

# Lessons learned from the visits

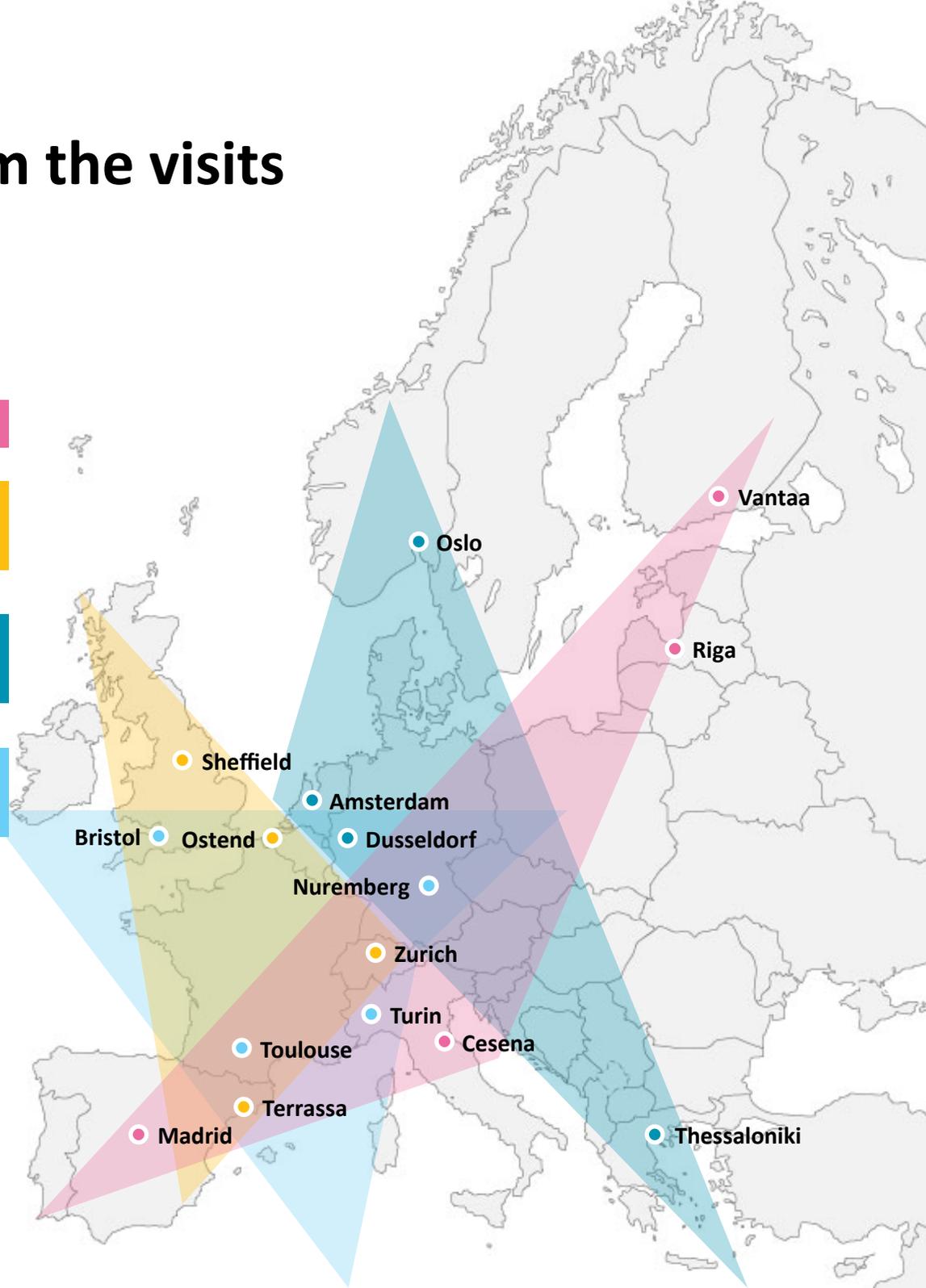
## Build communities to

FOSTER A WELCOMING CULTURE

ENGAGE MIGRANTS AND REFUGEES IN VOLUNTEERING  
ACTIVITIES

COOPERATE WITH VOLUNTEER ORGANISATIONS FOR MIGRANT  
INTEGRATION AT NEIGHBOURHOOD LEVEL

MOBILISE VOLUNTEERS TO ENGAGE YOUNG MIGRANTS IN  
COMMUNITY LIFE



This publication was developed as an online animated infographic,  
to enjoy the full experience, go to:  
<https://indd.adobe.com/view/eed35f6b-4992-4e35-8bd8-dfd49cd27861>

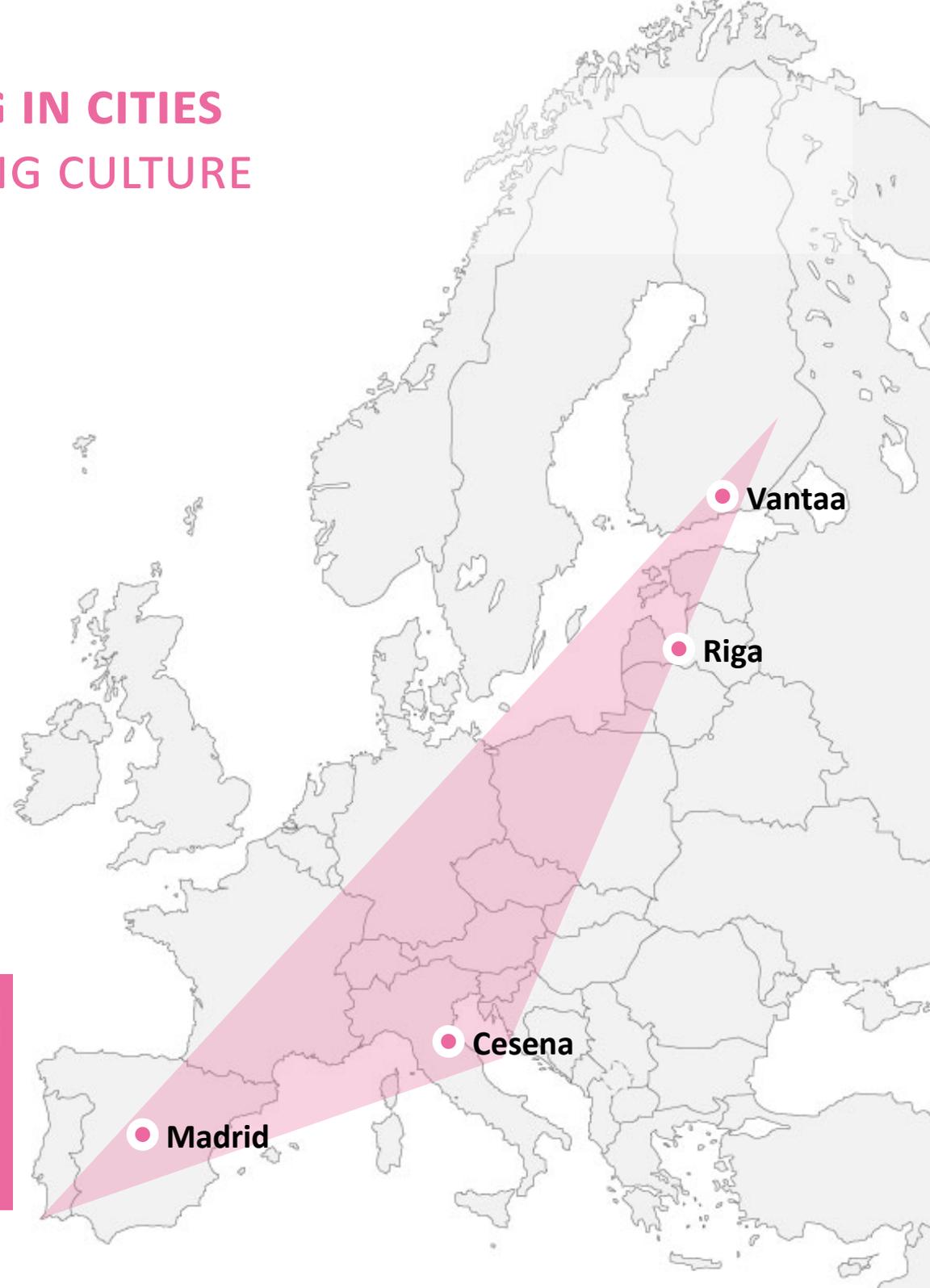
# COMMUNITY BUILDING IN CITIES TO FOSTER A WELCOMING CULTURE

## TIMELINE

- Start of the project  
1 February 2019
- Launch meeting in Brussels  
14-15 March 2019
- 1st cluster visit to Madrid  
17-20 June 2019
- 2nd cluster visit to Cesena  
25-28 November 2019
- 3rd cluster visit to Riga (online)  
20-21 January 2021
- 4th cluster visit to Vantaa (online)  
17-19 February 2021
- Integrating Cities Conference IX in  
Nuremberg (online)  
2-3 December 2020
- Final meeting (online)  
22 April 2021.

## Barriers

Volunteering to help newly-arrived refugees can happen in a range of ways and the city may not know about all of these. Turning this community solidarity into lasting community support for the welcome of all migrants is a key political challenge in cities.



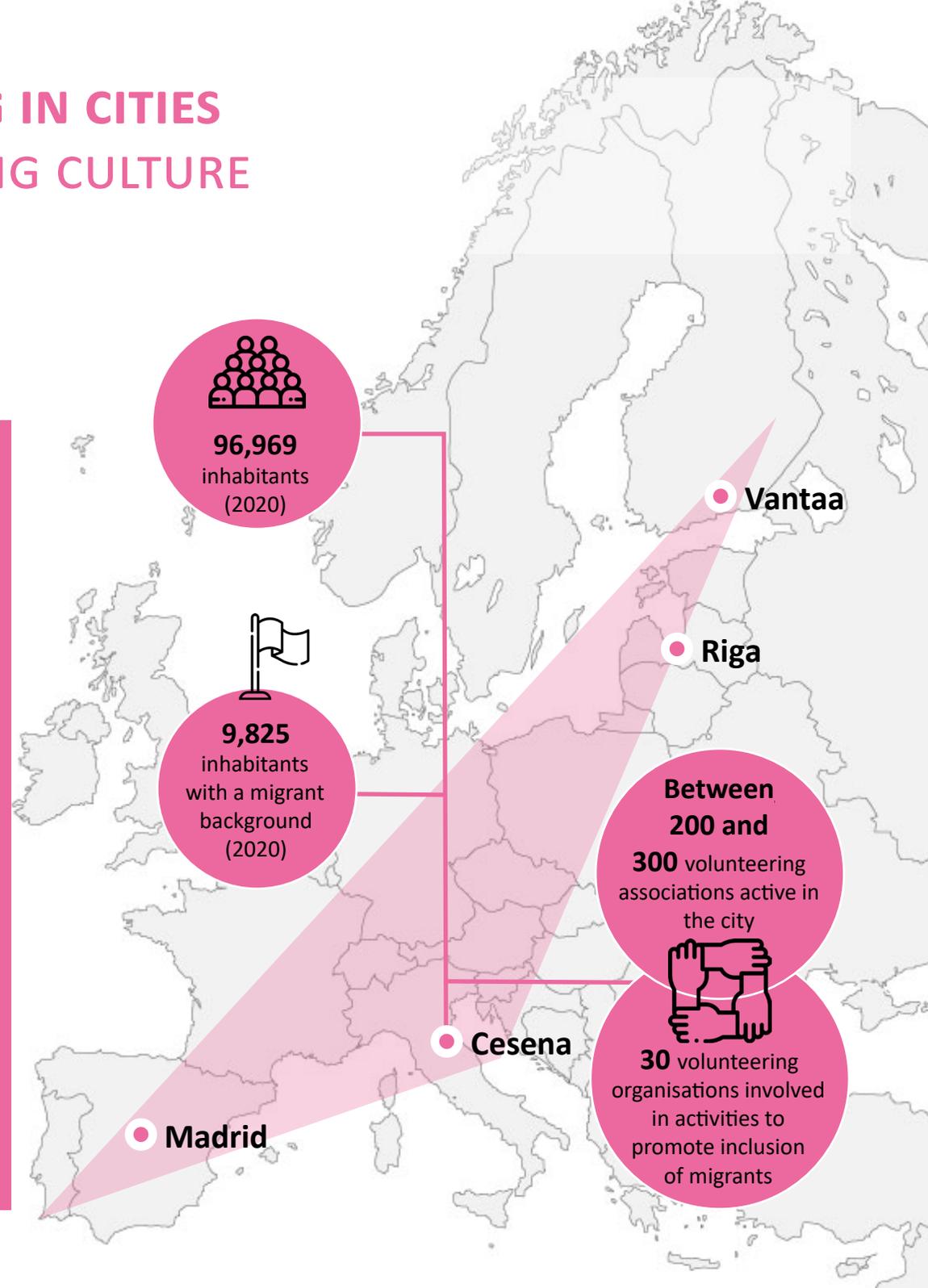
# COMMUNITY BUILDING IN CITIES TO FOSTER A WELCOMING CULTURE

## TIMELINE

- Start of the project  
1 February 2019
- Launch meeting in Brussels  
14-15 March 2019
- 1st cluster visit to Madrid  
17-20 June 2019
- 2nd cluster visit to Cesena  
25-28 November 2019
- 3rd cluster visit to Riga (online)  
20-21 January 2021
- 4th cluster visit to Vantaa (online)  
17-19 February 2021
- Integrating Cities Conference IX in  
Nuremberg (online)  
2-3 December 2020
- Final meeting (online)  
22 April 2021.

## Strengths & Actions:

1. Cesena has a very active volunteer community, also in the project Urban Horizons/Orizzonti Urbani that promotes city walks designed and led by young migrants. Through the city walks, they can reflect on their own integration path and raise awareness among the local community on contemporary migration issues. Participants of the city walks also benefit by seeing their city through the eyes and stories of their new fellow citizens.
2. The city puts a big focus on the support and wellbeing of volunteers. In the La Via Delle Stelle project, social workers and volunteers work with homeless people, many of whom are refugees and migrants. Volunteers receive training on how to manage their activities and the emotional impact of their work in the project.
3. Cesena plans to create a system for the recognition of volunteers, including an annual Volunteers' Day. The event will be an opportunity to reward the most active volunteers and share success stories of their activities, including those of migrants and refugees.



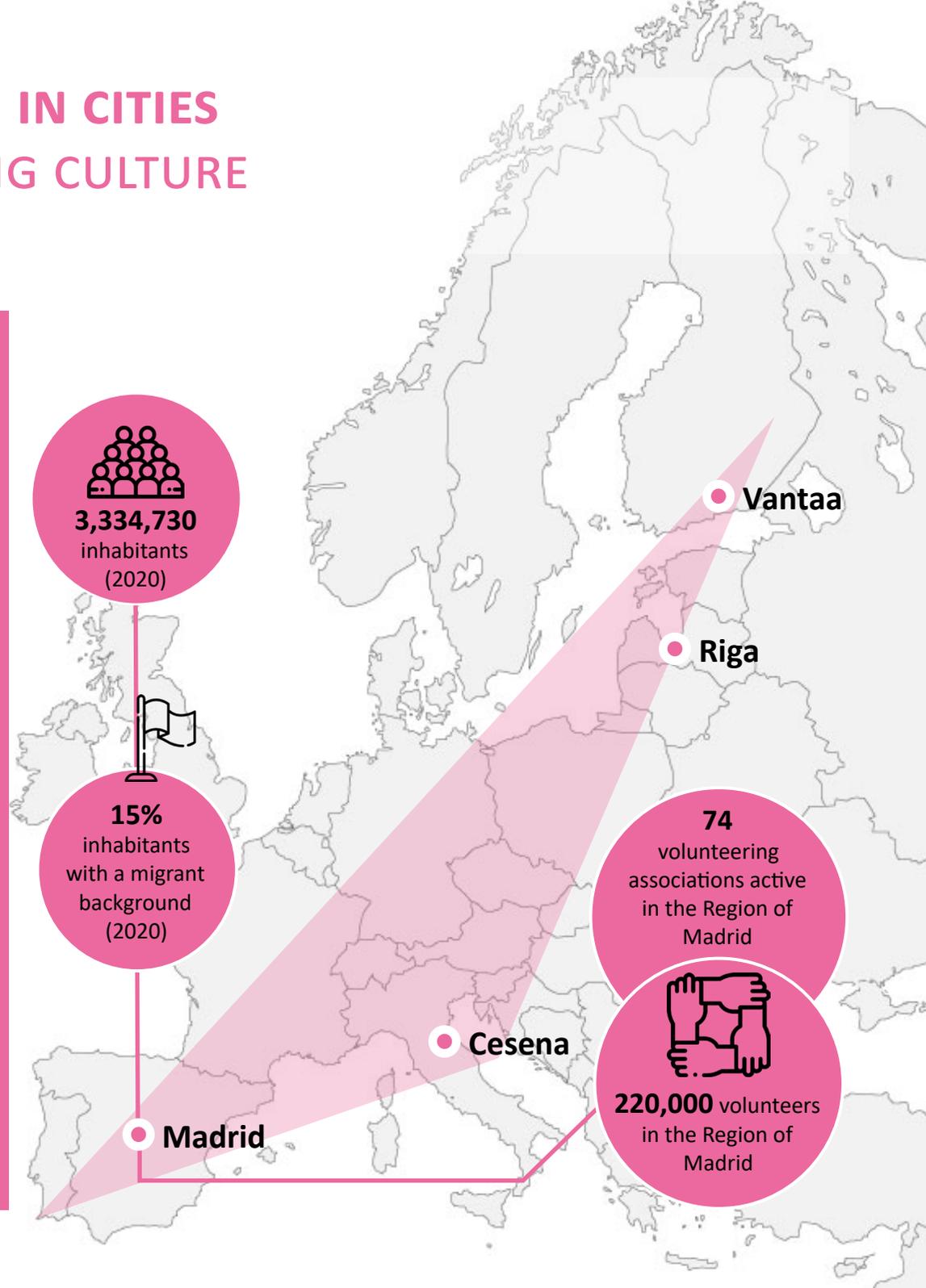
# COMMUNITY BUILDING IN CITIES TO FOSTER A WELCOMING CULTURE

## TIMELINE

- Start of the project  
1 February 2019
- Launch meeting in Brussels  
14-15 March 2019
- 1st cluster visit to Madrid  
17-20 June 2019
- 2nd cluster visit to Cesena  
25-28 November 2019
- 3rd cluster visit to Riga (online)  
20-21 January 2021
- 4th cluster visit to Vantaa (online)  
17-19 February 2021
- Integrating Cities Conference IX in  
Nuremberg (online)  
2-3 December 2020
- Final meeting (online)  
22 April 2021.

## Strengths & Actions:

1. Madrid has a city department entirely dedicated to volunteering. Its municipal programme Voluntarios por Madrid is a resource hub for all volunteering activities run by the city council and manages over 40 active projects. In the programme, migrants and locals volunteer side by side, creating a win-win situation: integration happens naturally and the city is enriched through different kinds of social projects.
2. The city's municipal programme has supported Valiente Bangla, a migrant-run association for those of Bangladeshi origin, by connecting them with volunteers to run their own activities. These include many integration offers, such as workshops to teach Spanish. They have been particularly useful for migrant women, due to their higher degree of flexibility compared to more formal language courses on offer.
3. Madrid's Agency for Employment signed a collaboration agreement with the Quiero Trabajo Foundation to provide job mentoring and empower 75 unemployed women at risk of exclusion, most of them migrants. Volunteers from the foundation and advisors from the employment agency will train the women on successfully passing a job interview to enter the Spanish labour market.



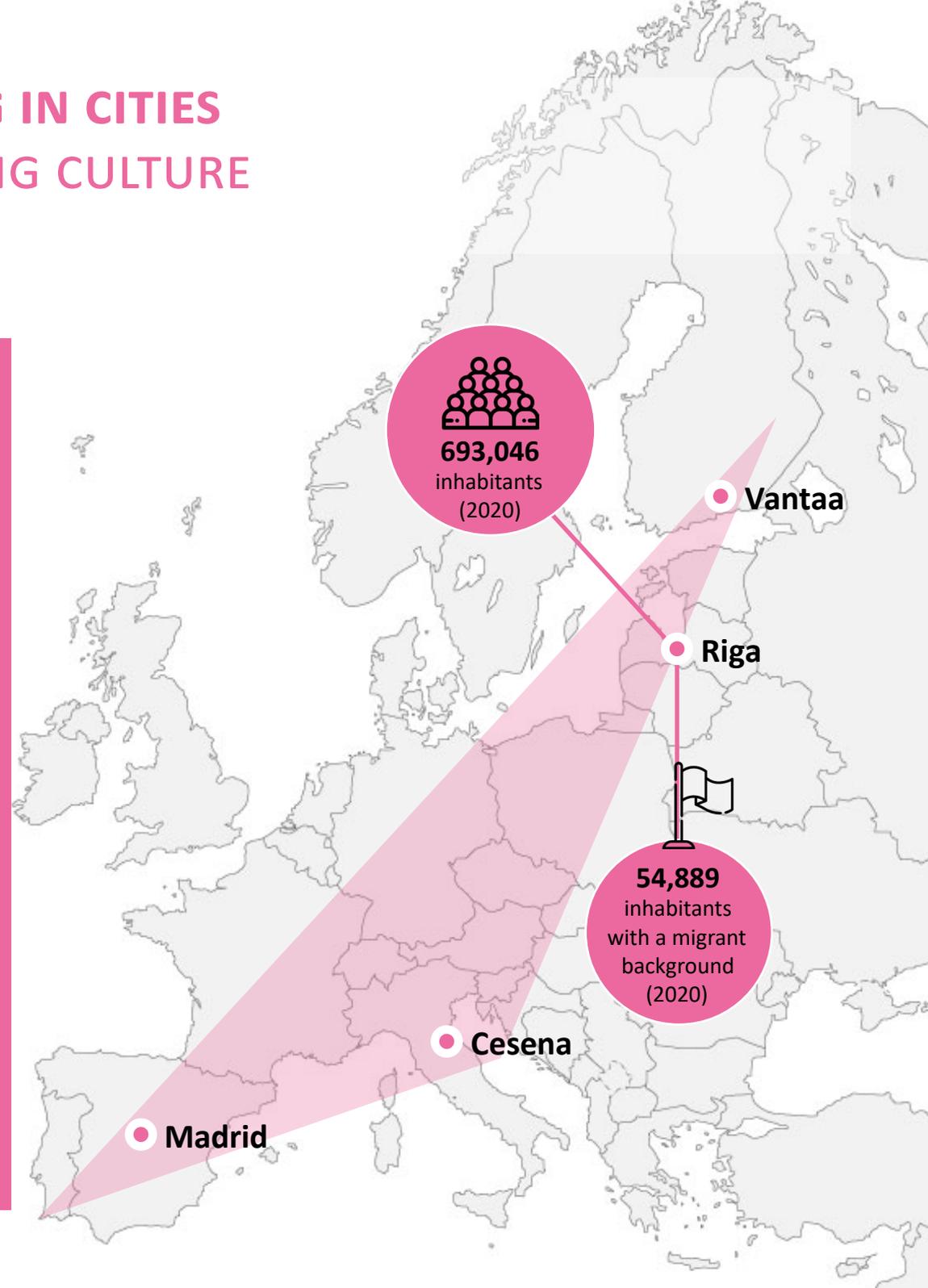
# COMMUNITY BUILDING IN CITIES TO FOSTER A WELCOMING CULTURE

## TIMELINE

- Start of the project  
1 February 2019
- Launch meeting in Brussels  
14-15 March 2019
- 1st cluster visit to Madrid  
17-20 June 2019
- 2nd cluster visit to Cesena  
25-28 November 2019
- 3rd cluster visit to Riga (online)  
20-21 January 2021
- 4th cluster visit to Vantaa (online)  
17-19 February 2021
- Integrating Cities Conference IX in  
Nuremberg (online)  
2-3 December 2020
- Final meeting (online)  
22 April 2021.

## Strengths & Actions:

1. Riga has a long-standing ceremony through which the city honours the most committed volunteers of the year. In a cooperation with the Latvian employment agency, Riga supports the promotion of voluntary work through the online platform Brivpratigie.lv and ensures the exchange and connection between prospective volunteers and associations offering volunteering opportunities.
2. The city works together with the I Want to Help Refugees online volunteer group which works with refugees through projects, materials and financial support, language and administrative support, as well as mentoring and emotional support. Through the volunteering organisation, the Riga's municipal authorities are up to date about the challenges and needs of refugees in the city.
3. Riga also supports Trepes, a creative youth association that organises intercultural activities and awareness-raising about anti-discrimination and tolerance. Volunteers welcome newcomers by helping them learn about the local culture and, in exchange, practice studying Arabic or other languages. Volunteers also include young migrants that support elderly people and thereby contribute to intergenerational solidarity.



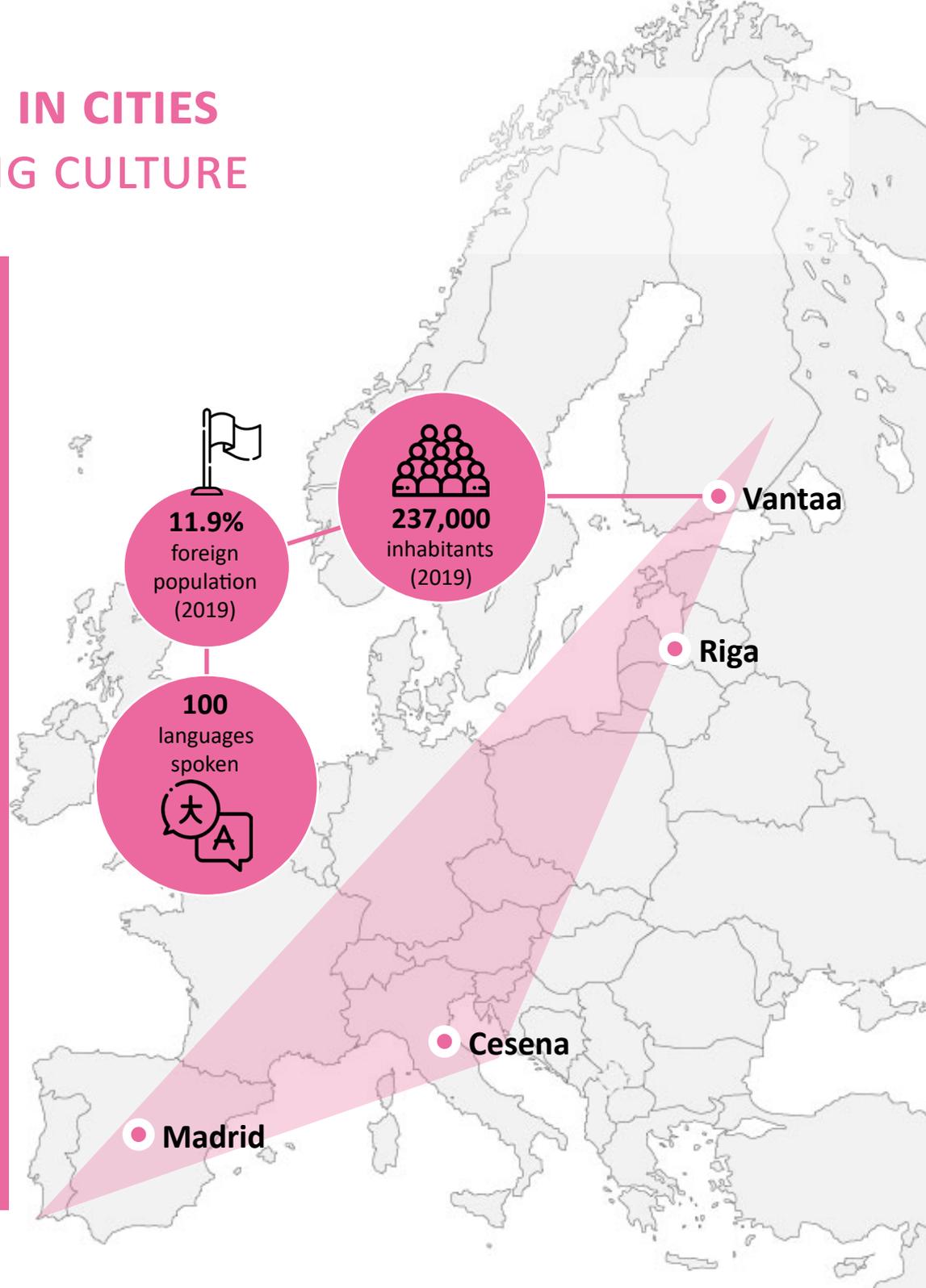
# COMMUNITY BUILDING IN CITIES TO FOSTER A WELCOMING CULTURE

## TIMELINE

- Start of the project  
1 February 2019
- Launch meeting in Brussels  
14-15 March 2019
- 1st cluster visit to Madrid  
17-20 June 2019
- 2nd cluster visit to Cesena  
25-28 November 2019
- 3rd cluster visit to Riga (online)  
20-21 January 2021
- 4th cluster visit to Vantaa (online)  
17-19 February 2021
- Integrating Cities Conference IX in  
Nuremberg (online)  
2-3 December 2020
- Final meeting (online)  
22 April 2021.

## Strengths & Actions:

1. Vantaa puts a strong focus on promoting good relations with migrant communities and engaging with migrant organisations through its Advisory Committee for Multicultural Issues. The city's four-year multicultural plan emphasises the role of civil society and migrants themselves in fostering a welcome culture in the city.
2. The city has a successful cooperation with public libraries involved in integration activities. The joint Let's Read Together network builds on volunteers that offer Swedish and literacy courses to migrants. The language classes are especially designed for migrant groups that are harder to reach, such as the elderly or stay at home parents. Vantaa's libraries have also developed an app called Lango that helps app users to find a language buddy and is used by both newcomers and locals keen to learn a new language. Vantaa
3. Vantaa cooperates with several civil society organisations. Among them is also Nicehearts, an NGO promoting community self-reliance, equality and activities specifically for girls and women of different cultures and ages. One of Nicehearts' main projects is Neighbourhood Mothers through which women from minority backgrounds volunteer to support vulnerable women that are new to Finland and establish a local network of trust.



# INNOVATIVE VOLUNTARY ACTIVITIES IN INTEGRATION: ENGAGING MIGRANTS AND REFUGEES IN VOLUNTEERING ACTIVITIES FOR INTEGRATION ACTIVITIES

## TIMELINE

- Start of the project  
1 February 2019
- Launch meeting in Brussels  
14-15 March 2019
- 1st cluster visit to Zurich  
21-24 May 2019
- 2nd cluster visit to Sheffield  
11-14 November 2019
- 3rd cluster visit to Terrassa (online)  
26-28 January 2021
- 4th cluster visit to Ostend (online)  
22-24 February 2021
- Integrating Cities Conference IX in  
Nuremberg (online)  
2-3 December 2020
- Final meeting (online)  
22 April 2021.

## Barriers

Language barriers and lack of engagement by mainstream volunteering organisations can be an obstacle for migrants and refugees in accessing volunteering opportunities.



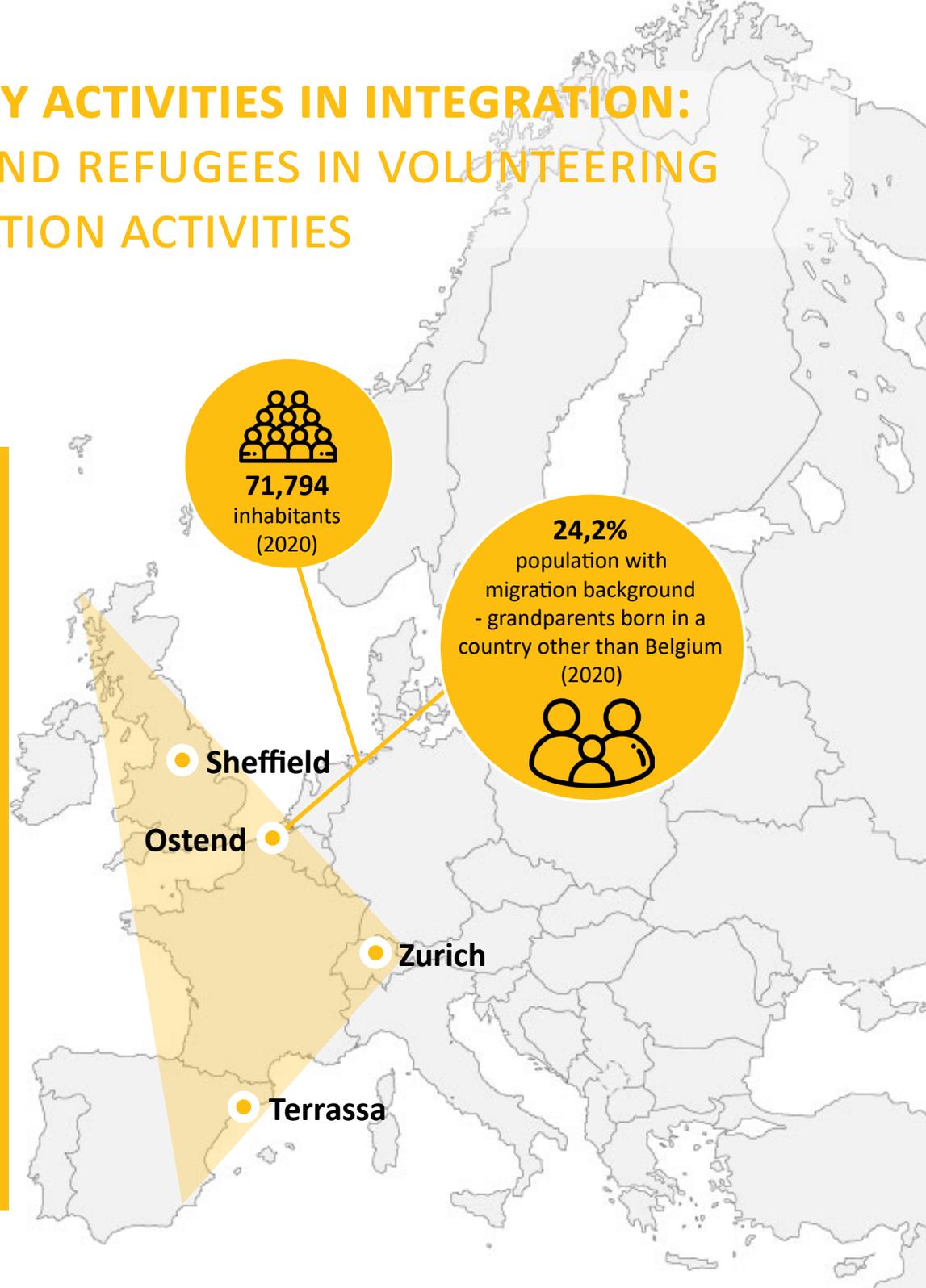
# INNOVATIVE VOLUNTARY ACTIVITIES IN INTEGRATION: ENGAGING MIGRANTS AND REFUGEES IN VOLUNTEERING ACTIVITIES FOR INTEGRATION ACTIVITIES

## TIMELINE

- Start of the project  
1 February 2019
- Launch meeting in Brussels  
14-15 March 2019
- 1st cluster visit to Zurich  
21-24 May 2019
- 2nd cluster visit to Sheffield  
11-14 November 2019
- 3rd cluster visit to Terrassa (online)  
26-28 January 2021
- 4th cluster visit to Ostend (online)  
22-24 February 2021
- Integrating Cities Conference IX in  
Nuremberg (online)  
2-3 December 2020
- Final meeting (online)  
22 April 2021.

## Strengths & Actions:

1. With the aim to bring migrants' voice to the municipal authorities, Ostend has set up a multicultural advisory council "MARO" that advises the municipality about diversity and multicultural themes, provides information to migrants on housing, work, education and language classes and also works on changing perception of migration in society.
2. With the objective of working in a more neighbourhood-oriented way and including voices that are not heard, MARO's steering committee is setting up 'Café International' in the different meeting centres of Ostend. Through various conversations tables with neighbourhoods' residents, information on health care, education, employment will be provided, and feedbacks gathered.
3. The City Council organises a Volunteer Fair to give the opportunity to local (migrant-led) organisations to promote their volunteering opportunities. The fair offers an opportunity for potential volunteers to browse the stalls and explore different volunteering option to find the one that fits their interest.



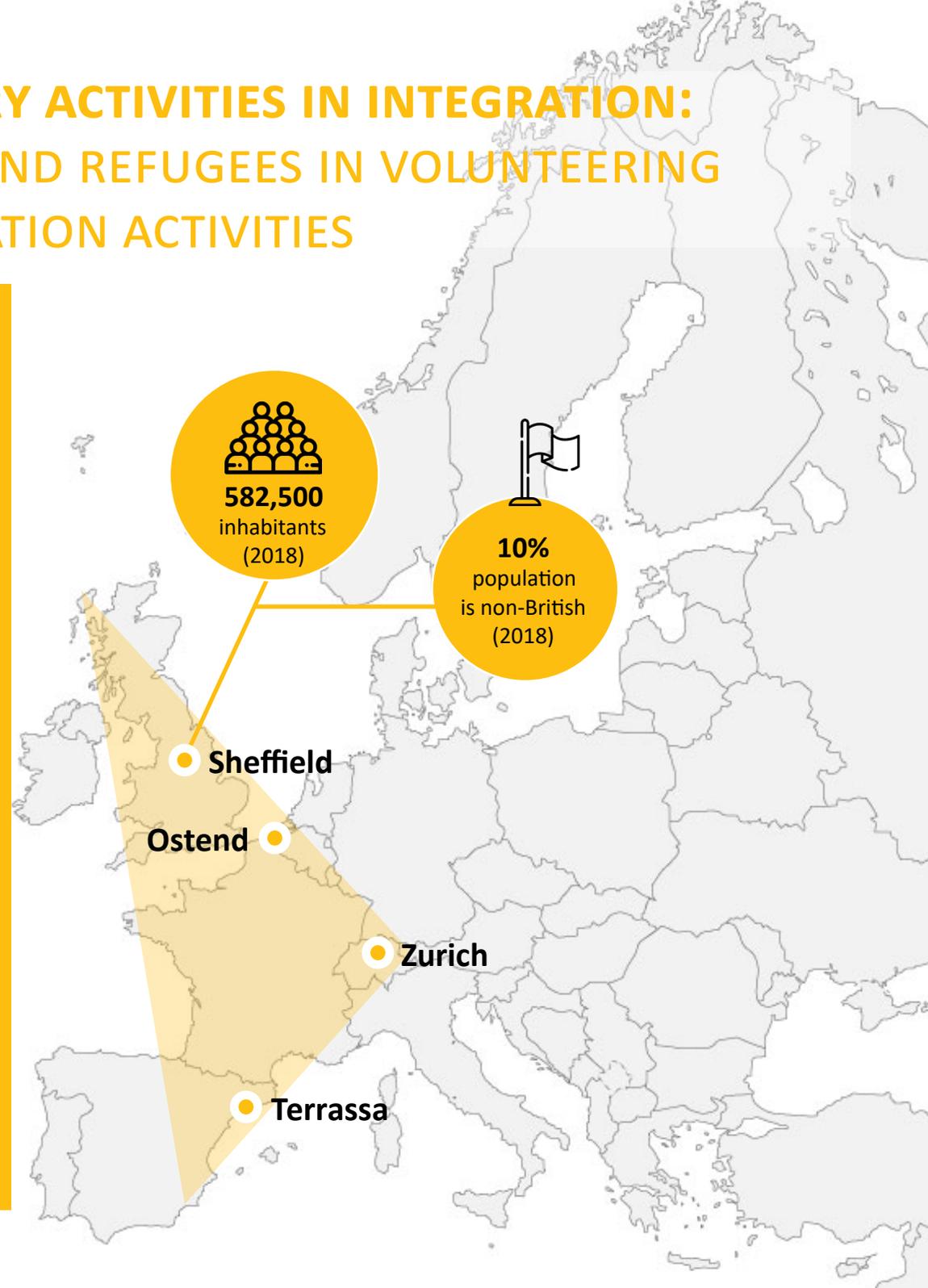
# INNOVATIVE VOLUNTARY ACTIVITIES IN INTEGRATION: ENGAGING MIGRANTS AND REFUGEES IN VOLUNTEERING ACTIVITIES FOR INTEGRATION ACTIVITIES

## TIMELINE

- Start of the project  
1 February 2019
- Launch meeting in Brussels  
14-15 March 2019
- 1st cluster visit to Zurich  
21-24 May 2019
- 2nd cluster visit to Sheffield  
11-14 November 2019
- 3rd cluster visit to Terrassa (online)  
26-28 January 2021
- 4th cluster visit to Ostend (online)  
22-24 February 2021
- Integrating Cities Conference IX in  
Nuremberg (online)  
2-3 December 2020
- Final meeting (online)  
22 April 2021.

## Strengths & Actions:

1. Volunteering lies at the heart of Sheffield: the Sheffield Volunteering Strategy was adopted in 2018 and is coordinated by the Volunteer Centre, which helps to connect organisations looking for volunteers with individuals wanting to volunteer. The Volunteer Centre is part of the Voluntary Action Sheffield (VAS), which provides support and leadership for the voluntary sector and coordinates numerous projects.
2. New Beginnings helps refugees and asylum seekers to access support and information on volunteering opportunities. This project supports asylum seekers and refugees to integrate into Sheffield life, through volunteering, employment, education and client participation programmes. The main aim is to alleviate the barriers newcomers face, and create awareness around immigration issues and an understanding of who refugees and asylum seekers are, to help organisations and employers build a warm and welcoming environment with a positive perception towards migrants in the city.
3. The City plans to expand its community outreach beyond asylum seekers and refugees and focus on outer neighbourhoods the council has not previously engaged with in order to help excluded people enter volunteering. To do so, the city will rely on community hubs and run a Community Connectors programme.



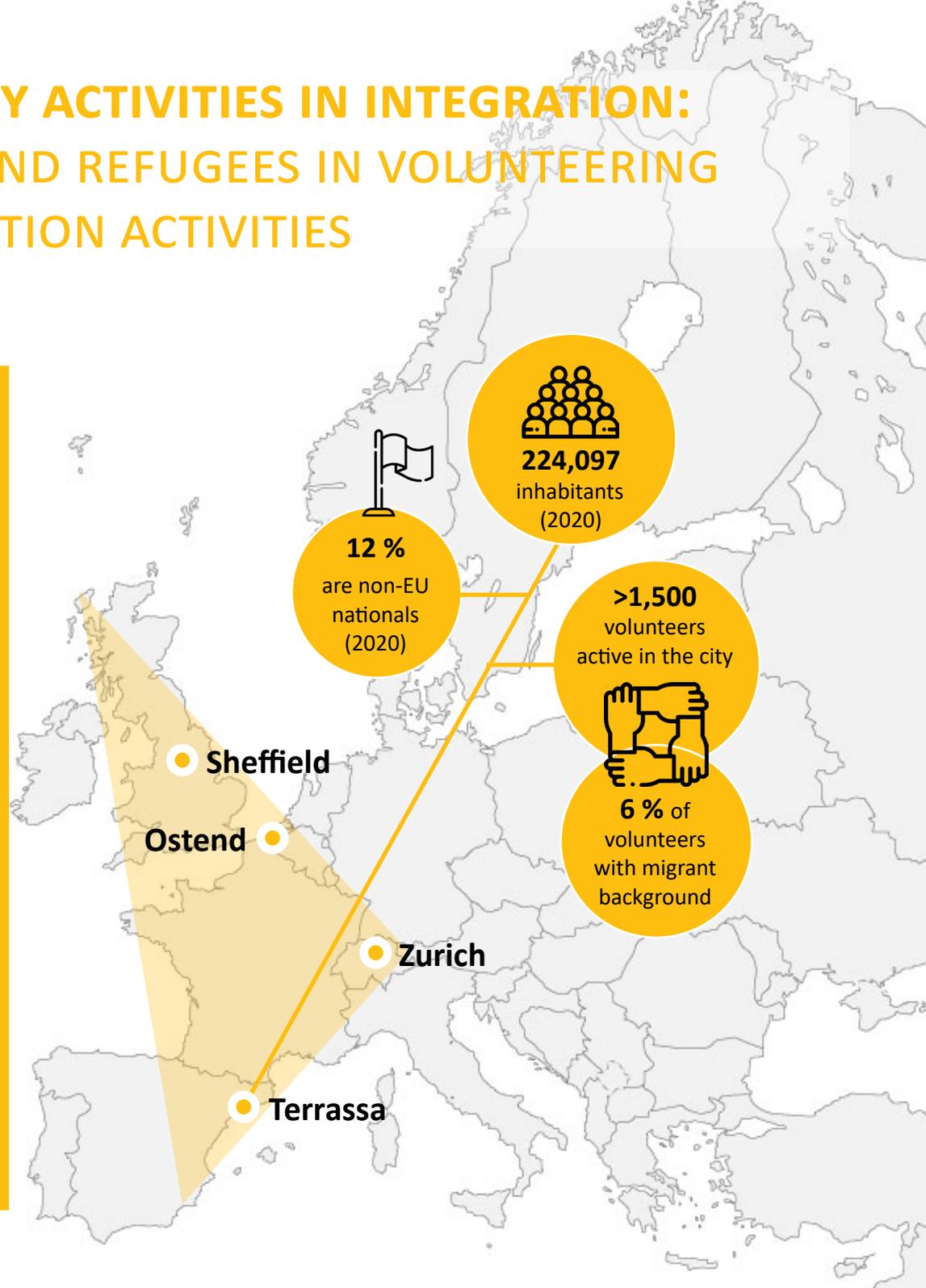
# INNOVATIVE VOLUNTARY ACTIVITIES IN INTEGRATION: ENGAGING MIGRANTS AND REFUGEES IN VOLUNTEERING ACTIVITIES FOR INTEGRATION ACTIVITIES

## TIMELINE

- Start of the project  
1 February 2019
- Launch meeting in Brussels  
14-15 March 2019
- 1st cluster visit to Zurich  
21-24 May 2019
- 2nd cluster visit to Sheffield  
11-14 November 2019
- 3rd cluster visit to Terrassa (online)  
26-28 January 2021
- 4th cluster visit to Ostend (online)  
22-24 February 2021
- Integrating Cities Conference IX in  
Nuremberg (online)  
2-3 December 2020
- Final meeting (online)  
22 April 2021.

## Strengths & Actions:

1. **Terrassa** has set up a Volunteering Point run by the city council together with the Volunteering Committee, composed of more than 20 associations. People interested in volunteering are offered professional advice and guidance to find the perfect opportunity to match their skills and qualifications.
2. **Terrassa** provides many training opportunities to young volunteers. As part of the VALUES project, the city council offers grants to young people with a migrant background, covering the fees associated with the youth leader training provided by one of the 24 youth associations present in the city. The youth associations (in Catalan 'espais' or 'caus') develop educational projects with children and young people on a voluntary basis.
3. The city plans to provide intercultural and anti-racism training to staff in the youth associations and other associations, based on a pilot project called Equalities Connected (Igualtats Connectades). The project developed training resources and material, such as toolkits, raised awareness on diversity through workshops and other events targeting municipal staff on one hand, and civil society organisations on the other.



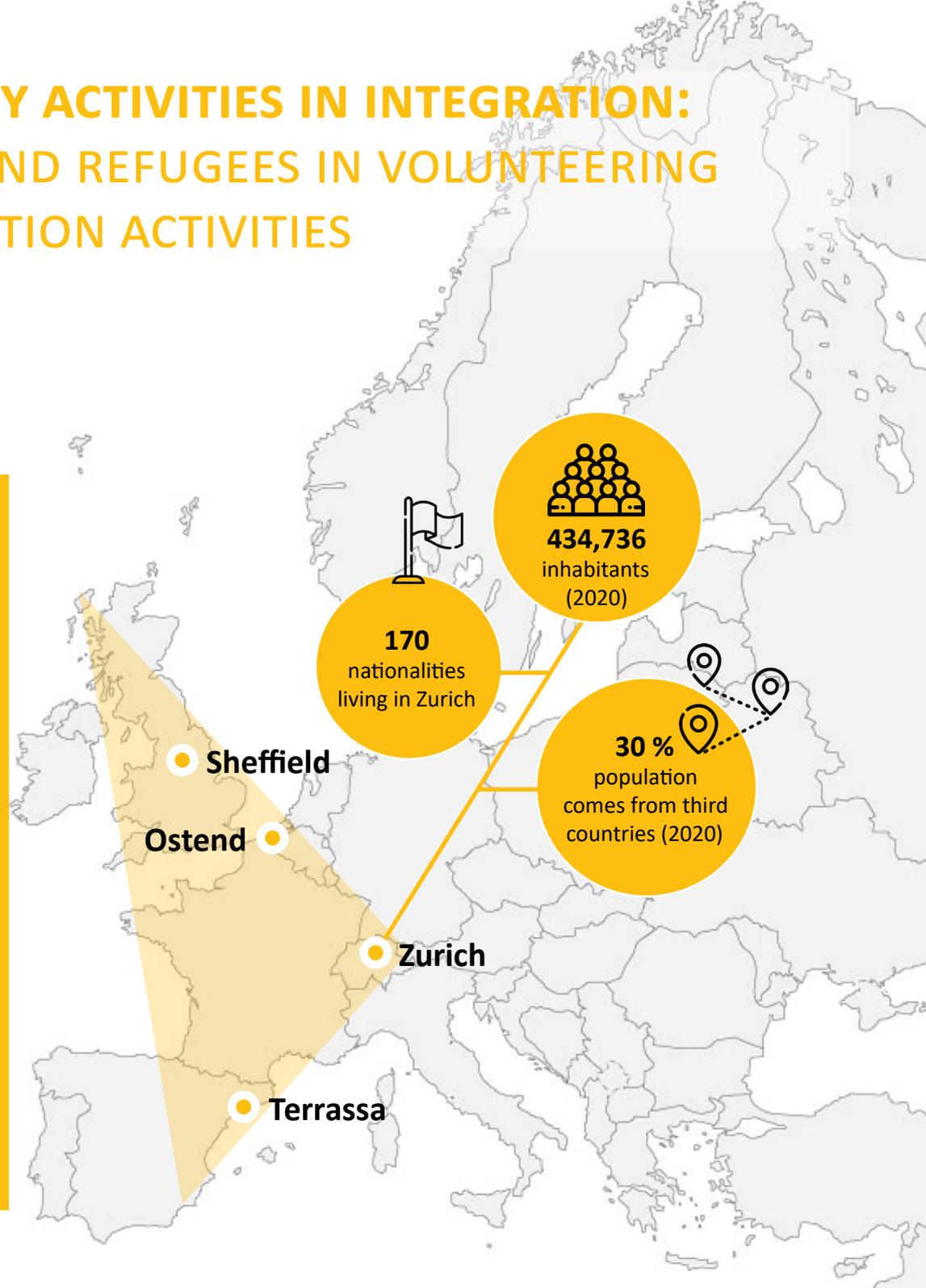
# INNOVATIVE VOLUNTARY ACTIVITIES IN INTEGRATION: ENGAGING MIGRANTS AND REFUGEES IN VOLUNTEERING ACTIVITIES FOR INTEGRATION ACTIVITIES

## TIMELINE

- Start of the project  
1 February 2019
- Launch meeting in Brussels  
14-15 March 2019
- 1st cluster visit to Zurich  
21-24 May 2019
- 2nd cluster visit to Sheffield  
11-14 November 2019
- 3rd cluster visit to Terrassa (online)  
26-28 January 2021
- 4th cluster visit to Ostend (online)  
22-24 February 2021
- Integrating Cities Conference IX in  
Nuremberg (online)  
2-3 December 2020
- Final meeting (online)  
22 April 2021.

## Strengths & Actions:

1. **Zurich** has set up a Foreign Nationals' Advisory Board to the City Council that, among other tasks, acts as an intermediary between the city administration and the numerous migrant organisations in the voluntary sector and provides a platform to discuss and design migrant volunteering opportunities.
2. **Zurich** will run a "practical test" pilot project that will allow volunteers from various population groups to test the user-friendliness of access to municipal (and private) services in practice. As a result, the services will receive a report with recommendations and will have to respond to those. Foreign language-speaking or older customers, or those with little digital know-how, will be a priority.
3. To improve migrants' involvement in voluntary work, **Zurich** is considering developing an online data base displaying volunteering opportunities for those who do not speak German, that would allow a search filtered according to various criteria and skills required for each volunteering activity.



# CITIES AND VOLUNTEERS' COOPERATION IN MIGRANT INTEGRATION AT NEIGHBOURHOOD (OR 'COMMUNITY') LEVEL

## TIMELINE

- Start of the project  
1 February 2019
- Launch meeting in Brussels  
14-15 March 2019
- 1st cluster visit to Oslo  
11-14 June 2019
- 2nd cluster visit to Amsterdam  
12-15 November 2019
- 3rd cluster visit to Dusseldorf (online)  
2-4 March 2021
- 4th cluster visit to Thessaloniki (online)  
9-11 March 2021
- Integrating Cities Conference IX in  
Nuremberg (online)  
2-3 December 2020
- Final meeting (online)  
22 April 2021.

## Barriers

Cities can find it difficult to find out what's happening at neighbourhood level and how they can support this.



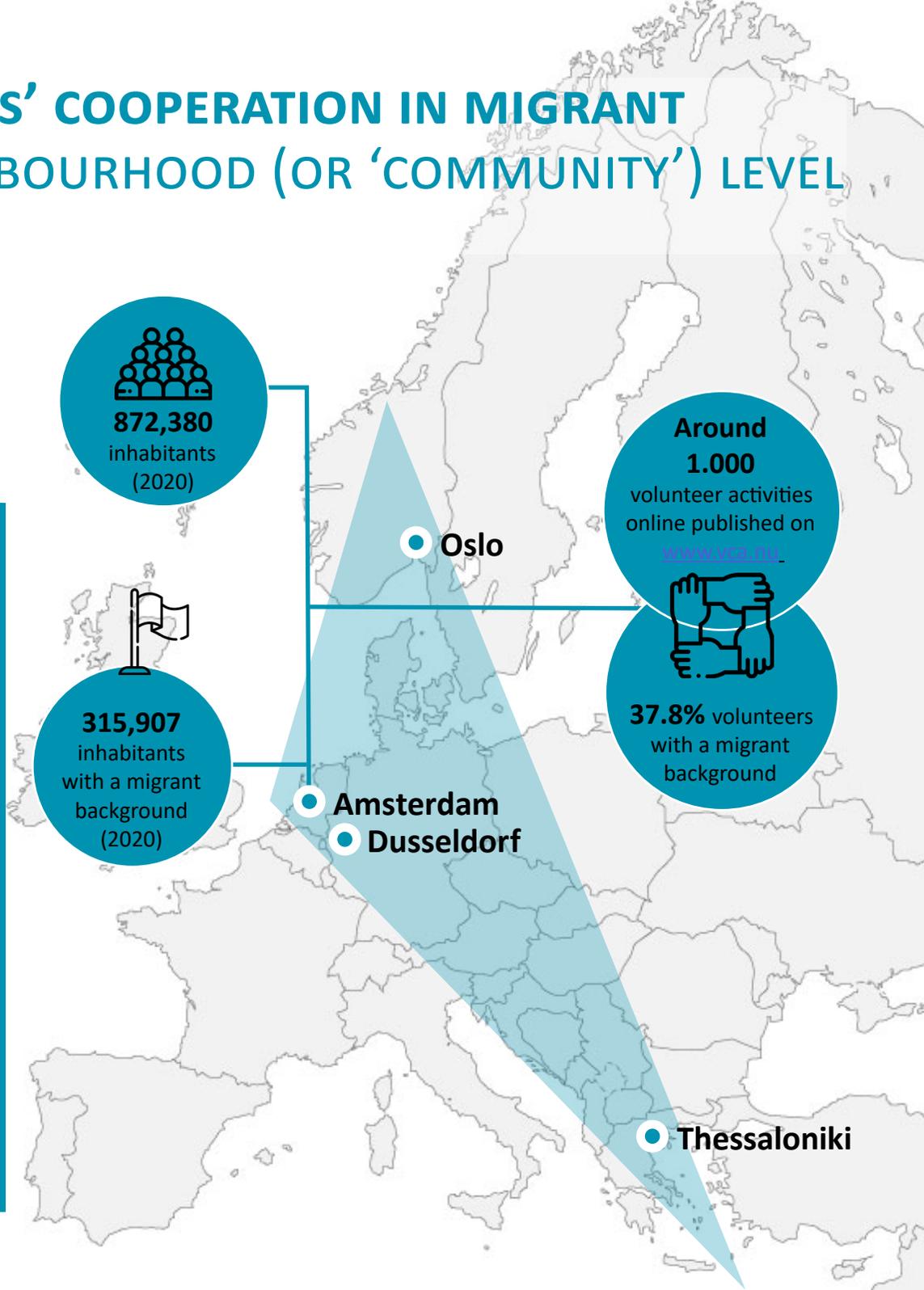
# CITIES AND VOLUNTEERS' COOPERATION IN MIGRANT INTEGRATION AT NEIGHBOURHOOD (OR 'COMMUNITY') LEVEL

## TIMELINE

- Start of the project  
1 February 2019
- Launch meeting in Brussels  
14-15 March 2019
- 1st cluster visit to Oslo  
11-14 June 2019
- 2nd cluster visit to Amsterdam  
12-15 November 2019
- 3rd cluster visit to Dusseldorf (online)  
2-4 March 2021
- 4th cluster visit to Thessaloniki (online)  
9-11 March 2021
- Integrating Cities Conference IX in Nuremberg (online)  
2-3 December 2020
- Final meeting (online)  
22 April 2021.

## Strengths & Actions:

1. The Volunteer Centre Amsterdam (VCA) works on behalf of the municipality to support and stimulate voluntary work notably by hosting a large online volunteer job database where people can find volunteer opportunities, including specifically for migrants and refugees.
2. Amsterdam funds several community centres (Huizen van de Wijk) that work as social hubs, offering neighbourhood residents and partners of welfare organisations or local NGOs a place to meet. The city ensures that at least 50% of the management of the centres are volunteers.
3. The city strongly believes in neighbourhood integration through co-living, and thus has special housing projects where young refugees and Dutch people live together. At some locations, volunteers hold special consultation hours to assist the residents with administration and budgeting support among other things.



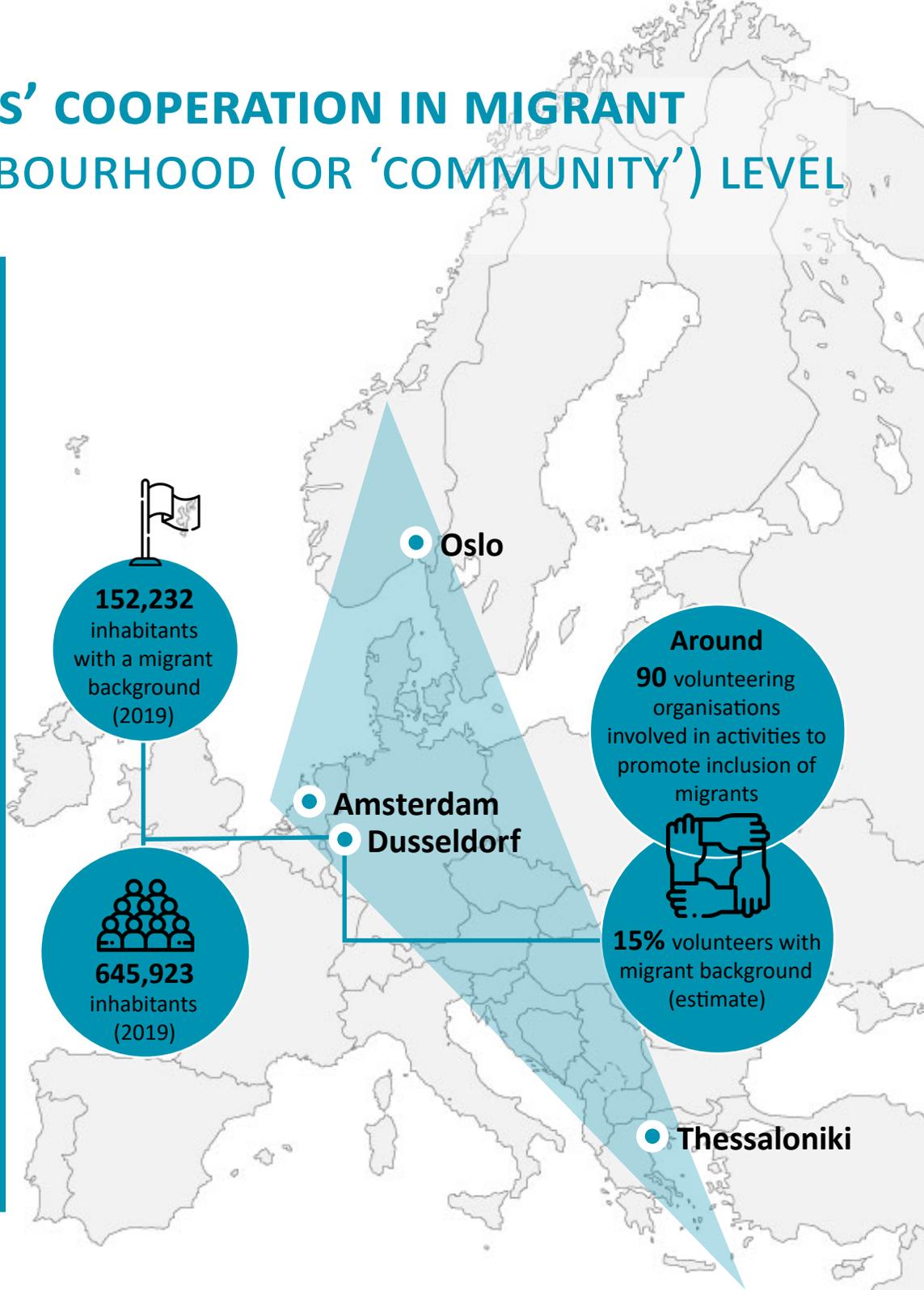
# CITIES AND VOLUNTEERS' COOPERATION IN MIGRANT INTEGRATION AT NEIGHBOURHOOD (OR 'COMMUNITY') LEVEL

## TIMELINE

- Start of the project  
1 February 2019
- Launch meeting in Brussels  
14-15 March 2019
- 1st cluster visit to Oslo  
11-14 June 2019
- 2nd cluster visit to Amsterdam  
12-15 November 2019
- 3rd cluster visit to Dusseldorf (online)  
2-4 March 2021
- 4th cluster visit to Thessaloniki (online)  
9-11 March 2021
- Integrating Cities Conference IX in Nuremberg (online)  
2-3 December 2020
- Final meeting (online)  
22 April 2021.

## Strengths & Actions:

1. Since 2019, Dusseldorf has supported the House of Cultures, established in 2019 by 55 non-profit local associations. The House of Cultures is an intercultural meeting place for all Dusseldorf citizens, regardless of their origin, or social status that offers training, exchange and networking opportunities: every Dusseldorf's association recognised as a non-profit can become a full member, benefit from and help shape the House's programme.
2. Dusseldorf's work in the field of integration has been organised on a city-wide basis until now. In the future, the city wants to become active at district level and get involved with local initiatives and organisations in the neighbourhoods. A first entry point to get in touch with actors at neighbourhood level are the Welcome Points, contact points for refugees in the city districts. These centres offer counselling and assistance to refugees, coordinating all volunteering activities in the district, while promoting community engagement and involvement to foster social integration for people who are new in the neighbourhood.
3. Inspired by the Social brokers scheme - a network of municipal workers who are close to the neighbourhoods' needs, seen in Amsterdam through the VALUES' project, Dusseldorf wants to build connection to local communities, initiatives and people. The city plans on seeking out to established community members and engage them as allies, by providing places to foster creativity and supporting local initiatives.



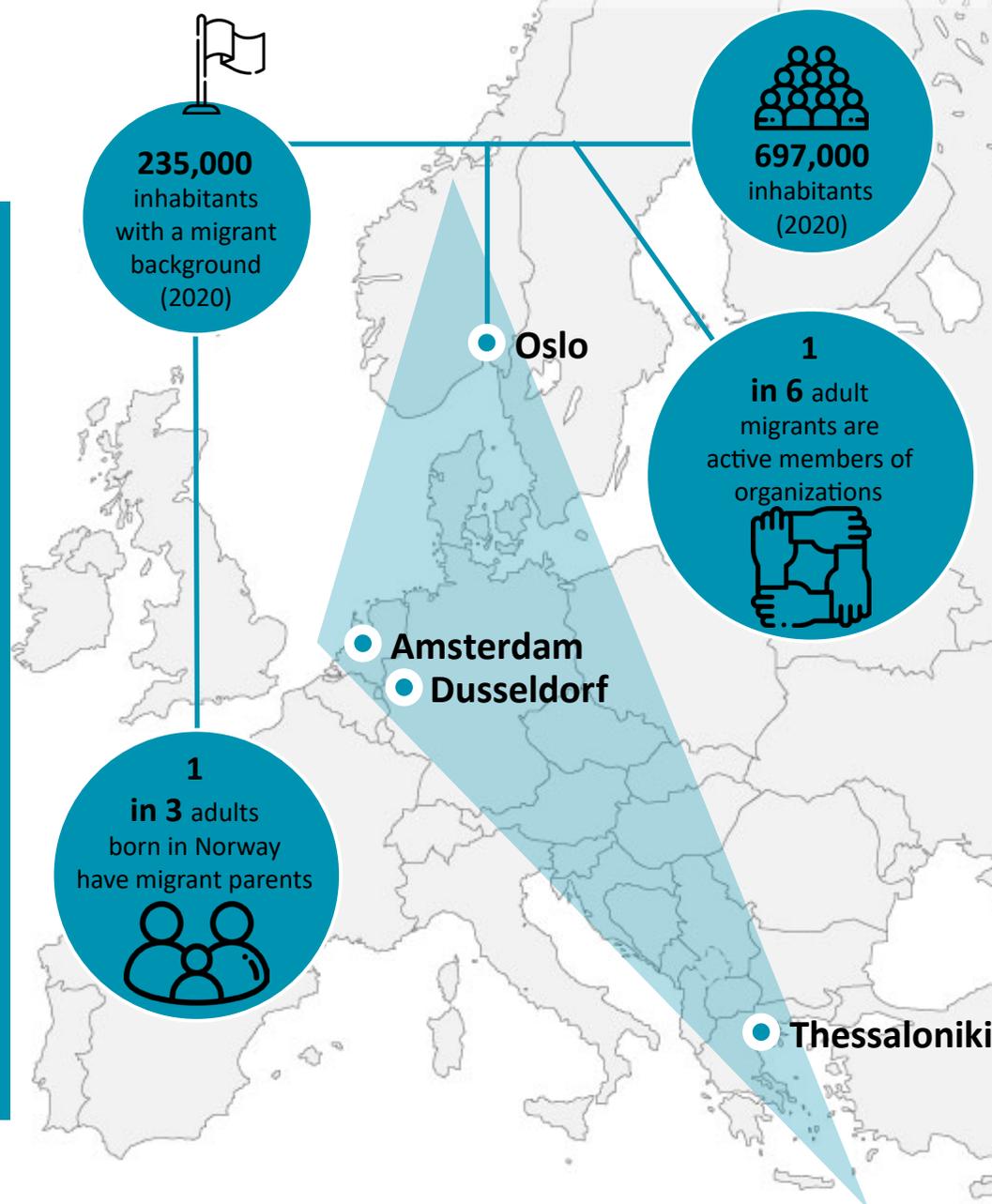
# CITIES AND VOLUNTEERS' COOPERATION IN MIGRANT INTEGRATION AT NEIGHBOURHOOD (OR 'COMMUNITY') LEVEL

## TIMELINE

- Start of the project  
1 February 2019
- Launch meeting in Brussels  
14-15 March 2019
- 1st cluster visit to Oslo  
11-14 June 2019
- 2nd cluster visit to Amsterdam  
12-15 November 2019
- 3rd cluster visit to Dusseldorf (online)  
2-4 March 2021
- 4th cluster visit to Thessaloniki (online)  
9-11 March 2021
- Integrating Cities Conference IX in Nuremberg (online)  
2-3 December 2020
- Final meeting (online)  
22 April 2021.

## Strengths & Actions:

1. In the Mothers Tutors project, selected migrant mothers are trained to become guides for other mothers with a minority background. These women make an important contribution to society and to their neighbourhood. They have a high level of trust within their community, and act as a link between the social services and isolated women.
2. Thanks to the support of the neighbourhood incubator Toyen Unlimited, the CaféB04 was open and provided a space where young people can enjoy social activities, job search counselling and homework help. The café initially began as a volunteer-run initiative but due to its success has upgraded its workers to paid employees.
3. The city is exploring how to better connect the discussions on inclusion and on volunteering. One way could be to consider the commitment made at community level in volunteer activities as an indicator of inclusion measured through the Oslo Barometer, a project launched by the City of Oslo to measure and link the result of the inclusion and integration policies and the impact these have on society.



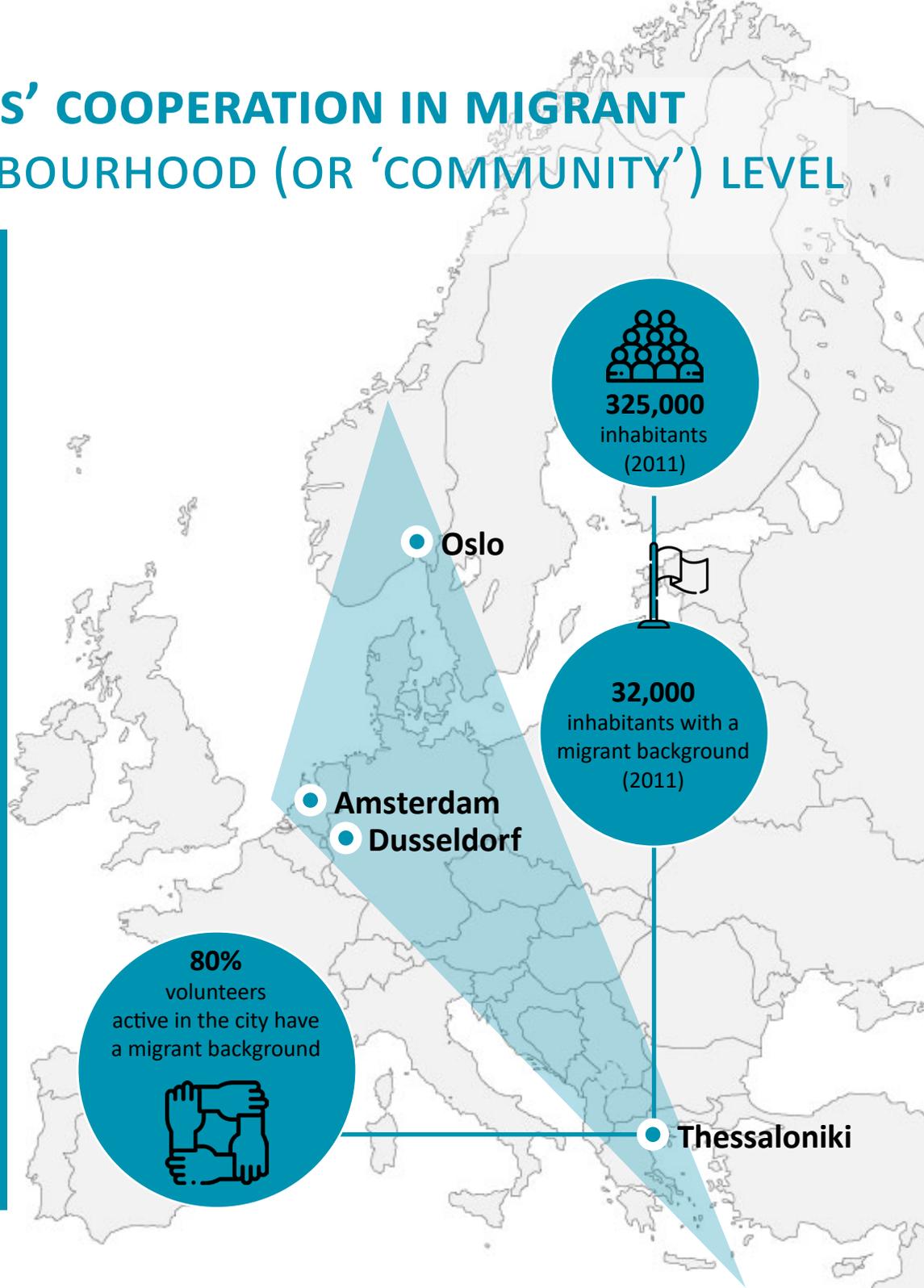
# CITIES AND VOLUNTEERS' COOPERATION IN MIGRANT INTEGRATION AT NEIGHBOURHOOD (OR 'COMMUNITY') LEVEL

## TIMELINE

- Start of the project  
1 February 2019
- Launch meeting in Brussels  
14-15 March 2019
- 1st cluster visit to Oslo  
11-14 June 2019
- 2nd cluster visit to Amsterdam  
12-15 November 2019
- 3rd cluster visit to Dusseldorf (online)  
2-4 March 2021
- 4th cluster visit to Thessaloniki (online)  
9-11 March 2021
- Integrating Cities Conference IX in Nuremberg (online)  
2-3 December 2020
- Final meeting (online)  
22 April 2021.

## Strengths & Actions:

1. The city of Thessaloniki works closely with NGOs and associations, in order to deliver better services to migrants and refugees. For example, the YMCA worked for more than a century in the city to empower youth. YMCA's programme 'React for Life' started by volunteers themselves in 2015 to respond to the urgent needs of refugees arriving on the Greek shores at that time. Through this programme, YMCA offers training for volunteers, awareness campaigns for the local population, food distribution, children educational support, language classes and many more activities.
2. Thessaloniki's main radio station 'FM100' has a weekly show called "From the refugees for the refugees". Refugee and asylum seekers from the local Centre for Integration of Migrants volunteer to bring their music, their stories and their journalistic skills to bear on a programme aimed at both migrant populations and the local, host community. The station is presented in Greek, Arabic, Urdu, Turkish and Kurdish. Bringing refugee voices to the radio is just one of many techniques to smooth integration in local communities.
3. With the main aim to build systems which can support consistent good practice and centralised awareness of volunteering in the city, Thessaloniki plans to create an interactive online platform to enable volunteer activity to be promoted and organised. At the same time, the city will organise cascade training for key stakeholders, including municipal staff on the value of volunteering, its role in integration and operational procedures and volunteer management.



# MOBILISING VOLUNTEERS IN ENGAGING YOUNG MIGRANT POPULATION IN COMMUNITY LIFE

## TIMELINE

- Start of the project  
1 February 2019
- Launch meeting in Brussels  
14-15 March 2019
- 1st cluster visit to Bristol  
12-16 June 2019
- 2nd cluster visit to Nuremberg  
2-5 December 2019
- 3rd cluster visit to Toulouse (online)  
13-15 January 2021
- 4th cluster visit to Turin (online)  
2-4 February 2021
- Integrating Cities Conference IX in  
Nuremberg (online)  
2-3 December 2020
- Final meeting (online)  
22 April 2021.

## Barriers

Young, unaccompanied migrants may be seen only as people with multiple support needs, rather than sources of valuable knowledge and skills that could be unlocked through volunteering.



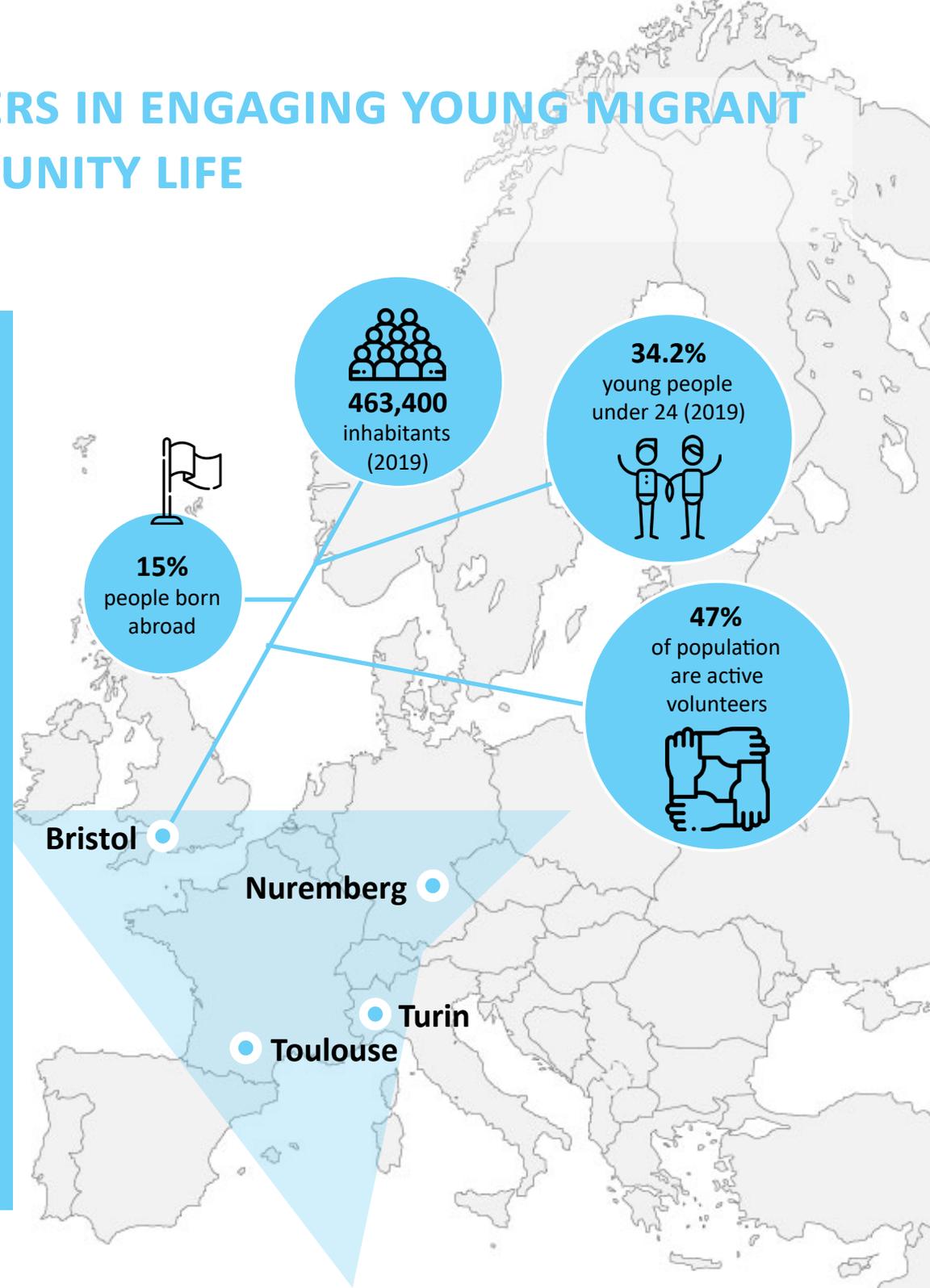
# MOBILISING VOLUNTEERS IN ENGAGING YOUNG MIGRANT POPULATION IN COMMUNITY LIFE

## TIMELINE

- Start of the project  
1 February 2019
- Launch meeting in Brussels  
14-15 March 2019
- 1st cluster visit to Bristol  
12-16 June 2019
- 2nd cluster visit to Nuremberg  
2-5 December 2019
- 3rd cluster visit to Toulouse (online)  
13-15 January 2021
- 4th cluster visit to Turin (online)  
2-4 February 2021
- Integrating Cities Conference IX in  
Nuremberg (online)  
2-3 December 2020
- Final meeting (online)  
22 April 2021.

## Strengths & Actions:

1. Bristol politically recognises volunteering as an important tool to support the city's work on integration. In its 2019 Refugee and Asylum Seeker Inclusion Strategy, Bristol reaffirms the needs to develop and implement actions to encourage volunteering, particularly among young refugees and asylum seekers.
2. 100% of volunteer organisations who are commissioned by Bristol City Council must demonstrate commitment to inclusion. As an example, the latest rollout of the Bristol Impact Fund of £6.4m over 4 years will only fund organisations whose aim is 'to build city resilience by growing the power of communities experiencing the greatest inequality' through tackling systemic inequality and promoting inclusion.
3. Inspired by its exchange with the city of Nuremberg through the VALUES project, Bristol hosted in 2020 its very first Award Ceremony rewarding volunteers in the city working with young migrants and refugees (between 16–25 years old). In the framework of the Can Do Bristol inclusion and diversity festival, Bristol City Council awarded winners in four categories: Young volunteer of the year (age 16–25); Longest serving volunteer; Volunteer with lived experience; and Volunteer who had the biggest impact.



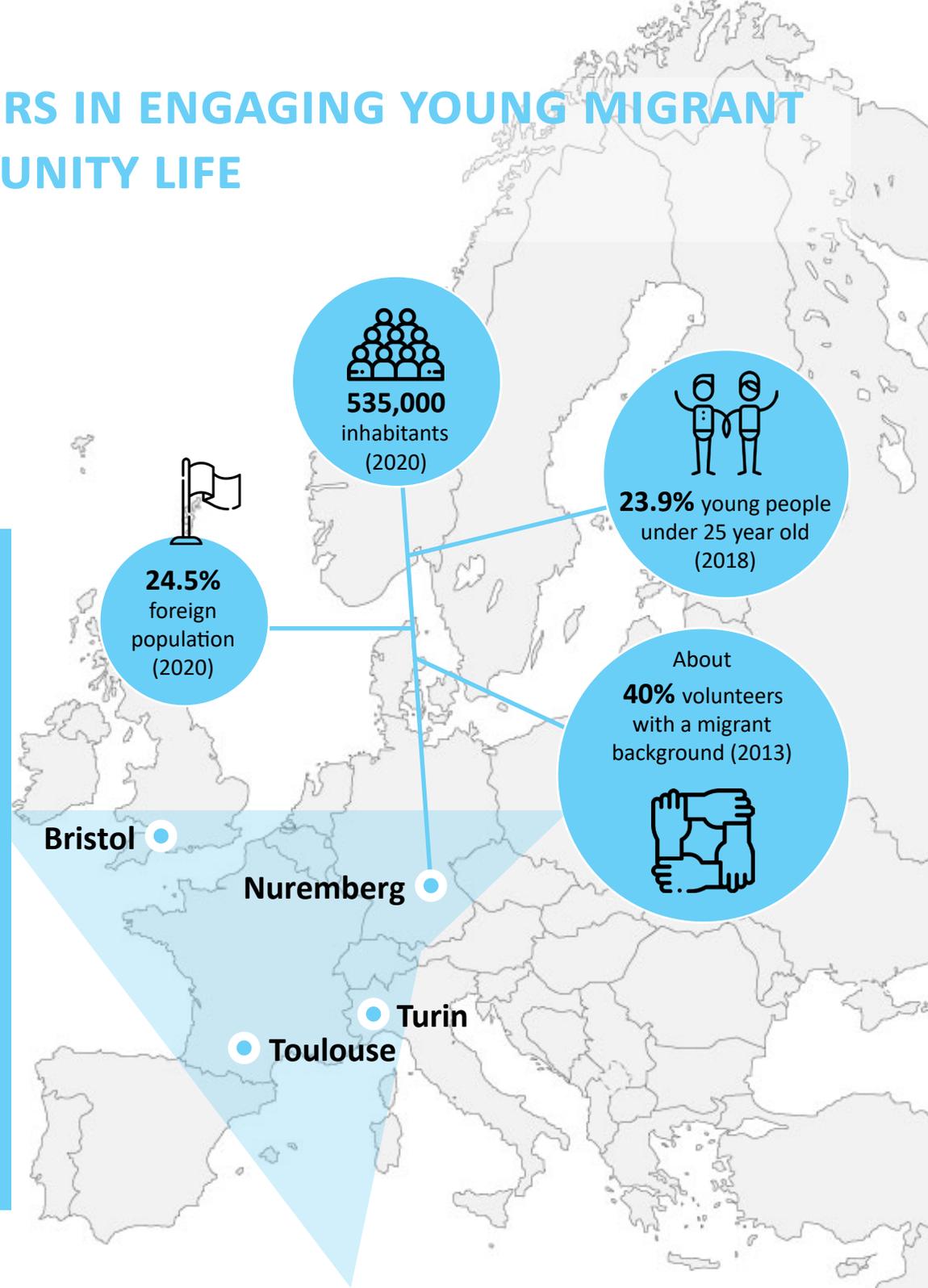
# MOBILISING VOLUNTEERS IN ENGAGING YOUNG MIGRANT POPULATION IN COMMUNITY LIFE

## TIMELINE

- Start of the project  
1 February 2019
- Launch meeting in Brussels  
14-15 March 2019
- 1st cluster visit to Bristol  
12-16 June 2019
- 2nd cluster visit to Nuremberg  
2-5 December 2019
- 3rd cluster visit to Toulouse (online)  
13-15 January 2021
- 4th cluster visit to Turin (online)  
2-4 February 2021
- Integrating Cities Conference IX in Nuremberg (online)  
2-3 December 2020
- Final meeting (online)  
22 April 2021.

## Strengths & Actions:

1. Nuremberg has mainstreamed its work on integration throughout its municipal services: integration in Nuremberg is a cross-sectoral issue, and therefore not the responsibility of one single department, but of all of them. A coordination group has been created to work on integration within the city administration.
2. Beside having a dedicated volunteer department, Nuremberg celebrates volunteers through different award prizes, like the award for outstanding commitment, with a prize worth €1,000 for the 'volunteer of the month' or the #YoungEngagement Award, four youth engagement prizes worth €2,000 each are offered each year.
3. Nuremberg is developing an Academy for Associations and Volunteers. This platform will aim to connect all the different associations and volunteer organisations working in the city, hence building a large network for successful exchange of experience and ideas.



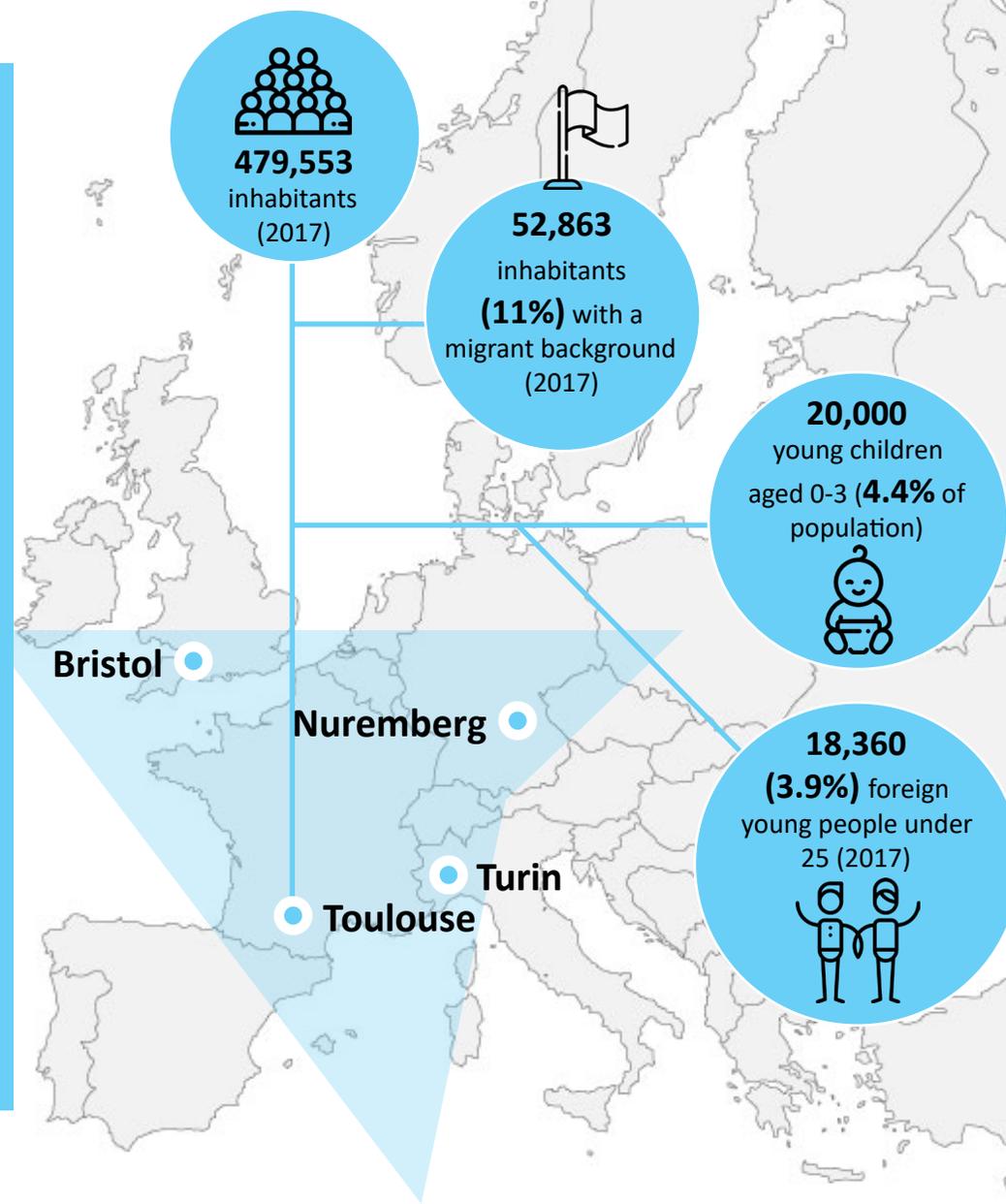
# MOBILISING VOLUNTEERS IN ENGAGING YOUNG MIGRANT POPULATION IN COMMUNITY LIFE

## TIMELINE

- Start of the project  
1 February 2019
- Launch meeting in Brussels  
14-15 March 2019
- 1st cluster visit to Bristol  
12-16 June 2019
- 2nd cluster visit to Nuremberg  
2-5 December 2019
- 3rd cluster visit to Toulouse (online)  
13-15 January 2021
- 4th cluster visit to Turin (online)  
2-4 February 2021
- Integrating Cities Conference IX in Nuremberg (online)  
2-3 December 2020
- Final meeting (online)  
22 April 2021.

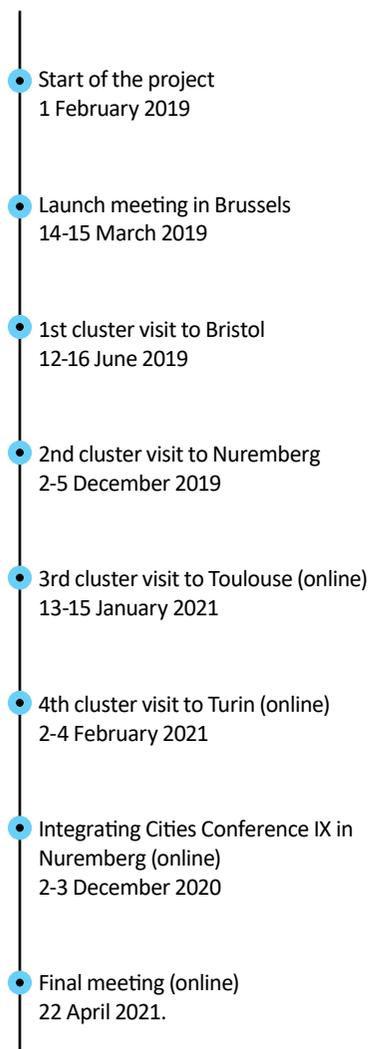
## Strengths & Actions:

1. For years now, Toulouse's politicians are concerned with finding housing solutions, avoiding camps and squats. This strong political commitment to fight inequalities has been translated in a big financial investment to open in 2020 La Glacière, an accommodation centre for isolated young men between 18 and 25 years old, beneficiaries of international protection.
2. Through the pilot project 'Trait-d'Union (Hyphen)', the city of Toulouse will set up an Early Childhood Referent for the support of families in fragile situation. The Early Childhood Referent will work closely with volunteers from the 'Melting Potes' programme of the 'Unis Cité' association, which works with young volunteers with a migrant background to support migrant families. The volunteers will offer mediation to migrant families in early childhood facilities.
3. Through the 'Pas à Pas (Step by step)' action, Toulouse will create a reception/meeting place for children and families within the accommodation facilities. The Early Childhood Educator and a Childcare Auxiliary accompanied by young volunteers from the 'Melting Potes' programme will welcome families to the refugee accommodation centres.



# MOBILISING VOLUNTEERS IN ENGAGING YOUNG MIGRANT POPULATION IN COMMUNITY LIFE

## TIMELINE



## Strengths & Actions:

1. Turin wants to encourage young people to volunteer: the municipality youth volunteer programme, GxT – Giovani per Torino (Young People for Turin), for instance, created and managed by the city, offers the opportunity for young people (16–30 years old) to use their free time to volunteer for major cultural events in the city.
2. Turin works closely with Vol.To – Volontariato Torino, Turin’s volunteer support centre, a non-profit umbrella organisation gathering 158 member organisations and a network of more than 1,300 associations. The centre assists local associations, offering a wide range of services, from training on volunteering for organisations or for volunteers themselves, to consultancy, planning and communication support, workshops or webinars.
3. Turin is involved in the community-based network ‘Torino Plurale’, born during the Covid-19 outbreak and gathering associations, social actors and volunteer organisations in order to distribute food to the people in need. The city supports its work through a framework agreement and allocated funds for buying food. Though the cooperation is currently due to last until the end of 2021, the city of Turin is keen to find ways to continue this coordination platform, consolidating its network with associations and NGOs.

