose many entrepreneurs on the way for lack of personal follow-up is the core of the action plan.

The process of following-up the personal growing and the construction of the personal project is the key element to enable the target that is already weak on occupationnal point of view and could find a concrete solution in self-employment. In contrast with all services existing that just give



CITTA' DI TORINO



Results form the second ALS on Active Inclusion



***Mobile InformaGiovani on the territory
with dedicated bus.***

**A project form the Juvenile Division
of the City of Torino**





This project is based on the idea that the first step to active inclusion is access to information and so far as youth are concerned, a large part of the youth population is almost excluded from specific and dedicated information and services. From a research of the observatory most of the young people accessing directly the services of the city is with high-school education or graduated and over 25. The research enlightened the necessity of a collaboration with decentralized territorial actors (from schools to territorial agencies) in order to bring the information and opportunities to the young people who are not able to reach the information. Need of a way to break the ice existing between young people and the world of services.

(based on the Observatory of Jovanile World)



PROBLEM ANALYSIS AND PROJECT IDEA

The City of Torino develop juvenile policies aimed at providing information and knowledge on themes of major interest. The Centro InformaGiovani is the service that offers since 25 years orientation, information, data and news research, and a specific system to make these elements avoidable and accessible. In the last years, a special attention has been spent on finding new tools and means to communicate in a more accurate way and in order to be closer to young people and the places they attend.

A recent research showed that most of the users of the InformaGiovani has a good level of education and are part of the middle class, they already have tools to understand how useful are the information service and to actually use it.

The City is promoting actions in order to reach the youths with less opportunities, the one living in the suburbs, youngsters with a lower education level or with a background more fragile, the “non-connected” to which services and opportunities never arrive.

The opportunities for young people in Torino are a lot but are not exploited enough because hardly known. To be able to include the youngsters excluded from formal information circuits, a big step is to bring information to them, in their places, developing a “local community-based information service”.

These are the basis of the InfoGiro project. (from the Acts of the Local Government of the City of Torino)

InfoGiro is meant to give to young people an information service in order for them to know the opportunities existing and to have the possibility to make choices in a more conscious way and to be more autonomous. The innovation in this project is to tackle the need of youngsters to reach the information in the places they live, where they study, go out, avoiding to go especially in the city centre where usually the information is. On another hand, the civil servants of the Juvenile Policies Division recognize the need to know and reach youngsters that have never used the services and that have never been part of the projects. The risk is to always work with the same or the same kind of young people, excluding a large number from the public policies.

It is moreover important to consider that the access to information is mostly oral and informal, so it is crucial to work with this perspective in a peer-learning approach and empower some youngsters' competence in order for them to become vehicle for information and knowledge.

It is also strategic to work on contents of information: InfoGiro could become a very important resource for the City and it should be adaptable to each context and its specific needs. the core of the action is to collaborate and define the needs with the actors presented in the local context (territorial or institutional actors) creating a local network in order to support and relay the action and reach these informal groups that are more distant to the institutions.



AIMS AND OBJECTIVES

The overall aims of these project are the following:

1. bring the existing services of the InformaGiovani on the territory of the city;
2. increase the awareness of the opportunities existing for youngsters;
3. improve the quality of the service throughout a better contact with the target group;
4. favour inclusion and prevent exclusion of youngsters throughout access to information and services.

The specific objectives:

1. offer innovative and attractive way of informing, with a special accent on new services about vocational training and access to labour market - Information of proximity;
2. get to the unreachable, youngsters isolated from the institutional services
3. enlarge the territorial networks in order to support and relay the action, and be able to cover the all city and involve a large number of actors working with youths;
4. get some youngsters involvement in order to create a territorial network for information and access to services, as peer informers.

TARGET GROUPS

InfoGiro aimed at reaching young people from 15 to 25 witch are the group more excluded from access to information and services. Especially the project should reach youngsters living in the suburbs, those who do not use easily public transports, who do not know the services or hardly have access to it, those who populate the squares and malls, the neighbourhood centres. Within these groups special targets are the early school-leavers, youngsters at risk of early school abandon , disadvantage youngsters in environment at risk of social exclusion and teenagers from schools of the suburbs with no idea of the existing services for youngsters.

METHODOLOGY

After the first need analysis through the research of the Observatory of the Jovanile World, the work proceeded in focus groups with various services and offices of Juvenile Policies division in order to capitalize experiences and competences and define contents, means and tools of the infobus. For each type of place the bus will stop, the contents of the bus will be adapted to the needs of the young people staying there

One significant element of InfoGiro is the innovative way of supplying information: the focus point is causality. The infobus has been created as an informal place in



which the possibility to get information is melted with the opportunity to meet people and to create relations and that is what makes information more accessible and open the way to a better communication with institutions and to a form of active participation.

Moreover, in order to develop an integrated action of the infobus in the quarters and in the neighbourhoods, a collaboration with the Urban Regeneration division, which coordinate the territorial agencies, has been established. The first pilot experimentation of the territorial networking took place in two suburban quarters with a special urban regeneration project (via Artom and Falchera) with very good results. Synergy of energy and networks, formal and informal are the recipe to maximize the involvement of young people. In this new edition, the modality changes: the infobus becomes also a service on demand: organisations/schools have the opportunity to ask for a presence of the infobus in their quarter (for an event for example).

ACTIVITIES TO BE UNDERTAKEN

- create wide territorial partnerships ;
- improve quality of information through the adaptation to each specific context: in collaboration with the actors of the territory in which the InfoGiro bus goes, deliver appropriate and specific information;
- communication campaign involving the local networks;
- 25 infobus' outings in five types of places: education and training, suburbs, big events, entertainment, consume, with five different approach and objectives for each type;
- create a network of youngsters aimed at building a peer information project;

CONTENTS AND TOOLS OF THE INFOGIRO BUS

As for the InformaGiovani centre, the InfoGiro bus' only focus is young people's interests and needs. As a consequence the information provided is characterised by its huge diversity. A melting-pot of information and a web free access: the strategy is to match with many different kinds of interests in order to reach as much people as possible and then be able to arouse curiosity and interest for information. The users have access to the National Data Base of Juvenile policies and to Orientation cards of the InformaGiovani. The information provided can regard orientation to services, free time, vocational training, employment and job opportunities, scholar orientation, voluntary work, international exchanges and opportunities, social life, health, events, sports, holiday.

As far as employment is concerned, InformaGiovani offers orientation services and the website has a job offers database and gives news of opportunities and training courses available for young people. InfoGiro as the relay of the juvenile policies on the territory will also promote the youth enterprise and association incubator which is a new project of the City of Torino.

More specifically, the contents of the bus are different in accordance to the place



where it is staying and the users. For some schools, a questionnaire has been designed to collect the informative needs of the different class; in a few quarters, a focus group with animators of associations and territorial agencies has been organized to guaranty that the information available is accurate.

As far as tools are concerned, three main elements compose the bus:

- **the video box:** a fixed video camera and a precise theme to talk about freely; the creation of a space for expression and participation. The videos produced, after editing, can be seen in the bus.
- **informative notice-board:** the youngsters can add information they want in the notice-board. In this way youngsters become also information provider.
- **virtual notice-board: through the collaboration with Digi.TO project,** a virtual space will be dedicated to the information coming from the quarters, the agenda of the stops of the InfoGiro bus.

OUTGOINGS DETAILS

For each type of place the infobus is staying, the objectives, contents are different because they are designed to respond specifically to the needs and interests of target group attending this place and to be in the same “mood” of the place.

EDUCATION PLACES

SPECIFIC OBJECTIVES	<ul style="list-style-type: none"> - Meeting a big number of youths and promote InfoGiro and the services of the City through a guided visit of the bus - Listen and collect the instance and information needs of the youths to report it to who is working inside the school (teachers etc..) and for the City services.
SPECIFIC CONTENTS	<p>University: link with the National Voluntary Service (Servizio Civile Nazionale Volontario)</p> <p>Professional Training Centre: thematic meetings on work and labour market and on holiday and exchanges opportunities abroad.</p>
HOW	<ul style="list-style-type: none"> - Involving students when they go out of school/university - Organize guided visits of the bus to present the service - Informative videos from the City



SUBURBS

SPECIFIC OBJECTIVES	<ul style="list-style-type: none"> - Involve young people of the quarter, con a particular attention to who is more distant to the institutions - Listen and collect the instance and information needs of the youths to report it to the subjects working with them (associations, quarter centre, etc..) and for the City services. - Involve some youngsters, interested in the information world, to promote peer-information and to participate to the Digi.TO project.
SPECIFIC CONTENTS	<ul style="list-style-type: none"> - Summer jobs and active job research - International exchanges
HOW	<ul style="list-style-type: none"> - Participate to events of associations, organisations or other actors from the neighbourhoods in order to promote the activities and opportunities existing for young people at city level and quarter level - Organise and promote the video box in order to get the young people involved and give them a space for expression and visibility - Promote peer-information involving some youngsters, empowering their competences so that they can become peer-informators of the quarter

PLACE FOR FUN

SPECIFIC OBJECTIVES	<ul style="list-style-type: none"> - Promote services existing in the city about various themes that regard and interest the young people: work, training, cultural initiatives, fun, trip and exchanges, ecc.. - Offer a space that use innovative and informal way to spread information
HOW	Promote information campaigns with different approach on very focused themes (alcohol consume and driving for example)

CONSUME PLACES

SPECIFIC OBJECTIVES	<ul style="list-style-type: none"> - Promote services existing in the city and in the quarter about various themes that regard and interest the young people: work, training, cultural initiatives, fun, trip and exchanges, etc.. - Give visibility to the project and become the show-room for the other project for young people
HOW	<ul style="list-style-type: none"> - Organise and promote the video box in order to get the young people involved and give them a soace for experession and visibility - Distribution of flyers and gadget



COMPLEMENTARITY WITH OTHER INTERVENTIONS

- Within the Local Administration policies:

InfoGiro is the mobile relay of InformaGiovani service of the City of Torino – the two almost offers the same services. InformaGiovani offers wider service because of the presence of more competences but these competences are introduced on the bus in accordance with the territorial needs.

The territorial networking create great synergy with urban rehabilitation programs.

- With the Managing authority:

* A framework agreement between the Piedmont Region and the Ministry of Juvenile Policies signed in 2007, report in the future program of intervention at regional level a service called “infogiro”. Even though it has not been designed yet the idea of a moving InformaGiovani (that has already been spread in the metropolitan area of Torino) is relevant and interesting for the Managing Authority.

*POR ERDF objectives:

The ROP also wants to reinforce the urban fabric by the means of:

- *the rehabilitation of the physical (...);*
- *promotion of social cohesion in urban areas improving living conditions in neighbourhoods at risk.*

The territorial dimension of InfoGiro’s action with all its networking aspects (with the urban regeneration programs, with schools, with associations, with informal groups etc..) goes definitely in this direction.

* ROP ESF objectives

Main critical aspects in the labour market:

(...)The following part of population are weaker in the labour market although with different intensity and problems: - young people, for their difficulties in starting and stabilising a job and in general because of the very few job offers (...).

Although InfoGiro does not focus on labour inclusion, the basic objective to strengthen young people capacity and autonomy is directly linked to the working dimension.

TIMETABLE

ACTIVITY	03/09	04/09	05/09	06/09	07/09	08/09	09/09	10/09
Meetings with territorial networks in order to define the outgoings contents								
Communication campaign								
Concrete organisation of the outgoings								
Outgoings								
Monitoring and evaluation of the project								
Final evaluation and report								



InfoGiro is a project from the Juvenile Policies Division of the City of Torino.

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1 PREMISE

In Turin, today, live about 20.000 minors, children of immigrant families. There are many definitions defining them: second generations, generations one and a half. Foreigners. Immigrants.

Children of immigrants.

Definitions hide the anxiety of make the phenomena fit into sociological categories, and often they do not take into account diversities, differences, the plurality of individual and collective stories behind the figures.

Thinking of these 20.000 young people it is easier to address them as young people from Torino, mirror of the social and demographic transformations that our local societies are living.

Whether they were born here or not, they are young people from Torino. They are playing football in the neighbourhood gardens, they attend school with other youngsters, thinking and speaking Italian, asking themselves about the future, trying to imagine who they will be when they grow up.

They begin to "feel themselves foreigners" when their complicated legal situation knocks at the door and forces them not to feel itself equal anymore. It usually happens preparing a school trip in a foreign country: they discover that they need a visa on their passport and often they renounce with bitterness. Or they discover it at their legal age (18 years), when the had and full of obstacle path for achieving the residence starts; a permit to be renewed every year, as they had arrived the day before.

The legal uncertainty of their situation is limiting their professional paths and their studies, is restraining them from fancying their future, is compelling them to deal with a sense of frailty and insecurity that – besides being is distinctive feature of young people in general - is even stronger for them. In many cases, these "young people from Torino" live a hard changeover from



childhood to adult life living the contradictions of multiples identities: not quite Italians, but not enough of their original country. Nevertheless both things together.

As Tahar Ben Jalloun writes "they are bridges suspended between two seas". On them lean expectations of their families, who want them being too many things together. And the expectations the society, that would like them equal without even giving them the legal right to be equal.

They quickly learn how to negotiate their personal identities and how to attend various cultural universes, and more than others ask questions on themselves and seek answers.

They are teens who press with their questions the adult society where they are dipped into and pretend to understand who they are, what society wants from them, which opportunities they have to be citizens of the world in which they live.

They await for the opportunity to be there, to think, to plan for the future, to show the richness of their stories and potentialities. And they want to repay Torino for the acceptance and the opportunities to grow that they have given.
(...)

Ilda Curti, City councillor in charge of Coordination of Policies of Integration



2 PROBLEM ANALYSIS

Torino enters, as all the territories and major cities in Italy, in an "adult stage" of the integration process of new citizens: topics to be addressed and policies to be promoted do not any more concern exclusively social welfare regarding the migration phenomenon, that is often represented as a problem and not as a resource to be exploited.

The migration phenomenon, now stable, structural and numerically significant, is the mirror in which the city reflects itself: its economic and productive system, its educational models, its social networks, its urban conditions, the way it includes / excludes new citizens.

Not a theme for "specialists" any more, the theme of the integration of new citizens must permeate public policy that should be able to open possibilities, prospects and projects with a real impact, and to provoke both public and private investments.

The City of Torino was among the first cities in Italy to deal with the issue of immigration in a specific way (from 1982), adopting a model of welfare-mix and co-operation with the third sector. This model allowed to manage the first phase of "arrival/reception" and to initiate good experiments of services and projects. Over the years initiatives and projects on intercultural education, on social, cultural and economic enhancement of immigrants have been promoted and supported by the City, by public institutions, by the private sector working on social matters.

The city of Torino has to recognize that it has now a plural identity, that immigrants are not a single target population and that they also express a plurality of needs: regarding quality of living and urban contexts, relations with the legislative, administrative and bureaucratic system in its complexity (taxation system, employment and business, leasing and property, local government etc.), professional career and employment, education, access to culture (production and use), free time, active citizenship and participation.



The bet of the city in this phase is "to be cohesive inside and competitive towards outside", to be able to invest in the social, economic and civil enhancement of the different identities that live in it.

It is all about developing citizenship processes that will have their effect in the medium term, when the second generation will face adulthood, and it will be their perception of inclusion and belonging to the city that will evaluate the routes.

In "thinking the city of tomorrow" today what has to be done is to implement differentiated, flexible paths, able to respond with plurality to the plurality of needs that new citizens express.

On second generation, the responsibility now is to bet whether individuals will be "suspended between two cultures", or rather "belonging to two cultures" thereby becoming an important element of cultural hybridisation, of social mobility, of diversification of talents and of social cohesion.

It is therefore essential to diversify public policies taking into account the different types of young people from second-generation :

1. Children born and grown in Turin or Italy
2. Children and adolescents reunited or adopted after a socialization process in the country of origin
3. Children of mixed couples
4. Travellers

It is also important to stress that the destiny of the second generation is mediated by the social institutions they encounter in the process of socialization.

1. The first is obviously the family, where the educational processes are often soaked of ambivalence between maintaining traditional cultural codes and the wish for integration and social ascent in the host society, between the desire to control choices and behaviour of children and the comparison



with a society that emphasizes the values of empowerment, gender equality and personal autonomy.

2. The second important institution is the school. The relation with the education system is more complex than the consolidated visions allowed to think:

- on the one hand, resources and family strategies are important as well as their ability and determination to promote the career of their children;
- on the other hand, the functioning of school systems, their degree of openness toward students with a different linguistic and cultural background, investments in accompanying integration and in intercultural education as a value, are fundamental aspects. School failure, frustration and abandon of the training paths are significant data to counteract.

3. The third dimension is the broad social and cultural context: the places to gather and socialize in the city, the opportunities for interaction with native peers outside the school, the ability to weave durable and consolidated ties with the social networks on territory, the opportunity to express creativity and innovation and to be active. It is essential to counter the risk of a spatial and cultural segregation that can provoke withdrawal of identity, insecurity and social exclusion.

So far the City of Torino have mainly dealt with the first two institutions through actions and programs regarding schools and families, focusing on school abandon, parents-school relation and intercultural education. The third one, the social and cultural context, is harder to tackle. Many elements are out of the City competence (juridical status, university etc..).

Part of the second generation is now in its adult age and its situation is getting even more complicated. Most of the time the sons and daughters of immigrants in Italy are not Italian citizens and they have no specific administrative status. This means that from their 18 birthday most of them need to work in order to stay legally in Italy and they have more obstacles than their Italian friends in their educational career. Even



though the core of the integration process starts with them, their complicated juridical situation makes them feel foreign. The main need of the second generation that the City decided to tackle is EQUAL OPPORTUNITY.

3 THE LOCAL ACTION PLAN IDEA

A voluntary service for young residents without Italian citizenship and so excluded from the national voluntary service, is part of a wish of equal opportunities in a context of juridical inequity. The City of Torino, through this project is willing to give a concrete example of social inclusion of new citizens who live, study and work in Torino, but who do not have the same opportunities the Italians of the same age have. This is definitely a way of creating equal opportunities between Italians and the second generation, children of migrants, born in Italia or reunite in their school- age. Creating equal opportunity, even through a 20-person project lasting one year, is the pill of equal opportunity and inclusion that the Public Administration spreads into the City wishing to create a positive domino effect at a local level.

The project aims at the empowerment of the 20 participants and the development of active citizenship processes for these youngsters often excluded from it because of their administrative position which creates a great discrimination against them. The voluntary service was born as part of an pilot program working on second generation at school, aiming at creating links between schools and families and promoting the value of diversity, in collaboration with the Youth Policies Division. After one year of experiment, the focus changed and the young foreign residents themselves became the target, while the school was left aside. These young people are given the opportunity to be part of the civic life of their city, as direct contributors in its social and cultural development and, at the same, the may to grow up personally and professionally through this experience.

Twenty youngsters a year for a city is, on the one hand, a resource of permanent updating and reflection about the social situation concerning integration, on the other hand, it is a way to spread knowledge, competence and capacity within the various group the young volunteers are part of.



4 TARGET GROUPS

The direct target group is the so-called second generation.

Young adults from 18 to 25 years old, from families with migrant background and without Italian nationality, resident in Torino.

This group is a very fragile group of youngsters because of their intermediate position in term of identity and discrimination and because of their fragile administrative situation. Italian law did not consider the particular case of young residents grown up in Italy with a foreign citizenship, so if their parents did not get the Italian nationality when they're 18, and whatever the years they have been spending in the country, they are treated in the same way as a new migrant and so most of them need to work in order to stay legally in the country.

Every year, 20 young people are selected through the national voluntary service methods with two specific requirement: having at least two years of Italian school frequency and a good mastery of Italian language, written and spoken.

This project has also a few indirect target groups:

The first one is the City as an institution throughout the civil servants and stakeholders of the Division for Coordination of Integration Policies and the City Council members. The project is meant to create a two-way process: empowerment of the volunteers and stimuli for the public policies towards better equal opportunities and integration.

The second indirect target group is the group of organisations with which the volunteers will collaborate, particularly the sharing of their view on the social and territorial contexts.

5 AIMS AND OBJECTIVES

The voluntary service for children of immigrants aims at favouring the social, cultural and political integration of young foreigners in urban life, acknowledging their social



function as a resource for the city and creating bridges between real integration experiences and policy making at local level.

The specific objectives are the following:

- to empower the young volunteers by giving them a specific training;
- to facilitate their access to the “public knowledge”;
- to develop their knowledge and social and cultural competence, aimed at enhancing the building of links between identities;
- to get them closer to the institutions
- to create citizenship and sense of citizenship and boost active participation;
- introduce pills of competence in diverse groups of the city, with strategic role in integration processes;
- to introduce each year in public local institutions new inputs to improve policies for integration and equal opportunities.

6 ACTIVITIES AND CONTENTS

The service last 12 months, 24 hours a week divided between training and voluntary service.

The benefit for volunteer is 350 Euro per month.

4.1 TRAINING

The training is a one year path that includes the whole experience of the volunteers. It is divided into 3 parts:

1. Formal training aimed at giving knowledge to understand the context in which the volunteer is. Three levels are considered: the City as an institution, the city as an identity with its historical perspective and its migration one and the city as a territorial player and, more specifically, players of policies for integration.
2. Group training and coordination (objective: create consciousness of results of the experience);
3. Production of written material (objective: knowledge of written communication)



1. The first one is concentrated in the first three months of the service and aims at a correct knowledge regarding rights and duties, in order to exercise an active and responsible citizenship. The tackled themes are: norms and laws that regulate Italian society, the different levels of the political and administrative management with a special focus on the local government structure, the historical processes and the social and cultural transformations of the city related to the migration phenomena, both national and international.

Knowing of the city as physical, social and cultural territory in which volunteer will operate directly and meeting different actors, part of his/her reality, will be an important part.

2. The second part of the training aims to create the group of volunteers, which means to pay attention to the discovery of each other and the sharing of different “cultural knowledge” in order to widen each other views and interests.

3. The third part is all about the share of experience between volunteers, especially about their practical experience in the various organizations and the construction of a collective memory of this experience through different means (written, photo, video).

4.2 THE VOLUNTARY SERVICE

The insertion in various organisations working on different neighbourhoods allows them to translate their knowledge and experience into concrete actions, becoming “facilitators” and “bridge-builders” between the Local Administration and the citizens they meet and between the organisations and the foreign citizens of the neighbourhoods.

Theses concrete experience are divided into three types:

1 - local development projects

The volunteers operate mainly in areas where the inclusion of new citizens is a hot topic. Their role is to be a link between the local organisations and the new citizens, migrants living or getting of the neighbourhood; be part of the processes, discover the



territory and understand the organisation's action and transpose this knowledge in action proposals.

2 - project of private organisations working on social matters

Some volunteers can experiment the action of some private organisations, always focused on integration and inclusion between cultures through education, sports, arts, culture.

The role of volunteers is to contribute to the attainment of the projects objectives, supporting the responsible of the action and facilitating the relations with the inhabitants of various nationalities and the access to the services and activities proposed.

3 - projects of the City

To promote and enlightened the involvement of the new citizens the City of Torino coordinates and manages pilot projects on particular themes as well as communication campaign or activities. The volunteers are involved in the management of these actions, with responsibilities in organisation and logistic.

7 ADDED VALUE

7.1 A LIGHT ON INTERCULTURAL DIMENSION

This action boosts the birth of a kind of intercultural laboratory in which the diversity of cultures is the core of an exchange process.

The daily exchanges between young volunteers and civil servants and stakeholders responsible for integration policies, allows to improve the identification of needs and which are the public policies in charge of responding to them. Furthermore, the direct collaboration of young volunteers in Local government projects on integration of new citizens, their involvement in projects with an integration aspect, as facilitators and as new points of view and resources for the projects taking place as well as the discussion between volunteers and the different stakeholders, is a way to disseminate this laboratory on different scales and in different parts of the city. The consequences of those constant exchanges can be very positive either for policy makers and for youngsters.



7.2 A LIGHT ON ACTIVE INCLUSION

The training provides the volunteers with tools and competences in order to orient themselves in the labour market after this experience; part of the training regards how the volunteers could spend and capitalize this experience in their future professional experiences, what they actually acquire during their training and experience.

8 TIMETABLE

The Voluntary Service starts in September and lasts 12 months.

It starts with an intensive training period lasting one month in which the voluntary service is quite limited. From the second month, the training becomes more specific and a relevant time is dedicated to the voluntary work.

	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.
General training												
Specific training												
Voluntary work												



9 FINANCIAL RESOURCES

DESCRIPTION	DETAIL	COSTS
Promotion and publication of the call for candidates		€ 5.000,00
Public Insurance for workers INAIL		€ 3.000,00
Benefit for the 20 volunteers of the Service	€ 4.200,00 for each	€ 84.000,00
Management of the service (administrative and organisational)	720 hours	€ 18.000,00
Production of material and dissemination		€ 15.000,00
TOTAL		€ 125.000,00

10 LOCAL WORKING GROUP

- MILE coordination team of the City of Torino:

Marisa Cortese, Deputy Mayor's staff , Torino City Council

Luisa Avedano, EU projects - Urban Regeneration Sector, Torino City Council

Hélène Monjarret, Local Support Group Co-ordinator, Consultant

- Support group on Intercultural dialogue:

Marisa Cortese , Deputy Mayor's staff, Torino City Council

Graziella Ruggiero, VS Co-ordinator - Integration Sector, Torino City Council

Nicoletta Giovannelli, Integration Sector, Torino City Council

Souad Baamrane, First VS member

Brunilde Hysenay, First VS member

- For the Managing Authority:

Tiziana Dell'Olmo, Piedmont Region



11 ABOUT MILE

The local development of the MILE project was an interesting way of trying to work in parallel with the transnational level and its relevant inputs and outputs.

For the first time Torino could include the Regional Managing Authority in charge of the ERDF ROP implementation within a working group whose tasks had to fit in a transitional framework.

Within this EU level framework, methodology and steps were thus well defined albeit time restriction, or, more generally timing, were elements which in a sense limited the development of contents and actions.

Nevertheless the Local Action Plan design gave the opportunity of a concrete result both at a local level and a transnational one.

During the whole lifespan of the project, nourishment and support of the MILE management team, together with the Urbact experts were the winning elements of the process.

In the same time the role of DG Regio as a “support” partner accompanying the project implementation gave us the opportunity of facing EU policies and strategies in the field of urban regeneration, and, above all, in facing discrimination and social exclusion.

It was clear since the very beginning of the MILE project that the topic in itself – migration and migrants – was a hot topic all over Europe, not only because national policies and activities for facing the issue are very different and starting from different degree of involvements, but also because, besides theories and approaches the dynamic of migration flows as well as the characteristics of ethnic communities vary from country to country.

The elaboration of the Local Action Plan on intercultural dialogue which involved second generation youngsters (young people whose parents are migrants and who do not have the Italian citizenship), Local Authority employees as well as a representative of the Regional Managing Authority (an ad hoc Local Support Group) was characterised by a shared methodology developed on the basis of a pilot experience whose results and outputs could be analysed and reshaped in order to translate it into a more transferable and adaptable structure having a regional impact, available in its format and approach also to other cities in the Region. A main



objective is also to secure funding and give continuity to this action which results on integration and equal opportunity can be achieved only on long term.

Having a general overview on the whole thematic network implementation we can thus highlight some positive aspects and some weaknesses.

From the positive side as already written above the Urbact requirement of merging different institutional levels such as the European Commission, the Regional Managing Authority, the transnational group of cities and the local one was a challenge which led to a better comprehension and better links among them. Furthermore the exchange of practices as well as the presentation of case studies devoted to the topic of each Local Action Plan fed the local level boosting an in depth elaboration of contents and enhanced the links among local players.

The requirement of producing concrete feasibility studies based not only on the needs and priorities emerged at a local level, but also to the real funding opportunities within Regional Structural Funds was also an importance exercise in terms of effectiveness. Further added value has been a more structured and straightforward relation with the Region as well as a better understanding of the Regional Operational Programmes and their funding opportunities.

Weaknesses which emerging during the implementation of the Local Action Plan(s) are above all related to time restrictions and to the fact that, in concrete, there was a very little margin for influence ROPs architecture and funds allocation. This was due to the fact that when MILE started ROPs were already approved both at a EU level and at a regional one. Besides, being ROPs based on open calls addressed to a variety of players the difficulty there was that the contents of calls did not necessarily correspond to the LAPs ones or regional planning only partially included (particularly in ERDF) the themes of inclusion, migration and social cohesion.

Moreover the approach to other funding opportunities such as ESF or Integration Funds was equally difficult. ESF, in fact are mainly managed by Provinces and Integration Funds calls, as far as Italy is concerned, have been launched with a certain delay and they only partially covered the LAPs contents.

For those reasons, at the closure of the MILE project, the objective of the Local Support Group to secure funding in order to maintain continuity of this action has not been achieved yet.



MILE fast-track is coordinated by the Urban Regeneration Sector of the City of Torino

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The voluntary service for young migrants is a project implemented by the Integration Sector of the City of Torino.

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