



PROJECT'S INTELLECTUAL OUTPUT 1 IS COMPLETED!

The results of the research phase of the project have provided us with extensive information from the perspectives of third country national migrants, civil servants, and key stakeholders in the community.

In detail, Intellectual Output 1 is a compilation of three distinct Needs Review reports — from Spain, Italy, and Germany — which highlight main strengths and weaknesses in the field of integration in each territory, and pave the way for building a comprehensive training package for city workforce aimed to reduce their gaps when dealing with migrants' integration in their cities.

Each report is in the national language: Spanish, Italian, and German, respectively. An English-language version of all reports will be forthcoming!

In terms of commitment to **intercultural principles**, such as diversity, equality and interaction by city authorities, as well as the **intercultural intelligence and competence of officials**, there is a consensus across the board of their importance, and the awareness of a **need to enhance public officials' capacities** in this regard.



DIVERSITY WITHIN THE CITY WORKFORCE:

All project territories are home to a high level of diversity; however, this cultural and linguistic diversity is not fully represented within the city workforce. That said, it was acknowledged by all that culturally and linguistically diverse work teams provide a powerful advantage to the municipality, including in terms of the capacity to mediate intercultural conflicts.

PROMOTION OF MULTILINGUALISM:

Language is one critical barrier towards effective communication. Migrants from all three territories have reported at varying levels difficulties engaging with local authorities who were not bilingual / multilingual. Moreover, this difficulty lies not only in linguistic differences but also in the communicative codes of the different cultures, the jargon and modes of expression of individuals. Everyone would benefit from a clearer way of communicating and shared communication codes.

CULTURAL AND RELIGIOUS SENSITIVITY:

Although religion is seen as an extremely private aspect of the person, it affects all perspectives and actions of the individual. Openness, knowledge and respect for the religion of others are a very important aspect of a positive attitude towards diversity.

KNOWLEDGE ON LOCAL AND NATIONAL LEGISLATION APPLIED TO NON-EU CITIZENS:

Feedback from city officials showed that training on local/national legislation as it applies to non-EU citizens will prove useful, in order also to support the development of migrant entrepreneurship. In fact, those migrants who indicated their experience reported difficulties national legislation (i.e., difficulties in setting up a business or registering as an independent as a Third Country National).

DIALOGUE AND INTERACTION WITH MIGRANT ASSOCIATIONS:

Migrant associations are extremely active in all cities and span the entirety of migrants' natural life, from language and integration courses, to facilitating access to the health, employment, and educational systems. From our interviews, whereas two representatives indicated a collaborative agreement with the city, others made no mention of an ongoing interaction, indicating that improvement may be possible. One representative from Spain noted the quality of interaction often depends on the political orientation of the local governors; some are less supportive of migrants and migrant associations than others are.

CAPACITY TO INCLUDE ALL RESIDENTS IN THE POLICY-MAKING PROCESS:

it is a topic that was not touched upon by any participant, whether migrant or public official, and yet is fundamental as this would ensure that public services are tailored to actual needs.

According to the needs that are identified in this first phase, selected city staff will be involved as trainees in a capacity building activity, and it will be one of the main achievements of the ECCIPA project.



THE VOICES OF ECCIPA

In the first phase of the project, we collected testimonies from civil servants, third country nationals, and NGOs, migrant associations, and other key local stakeholders through interviews and focus groups, here are some extracts:

What do you understand by intercultural competence?

I am a medical doctor and come from a country where people with different traditions and languages live together more or less peacefully. I speak Dari, I have treated women who spoke Pashto or Urdu. A human being is a human being.

Those who leave their country (me because of the war, you perhaps for other reasons) leave their roots behind. As a doctor, I can tell you that it can be very painful. When it comes to pain, sometimes the reactions can be aggressive.

The best medicine is an open conversation on both sides: Rights and responsibilities need to be clear, as well as the individual's situation. Things that are not said or not said properly can cause problems.

Intercultural Competence is composed of knowledge, the ability to overcome fear and the ability to self-reflect. All this comes from the experience of mutual exchange: walking in each other's shoes and understanding each other's world through one's own direct experience.

What do you wish from the local public authority?

The big difficulty for my friends and me is to understand the articulation of the communication. The letters we receive are very difficult, but not only from a linguistic point of view. Even if we translate them with automatic tools, we do not understand the meaning of the messages. Many locals also have this problem.

I think it is a lack of respect for those who do not have the tools to understand this complexity.



STORY OF INTEGRATION

WISA

“Wir Sind Angekommen”

This is the program name that a group of young refugees have given to their association: “We have arrived”

They came from Syria, Afghanistan, Eritrea and Somalia in 2015 and founded their association to take part in the political, social and cultural life of Offenbach County.

They participate in and support many local and international projects; they are involved in support activities not only for other immigrants and refugees but also for the host society. During the pandemic period, they were able to make their know-how as digital natives available to schools and social institutions.

On social media they claim to “want to get involved” and have been doing so ever since some of their 24 members were elected to the local foreigners' council.



More information <https://www.facebook.com/WisaWir/>

“IN DIVERSITY THERE IS BEAUTY AND THERE IS STRENGTH”

Maya Angelou

Find out more about ECCIPA

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