

Living Together


– Part Three

Projects Promoting Inclusion
in European Cities

At Home in Europe



New York – London – Budapest



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Open Society Foundations Mission Statement

The Open Society Foundations work to build vibrant and tolerant democracies whose governments are accountable to their citizens. Working with local communities in more than 70 countries, the Open Society Foundations support justice and human rights, freedom of expression, and access to public health and education.

Introduction

Living Together: Projects Promoting Inclusion in 11 EU Cities was published in 2011, with a second edition in 2013. The intention was to create a space and place which would showcase innovative local, regional and national practices – practices that have arisen since the completion of the Open Society Initiative for Europe’s At Home in Europe Project’s Muslims in EU Cities research.

Covering 51 pages, this third addition to the guide illustrates regional, city, and local initiatives that have sought to challenge and resolve inequalities, discrimination, and marginalisation in eight cities in Denmark, Finland, Norway, The Netherlands, Sweden and the United Kingdom.

In 2013 At Home in Europe increased its scope to 18 cities, embarking on two new comparative research projects: the experiences of Somali communities in seven European cities and that of white low income communities from the mainstream of society in six European cities. This latest publication relates to initiatives, policies, and projects that seek to help and support socially excluded communities, including those of Somali and white low income communities, or address similar issues faced by other groups.

The best practices are extracted from Amsterdam, Copenhagen, Helsinki, Leicester, London, Malmö, Oslo and Stockholm. All the cities have relatively recent migration patterns (since the 1960s) giving rise to large second- and third-generation communities, significant Muslim populations and various

challenges in relation to changing demographics and communities. A focus on action at the local level allows for a closer examination of the interaction between residents and policymakers and politicians in areas where minorities form a higher proportion of the population than in the city or state as a whole.

This guide is intended to be a resource for governments, local authorities, policymakers, non-governmental organisations and charities, with the hope that all readers will be both informed and inspired by the examples of good practice that it presents. Similar to the first edition of *Living Together: Projects Promoting Inclusion in 11 EU Cities*, the additional practices highlighted here are divided into chapters on identity, belonging and interaction; education; employment and training; housing; health; policing and security; and the role of the media. The guide will continue to be revised as positive and innovative efforts are identified.

Identity, belonging and interaction

Organisations and initiatives for positive community relations

UNESCO CENTRE LUCS, Botkyrka, Stockholm

On December 6, 2013 the Local UNESCO Centre Stockholm¹ (UNESCO Centre LUCS) received official approval from the Swedish National Commission for UNESCO. The Centre was inaugurated on 9 May 2014 in Botkyrka.

The new Centre works to implement interaction between municipal administrations in Sweden, civil society and research institutes. The Centre hopes to fill a gap in meaningful interaction with like-minded municipalities to identify common challenges. It also seeks to find the confidence to try new solutions to complex societal challenges in terms of social equality, cohesion and identity of place, at a time when racism and xenophobia is gaining ground in Sweden and Europe.

All activities in the Centre are about developing social cohesion practices at the local level with a view to disseminating these to other municipalities in Sweden and Europe. Three other Swedish cities, Malmö, Eskilstuna and Borlänge, are part of the Centre with more to come as cities initiate the

political process for becoming members. The UNESCO Centre LUCS has been established as a non-profit organisation and the Centre will be located in Botkyrka but activities and operations will take place in all member municipalities. Projects are already being carried out in the three cities: Botkyrka is developing an “Anti-Rumour” campaign to work towards an intercultural Botkyrka; Malmö is promoting and building civic mobilisation against discrimination and Eskilstuna is developing methods for interreligious dialogue.

Organisations and initiatives for developing positive identities and a sense of belonging

PARTNERSHIP SKÅNE, Sweden

Since 2008 Partnership Skåne² has functioned as an inter-regional platform for the development of a comprehensive inclusiveness programme for newly arrived immigrants to the region of Skåne. Run by the regional County Administrative Board of Skåne in close collaboration with 50 diverse organisations, the platform, due to its recognized achievements, has also come to operate on a national level.

Partnership Skåne combines knowledge-based and practical implementation strategies to create a holistic model for the reception of new immigrants, incorporating universal human rights such as those of health and equal opportunities. The model, which currently is carried out through 20 coordinated projects, aims to create the necessary conditions for new arrivals’ successful integration into Swedish society.

Current projects include the Community and Health Advisors – a project conveying dialogue- based information about society and health issues in

languages of those newly arrived. The project consists of 32 themes, which are continuously updated and further developed in collaboration with responsible agencies, the scientific community as well as in dialogue with the target groups themselves. Another example is Network, Activity, and Inclusion: a project aimed at creating a systematic and scientific based approach to NGOs' participation and contribution in activities supporting newly arrived people's access to the labour market and Swedish society.

ANTI-RUMOUR CAMPAIGN, **Botkyrka, Stockholm**

Botkyrka's Anti-rumour campaign³ began in March 2013 as a pilot project, and in January 2014 the campaign became part of a joint project between the Council of Europe and the European Union in which 10 European cities are developing local Anti-rumour campaigns for 18 months.

The campaigns' goal is to identify, analyse and counteract rumours and stereotypes leading to discrimination, racism and xenophobia on a local level. This innovative concept and tool derives from the first Anti-Rumour campaign developed by the city of Barcelona.

Activities in Botkyrka include identifying rumours, preparing anti-rumour data, impact and social change indicators. The design and implementation of the campaign consists of campaigning and engagement training, anti-rumour methodology training for anti-rumour agents, and dissemination tools and evaluation.

A project manager and a project assistant are currently working part time with the campaign. An anti-rumour network of locally based researchers, public servants, civil society and local media meets once a month.

VOLKSOPERA, Amsterdam

In June 2012 an opera was staged in Floradorp – a mostly white working-class area in the northern part of Amsterdam. Leading stars in the Volksopera⁴ were neighbourhood residents who sang Dutch-language adaptations of famous opera works. The lyrics of the opera adaptations were based on oral histories of the present and past of the neighbourhood. None of the stars had any experience in singing opera as the musical taste in this part of the city is mainly the so-called *smartlap*, a sentimental Dutch-language sub-genre of popular music.

The Opera was a civic initiative of a Floradorp resident and documentary maker, René van 't Erve. His aim was to bring Floradorp a bit of positive attention by using opera music. To reach the inhabitants of this quarter, where a low participation rate in cultural activities is common, he went from door to door. He knew that to make it a success, members of dominant Floradorp families would have to join in. He also made use of a few local heroes with modest singing careers with their Dutch-language *smartlap* and at the end he had about 30 inhabitants, young and old, ready to sing, with the help of a vocal coach.

The initiative for this community arts project was supported by a grant from the Housing Corporation and the sub-municipality, and through crowd funding, inter alia from upwardly mobile ex-residents and the aid of many volunteers.

An audience of 2,400 watched the two performances. The Opera was generally evaluated as very successful and as a contribution to social cohesion in the neighbourhood. In June 2013 a new opera with the same goals was performed in another Amsterdam-Noord working-class quarter near the former ship docks: Tuindorp Oostzaan. Again, the initiative proved a success.

In May 2014 the next Volksopera took place, this time in the popular neighbourhood Ondiep in the city of Utrecht.

COMMUNITY CENTRE DE DRIEHOEK, Amsterdam

De Driehoek⁵ is volunteer-run community centre in Amsterdam-north. In 2013 it faced closure, but a group of committed volunteers from the neighbourhood secured funding from Trust in the City, a project of the City of Amsterdam to support local neighbourhood initiatives. Key volunteers have subsequently received support from the sub-municipality of Amsterdam North on how to develop a business plan and how to run a community centre.

The centre is visited by 350 people per week and runs activities in the area of health, learning, physical exercise, musical and cultural activities for adults and children, social activities for elderly and a flea market. Concrete activities include a health service point with a district nurse once a week who answers questions from elderly people, and regular handicraft workshops for children.

Since it was taken over by volunteers, the centre has grown in terms of activities and organisations that make use of the centre. The centre is able to attract an increasingly diverse group of residents to its activities. The property belongs to the city of Amsterdam and there are currently 65 volunteers from the neighbourhood.

SOMALI DEVELOPMENT SERVICES (SDS), Leicester

Somali Development Services (SDS)⁶ was established in 2001 to support the growing Somali community in Leicester and to ensure that people were able

to participate in the city's economic, social and community life. SDS is now a one-stop community centre that supports all new arrivals including East Europeans and refugees to integrate better in to British society.

The overall aims of the SDS are to improve the quality of life of the Somali community and other disadvantaged local people, support social cohesion, and to achieve economic and social inclusion for vulnerable communities. SDS provides a variety of services in Leicester including support to young people and families; advice, information and guidance; adult learning; employment and training; early years development; interpretation and translation; and cultural awareness training.

The Adult Learning Service is an innovative programme that has been designed to respond to the specific learning needs of the Somali community and other disadvantaged local people, particularly women who are experiencing social exclusion. This service has been running since November 2005 and offers a provision-based, culturally sensitive service within the local community that takes into account the learning needs of the target group to help them achieve accredited ESOL (English for Speakers of Other Languages) qualifications with progression to further learning or employment. Learners come from a variety of backgrounds but most are Somali, South Asian, East European or Arabic women. The Centre also provides free childcare for those in need. The Adult Learning Service syllabus aims to improve English-language skills, as well as employability skills such as interview techniques and CV writing. Between 2005 and 2008, the ESOL and ICT (Information and Communications Technology) course, funded by European Social Fund and Leicester City Council, has engaged 75 disadvantaged Somali women, 50 per cent of whom achieved accredited certificates, and 30 percent of whom progressed to further learning.

SDS employs 11 members of staff and 14 volunteers. It has been funded by a number of different organisations including Leicester City Council, Leicestershire Connexions, the Learning Skills Council, Leicestershire NextStep, the European Social Fund, the National Society for the Prevention of Cruelty to Children (NSPCC), the UK Home Office, the Esmee Fairbairn Foundation, the Office for Civil Society, and the Big Lottery Fund.

DUTCH COUNCIL FOR REFUGEES' REGIONAL OFFICE AMSTEL TOT ZAAAN/LOCAL OFFICE: AMSTERDAM (SVAZ): PROJECTS LANGUAGE COACH; SHARED FUTURE AND BETTER IN BALANCE, Netherlands

The Dutch Council for Refugees⁷ is a national independent, non-governmental organisation that defends the rights of refugees. The Amsterdam office – SVAZ – is actively engaged in the region Amstel tot Zaan, has a local office in Amsterdam and supports refugees during the entire trajectory of building a new life in the Netherlands. Volunteers play an important role in helping refugees to find their way, including on how to live in one's own house/apartment; learning the language; finding a job; and how to deal with all the rules, bureaucracy and regulations of Dutch society. Each refugee will, in the beginning, have a personal contact person and after a period of time the support will often be less intensive and people can receive support during consultation hours at the local office.

SVAZ also runs special projects. These include, language coach, a volunteer, who actively helps a refugee speaking the Dutch language in practice. Together they engage in all kinds of practical activities such as visiting the library, the market, a museum, reading the newspaper while speaking Dutch together. SVAZ has engaged more than 1000 "language pairs". Another project, Shared Future, is for older refugees who find it extra difficult to connect to Dutch society due to their age, cultural differences,

language problems, low income and no social networks. A series of workshops and personal meetings brought together 25 older refugees and 25 older Amsterdammers, bringing them out from their isolated positions and securing durable contact with peers in their neighbourhood. A third project is Better in Balance where SVAZ offers refugees 12 two-hour sessions of psycho-education. In addition, SVAZ runs projects to enhance the participation of refugees in the labour market.

Improving women's participation and interaction

SOMALI MOTHERS' BRIDGE BUILDING PROJECT, Copenhagen, Denmark

During 2011–2012 The Centre for Immigrant Women developed and started a successful initiative called Somali Mother's Bridge Building Project⁸. The Centre conceived of this idea based on what they were hearing from visitors to their organisation: Somali women voiced a need for empowering Somali mothers in general and for creating a support system to help one another.

In response, the Centre recruited and educated 15 Somali mothers to become bridge builders. Their task is to reach out to Somali mothers in their homes in their local area and in different parts of Copenhagen, supporting other Somali mothers in becoming active citizens in Danish society and increasing the mothers' opportunities for active involvement and parenting in their children's everyday lives. This project has thus been focused on how the mothers can increase their own, as well as their children's, opportunities for development and inclusion.

The Centre has facilitated several education programmes for the Somali bridge builders, introducing topics on social legislation, psychology and psychiatry, youth and identity and conflict management. With this acquired knowledge, combined with their own personal experiences, the bridge builders support other Somali mothers by advocating at school meetings and doctor's visits, by being an interpreter and by making service provisions, institutions and procedures in Danish society more transparent for the mothers.

MENTOR PROJECT FOR YOUNG SOMALI BOYS Copenhagen, Denmark

A common feature among Somali mothers is that they live in socially vulnerable areas and are concerned that their young sons will be attracted to criminal activity on the streets in their neighbourhood. In August 2013 the Centre developed a mentoring project directed towards young Somali boys with the aim of providing a volunteer male role model who can inspire the boys in their everyday life with leisure activities, education and work. The male role models offer the boys socializing, networking, guidance and homework assistance. The project currently has 14 mentees and mentors. The bridge builders recruits the mentees through the Somali mothers from their areas and the project coordinator recruits the mentors.

The Somali Mother's Bridge Building Project and the Mentor Project for Young Somali Boys are funded by private foundations, the ministry of Social Affairs, Children and Integration and Copenhagen Municipality. They are administrated and coordinated by a project leader and a project coordinator. The projects will run through 2014, but the Centre plans to apply for more funds and develop the projects in new directions.

FUTURE LEADERS, Norway

The Future Leaders⁹ project was started as an initiative by the Nansen Centre for Peace and Dialogue in Lillehammer, Norway. The Centre works nationally and internationally, using dialogue as a tool for creating better understanding among different groups; the Centre also trains students, NGOs, teachers and others in this dialogue methodology.

In 2011 the Centre started developing a leadership programme for Somali women called the Future Leaders Project. The idea behind this initiative came from the Centre's long-term experiences working with the Somali diaspora in Norway. The Centre noticed that very few Somali women were participating in their activities and at the same time identified an unused capacity among this group, especially when it came to leadership.

The project was funded by the Ministry of Foreign Affairs in 2012 and run by three professionals and it consisted of a nine-month programme with four weekend gatherings and a study trip to London. The content of the programme was general leadership skill building with a special focus on project and organisational leadership, communication, conflict management, networking and creating sustainable change. The main goal was to encourage Somali women to take more leadership in their local communities, Somalia and to increase their knowledge. The 20 participants of the programme were chosen from the Norwegian Somali diaspora and their background was diverse: some of them educated as medical doctors, others newcomers to Norway.

The Future Leaders project ended in May and after completing the programme several of the women have started to develop their own project ideas with help from the Centre. Others use their skills in religious groups or local and regional NGOs.

WOMAN2WOMAN DIASPORA ACTION GROUP, Malmö

Woman2Woman Diaspora Action Group¹⁰ is a non-profit organisation founded in 2012 in Malmö to inspire, encourage and offer support to women from all backgrounds to achieve their goals, dreams and to make a real change. The organisation, which has a bottom-up approach, was started by a group of Somali women who wanted change in their communities. They identified an emerging need for a platform for diaspora women to discuss current problems diaspora women face in society, an action group that raises awareness about diaspora women as well as giving women a more prominent voice within minority communities.

Woman2Woman motivates each woman according to individual needs and aims to develop leadership skills. There is also a youth, senior and women's group. Activities and services include book clubs, IT training, sport activities, dance classes, study support groups and personal consultation and assistance. All activities and services are free of charge. Woman2Woman also organises events, for example cultural nights.

Woman2Woman Diaspora Action Group is run on the basis on membership fees and receives small funds for events and activities from the municipality and private foundations.

LET'S READ TOGETHER, Finland

Let's Read Together¹¹ was created in 2004 to bring newly arrived migrant women together with Finnish women to break down barriers and prevent mutual prejudice and isolation, foster a sense of community and to help increase literacy and proficiency in Finnish.

The network, administered by the Finnish Federation of University Women,¹² now has over 70 groups across Finland, with more than 400

Finnish female volunteers who support over 1,000 migrant women, such as older women or young mothers with babies, who are unable to participate in official integration programmes.

Let's Read Together groups meet once a week for two hours. The groups meet mainly in premises donated by municipalities and, in some cases, local churches and settlements. Groups are scheduled around the needs of the women who, for cultural and practical reasons, find it easier meet during the daytime when older children are at school. Women with babies and toddlers, who often have difficulty attending official integration programmes due to child-care issues, can bring children with them.

Group sessions focus on themes which are related to daily life, such as "my family", "shopping" or "travelling", and are composed of whole group and sub-group sessions, organized by level and each led by a volunteer "teacher". Groups offer the women an opportunity to learn to speak, read and write Finnish.

The Let's Read Together network receives funding from the Finnish Cultural Foundation. From 2007–2010, funding from Zonta International District 20 helped to provide seminars for volunteer teachers and teaching materials for the groups across Finland. The network, led by a project director, otherwise relies on volunteers and donated premises to carry out its activities. As well as donating premises for group sessions, some municipalities have organised training sessions for volunteers, covered seminar costs and invited volunteers to join seminars organised for permanent staff in integration programmes.

Interaction through culture and sport

ICEHEARTS, Finland

Icehearts¹³ is a non-profit organisation created in 1996 that works closely together with professionals from social services and schools as well as with children's homes, complementing municipal health, social and education services through partnership and collaboration.

Icehearts is a model of preventive child protection work that, with the help of team sports, aims to prevent social exclusion, improve social skills and promote well-being. Each Icehearts coach accompanies a child over a period of 12 years (from pre-school to lower-secondary school), providing a secure, long-term adult presence throughout childhood. The role of the coach is to accompany participating children in both their schoolwork and free time, and to also act as an adviser to the child's family.

Icehearts works together with social workers, special needs education professionals and other municipal workers to reach out to families with children who have been identified, in early years, as needing special support. Participating children include those with special needs, and children from migrant, one-parent, and low-income families.

Funded by national and local governments, Icehearts has 32 workers across Finland and is currently working in Helsinki, Vantaa, Espoo, Lahti, Turku, Tampere, Seinäjoki and Ulvila.

Education

Local and regional initiatives

WELCOME TO SCHOOL, PHAROS, Netherlands

Welcome to School is a method developed by the Pharos, National Centre of Expertise on Health Disparities.¹⁴ Welcome to School is a resource for teachers and tutors who teach young migrants and refugees in new arrival departments in Dutch secondary schools. It consists of 21 lessons that aim to improve well-being and prevent psycho-social problems for refugee and asylum-seeking youth by strengthening a number of protective factors and by building bridges between the past, the present and the future. Newcomers can start with Welcome to School after they have been at school in the Netherlands for about six months and the programme aims to help classmates to become companions and learn how to support each other.

Welcome to School deals with topics such as school, home, differences between “there” and “here”, living in the Netherlands, friendship, being in love, leisure time, discrimination, health and well-being, and future plans and expectations.

The method, launched in 2000, was a great success and is still being used in the Netherlands, as well as in England (Manchester) and Sweden

(Gothenburg). Throughout 2013–2014, with funding by the Dutch Kinderpostzegels Foundation, the method is being updated, expanded and adapted to meet the needs of new groups of students, such as young people from Central and Eastern Europe. This will include new lessons about friendship and sexuality.

DROP-OUT TEAM, Oslo

The Drop-out Team was established in 2008 and is organised under the Child Welfare services' Youth Team in the district of Søndre Nordstrand. Søndre Nordstrand is district of Oslo with a high concentration of residents with a migrant background.

The Drop-out Team aims to help marginalised young people aged between 15 and 20 years who have dropped out or are close to dropping out of upper secondary school. A team, consisting of two full-time positions, helps young people look for work or, in cooperation with the Norwegian Labour and Welfare Administration (NAV), an internship, or take other measures related to education or employment. The goal is that all participants should have a meaningful daily life, eventually leading to a return to education or finding employment to guarantee economic independence. In the case of employment, the team works on an individual basis with participants, to guarantee that the young person finds employment according to their own needs. This may require extensive mapping and practical assistance.

Great focus is placed on an increased feeling of mastery, which can increase young people's motivation and belief in an independent future. In cases where participants are known to Child Welfare Services, close collaboration takes place. The Drop-out Team also works with schools, NAV, employers, health services, depending on needs. In cooperation with the City of Oslo's Education Agency, the city district and NAV, the Drop-out Team is also

responsible for monitoring and providing services for all young people at risk of dropping out of school.

The Drop-out Team also engages in a preventative measure called “Smart Start”, where individuals in lower secondary schools (tenth grade) are monitored in the transition to upper secondary school. This is done in cooperation with lower secondary schools that are responsible for identifying pupils at risk.

Since 2008, the Drop-out Team has been in contact with approximately 500 young people, two thirds of which are young men.

LUVA, Helsinki

LUVA¹⁵ was a pilot training programme, developed by the City of Helsinki in 2011–2012, to prepare students with a migrant background for high school. Students with a migrant background are under-represented in Finnish upper-secondary schools (U-S) for a variety of reasons, including inadequate grades, lower abilities in the Finnish language and lack of knowledge of the Finnish education system. LUVA, part of a larger integration training project called Participatory Integration in Finland, targeted unemployed 15–20 year olds with a migrant background who had completed their comprehensive schooling but had not been admitted to upper-secondary school or a vocational establishment. The programme took place at Vuosaari High School in eastern Helsinki, where about 12 per cent of the students are non-native Finns. Most of the 25 students who took part in the programme had moved to Finland between the ages of seven and 15, and their parents had little to no Finnish language skills.

The programme aimed to improve the written Finnish-language skills of participating students as well as their knowledge in subjects required for succeeding in upper secondary school studies. The one year programme

consisted of a total of 1,100 hours of lessons in Finnish-language and academic skills, the sciences and humanities, student counselling and a wide variety of upper-secondary school courses. Through the programme, students were also given the opportunity to try to improve their grades from comprehensive school to the required standards for entering upper secondary school. Participating students had lessons in their own study group as well as in class with upper-secondary school students.

In addition to the upper-secondary school subject teachers, there were two full time members of staff for the programme, a Finnish language teacher and a student counsellor who was also responsible for managing the project together with the principal.

LUVA, was funded by the Finnish state together with a number of foundations.

Educational advice and support

FOUNDATION FOR REFUGEE STUDENTS UAF AND THE MUNICIPALITY OF AMSTERDAM, Amsterdam

The Foundation for Refugee Students UAF¹⁶ and the Municipality of Amsterdam have been collaborating since 2013 to improve the education and employment opportunities for refugees in the city of Amsterdam. This collaboration and agreement aims to ensure that refugees with higher education qualifications issued in their countries of origin are given the opportunity to practice their professions in the Netherlands by obtaining a Dutch educational qualification. Refugees who were unable to complete their education before fleeing are permitted to study while maintaining their rights to social security benefits.

To achieve these goals, the UAF and Municipality of Amsterdam work in close cooperation. The municipality refers refugees who wish to study to the UAF, who then tutors the students during their study and job seeking, as well as pay for their tuition. The study programme is determined between specialized client managers and tutors of the UAF, who monitor the progress of the students and report to the municipality. The Municipality of Amsterdam maintains social security payments for the student refugees as well as covering the cost of the tutoring. This cooperation is anchored in the municipality's long-term plan which contains the refugee policy of the city and is supported by a broad political base. At the start of 2014, almost 200 refugees supported by the UAF actively make use of the possibilities to study in Amsterdam.

The UAF is a non-governmental organisation sustained by donations, private funds and the Ministry of Education. The UAF supports some 3,000 refugees from 80 different countries in completing their education in the Netherlands and in finding work that does justice to their knowledge and experience.

Employment and training

Training and employment provision

SOMALI INFORMATION AND BUSINESS CENTRE, Malmö

The Somali Information and Business Centre (SIBC)¹⁷ was launched in 2012 and offers Somalis information about Swedish society in their own language and assists them in the process of economic integration as employees or entrepreneurs. The centre has its main office in Malmö and has branches in Kristianstad and Eslöv.

There are four kinds of activities at the SIBC: coaching for Somalis who wish to start their own businesses; information on Swedish society and health issues for new arrivals; labour market information for new arrivals who are in their “establishment phase”; and research on Somali diasporas in Sweden and other countries.

The SIBC is supported by the European Social Fund, the Skåne County Administrative Board, the Skåne Regional Council, the Public Employment Service and the cities of Malmö, Kristianstad and Eslöv. Eight people, most of whom are Somali, are employed at the centre. SIBC is owned by The

Herbert Felix Institute, founded in 2007 with the intent to increase ethnic minority businesses in Sweden.

JOBBSJANSEN – THE JOB OPPORTUNITY PROGRAMME FOR IMMIGRANTS IN NORWAY, Norway

The Job Opportunity Programme¹⁸ (Jobbsjansen) is a permanent qualification programme for immigrants who after several years in Norway have no permanent connection to working life. It is a result of a 7-year well-monitored and well-documented pilot scheme called New Chance.

The programme prioritizes stay-at-home women who are supported economically by their spouses or other family members. A key aim is to develop knowledge and best practices on how immigrants can become economically self-sufficient through employment and/or higher education, and subsequently to improve their integration into society. Further, increased employment is a stated policy goal in order to reduce social differences, prevent child poverty and ensure gender equality.

The programme has a special focus on work, language tuition, work practice and social orientation. The programme is meant to be a full-time occupation for participants. The programme lasts up to two years, but individuals with a low level of literacy can attend for up to four years. An important element of the programme is an individually tailored action plan.

Success criteria highlighted during the pilot scheme period are early work practice in mainstream jobs, vocational Norwegian language training and close supervision from a contact person.

As of December 2013 there were 53 projects running across the country, 18 of which were in Oslo. 32 of the projects were directed exclusively at immigrant women, and 13 were aimed at youth.

Results from projects run in 2013 show that, 60 % of all participants obtained a job or had started education after having completed the programme.

The Norwegian Government has granted 84 million Norwegian Kroner to the Job Opportunity Programme in 2014. The Directorate of Integration and Diversity (IMDi) administers the program, and municipalities with significant immigrant populations may apply for funding.

CATALYSTS, Norway

Catalysts¹⁹ connect people to promote diversity and create social innovation. Catalysts is developed based on experience gained from a pilot, Mentoring for Inclusion, carried out during 2012 within the Somali community in Norway. It is a full year mentoring and coaching programme for youth from minority groups and young people who, for various reasons, face barriers into entering working life and challenges in pursuing education. The programme will recruit a minimum of 20 per cent from the Somali community and 20 per cent ethnic Norwegian.

The programme aims to increase the educational levels and employability of the participants through a programme that inspires and acts a catalyst for positive change. The programme will promote inclusion, diversity, and innovation in the workplace and seek to create positive change for individual youth through building bridges into education and the workforce. The programme will form the basis for networking, knowledge sharing and serve as an inspiration. It will create a sound basis for important life decisions of individual youth. It is based on modern mentoring theory and practice and Appreciative Coaching.

The programme has been developed by the Leadership Foundation in collaboration with Minotenk, So Central, the US Embassy in Norway,

Mixmasters and other experts from FAFO and projects with immigrants in focus. The programme targets two age groups: 16-24 year-olds (who will be entering high school or university) and 24-30 year-olds who will be entering the job market.

Catalyst has received a grant from the Innovation fund at the US Embassy in Oslo.

THE SOMALI TRAINING AND EMPLOYMENT PROJECT (STEP), London

The Somali Training and Employment Project (STEP) was a 20-month, European Social Fund co-financed project, targeting three inner London areas: East London, North London and West London. The aim of the project was to identify 100 Somali unemployed people in need of basic skills support and train them to level 2 NVQ in childcare, while supporting literacy, numeracy and IT in order to support their journey to employment.

Working together with Somali-led organisations and using Somali staff as role models and motivators, the project successfully achieved and surpassed targets. By the end of the project, 100 Somalis had gained literacy, numeracy and level 1 childcare qualifications, 100 undertook work experience placements mainly in schools and nurseries or youth clubs and 50 went into paid employment. Project staff included four teachers and employability staff, one administrator and various outreach/crèche staff as required.

Health

Local initiatives to improve health care

HEALTH IN YOUR OWN LANGUAGE INTERVENTION, Copenhagen, Denmark

The purpose of the Health in Your Own Language Intervention,²⁰ which began in 2005, is to facilitate access to Danish preventive healthcare for ethnic minority groups in Copenhagen.

The intervention is based on a method of peer education and role modelling. The health advisors all have ethnic minority backgrounds and apply a non-academic approach to facilitate dialogue-based meetings with the target groups. The topics of the meetings include dental health, sexual health, exercise, vitamin D deficiency, diabetes II, healthy diet, smoking and secondary smoking.

These meetings take place in a variety of settings, for example in the neighbourhoods where the target groups live, the preventive health care centre and language schools. The key is to match the participants and to “meet them where they are”. Most often, mixed ethnic minority groups attend the meetings. The spoken language must be Danish at a very easy and accessible level and pictures and props are used in the meetings although mother tongue is sometimes used when necessary.

The intervention has proven popular. In 2013 more than 4,500 people attended meetings facilitated by health advisors. Currently, the intervention hosts 20 active health advisors, an administrator and an academic project coordinator. In spring 2014, twelve new health advisors will go through a 50 hour course and receive their diploma. The intervention is funded by the Health and Care Administration of the municipality of Copenhagen.

YOUTH PROTECTION AGENCY AMSTERDAM, Amsterdam

Youth Protection Agency Amsterdam (YPAA)²¹ works with 10,000 children suffering serious neglect, child abuse and/or juvenile delinquency.

There are three kinds of case management covered by law: voluntary, youth protection (direct supervision and legal custody) and parole services. Cases are organised around each child, on an individual basis, and all 15 Youth Protection Agencies (YPAs) in the Netherlands have case workers to cover each of the three areas. Within this system, families with multiple problems end up with multiple case workers at the same time or a series of case workers when they move from voluntary to youth protection. The YPAA, with the ultimate goal of safety for every child, decided to assign a single case worker to work with each family.

The new approach began with the selection of ten experienced case workers with different backgrounds in voluntary work, child protection and parole services, two team managers and two psychologists. With guidance from Vanguard Netherlands this team reviewed all of the processes to determine whether they would support the core goal of the Functional Family Parole Services model which is based on respect towards family and culture, and based on strength instead of fear. Case workers are trained to achieve relational focus within the family system, rather than a problem oriented approach. The model is divided into three phases and is guided by a family

worker who organizes the intensive case management required to put families back on track and make every child safe regardless of the type of problem and cultural background of the family.

Both the Ministry of Safety and the Ministry of Health, as well as the Regional Council of Greater Amsterdam and the Municipality of Amsterdam have supported this new approach. Preliminary results, indicate that there has been an overall reduction by 37 percent in youth protection measures and a 39 percent reduction in court ordered out-of-home care placements. In addition to this, both staff and client satisfaction has increased, and youth care services, the court, and the child protection council are satisfied with family-oriented reports and a better response time from YPA case managers. Administrative burdens on workers and families decreased by 60 per cent in this period, and families are confident that their perspectives are taken into account to create workable plans, to ensure better safety of children.

SONPPCAN, Amsterdam

SONPPCAN²² is a non-governmental, non-profit human rights/child rights organisation established in 1989 in Mogadishu, Somalia. The organisation was set up to improve the living conditions of Somali children, provide protection and prevent children from maltreatment, abuse and neglect through advocacy, lobbying and establishment of community oriented projects.

In 2004 SONPPCAN opened a European chapter in the Netherland with the aim of finding solutions for the pedagogical challenges that face Somali children in European settings. SONPPCAN carries out a diverse range of activities which include workshops and conferences for Somali parents and civil society organisations in the Netherlands that deal with child protection

issues; functioning as a resource centre for Somali parents and Dutch civil society organisations and developing projects that help Somali children attain education excellence.

SONPPCAN has a number of partner organisations, including Jeugdzorg, AMK and AZC and is funded by different private foundations, including Stichting Kinderpostzegels and Oranjefonds.

THE EQUITY HEALTH SERVICES PROJECT, Oslo

The Equity Health Services Project was established in 2010 based on a recognition that concrete improvements to services were needed to secure equity in health services for immigrant populations. The main purpose of the project was to strengthen and coordinate the ability of the different health institutions in the greater Oslo region to deliver equal services for its immigrant population.

The partners involved in the project ranged from hospitals in the region to the municipality and districts of Oslo as well as representatives from trade unions and user organizations. Oslo University Hospital had the managing role in the project and the City of Oslo and the South-Eastern Norway Regional Health Authority were project owners.

Activities included mapping best practices in the field of Equity Health Services and sharing these projects, initiatives and best practices on the Internet; broadcasting live radio in several minority languages on different health-related topics; and measuring and organising high quality interpreting with qualified interpreters within the health care area with the vision to become an integrated provider of interpretation services for health care providers. The project also led to a college course on multicultural health work for health professionals and establishing a network of health professionals.

The project was funded by the City of Oslo and the South-Eastern Norway Regional Health authority. More than 180 people were directly involved in the different projects. The project ended in 2013.

Housing

Local housing initiatives and neighbourhood projects

HOUSING PROJECT IN GRØNLAND, Oslo

Grønland is a diverse neighbourhood in Oslo where many Somalis live. The Housing Project in Grønland²³ was set up in 2011 by the Church's City Mission – a network of diaconal foundations operating in ten cities in Norway, working in a range of areas for the inclusion of disadvantaged people in cities focusing on housing and health – with support from the Norwegian State Housing Bank.

The idea for the Housing Project was developed by Ali Muhamed Jama, now a social worker on the project, who had met with many homeless East Africans (mostly Somalis) with psychological and psychiatric problems through his work as a social worker in the City of Oslo's municipal services and later Tøyen's District Psychiatric Centre. For these people, the most problematic aspect of treatment was the fact that they did not have housing and thus had no stability. Since housing them individually was difficult, he decided they needed a place where they could talk and get support.

The housing project includes a café, Kafé Saba, an information centre and 20 apartments, mainly for people from East Africa, in particular Somalia. Residents are generally men between the ages of 20 and 55. The project ensures that residents obtain a stable place to live but also receive individual follow-up and assistance, as many inhabitants were previously homeless and need support to live in an apartment. Residents can live in the project apartments permanently, but some will move on in time to their own apartments, having stabilised their lives.

Kafé Saba is a café and a local community centre accommodating volunteer-driven activities for children from low-income families and used by local community groups for meetings and dialogue. Kafé Saba is to be a meeting ground for different groups, as many of the local cafés are frequented by either the white middle class or by Somalis/other minority groups. The café is subsidized by the City Mission, ensuring low prices crucial in an area with many low-income families.

Staff and volunteers of the Housing Project run a drop-in information service used mostly by Somalis who are in need of housing or are facing eviction orders, or need help filling out application forms, applying for legal aid or identity papers/residence permits. The two main groups who use the information centre are mothers of large families, and single men living on their own, often divorced or without family in Norway.

A collective for young people has recently been started at the housing project as a transition phase for those who need some structure in life before they move to their own apartment. This service mainly supports young Somalis, mostly male, who are forced to leave home at age 18.

There are seven staff members working on the housing project and related services. The City Mission funds the housing project and the café, whilst the social services pay for the residents. From 2011 to 2013, the information centre received state funds but is now facing closure due to a lack of funding.

THE SOMALI TENANTS ENGAGEMENT PROJECT (STEP), London

The Somali Tenants Engagement Project (STEP)²⁴ was created by Tower Hamlets Homes (THH) in 2011 to make housing services more accessible and inclusive for Somali residents in the London borough of Tower Hamlets. STEP enabled Tower Hamlets Homes to engage specifically with Somali tenants and work with local community organisations to develop innovative solutions to long-standing problems.

Through targeted engagement with Somali residents, Tower Hamlets Homes works together with local community organisations, the Somali Integration Team and the Ocean Somali Community Association, to develop innovative solutions to long-standing problems.

Working with two local community organisations – the Somali Integration Team, a local community organisation which works with Somali women across Tower Hamlets, and the Ocean Somali Community Association – has been vital to building trust and delivering improved housing services for Somali residents. Three officers, who can speak, read and write Somali, were seconded from these organisations to work with STEP, provide financial inclusion services and to deliver more strategic improvements, such as carrying out resident profiling, facilitating focus groups and developing a range of communications tools specifically for Somali residents. One example of this is provision of “talking leaflets”, MP3 files which can be downloaded and stored by residents, community partners and staff to play on smartphones and online. This was developed to overcome language and literacy barriers identified in the Somali community.

Two Somali Housing Advisors have been recruited, beyond the end of the project, to provide sustained front-line access to services for Somali residents. Employability training for local Somali job-seekers, to ensure that they are in an improved position when applying for work in the future, is

also provided. To share practice across the sector, Tower Hamlets Homes have published a report, “Meeting the needs of Somali residents”, and have shared lessons learned with a number of social landlords and public and voluntary sector agencies in Tower Hamlets and across the UK to improve access and outcomes for the thousands of Somali residents in the borough and beyond.

Operating within a modest budget, the STEP project has moved Somali tenants from being one of the least satisfied community groups with housing services in Tower Hamlets, to one of the most satisfied community groups across a number of areas. Over a dozen Somali tenants are now regularly participating in resident-led engagement structures.

The STEP project, which ended in April 2012 when specific outreach to Somalis were mainstreamed into THH’s housing advice and rent services, has led to a dramatic increase in understanding the needs of Somali residents. This insight has and continues to be used to shape housing services to improve access and outcomes for one of Tower Hamlets’ and the UK’s most vulnerable community groups.

NEIGHBOURHOOD MEDIATION PROGRAMME: IMPROVING LIVING STANDARDS AND SECURITY IN MULTI-ETHNIC NEIGHBOURHOODS, Finland

The Neighbourhood Mediation Programme has been developed within the KOTILO²⁵ project, which aims to improve equal living standards and the sense of security of all residents in multi-ethnic neighbourhoods. The project was founded in 2006 as a response to a need to prevent and resolve conflicts that were perceived as cultural clashes. The methods developed and used by the project include conflict prevention work, mediation and advisory work and education. The target groups are newcomers arriving to Finland who are not familiar with the living and housing conditions, people living in

multicultural neighbourhoods and actors in the field of housing and social work. The Finnish Refugee Council developed the concept.

The programme organises and coordinates neighbourhood mediation and advising, counselling and education on housing issues in Helsinki, the capital area, Turku and Tampere. The neighbourhood mediation process starts when a neighbour or a worker in the field of housing needs help in resolving a conflict. The mediators trained by the Finnish Refugee Council intervene according to the process developed in the project. Often very small incidents and misunderstandings can be interpreted as national or cultural or ethnic problems that cannot be resolved. The mediation process helps people to understand other people's, but most of all, one's own reactions, feelings and needs.

The trainings on living and housing conditions, whose purpose is to ensure equal opportunities in housing, are based on a "Toolkit for Finnish Housing" that includes information on the system and the norms in housing and the "housing democracy". The project has also translated material related to housing and living into different languages, plain language and into comic strip form. For example, there are instructions for recycling in Farsi, Albanian and Somali; a cartoon strip guide to the shared use of laundry facilities as well as documents related to resident democracy, rights and obligations in many languages.

The project is funded by the Finnish Slot Machine Association (RAY) and has been running since 2006 and is run by four staff.

Policing and security

Reporting, processing and campaigning against discrimination

DISCRIMINATION COUNSELLORS, Copenhagen, Denmark

In the summer of 2013 Copenhagen Municipality decided to form a network of civil society actors – Discrimination Counsellors – whose main task is to disseminate information on discrimination, hate crimes and means of registration to minority communities in danger of being discriminated against. The counsellors participate in a thorough skill-building process where they, among other things, receive intensive training in how to recognise and respond to discriminatory practices. The concept of Discrimination Counsellors rests on a community based approach and its notion that most citizens are ready, willing and able to act against discrimination and hate crimes if initiatives are anchored and recognized locally. Employing the ripple effect, the Counsellors are subsequently able to redistribute and apply their gained knowledge in their local environments.

The Discrimination Counsellors are carefully handpicked in order to represent or have close relations to minority groups across Copenhagen. Consequently the Counsellors consist of a very diverse group of people,

including representatives from Muslim, Jewish, LGBT communities and organisations for disabled people. The shared experiences and debates among the diverse Counsellors on common problems and the tools with which to solve them has shown that the Discrimination Counsellors in many ways represent a unique type of forum where groups that typically do not meet can exchange knowledge and form new and unprecedented alliances.

There are currently 60 Counsellors who have reached 500 people from various communities and environments where people are at risk of discrimination. This initiative – along with others in Copenhagen – has resulted in more people registering discrimination cases in Copenhagen.

STEMPLET, Copenhagen, Denmark

Stemplet²⁶ (meaning “stamped” or “boxed in”) is a social campaign against discriminatory practices in Copenhagen’s nightlife, administrated by the Municipality of Copenhagen.

The key message and objective of the campaign is to promote social solidarity and encourage those experiencing discrimination against to report incidents in order to reveal the actual number of discriminatory incidents. A recent inclusion survey in Copenhagen shows that 10 per cent of Copenhageners – mainly young men from ethnic minorities – experience discrimination, yet only very few register and report the cases. Using text messaging as a reporting method, the campaign has been successful in increasing the number of reports significantly and thus providing a more accurate account of discriminatory practices in Copenhagen’s nightlife. More than 50 per cent have so far cited race and ethnicity as the basis for discrimination.

Employing a multifaceted communications strategy, the campaign spreads its message to Copenhagen audiences via television screens in public transport, showing personal stories of nightlife discrimination told by minority youth. Furthermore, theatre performances, nightlife events, viral videos and an elaborate online platform are vital means of communicating the campaign.

Online, Stemplet serves as a forum where victims, relatives and witnesses to discrimination can share their stories and have their voices heard throughout the social network alliances formed by Stemplet. In this manner Stemplet also serve as a forum for recognition and enlightenment where those oblivious or sceptical of the phenomena can gain first-hand information and where NGOs, journalists, students and other interested parties can attain valuable knowledge or gather resources.

MALMÖ AGAINST DISCRIMINATION (MMD) AND MALMÖ ANTI-DISCRIMINATION NETWORK, Malmö

Malmö Against Discrimination (MmD)²⁷ was founded in 2010. It is a politically and religiously independent and non-profit membership organisation that promotes the right to equality, non-discrimination and the belief that all human beings are born equal in dignity and rights. The work of MmD is based on the Swedish Discrimination Act of 2008.

MmD offers free legal advice on discrimination cases, for example in the labour market, in schools and universities, in areas of housing, health care and social services.

MmD cooperates with various organisations and networks, including national and local governments and NGOs and runs and participates in projects and events, including the International Day for the Elimination of Racial

Discrimination and the International Day Against Homophobia and Transphobia.

MmD also coordinates the anti-discrimination network of more than 40 organisations in the Malmö region. Civil society organizations and associations in Malmö/Skåne can become members of MmD and the current 40 members represent diverse areas such as sports, disability issues and trade unions.

MmD currently has four employees: a director, two lawyers and one administrator. MmD is funded primarily through state subsidy and by collaboration with Malmö Municipality, but also receives project-related funding from other sources.

The Role of the Media

Improving media coverage and community cohesion

ANSVARLIG PRESSE (RESPONSIBLE PRESS), Denmark

Ansvarlig Presse (Responsible Press)²⁸ was founded in 2007 by a group of journalists eager to change the media's distorted use of sources of ethnic minority background. When Responsible Press in 2012 conducted a joint study with Kontrabande – a journalistic development company – it revealed that the problem is still very relevant. While immigrants and their descendants constitute 10.4 per cent of the Danish population, they appear as sources in less than five percent of all Danish media stories. The study also revealed that almost half of all Danish media stories containing a source with minority background have “crime” or “integration” as a subject.

Responsible Press aims to obtain knowledge about dilemmas related to media ethics – often the case when it comes to covering ethnic issues. Unconsciously, media actors often pay very little attention to the concept of “diversity reporting”, disregarding the fact that the sources used by the media should generally reflect that of the population.

Another goal of Responsible Press it is to educate youth to be critical media consumers. Through more than 300 workshop over the past years, organisations, schools and journalism programs have participated in trainings conducted by Responsible Press in order to understand the media work flow as well as learn about how media outlets frame stories differently. Currently, Responsible Media has around 10 journalists as members and workshop teachers.

SOEDRA SIDAN, (SOUTH SIDE), Stockholm

The local newspaper Södra Sidan (South Side)²⁹ – online and in print – was founded in 2006 with the purpose to fundamentally change the shared image of life in the immigrant-dominated southern periphery of Stockholm. Södra Sidan aims to counter the prevailing media representation of immigrant communities and their inhabitants as impoverished, passive victims of crime and social deterioration. Instead, this paper tries to strengthen a locally-based sense of pride, belonging, shared identity, responsibility and active citizenship by including readers/residents in the most fundamental aspects of newsroom work and to allow for the possibility of interpreting and framing their own reality as well as defining problems and solutions.

The newspaper aims to serve as a truly shared public space for dialogue and deliberation over ethnic, religious and social borders; a space where it is both possible and attractive to learn about each other, compare solutions and share good examples. Reader response has been very positive. A majority of respondents in surveys say that Södra Sidan gives the by far most truthful portrayal of the local community and many readers believe that Södra Sidan promotes hope and social cooperation in the area. Södra Sidan has received

two local awards for strengthening grass-roots democracy, social integration and anti-racist values.

The paper is run from a small office in Skärholmen, southern Stockholm and has a weekly circulation of 61,500. It is distributed free of charge to all households in the neighbourhood and is funded solely through commercial and public advertisement. Södra Sidan is privately owned and currently employs eight staff with one of its founders, Petter Beckman, as editor-in-chief. In 2011 the co-founder Rouzbeh Djalaie started a second newspaper in the northern suburbs of Stockholm, Norra Sidan (North Side).

ILOVENOORD, (I LOVE THE NORTH), Amsterdam

Ilovenoord (I love the North)³⁰ is a city district blog and one of the largest on- and off-line communities in Amsterdam. It was set up by Luc Harings in 2010. The blog focuses on the positive and fun aspects of living in Amsterdam-North and thereby contributes to a redefinition of the often negative identity and image of the sub-municipality. The blog was created and is updated by a mixed group of voluntary editors, all inhabitants of Amsterdam-North of various ethnic and socio-economic backgrounds. The blog is said to have a positive impact on community building across different population groups in Amsterdam-North and can be seen as a community builder.

The blog has between 25,000 and 35,000 visitors every month and has an information sharing platform, an events calendar, and readers can subscribe to a newsletter and will receive five tips each week on what is going on in the sub-municipality.

Ilovenoord currently has 14 bloggers, who are all volunteers; 80 per cent of the readers live in Amsterdam.

Media by minority groups; improving inclusion and participation

CODKA – AN ON-LINE MAGAZINE, Denmark

Codka³¹ – meaning “Voice” in Somali – is an on-line magazine fostered by the Somali Diaspora Organisation in Denmark in 2012. The concept was to create a web magazine that would give a voice to young Somalis in Denmark: a voice in the political debate that has become more and more negative towards migrants – and especially towards refugees from Somalia – a voice to help define one’s identity as a Danish-Somali person, to inspire others culturally, ethically and in many other ways.

An editorial group runs Codka, inviting anyone in the Somali diaspora in Denmark to send opinions, stories or pictures, poems or essays – as long as it is within the law, everything submitted can be included in the magazine, so that there is not a single editorial voice for the publication, but many diverse Somali voices. The digital format of the magazine allows for online commentaries and debate, which is controlled by the editorial group.

Codka is still in its early stages, and many discussions in the diaspora have been necessary to create an acceptance of the magazine’s concept. The diaspora in Denmark consists of many groups that do not necessarily trust each other, a fact that Codka must and will address.

Some principles for the magazine have been formulated: Codka belongs to everybody in the Somali diaspora; Codka will be open, inclusive and democratic; decisions concerning Codka will be open for all; Codka works across political, geographical, clan-related, religious, social and other borders in the Somali diaspora and Codka is an initiative independent of any political, religious or other interest.

Codka will not be directed towards the diaspora. Everybody will have access to the magazine and the aim is to create an interest among politicians and the press in Denmark with a view to offer people outside the diaspora an alternative portrayal of Somalis in Denmark.

FANZINGO, Stockholm

Fanzingo³² is a non-profit media house, which gives young people opportunities to tell their stories through writing, film, radio and music. Fanzingo's mission is to create opportunities for young people to learn how to tell stories from their own perspectives and at the same time to offer media and the public new storytellers with relevant stories.

The media house is located in Alby, Botkyrka municipality, and offers access to technology, studios and educators. In addition to regular activities, Fanzingo currently runs "Engage Alby", a project whose purpose is to build bridges between young people in Northern Botkyrka and local organisations, associations, NGOs and civil society as a whole. The project is a link between local politicians and officials and young people and women with a view to involve them in the municipality. Another current project is Queer Stories, a narrative project for young people in cooperation with RFSL Stockholm, an LGBT organization, and Fabula Storytelling focusing on gender and sexuality norms.

In 2012, Fanzingo's activities involved 3,667 young people who made films, radio productions, music or texts. Funding for Fanzingo's comes from state and private grants (64 per cent) and by Fanzingo providing various services to other organizations (36 per cent). In 2013, 11 full time positions were financed throughout the year but these positions were divided amongst 87 people, most of whom worked for a few days on various temporary projects, others worked for the whole year but not full time.

NRK FleRe – RECRUITING MULTICULTURAL JOURNALISTS, Norway

The Norwegian Broadcasting Corporation has been hosting a trainee project for multicultural journalists called NRK FleRe since the beginning of 2008. The aim is to increase the number of multicultural editorial employees in the organisation. The first five trainees started their training in January 2008 and completed a six-month period of education in journalism and practical production in the media company. Recently, the trainee period has expanded from six to ten months and by the beginning of 2014, 45 trainees have taken part.

NRK's goal is to reflect the multicultural Norway in its programmes and one way to achieve this is to recruit and promote journalists with minority backgrounds. In addition, the training of talented journalists itself is something NRK wants to achieve. The immigration to Norway has increased during the last decades and the broadcaster is in need of language and cultural competence from immigrant groups to be able to communicate and produce a balanced portrayal of the population, as well as to offer programmes and websites that appeal to all Norwegians. The trainee project is funded by the broadcaster itself and in 2009 NRK won the governmental Multicultural Award for this project.

NRK FleRe tries to recruit journalists to all regional offices, but the capital area is the main target. Journalistic or other relevant higher education is required from those who apply for trainee positions. The trainees are educated in journalism, ethics and the technological tools that the broadcaster uses on all publishing platforms. Trainees get to practice radio, web, and video journalism in different editorial offices. There is one leader working on a full time basis and two teachers for respectively two and six months a year. The trainees are not guaranteed work after the trainee period but have to apply for jobs. For the time being more than half of the former trainees are still working in NRK.

Notes

¹ See: www.unescolucs.se

² See: <http://www.lansstyrelsen.se/SKANE/SV/MANNISKA-OCH-SAMHALLE/INTEGRATION/PARTNERSKAP-SKANE/Pages/partnerskap-skane.aspx>

³ See: http://ec.europa.eu/ewsi/en/practice/details.cfm?ID_ITEMS=28379 and http://www.coe.int/t/dg4/cultureheritage/culture/C4i/Default_en.asp and <http://www.coe.int/t/dg4/cultureheritage/culture/C4i/C4iOverview.pdf>

⁴ See: <http://volksopera.nl/over.html>

⁵ See: <http://centrumdedriehoek.wix.com/centrumdedriehoek>

⁶ See: www.sds-ltd.org

⁷ See: www.vluchtelingenwerk.nl/amsteltotzaan

⁸ See: www.indvanderkvindecentret.dk

⁹ See: www.fredssenter.no

¹⁰ See: <http://w2wdiasporaactiongroup.com/>

¹¹ See: luetaanyhdessa.fi

¹² See: akateemisetnaiset.fi

¹³ See: www.icehearts.fi

¹⁴ See: www.pharos.nl

¹⁵ See: <https://opintopolku.fi/wp/fi/valintojen-tuki/maahanmuuttajien-koulutus/maahanmuuttajien-lukioon-valmistava-koulutus/>

¹⁶ See: <http://www.uaf.nl/home/english>

¹⁷ See: <http://www.somalicentre.se/>

¹⁸ See: <http://www.imdi.no/no/Jobbsjansen/> and <http://www.regjeringen.no/nb/dep/bld/dok/regpubl/stmeld/2012-2013/meld-st-6-20122013/3/2/5.html?id=705965>

¹⁹ See: www.catalysts.no

²⁰ See: www.kk.dk/fc

²¹ See: www.jbra.nl

²² See: www.sonppcan.org

²³ See: www.bymisjon.no/bybo

²⁴ See: <http://www.towerhamletshomes.org.uk/idoc.ashx?docid=fc733ca4-b003-4461-a46f-a722d0345ecc&version=-1>

²⁵ See: <http://pakolaisapu.fi/en/our-work-in-finland/kotilo.html>

²⁶ See: <https://www.facebook.com/stemplet.kbh>

²⁷ See: www.malmomotdiskriminering.se

²⁸ See: <http://ansvarligpresse.dk/>

²⁹ See: www.sodrasidan.se

³⁰ See: ilovenoord.nl; noordagenda.nl; ilovenoord.com

³¹ See: www.somdias.dk(Danish), www.somdias.org(ENG);
<http://somdias.org/projects/international/codka-in-london/>

³² See: www.fanzingo.se

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