



e-INVENTORY ON DISCRIMINATION FACED BY MINORITIES IN EUROPE

FOCUSING ON PARTNER COUNTRIES:
ITALY, SPAIN, SWEDEN, UK



We Are One
Altogether Better



Co-funded by the
Erasmus+ Programme
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INDEX

2	CHAPTER 1 INTRODUCTION: e-INVENTORY
4	1.1 CURRENT SITUATION OF MINORITIES IN DIFFERENT COUNTRIES
8	CHAPTER 2 DISCRIMINATION FACED BY MINORITIES
16	2.1 CASE STUDIES ABOUT DISCRIMINATION FACED BY MINORITY GROUPS
20	CHAPTER 3 ISLAMOPHOBIA IN EUROPE
26	3.1 GOOD PRACTICES ON SOCIAL INCLUSION & TACKLING ISLAMOPHOBIA
36	CHAPTER 4 WORKSHOPS ABOUT JOB MARKET AND ORIENTEERING
42	CHAPTER 5 LEADING LANGUAGES & ICT COURSES FOR SOCIAL INCLUSION
48	CHAPTER 6 EUROPEAN CITIZENSHIP RELATED TO INTEGRATION
52	CHAPTER 7 GOOD PRACTICES RELATED TO SOCIAL INCLUSION AND EUROPEAN CITIZENSHIP
56	CHAPTER 8 DATABASE OF USEFUL TOOLS & INFORMATION
70	CHAPTER 9 We Are One, THE PARTNERSHIP
100	CHAPTER 10 CREDITS



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CHAPTER 1

INTRODUCTION:

e-INVENTORY

The e-INVENTORY on Discrimination faced by Minorities in Europe is the result of a desk research carried out transnationally within the UK, Spain, Italy and Sweden under the Erasmus+ Strategic Partnership project: “We Are One” - Altogether Better (Acronym: WAO), with the aim of creating awareness and sharing facts and figures related to discrimination acts, whilst mapping e-modules/curricula available across the EU related to the following key themes:

- Cultural mediation;
- Islamophobia case studies and how to overcome it;
- ICT courses online;
- Digital communication courses online;
- Leading widely spoken languages learning courses;
- EU citizenship;
- Workshop about job market orienteering;
- Other useful information on related topic, such as links to tutorial videos, online training and useful contacts.

Furthermore, e-Inventory provides information about minority groups and Islamophobia defining the current state of the art in the four different countries involved in the research. It can also be adopted as a useful tool-kit by anyone currently working with minority groups or planning to in future.

The Ethnic Minorities and in particular Muslims are groups at risk with low educational attainment levels when enrolled on learning courses. There is a need to bridge the gap between these communities and employers offering longer term employment; enhanced transnational cooperation between education and training providers; ability to work with diverse communities, making use of ICT and teaching outcomes, ensuring that Educators are fully trained in integration modules; and enabling these communities to better integrate in the European society.

Since the popular media normally fuel the flame of Islamophobia leading to violence, prejudice and discrimination, the e-Inventory, therefore, aims to map existing learning material and resources, focusing on creating more suitable multi-lingual material to inform tutors, youth workers and other professionals to effectively deal with Ethnic Minorities and other adult learners who face discrimination, prejudice and Islamophobia.

Collating available resources and exchanging good practices at EU level is an all important task, aiming to reduce the increasing discriminatory practices and trends, and empowering young professionals and organizations that work to make social inclusion a reality for all migrants and minority groups. Identifying gaps and exchange of good practice across the EU through this project.

Overall it's an eye-opening tool to obtain more up-to-date information about situations in different countries and share positive experiences.



1.1 CURRENT SITUATION OF MINORITIES IN DIFFERENT COUNTRIES



Britain has a rich mix of cultures and communities. An ethnic group would be defined as a community whose heritage offers important characteristics in common between its members and which makes them distinct from other communities:

- Perceived barriers to integration include understanding local customs; lack of English language skills; understanding the EU and its role; discrimination, racism, and prejudice; community segregation; and social class.
- Religion has over time become more prominent in the debate about integration - since 2001 especially with regard to Muslim communities.
- Ethnicity appears to play an important role in the degree of integration, regardless of country of birth.



Example of active integration and diversity in employment: Boots is a national pharmacy with network of chemists across the UK. In 2012 it introduced a ‘Dignity at Work’ policy. Currently it has 35 per cent ethnic minority employees from a total of 60,000 strong workforce. (Photo courtesy of Boots) <https://www.boots.jobs/>



As far as religious minorities are concerned, a variety of religious denominations that coexist in Spain: Evangelicals, Muslims, Jehovah’s witnesses, Orthodox, Buddhists, Adventists, Mormons, Hindus – has grown in recent years. In Spain, there are more than 7000 places of worship of different minority denominations, according to the Observatory of Religious Pluralism. Sometimes unknown, the traditions and beliefs of these minority regions are part of the country’s cultural heritage.

In Spain there are almost 1.9 million of Muslims, according to figures and data provided by the confessions themselves and compiled in the latest report by the Ministry of Justice. The current numbers are due to the recent immigration, especially from Northern Africa: legalized Moroccans are more than a half a million, followed by 35.000 Algerians, among others.

Main nationalities	Resident population		Growth	
	January 2016	July 2016	Total	Relative (%)
TOTAL	4.418.15	4.396.871	-21.287	-0,5
Romania	695.054	686.911	-8.143	-1,2
Morocco	680.513	668.852	-11.661	-1,7
UK	296.562	298.250	1.688	0,6
Italy	191.645	196.746	5.100	2,7
China	172.237	174.194	1.957	1,1
Ecuador	158.956	150.396	-8.559	-5,4
Germany	142.136	142.150	14	0,0
Columbia	135.875	134.514	-1.361	-1,0
Bulgaria	130.505	129.213	-1.292	-1,0
France	100.795	101.667	872	0,9
Portugal	101.848	101.203	-645	-0,6
Ukraine	90.766	92.454	1.688	1,9
Bolivia	89.598	80.620	-8.977	-10,0
Argentina	71.303	71.073	-229	-0,3
Russia	69.570	71.026	1.456	2,1

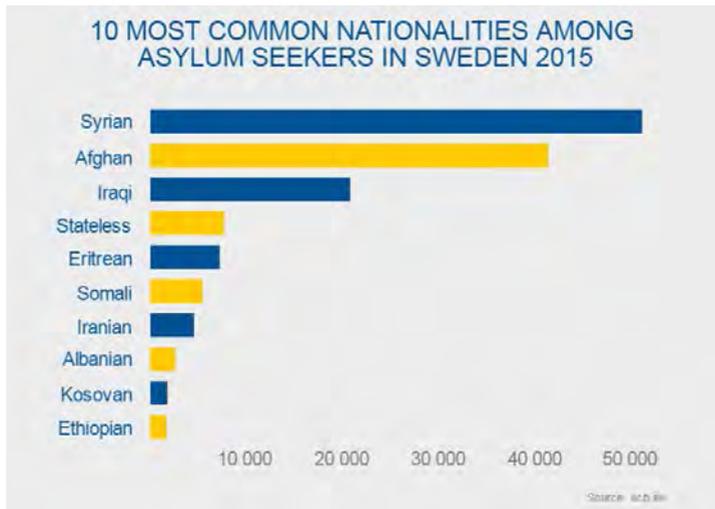
Table: Foreigner population in Spain, during the first semester of 2016 (provisional data), own elaboration, according to the data of INE (National Institute of Statistics).



The five acknowledged national minorities in Sweden are Jews, Roma, samis (original population), Swedishfinns and tornedalers. Sweden joined the Council of Europe's convention on protection for national minorities and the European charter of country part- or minority language in 1999. The government also made decision to have

minority policies and acknowledge before mentioned five national minorities and their languages. Common to minority groups is that they have lived in Sweden for a long time and that they form groups with a pronounced affinity. They even have their own religion, language or culture and a willingness to keep its identity. Integration is about immigrants and not the national minorities, they don't need to be integrated, they have lived here as long as Sweden has existed and they are already integrated.

When it comes to immigrants, Sweden is a country which receives a lot of refugees and immigrants in relation to the size of the population. 16 % of the population is born in another country and half of these come from a European country. In 2015 every fourth immigrant came from Syria, and in 2016 the biggest groups of immigrants came from Syria, Afghanistan and Iraq. The main discriminatory circumstance still faced in our community when it comes to immigrants is discrimination at the job market although Sweden is best in Scandinavia to integrate people in the job market.



Graph: The big groups of immigrants in Sweden the last couple of years due to the high number of asylum seekers in 2015.

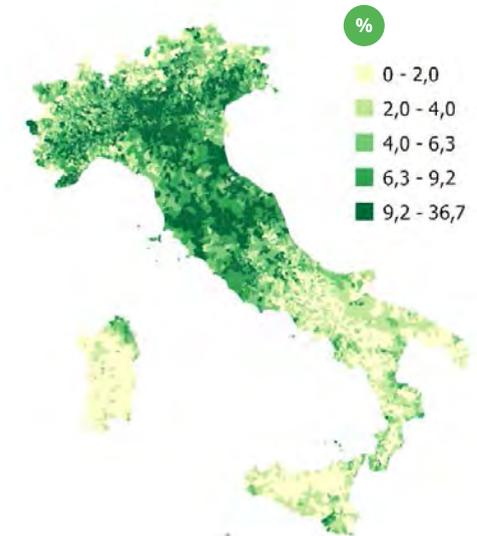


In Italy, it is defined minority a group of people which belongs to a specific ethnic group, a religion different from the one believed by the majority and/or speak a language not considered as official language by the Government. With regards of languages have been investigated and protected (National law 482/1999) the following

languages: Albanian, Croatian, Catalan, Greek, Slovenian, Germanic, French, Franco-provenzale, Friulano, Ladino, Sardinian, Occitan. If one considers Religions present in Italy it could be noticed the Orthodox and Muslim gathers respectively the 30% and 35% of people among the minorities living in Italy (Report IDOS, 2015). Most of the Italian foreign residents (8% of the population of the country) come from Romania, Albania, Morocco and China; those represent respectively the 23%, 9%, 9% and 5 % of the Foreign residents in Italy.

However, the recent massive migrations across the Mediterranean Sea have contributed to raise the presence of asylum seekers, and afterwards refugees from middle-eastern countries and Africa, increasing the growth of the Muslim communities (IDOS/UNAR/CONFRONTI).

At local level the communities follow the national trend; in fact, most of foreign residents are from Romania (71% of them), India, Tunisia, Morocco, Albania, Ukraine and Poland. The Minorities' religions in town are Muslim (Sunites and Shiites), Sikh and Christian (Catholic, Orthodox, Coptic and Lutherans). Although there aren't discrimination cases reported the minorities tend to not be well integrated in the local community and to gather in specific areas of the town choosing those areas to live, separated from the others. When it comes to consider the rights, as further shown in the next sections the individual person's rights are over the community/minority group, because belonging to a minority is a matter of individual choice (Goeff).



Graph: Percentage of foreign citizens on the total number of residents in the country, source ISTAT, <http://www.istat.it/it/immigrati/tutti-i-dati/dati-del-censimento>. This graphic has been done according to the last census 2011).

CHAPTER 2

DISCRIMINATION FACED BY MINORITIES

(INCLUDING MUSLIM COMMUNITIES)



According to the Office for National Statistics, there were approximately 64.6 million people living in the UK in mid-2014. Of these, 56 million (86 per cent) were White British. Asian (Pakistani, Indian, Bangladeshi, other) ‘groups’ made up 7 per cent of the population; black groups 3 per cent; Chinese groups, Arab groups and other groups 4 per cent. <https://www.ons.gov.uk/>

In the 2011 Census, 59.3 per cent of the population of England and Wales identified as Christian. The second largest religious group was Muslims (2.7 million people, 4.8 per cent of the population). Please refer to the diagrams.

The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society. Before the Act came into force there were several pieces of legislation to cover discrimination, including:

- Sex Discrimination Act 1975
- Race Relations Act 1976
- Disability Discrimination Act 1995



Muslims are facing the worst job discrimination of any minority group in Britain, according to 2014 research which found that they had the lowest chance of being in work or in a managerial role. Muslim men were up to 76 per cent less likely to have a job of any kind compared to white, male British Christians of the same age and with the same qualifications. And Muslim women were up to 65 per cent less likely to be employed than white Christian counterparts.

Muslims were the most disadvantaged in terms of employment prospects out of 14 ethno-religious groupings in the UK, researchers Dr Nabil Khattab and Professor Ron Johnston, of Bristol University, found using data from the Office for National Statistics’ Labour Force Survey of more than half a million people. Skin colour made little difference to the figures.

Dr Nabil Khattab, said the situation was “due to growing Islamophobia and hostility against them.” If this persists, it could have long-term implications for the cohesion of the UK’s multi-ethnic, multicultural society. The exclusion of well-qualified black and Muslim individuals could undermine their willingness to integrate in the wider society,” he said.

For women, Muslim Pakistanis and a “Muslim other” group were 65 per cent less likely to have a job, with Muslim Indians 55 per cent, Muslim Bangladeshis 51 per cent and white Muslims 43 per cent less likely. For men, the “Muslim other” group was 76 per cent less likely to be in work, followed by Muslim Bangladeshis (66 per cent), white Muslims (64 per cent), Muslim Pakistanis (59 per cent) and Muslim Indians (37 per cent), the Social Science Journal study found. Black Christians with Caribbean origins were 54 per cent and 48 per cent less likely.

The only ethno-religious group with better work prospects than white British Christians were British Jews, with women and men 29 and 15 per cent more likely to be employed. Of those in work, the researchers found only 23 per cent and 27 per cent of Muslim Bangladeshis and Muslim Pakistanis, respectively, had a salaried job. White British Jews had the highest rates, with 64 per cent in salaried jobs, followed by Hindu Indians and white Christian Irish on 53 and 51 per cent respectively. White British Christians, white British of no religion and black Christian Africans were all above 40 per cent.

Dr Khattab added: “The main components of this discrimination are skin colour and culture or religion. But colour is dynamic, which means white colour can be valued in one case, but devalued when associated with Muslims. Equally, having a dark skin colour – Hindu Indians, for example – is not always associated with any significant penalty.” (Source: Independent Newspaper 30.11.2014).

A sweeping review examining areas including education, employment, housing, pay, health and criminal justice painted an “alarming picture”, according to the Equality and Human Rights Commission. The commission, which carried out an analysis of existing evidence, said:

- Black people in England are more than three times more likely to be a victim of homicide than those who are white;
- Unemployment rates were “significantly higher” for ethnic minorities;
- Black workers with degrees earn 23.1% less on average than white employees with the qualifications;
- Ethnic minority people were more likely to live in poverty than white people;
- Ethnic minorities are still “hugely under-represented” in positions of power – such as judges and police chiefs.

The commission said there has been progress in some areas, citing an increase in the number of ethnic minority MPs and a rise in the proportion with a degree-level qualification across all ethnic groups. (Source: Express Newspaper 18.08.2016).

Religion (2011 census)	Number (million)	Per cent of population
Christian	33,243	59.3
No religion	14,097	25.1
Muslim	2,706	4.8
Hindu	817	1.5
Sikh	423	0.8
Jewish	263	0.5
Buddhist	248	0.4
Other	241	0.4
Not stated	4,038	7.2

Table: Muslims are the second largest religious group in the UK. (Source: ONC).

ETHNIC BREAKDOWN			
	Population (2011 census)	Total	Increase since 2001
All	56,075,912	100%	7.8%
White	48,209,395	86%	1.4%
Mixed	1,224,400	2.2%	85.2%
Indian	1,412,958	2.5%	36.3%
Pakistani	1,124,511	2%	57.3%
Bangladeshi	447,201	0.8%	59.2%
Black African	989,628	1.8%	106.3%
Black Caribbean	594,825	1.1%	5.5%
All other ethnicities	2,072,994	3.7%	164.4%

By 2051, ethnic minority communities will represent an estimated 20–30% of the population of England and Wales

Table: Currently 14 per cent of the UK population are from ethnic minorities.



Photo: demonstration against racism.



According to the Spanish Ministry of Health, Social Services and Equality, discrimination is defined as any attitude, practice or conduct that results in "differential and less favourable treatment of any person, group or organisation based on one or more of the particular characteristics thereof".

Referring to the CIS report "Mapping and profiling discrimination in Spain", the perception that Spanish society has of itself in relation to discrimination is fairly critical: overall, 82.4% of the people surveyed believed "application of the law differs according to whom it is applied." As highlighted in the above mentioned report, Spanish population perceives inequalities to exist in access to public services (in 54% of cases), in access to rented accommodation (75%) and in recruitment to both non-managerial (78%) and managerial (74%) positions.

According to CIS Survey 3000, at 2013 sexual discrimination was the most widespread form in the overall population (11.4%), followed by age discrimination (10.3%) and ethnic discrimination (9.3%). The findings of the study showed that the greatest percentage of survey respondents, who have experienced attitudes of rejection were, in rank order, Roma and Muslims. 35.4% of survey respondents said that they would be "strongly", "moderately" or "somewhat" concerned if they had Roma people as neighbours, while the percentage who answered that they would not be concerned accounted for just under half (49.3%).

As regards Muslims, the percentage of survey respondents that said they would be "strongly", "moderately" or "somewhat" concerned if they had members of this group as neighbours amounted to 22.6%, while those who answered that they would not be concerned amounted to 62.4%. The third-largest group in terms of attitudes of rejection were immigrants (16.4%), therefore it can be affirmed that this type of attitude is directed especially towards sources of ethnic, religious or national diversity and people from these minority groups are treated differently. (CIS Survey 3000: 'Perception of Discrimination in Spain', conducted among Spain's resident population aged 18 and over and comprising 2,474 interviews carried out between 20 September and 2 October 2013).



Through history minority groups in Sweden have been badly treated. They have been denied their rights to retain their language in school and been forced steralised. The situation has become much better. But even today youngster of the minority groups of Sweden (Jew`s,Romars,Swedishfins,Samis and Tornedalers) Feel that they still struggle with Prejudice and bullying in school.

This is the definition and daily struggle our minorities face. But our immigrants and other groups with a different cultural background on the other hand meet different discrimination for example within the job market and the housing market there have been recent studies where 2 persons with the same quality and competences searching for random jobs through different companies showed that a person with a Swedish name is more probably going to get hired.

A similar case happened within applying for an apartment where Maria Andersson was giving the chance for a continuing offer about the apartment 53%. And Mohammed Rashid only 18%. And things like Daily Racism and internet troll has increased highly in Sweden with both Facebook sires and websites presenting alternative facts in order to spread hate and propaganda against Refugees.

Example site: <http://avpixlat.info/> <http://www.friatider.se/>





Considering all the Italian minorities, a focus should be done on Roma communities. In fact, although the 85% of people in Italy have an unfavourable view of those communities (Pew Research Center Report, 2015) they represent just the 0.25% of the population (180000 people distributed around the country), the 50% of them are Italian. None of those people have nomadic behaviour and just the 3% live in the campsites (sources: *IlSole24ore* and *The Post Internazionale*).

The Amnesty Report 2013 clearly shows the situation of the ones living in the campsites, who are in a controversial situation: they can access the opportunities provided by the welfare offices, the healthcare system and any right provided according to the principles mentioned in the section IV of the following e-Inventory, but they are discouraged by living in crowded mono-ethnic campsites far away from the towns/cities and not well connected to them.

Although it is complex to track and monitor hate speech (online and offline), UNAR (Office Against Racial Discrimination) have been trying to keep track of those acts together with other private and public bodies/organisations. In 2014, UNAR recorded 347 cases of racist expressions on social networks, 185 of which on Facebook and the remaining on Twitter and YouTube. In addition, there were another 326 in links that reproduced these utterances for a total of ca. 700 episodes of intolerance. In its 2014 annual report, UNAR pointed out an increasing trend concerning these phenomena for 2015, affirming that offenses and stigmatizing messages towards specific national groups and minorities have been increasingly spreading through new media and social networks. Other data have been supplied by OSCAD (Osservatorio per la Sicurezza Contro gli Atti Discriminatori - Observatory for Security Against Acts of Discrimination). In 2013, OSCAD reported 231 cases of discrimination, 65 of which concerned the web.

They were mainly websites or Facebook profiles with a discriminatory content and those reports were forwarded to the Polizia Postale e delle Comunicazioni (Postal Police), the office which is technically in charge to receive these reports. Prejudice and suspicious are mostly rising because of the information shared on the media/new-media; in fact, through those channels, topics and cases (e.g. migration, immigration, refugees, EU-policies on migration, minorities, fundamentalism, etc..) are mixed and the audience is not able to distinguish the complex cases underpinned to each of those concepts/phenomena. The rise of the incidence of the topic related to migration and the presence of foreign residents has increased noticeably in the Italian media; hence, the +80% of newspaper/magazine titles and the +210% of reportage/TV news haven't always helped to clarify those topics, passing onto the audience the right information (source: Third Report “Carta di Roma”).

“Newspapers and Broadcast TV/Radio build up the perspective of reality of citizens. They haven't ever been impartial on this specific topic” (Ilvo Diamanti, Analyst of Public Opinion, University of Urbino) .

What is more, discrimination acts have found an easy way to spread through the new media. Viral contents have been produced by fan-pages and spaces online gathering thousand followers. Fake news has been boosting the hate speech online and offline, favoured by a context affected by the crises; the rise of far-right movements/parties and the rise of populist parties (see the bad practice below).

2.1 CASE STUDIES ABOUT DISCRIMINATION FACED BY MINORITY GROUPS



Many Muslim women in Britain face a ‘triple penalty’ impacting on their job prospects - being women, being from an ethnic minority and being Muslim, the Office for National Statistics figures for 2015, which found only 35% of all Muslim women in employment. By contrast, 69% of all British working-age women were in employment. It found 58% of Muslim women economically inactive, compared to 27% of all working-age women. The percentage of Muslim women unemployed and seeking work was 16%, the ONS found - compared with 5% of women nationally.

The figures suggest currently Muslim women are the least economically successful group in British society. Recent Government report suggests Muslim women face triple barriers when accessing employment, based on their ethnicity, gender and religion. Among the key factors include:

- Islamophobia: Evidence suggested the biggest cause of the “acute” disadvantage felt by Muslim women was their religion, and impact of Islamophobia.
- Recruitment discrimination: Muslim women can face discrimination based on their name, religious or cultural dress, and are more likely to be asked about marriage, childcare or family aspirations.
- Poverty and language barriers: The committee heard evidence that English language skills “continue to be a barrier for some”, and poverty disproportionately affects the Muslim population.



Photo: Muslim women under-represented in the Labour Market

National Strategic Plan Against Violent Radicalization has been approved by the Council of Ministers in January 2015, which is oriented towards all kinds of violent radicalization in order to fight “jihadist” terrorism in the three areas of action: internal, external and “cyberspace”. The adopted plan and measures may in practice serve to stigmatize Arab and Muslim communities through the use of racial, ethnic or religious profiling, as pointed out in the Rights International Spain report.



One of the proposed measures that have been implemented in compliance with the Plan is the website: www.stop-radicalismos.es and a free line (900822066), inviting any person to communicate any incidence or observed radical behaviours etc. Both channels provide reporting in a completely anonymous way. However while the website is only available in Spanish and Arabic, it points to the bias of the Spanish authorities against the Arab community.



Stop-radicalismos website

One extra case study coming from Spain about discrimination which took place in September 2016, where a 22-year old Muslim woman living in Valencia, was denied wearing hijab at school. (http://elpais.com/elpais/2016/09/19/inenglish/1474277189_745021.html).

In Spain, there is no law that forbids women from wearing headscarves. However, particular rules are decided by Spain’s 17 individual autonomous communities. Spain’s various regions publish general guides about how schools, public spaces, and workplaces should deal with religious symbols, including moderate Muslim dress. Depending on the community, some institutions have a lot of leeway to impose their own specific norms about the dress code.



Photo: Takwa Rejeb in front of Benlliure High School in Valencia.



The most national and widespread discrimination you can see in Sweden would be the discrimination of immigrants in the Labour and Housing market. It exists multiple studies where you have the result of a harder time for people with

foreign names to get an apartment or even a job though same competences as those with Swedish names. This is run by prejudice from a national perspective from employers etc.



This can be problematic concerning integration for the country and to work against socio-economical aspects in certain exploited areas. It's a structural discrimination due to the importance and need of the Swedish language and values when we automatically connect a foreign name to a lack of language and culture. <http://www.migrationsinfo.se>.



Ali Listi Maman, is an activist of the 5 Star Movement (Movimento 5 Stelle) and a candidate for the election of the mayor and the councillors of the city of Palermo. He was one of the best cases of integration in our country. After denouncing the suffering of marginalization by the candidates of the same Movement, he decided to withdraw his candidacy to the local election.

Some of the activists of his party reacted online, insulting him on Facebook, insulting his origins and inviting him to go back to his home land. http://palermo.repubblica.it/politica/2017/04/05/news/palermo_insulti_razzisti_all_ex_candidato_m5s-162270955/.

This fact follows the better known case of hate speech involving an MP of the Far-Right party "Lega Nord" insults to Cecile Kyenge. <http://torino.repubblica.it/cronaca/2016/06/10/news/borghesio-141712808/>.



Photo: Ali Listi Maman March 2017, (La Repubblica - Newspaper).

CHAPTER 3

ISLAMOPHOBIA

IN EUROPE



The term "Islamophobia" was first introduced as a concept in a 1991 Runnymede Trust Report and defined as "unfounded hostility towards Muslims, and therefore fear or dislike of all or most Muslims."

Robin Richardson, Former Director of Runnymede Trust, Robin Richardson. The Trust is a Think-tank on social Policy in the UK.



"Islamic folks do not exist in reality. They are an artefact of an imagined world, where the word 'Islamic' inserts itself in a grey zone which is between 'Muslim' and 'Islamist' – the concept of Islamic people is only abstract, as it involves many people, all diverse, but characterised by a language and some shared social-cultural items. Exactly on this simplification, media have contributed to the creation of Islamophobia. So, basically, when media use the word 'Islam'- consciously or not – they make a stereotyped usage of the word, assuming a set of rules which have never changed since the Golden Age (e.n. 8th-12th centuries)."

Lorenzo Declich, Italian journalist expert in Islam.



"Islamophobia is aversion and hostility towards Islam. It is one of the worst hurdles of our time, an expression of extreme intolerance towards Muslims. It is a concept that denounces the United Nations on the prejudice that identifies Islam with known serious threats, laying the foundations for a fanaticism that justifies the aggression to the mulsumanes by the mere fact of being it. The dangerous and well-known "hypothesis" of clash of civilizations is deeply nourished by Islamophobia. The UN has already warned of the danger posed by Islamophobia for democracy and global coexistence."

Esteban Ibarra President of Movimiento contra la Intolerancia.



"Islamophobia" is an exaggerated vision of that Islam is a religion that leads to negative behaviour and that the presence of Muslims in a society is a danger."

Mattias Gardel 2010 (Swedish Writer).



Fernando Bravo, one of the leading Spanish experts on Islamophobia has defined this concept of Islamophobia, not as rejection of the Islamic religion, but as a form of discrimination based on ethno-cultural characteristics. Likewise, Luz Gómez understands Islamophobia as a product of the Western secularist thought, where Islamophobia appears as a result of the Western worries for the occupation of the public sphere by Islam, “this results in a hostile attitude towards Muslims in general based in the idea of Islam posing a threat to ‘our’ welfare, and even to ‘our’ survival” (Bravo, 2010: 193). (<http://twistislamophobia.org/en/2016/04/25/islamophobia-in-spain-2015-national-report/>).

On January 8, 2015, one day after the Charlie Hebdo attacks, President Rajoy declared that he did not believe that Islamophobia could become a problem in Spain. Twelve months later, by December 2015, Amparo Sánchez Rosell, president of the Citizen Platform against Islamophobia, announced that approximately 200 complaints had been made reporting Islamophobia attacks during the year, thus, attacks reported have quadrupled.

When looking at Islamophobia in Spain, according to the “European Islamophobia Report: Spain (SETA: 2016)” report, we have to take into account two major issues. First of all, we have a historical discrimination against the “Moor” which dates back to the al-Andalus period and stretches to the conquest of the peninsula by the Christian kingdoms (15th century). At the same time, the political situation has had a polarising effect, especially in Catalonia, where the political party “Partido Popular” (party in power) has adopted many anti-Muslim slogans.

According to Annual report of 2015, there were 278 incidents of Islamophobia in Spain (Plataforma Ciudadana contra la Islamofobia). 21,8% of these incidents were described as cyberhate, 19,4% were attacks against women for wearing a hijab, 5,3% were aggressions against people, 5,3% were considered as vandalism against mosques, 4% of cases were related with the building or opening the mosques and 3,4% were attacks against refugees. The most Islamophobic incidents were documented in Catalunya (29%), Valencian community (19.4%) and the Madrid (14.2%).



Photo: Brussels, 19 September 2014 – Ahead of the European Day Against Islamophobia on 21 September, anti-racism, Muslim, Jewish, Roma and Black organisations jointly call on EU leaders and decision makers to recognise Islamophobia as a specific form of racism and to tackle this increasing phenomenon.



In Italy there is not a generic law about the freedom of religion, which must be assumed from Constitutional framework, nor is there an ad-hoc agreement between Muslim communities and Italian State, with exception of an official Italian-speaking Imams list. Islamophobia has manifested through a number of discriminatory events, backed up also by Euro-barometer data (2015) attesting that 39% and 41% of Italian respondents said respectively that they would not feel comfortable working with a Muslim and having a sibling in a relationship with him/her.

Economic and refugee crises have determined an overestimation of Muslim presence, also fuelled by some media which call for “Islamisation” or “Islamic invasion”. Islamophobia resides in the general terms of insecurity of perceptions of Italians about Muslims, even calling for a “Muslim Issue” (Demos, 2015). In fact, according to Pew Research Centre (PRC), in 2014 the interviewed poll from Italy (67%) answered positively whether the majority of Muslims in their country support ISIS activities; another PRC survey of the same year discovered that 36% of interviewed Italians hold very unfavourable opinions about Muslims (together with Roma and Jews).

“Islamophobia is a phenomenon that has barely been studied in Italy. Although there is currently no legally agreed definition on Islamophobia, nor has social science developed a common definition, policy or action to combat it, Islamophobia is undertaken within the broad concepts of racism and racial discrimination that are universally accepted by governments and international organisations” (European Islamophobia Report, 2015).

About the Italian law, it is possible to detect:

- Law 654/1975 of the UN convention against racism (1966).
- Law 205/1993, according to which any crime/violation ignited by ethnic/religious/nationalist hatred is punished in a tougher way.
- Penal Legislation (art.403-405) punishes the insult to religious authorities.
- The institution of UNAR (National Office Against Discriminations) in 2003.

According to ECRI (European Commission against Racism and Intolerance, 2016) there are numerous lacunae in various fields, and a more systematic and unified approach is advised.

At the moment, there are different authorities that monitor discrimination crimes and hatred cases, each of them following different methods and analysis methodologies: (i) UNAR (ii) Osdac (Observatory on Security Against Discrimination Actions) (iii) Sdi (National Data Bank of Judiciary Police) (iv) the Ministry of Justice (v) Istat (National Institute of Statistics) – we have also added another one which provided until 2012 national integration indexes of migrants (vi) CNEL (National Council for Economy and Labour).

3.1 GOOD PRACTICES ON SOCIAL INCLUSION & TACKLING ISLAMOPHOBIA



How UK extremists are radicalised

In her statement following the attack at London Bridge, Prime Minister Theresa May once again highlighted the role of the internet as a “safe space” for terrorist recruitment and radicalisation.

Over the past five years, we have tracked the flow of foreign fighters into Syria and Iraq, collecting information on nearly 800 Western recruits - often including their social media footprints.

Our experience and research suggests that radicalisation rarely happens exclusively online, and that the role of the internet is complex. What we know of the radicalisation trajectory of one of the alleged attackers in London Bridge demonstrates this.

Our research suggests that the decisive factor in moving people from being extremists in terms of their thoughts and beliefs to becoming terrorists is not online propaganda but offline social networks.

The internet plays an important role in terms of disseminating information and building the brand of an organisation such as IS, but it is rarely sufficient in replacing the potency and charm of a real-world recruiter.

Perhaps more than any other radical cluster, the network around Muslim preachers like Anjum Choudary has been linked to scores of attacks, both at home and abroad and dozens of foreign fighters joining IS in Syria.

It is one thing for the internet companies to pull down radical propaganda. But they face an uphill battle while preachers such as Choudary have spent years spreading their message virtually unchallenged on British streets. (This analysis was commissioned by the BBC. Dr Shiraz Maher is deputy director of the International Centre for the Study of Radicalisation, King’s College, London. Prof Peter Neumann is its director).

Radicalisation and its consequences

Madrid 2004 to London 2017: A chronology of terror in Europe

Major European cities have been increasingly targeted by Islamist extremists in recent years. Authorities believe Jihadi websites and visits to the warzones in the Middle-East have been the main source of radicalisation. Here’s a list of major cities with civilian and police casualties over the past thirteen years.



Madrid: 11 March 2004

Some 191 people are killed and 1,500 are injured when coordinated bombs explode on Spanish commuter trains.

London: 7 July 2005

Four British Muslims detonate bombs on the London’s underground rail system - and on a bus. The Al-Qaida inspired attacks kill 56 people and injure 700.

Brussels: 24 May 2014

A French Islamist is arrested after four people are shot in the Jewish Museum of Belgium. The gunman had previously fought in Syria.

Paris: 7 January 2015

A massacre at the offices of satirical magazine Charlie Hebdo saw 12 people killed by two masked Al-Qaeda gunmen. Related attacks and shootings around Paris in the aftermath saw another five killed and 22 seriously injured.

Copenhagen: 15 February 2015

Two people were killed and five police officers injured after a gunman went on a rampage with three separate shootings in the Danish capital.

Villejuif: 19 April 2015

French police foiled what they described as an “imminent terror attack” after a 24-year-old suspected Islamic extremist shot himself in the leg. After a weapons arsenal was discovered in his home and car. He was arrested and admitted to police he was planning an attack on churches.

Paris: 13 November 2015

A number of coordinated terror attacks in the French capital left 130 dead and hundreds more injured. The attacks started with an explosion at the Stade de France as 81,000 watched an international soccer match. It was followed by shootings at bars, restaurants and popular night life spots.

Brussels: 22 March 2016

Two bombs were set off at the city’s international airport before a third was detonated at a subway station near the EU parliament as 32 people were killed by three bombers.

Magnanville: 13 June 2016

Two police officers were stabbed to death in the Paris suburbs as France hosted Euro 2016.

Nice: 14 July 2016

As people gathered on a promenade on the French Riviera to celebrate Bastille Day, France’s national holiday, a man drove a truck into the crowds. He was shot by police but not before he killed 84 bystanders.

Normandy: 26 July 2016

Two men were shot dead after taking six hostages and murdering a priest in a church in Normandy.

Berlin: 19 December 2016

An international manhunt was sparked after a Tunisian man drove into a crowd at a Christmas market, killing 12 and injuring 56. Four days later he was killed in a shootout with police in northern Italy.

London: 22 March 2017

Four people were killed and 50 others injured when a man drove at pedestrians on Westminster Bridge near parliament. He then stabbed a police officer to death before he was shot by an armed police officer.

Stockholm: 7 April 2017

A hijacked truck drove into crowds killing five and injuring 15 others.

Paris: 20 April 2017

One police officer was killed and two more injured in another attack in the French capital. A tourist was also injured. The attacker was found in possession of a note praising Isis (Islamic State in Levant).

Manchester: 22 May 2017

A suicide bombing at an Ariana Grande concert at Manchester Arena killed 22 people. The 22 year-old Libyan man used nail bomb device to target children. It was the deadliest UK attack since the 2005 London bombings.

London: 2 June 2017

Seven people died and at least 48 others were injured in the British capital, in a frenzy of van and knife attacks on the bridge and in the nearby busy Borough Market area. Police shoot dead all three attackers.

London: 19 June 2017

Finsbury Park Mosque attack: man charged with terrorism-related murder and attempted murder following the incident at Finsbury Park Mosque during Holy Ramdhan in the early hours of Monday 19 June (Source: Sunday Independent).

The Prevent strategy

Prevent covers all forms of terrorism and extremism and some aspects of non-violent extremism.



The UK Home Office works with Local Authorities, a wide range of government departments, and community organisations to deliver the Prevent strategy. The police also play a significant role in Prevent, in much the same way as they do when taking a preventative approach to other crimes.

- Responds to the ideological challenge we face from terrorism and aspects of extremism, and the threat we face from those who promote these views;
- Provides practical help to prevent people from being drawn into terrorism and ensure they are given appropriate advice and support; and
- Works with a wide range of sectors (including education, criminal justice, faith, charities, online and health) where there are risks of radicalisation that we need to deal with.

Prevent uses a range of measures to challenge extremism including:

- Supporting people who are at risk of being drawn into terrorist or extremist activity;
- Working with and supporting community groups and social enterprise projects who provide services and support to vulnerable people;
- Working with faith groups and institutions to assist them in providing support and guidance to people who may be vulnerable; and
- Supporting local schools, local industry and partner agencies through engagement, advice and training.



The Counter-Terrorism and Security Act 2015 contains a duty on specified authorities to have due regard to the need to prevent people from being drawn into terrorism. This is also known as the Prevent duty.

In March 2015, Parliament approved guidance issued under section 29 of the act about how specified authorities are to comply with the Prevent duty. Specified authorities must have regard to this guidance when complying with the Prevent duty.

<https://www.elearning.prevent.homeoffice.gov.uk/>

This offers an introduction to Prevent Duty, and explains how it aims to safeguard vulnerable people from being radicalised to supporting terrorism or becoming terrorists themselves.

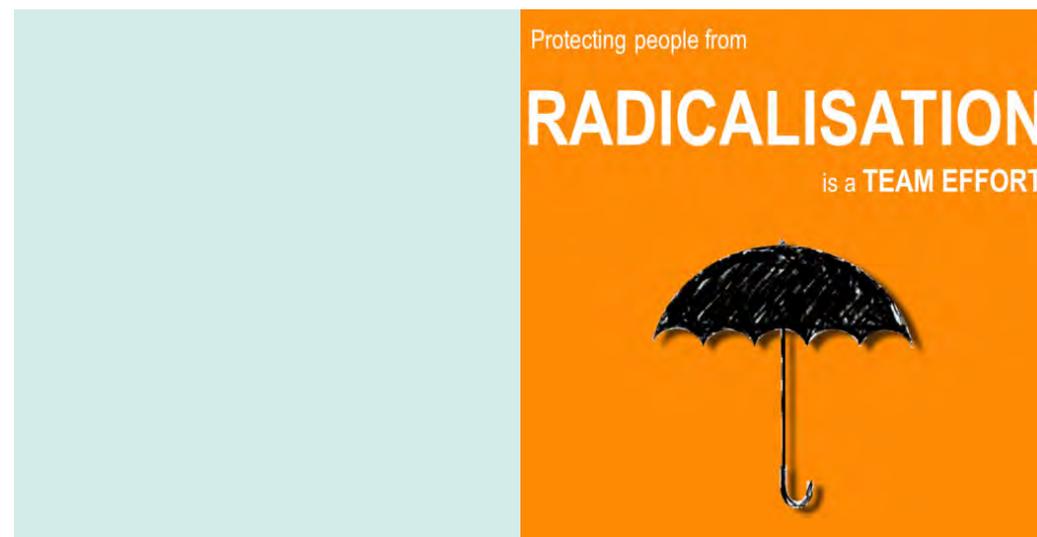
Good practice in employment – Case study

In 2016 The BBC launched a new strategy on diversity and inclusion. By 2020, the BBC intends to have:

- New standards in the media industry on new recruitment and selection practices which drive the attraction, selection and retention of the best creative talent whatever their background.
- Embed diversity and inclusion throughout the BBC with diversity objectives and unconscious bias training for all managers and interviewers.
- Continue and develop successful employee development programmes
- Launch a new partnership with job centres across the UK to ensure all roles are advertised to those who need those most, including a guarantee that 25 per cent of all work experience applicants will be sourced from the job-seeking pool.
- Continue to work with independent Diversity Advisory Panel of experts.
- Continue to work together with Ethnic Minority organisations beyond the broadcast industry.

The new targets for 2020 are as follows:

Workforce (All staff and Leadership levels)	2017 Target	2020 Target
Women (all staff)	n/a	50%
Women (leadership)	n/a	50%
Disability (all staff)	5.3%	8%
Disability (leadership)	5%	8%
Black Asian and ethnic minorities (all staff)	14.2%	15%
Black Asian and ethnic minorities (leadership)	10%	15%
LGBT	n/a	8%



Onscreen Portrayal	2017 Target	2020 Target
Women on screen, on air and in lead roles	n/a	50%
Disability on screen and in some lead roles	5%	8%
Black, Asian and ethnic minorities on screen, on air and in lead roles	15%	15%
LGBT on screen and in some lead roles	n/a	8%

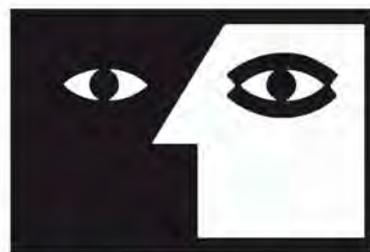


Citizen Platform against Islamophobia and the Movement against Intolerance (Movimiento contra la intolerancia) created in 2011, represents a number of groups dedicated to this cause and is oriented towards the fight against Islamophobia and the protection of Muslims.

The platform monitors manifestations of Islamophobia in Spain, collates an annual Islamophobia report which is published both online and sent to the Organisation for Security and Co-operation in Europe, as well as providing assistance to Muslims in difficult situations and making complaints against Islamophobic perpetrators.

Other initiatives – the Andalusian Observatory (Observatorio Andalusí), an initiative of the Union for Islamic Communities, which monitors Islamophobia in Spain, while the Islamic Culture Foundation works on the initiatives that appeal for the recognition of Spain and Europe’s Islamic historical tradition, and more recently through the elaboration of a counter-argumentative website under the name “Twistislamophobia”.

In addition, we also have initiatives promoted by smaller groups, mostly Muslim associations, which take part in fighting Islamophobia, such as Muslims for Peace, ACHIME, the Association for the Sociocultural Integration of Immigrants, the movement SAFI, or at a governmental level the Pluralism and Cohabitation Foundation, among others.



Movimiento contra la Intolerancia

www.movimientocontralaintolerancia.com



1^{ER} CONCURSO
TWIST
ISLAMOPHORIA
DE FOTOGRAFIA, VIDEO Y TWEETS

ORGANIZA:
IB
FUNCI
CON LA COLABORACION DE:
Otras Social "La Caixa"

Counter-argumentative website (www.twistislamophobia.org) and initiative to dismantle the current Islamophobic prejudices and speeches, giving solid arguments based on the Islamic.



When it comes to integration and the new arrivals coming into the community, the easiest and most important that you learn the language of the country they came to. There are many incredible good resources as a channel on Youtube, and it is called "SwedishPod101".

This channel is talking about the Swedish festivals, and it teaches the typical things that one must know to integrate easily in to the society.

There are a lot of websites that help the newcomers like:

www.studi.se
www.informationsverige.se
<https://se.mobilearn.com/sv/>



A different set of best practices:

- Carta di Roma: association of journalists which guarantee and pledge correctness in informational process, avoiding using stereotypes and non-scientific terms. It also creates fact-checking services on a number of themes.
- Open Migration: a platform only focused on guaranteeing fact checking on immigration and official data about foreigners in Italy.
- Mondita: association providing articles about different aspects of cultures residing in Italy, not merely focusing on economic or legislative data, but focusing on the themes of integration, culture, news collection, etc.
- Piuiculture: a platform oriented to provide information about novelties about legislation; Fondazione Leone Moressa is a foundation focusing on the research on economic/demographic impacts of migrations in Italy, making thematic studies.
- Comitato Tre Ottobre, an NGO which lobbied to create a law establishing the 3rd October as a day for Welcoming and Tolerance, approved by the Parliament, against any discriminations. They are developing I-migrate, an app to support migrants in receiving info with regards to legal fulfilments.
- Islametro It is a news/blog implemented by L.Declich. It is about the Muslim culture and facts connected to the Muslim communities. It gathers articles written in Italian (verified sources) in order to provide a clear and reliable image of those communities which are perceived as dangerous by the other Italian citizens.



"Everybody has immigrant blood, some flowing in their vein and some on their hands"
 - Graffiti on the Roman Walls of San Lorenzo Neighbourhood of Rome, used as portrait picture for the episode of the "Mondo Roma" broadcasted by Radio Bullets, designed and presented by Mondita: <http://www.radiobullets.com/rubriche/tutti-abbiamo-sangue-immigrante/>.

CHAPTER 4

WORKSHOPS ABOUT JOB MARKET AND ORIENTEERING

The Education and Skills Funding Agency is the national body providing funding to colleges Universities and other learning providers to improve employability for those who are looking for jobs in the UK. Funding is mainly drawn from the European Union and National Government.

The organisation delivers employability skills, business start up skills and careers advice sessions weekly across the Kirklees & Bradford districts in West Yorkshire, England, UK.

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency>.



The Government Department for Work and Pensions provides advice to employers on how to engage with ethnic minority communities, including Volunteering, providing work experience, providing opportunity to gain job references, allowing people to form new contacts and networks, improving written and verbal language skills, setting up English language classes.

For example:

- deciding what job to look for
- where to look for jobs (job search)
- application forms
- CVs
- job interview practice
- advice on training for work
- getting an unpaid work placement with a local employer to get work experience and work references



Photo: Job search and orienteering.



Local social services and different NGOs offer orientation services for migrant population in Spain. Most of them offer integral orientation services including: general orientation.

Local public social services offer information for migrant collective. For example, Madrid municipality has created the “Office for migrant information and orienting. Migrant collective can access different information and resources on employment and labour market policies as; programs of labour insertion, design of itineraries, information on labour resources, training courses for access to employment and active job search.

Red Cross has a dedicated site exclusively for employment issues. It is considered as “one of the main routes for social integration”, and since 2001 it has had a territorial network of Integrated Employment Services (SIE), which in 2015 served 88.58% of immigrant users and one 11.49% of people in situation of social difficulty. In total, 98 local offices have been opened in 44 provincial capitals. These include technical assistance, training or exchange of good practices.

CEAR extends these services to asylum seekers, refugees, displaced persons, vulnerable migrants and asylum-seekers, who are “in a situation of lack of protection and risk of social precariousness”. The itineraries of labour insertion are intended, in particular, to regularized immigrants, who are interviewed to evaluate their situation, a professional profile is drawn up and the personal employment plan is monitored.

ACCEM and the refugee centres of the Ministry of Labour and Immigration located in Alcobendas, Vallecas, Mislata and Seville are promoting the Ariadna Network, to promote the insertion of refugees, asylum seekers and others protected by the Law on Asylum. Co-financed by the European Social Fund, it aims to promote people’s skills and abilities, adapt their training process to the demands and needs of the work context, provide strategies for job search and maintenance, and promote social and labour intermediation, among others.



Photo: Office for orientation and integration of migrants- Madrid Municipality.

Also remarkable is the effort of the Foundation Migrar, created by the Spanish Red Cross, in order to support and help immigrants to find a job and for their professional development. They publish job offers, info about available workshops on their website and also there is a possibility to consult a lawyer for free. www.migrar.org.



Photo: Advertisement for Spanish cooking lessons for immigrant women.



In Sweden there are many different organizations that work on this matter. Most of them are national and have worked with this for many years. A few samples of different organization are:

-The workers united educational <http://www.abf.se/>

-Works to spread education <http://www.studieframjandet.se/>

-Works to unite people with different backgrounds <http://www.openup2016.com/>

-Works with integration <https://www.awesomepeople.se/>

All of these organizations work in different ways to involve and include immigrants in the Swedish society from language meetings to educational help to simple information meetings.



Despite the hate speeches and the stereotypes shared by part of the public opinion, foreign residents/migrants and the individuals belonging to minority groups are an added value for the national economy. In fact, the "report 2016 about the impact on economy of foreign/immigrant labour force" clearly shows that foreign residents

provide 6.8 billion euro to the state through the IRPEF system (Tax on the early revenue/income of the residents) and 11 billion to the social security, balancing the outcome of 640,000 Italian pensions.

Normally the flexibility of the human resources belonging to minority groups is higher; hence it impacts on the unemployment rate by decreasing it, especially in the south. The business built up by migrants and/or members of minorities are the 9% of the GDP (revenues 2015: 127 bn euro, Report Fondazione Leone Moressa), and it is facing a trend of growth, opposite to the Italian entrepreneurship trend.

This supports the statements above, mentioning the crucial role of the public bodies in the process of integration, empowerment and job orienteering. In fact, Job Agencies (belonging to the Regional Regions/Autonomies, and spread equally on the provinces) are in charge of: (i) placement of HR to private entities (ii) guarantee equal job opportunities to disabled people, foreign citizens and Italian citizens (iii) promote the gender equality into work places and among the enterprises (iv) foster the meeting among the Labour force offer and the job market demand (job orienteering) (v) initial training for employee of the public bodies (vi) programming orienteering and training actions addressed to the target of the job agencies.

A job orienteering service is provided online as well and connected to the Ministry of Labour; In fact, ClickLavoro (<https://www.cliclavoro.gov.it/>) gathers information about offer and demand, providing an online job market place accompanied by news, private area and newsletter. Among the private bodies cooperatives, non-profit organisations and syndicate associations provide as well as the public bodies to the orienteering of individuals belonging to minority groups. Hence, the Ministry of Labour could validate those activities awarding the private body either (i) intermediary organization, e.g. Futuro Digitale is a validated intermediary organization <http://www.futurodigitale.org/en/employment-agency>; or (ii) agency for the upskilling and relocation of HR; or (iii) Generic Agencies; or iv) Specialised Agencies or (v) Agencies for the research and selection of HR (<https://www.cliclavoro.gov.it/Operatori/Agenzie-per-il-lavoro/Pagine/default.aspx>).

Furthermore, minorities and migrants could be supported by syndicate associations of workers, specialised in anti-discrimination, giving information about the trends of the job market, defending the rights of the workers and helping them to fulfil citizenship/migration issues (e.g. ITALUIL, INCA CGIL, etc).



Click Lavoro Logo

CHAPTER 5

LEADING LANGUAGES & ICT COURSES FOR SOCIAL INCLUSION

For example at local community level, LEARN.ORG.UK LIMITED based in West Yorkshire and one of the WAO partner and its Co-ordinator, offers range of courses for the youth, women and other professionals from Ethnic Minority Communities. These include English languages courses, ICT, Volunteering, Job Placement, Job Search and CV writing. <http://www.2learn.org.uk/>.



In March 2015, figures showed that the proportion of 16-24 year olds from Black and Ethnic Minority communities unemployed for over a year had increased by almost 50 per cent (to 41,000 people) since 2010. For their white counterparts, there had been a decrease of 2 per cent. In March 2015, 15 per cent of white 16-24 year olds were unemployed, compared to 29 per cent of their black counterparts, 24 per cent of their Asian counterparts and 23 per cent of those from 'other ethnic backgrounds'.

The ECDL (Europe Computer Driving License) certification is a highly recognised qualification; it offers a key recognition of literacy in computer skills and is designed for casual computer users to get high computer literacy standard. In UK major public organisations have set the ECDL as a mandatory requirement. <http://www.ecdluk.co.uk/>.

Career opportunities include:

- Office Admin/Data Entry
- Healthcare
- European IT Trainer
- IT Trainer Microsoft Office
- Secretarial
- Bookkeeper
- IT Support Administrator
- Financial Auditor



Photo: ICT online courses are available both nationally and locally through range of learning providers. Also at local level courses are organised in community centres, church halls and children's centres.

Please contact eurodesk@2learn.org.uk for Centre code to access free resources:

- <http://www.learnmyway.com/digitalgarage/3456082>
- <http://www.englishmyway.co.uk>
- <http://www.2learn.org.uk/learnmyway>



According to Eurostat 55% of non-EU-born immigrants face the risk of poverty and social exclusion while total of Spain is 27.8%. There are different organisations in Spain that deal with helping minorities for example: Caritas, YMCA, Centro de Acogida a Refugiados (C.A.R.): they provide language courses, information about how to enter the labour market etc. Also there have been different national strategies for including the minorities (Plan Estratégico de Ciudadanía e Integración 2011-2014).

We can find different initiatives promoted by both public and private organisations to promote both Spanish language learning and ICT empowerment in migrant population.

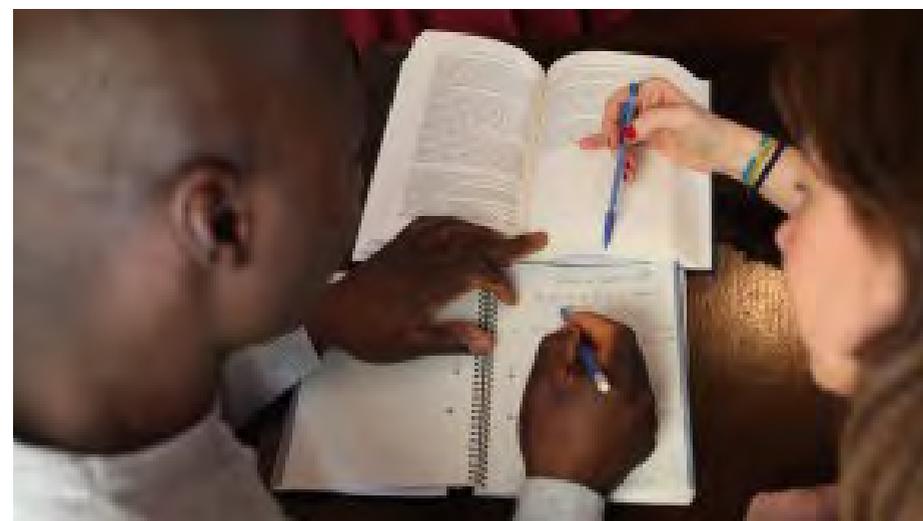
Regarding language learning, we have to consider that most of the migrant population in Spain come from Latin American countries; so, language is not a problem for their social and labour market inclusion. However, we can find specific courses addressed migrants coming from other European countries and from Africa, who need basic language knowledge for both accessing the labour market and acquiring basic knowledge about Spanish culture in order to integrate in the society in which they are living (basic vocabulary and expressions).

Instituto Cervantes is an official public body responsible for Spanish language learning. The institution offer specific resources and didactic material for organisations that work with migrant population. Besides, Cervantes Institute also offers specific learning courses for migrants and information about who (and where) provides training on this topic.

Migrants can find different courses organised by public and private institutions. Most of them are face to face initiatives organised at local level, which answer to the needs of specific migrant collectives.

These courses are provided by public institutions (mainly municipalities through social services), which develop short duration courses to train specific language skills for migrants (basic level to A2 level). ONGs (that work in migrant issues), also provide courses for this collective, which are organised at local level.

Regarding the use of ICT, it's important to highlight that most of these initiatives are focused on basic ICT knowledge and they are intended to empower migrant population in the use of computers and basic programmes (internet, text processing and communication tools). In this area, NGOs and local administration (through social services) are responsible to provide and delivery this type of training.



Promotional picture of language course for immigrants.



Photo: NER group workshop on ICT basic for migrants, developed in Santurtzi municipality (2016)



There is a whole plan for those who are new in the country. It is called Establishment Plan for two years. People get a lot of references to what skills are needed in the labour market. There are available language course and also courses for college preparation. Beside that there is a bank for all the available places in the labour market called "Platsbanken", available in different languages to open up more opportunities for new arrivals.

There is also a program called Quick Track from our Works Department which means that if the person has experience within a work that Sweden has a lack of then they get a specially made program to get them into the work place as fast as possible. There is also the free mandatory language learning program for all immigrants. All this is part of the Establishment Plan.



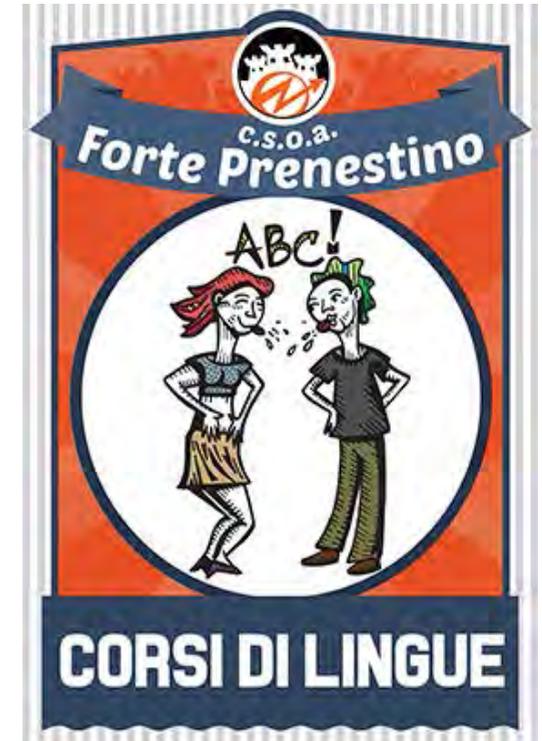
Courses are provided by public and private institutions/organisations and addressed to a wider audience; in other words, they are made to include people living in the country regardless of their nationality, age and social status. In fact, when it comes to consider the training and job orienteering opportunities provided by the public institutions, we must refer to welfare/social offices and the Italian Social Agenda, which has been improved with a series of soft law actions to answer to a wider range of needs and target.

Among those soft laws actions, the "Joint report on social inclusion and protection" (Source: SEC 2005/69, COMM 2005/14) state that the social protection and inclusion need to be considered development factors (Source: "Servizi del welfare e diritti sociali nella prospettiva dell'integrazione europea", F.A. Cancilla, University of Palermo).

Hence, with the reform of the welfare offices and the application of the European policies about welfare, training opportunities and job orienteering have been embedded to the tools applicable by those public offices, and could be used as tool to achieve inclusion and empowerment of the citizens.

Italian language courses are the one addressed mainly to the minorities living in the country and, as well as the ones mentioned above are funded mainly by the European Social Fund or financed by the local administrations.

With regards to the private sector (associations, NGOs, foundations, etc) courses are still provided to the users (of all sort) and funded by the members subscriptions and/or little fees of enrolment (e.g. the language courses provided by the Squat of the Capital, such as Forte Prenestino, Angelo Mai Altrove, Acrobax).



Poster advertising the language courses at the Squat C.S.O.A Forte Prenestino (Rome)

CHAPTER 6

EUROPEAN CITIZENSHIP

RELATED TO

INTEGRATION



The Europe 2020 strategy for smart, sustainable and inclusive growth sets targets to lift 20 million people out of poverty and social exclusion. The flagship initiatives, including the Platform against Poverty and Social Exclusion and the Agenda for New Skills and Jobs, support efforts to reach these targets. Among the headline targets are three that have implications with regards to race equality and migrant rights:

- Increasing the employment rate of the population aged 20-64 from the current 69% to at least 75%, including through the greater involvement of women, older workers and the better integration of migrants in the workforce.
- Reducing the school dropout rate to 10% from the current 15%, whilst increasing the share of the population aged 30-34 who have completed tertiary education from 31% to at least 40%.
- The number of Europeans living below the national poverty lines should be reduced by 25%, lifting over 20 million people out of poverty.

Europe 2020: Seven flagship initiatives



Smart Growth	Sustainable Growth	Inclusive Growth
Innovation « Innovation Union »	Climate, energy and mobility « Resource efficient Europe »	Employment and skills « An agenda for new skills and jobs »
Education « Youth on the move »	Competitiveness « An industrial policy for the globalisation era »	Fighting poverty « European platform against poverty »
Digital society « A digital agenda for Europe »		

Table: Europe 2020 – Seven flagsgip initiatives.



The EU still faces challenges in its efforts to ensure that migrants and their descendants are included and participate in society. Intolerance, xenophobia and racism, fuelling hate crime and discrimination against migrants or refugees and their descendants, raise concerns in many Member States. At the same time, Member States are promoting the equitable participation of migrants and their descendants in society, so that they can contribute to the EU’s objectives for inclusive growth.

The EU recognises in its Strategic Plan 2013-2017 that integration should take place in a framework that respects fundamental rights. One of the main challenges it identifies is the integration of migrants and the rights associated with their ability to contribute effectively to the economic, social and cultural development of European societies. This research will provide EU and national policy makers with evidence on the implementation of integration and social inclusion policies.

<http://fra.europa.eu/en/project/2015/social-inclusion-and-migrant-participation-society-0>.

The European Union has the most comprehensive anti-discrimination legislation in the world. However, although this regulatory framework has considerably strengthened formal equality, achieving material equality still remains a distant goal, as reflected in “Mapping and profiling discrimination in Spain” report issues by the Ministerio de Sanidad, Servicios Sociales e Igualdad (December 2014).

According to the Flash Eurobarometer 430 report on European Citizenship (March 2016), the majority of residents (91%) in Spain say they are familiar with the term ‘Citizen of the European Union’ and know what the term means - 72%. Referring to the “Public opinion in the European Union” (Standard Eurobarometer 86) report, 86% of residents in Spain support “a common European policy on migration”, although 52% of respondents have negative feelings about the immigration of people from outside the EU.



Swedish national minorities are Roma, Swedish-Finns, Tornio Valley Finns (Meankieli), Jews and Sami. Swedish government has policy on minorities. It is to strengthen the national minorities and provide financial support to maintain their languages. This is among other things ensured by special legislation, education in the mother tongue and bilingual education, but also by providing extra support for literature and cultural magazines.

Racist and discrimination have always been present in Sweden. By the end of 1940s the Act on Agitation a National or ethnic group was passed as the first Law to specifically target racist agitation. Sweden against racism is a national bank of knowledge on work against racism, xenophobia and ethnic discrimination.

By special legislation, Swedish code of statutes 1999, on minorities gives the rights to use the minority languages in their contracts with courts and authorities in the geographical areas where these languages traditionally have been and still are used. Meanwhile Sweden in 1951 ratified the Geneva Convention and in 1954 the Aliens act. Nordic passport Union was introduced.

According to the UN convention Sweden grant asylum for the people regarded as refugees, accept quota refugees, protect people who are in need of protection and grant asylum. Sweden also protect people who left their home country and have strong fear of death penalty, torture or similar persecution or have fear of persecution due to gender or homosexuality.



The European Commission is supporting and complementing the Member States’ policies in the fields of social inclusion and social protection. In fact, starting from the Europe 2020 strategy for smart, sustainable and inclusive growth sets targets to lift at least 20 million people out of poverty and social exclusion and to increase employment of the population aged 20-64 to 75%. EU social policies are based on 7 flagship initiatives (Digital agenda for Europe, Innovation Union, Youth on the move, Resource efficient Europe, European platform against poverty), including the Platform against Poverty and Social Exclusion and the Agenda for New Skills and Jobs, support efforts to reach these targets.

EU social policies and goals reflect on the national and regional policies namely on the PON Inclusion (National Operating Plan Inclusion), PON Scuola (National Operating Plan for Schools and Education), on ESF POR (Regional Operating Plan – European Social Fund) and on the reforms done on the Welfare sector. Through this structure any initiative is carried out.

CHAPTER 7

GOOD PRACTICES

RELATED TO SOCIAL

INCLUSION AND

EUROPEAN CITIZENSHIP



Town Twinning projects and networks of twinned towns have proven to be highly effective means of bringing together European citizens from different countries, enhancing tolerance and mutual understanding. Whether it is a festival, a conference on the topic of democracy or a study on the well-being of elderly citizens, each project offers opportunities for intercultural dialogue and experience sharing. Dewsbury town, England is twinned with Bergkamen, Germany.

Civil society organisations and think tanks also play a significant role in promoting European values and fostering action, debate and reflection regarding European identity. Another relevant category of initiatives deals with active remembrance, e.g. Nazism and Stalinism. Using creative and appealing methods of interaction and dissemination of information, such as theatre, role-playing games, story-writing and video reports, the funded projects succeed in involving European youth and attracting public attention.

For example: The twin cities of Leeds (UK) and Lille (France) have a long and involved history following their twinning. The two cities have worked together on various youth and education projects. Participation annually in the Breeze International Youth Festival held in Leeds, annual Hellemmes international youth football tournament and an international artistic residency in Lille. Partnerships with the Lille schools take many forms, including joint curriculum work, pupil and teacher exchanges and the mutual development of foreign language skills.



Celebrate the European Day of Languages

Friday 25 September
12.00noon – 2.00pm
Central Library, The Arts Space

- Come and join us at this free event!
- Taster sessions in a variety of languages
 - Meet local colleges and language providers to find out more about language courses
 - Meet the Interpreting and Translation Team
 - Join the Language Exchange Scheme at Central Library
 - Win a prize, enter the Language quiz
 - Books and music to borrow in other languages
 - Is English not your first language? Find out about online resources to improve your English and try the Citizenship Test
 - Naric – find out about overseas qualifications comparability
 - Visit our Europe Direct Centre
 - Light refreshments will be provided
- Free event, no booking required. Everyone welcome.**

For more information call 0113 247 6016
or visit www.leeds.gov.uk/libraries

@leedslibraries @leedslibraries



Poster: Leeds Central Library hosting a European Event on Citizenship (UK).



The National Action Plan for Social Inclusion 2013-2016 (Plan Nacional de Acción para la Inclusión Social del Reino de España — PNAIN) was introduced to combat

poverty and social exclusion, approved by the government in December 2013. It stands as an instrument that integrates all policies that tackle poverty and social exclusion, including over 240 measures and placing a particular emphasis on measures to fight child poverty with a focus on the most vulnerable groups.

Measures include: promotion of the employability of migrants and other groups, by guaranteeing access to quality public services for vulnerable populations, by ensuring an effective benefits system for those most in need, and by ensuring coverage of basic necessities for all vulnerable groups, like access to health, education, and housing (PICUM Country brief. Undocumented Migrants and the Europe 2020 Strategy: Making Social Inclusion a reality for all migrants in Spain, February 2016).



Official Publication from the Spanish Government of the PNAIN 2013-2016



Contribution to the social inclusion is an overarching aim and a self-evident underlying principle in decision making in a large number of policy areas such as social affairs, labour market, housing, education, integration, culture, disability, youth, gender equality and prison (called mainstreaming areas).

The government's objective is that social inclusion in these policy areas has to be included in its work and permeate all sectors of society and that all citizens, regardless of ethnic background or disability are to be included in policy conducted at national, regional and local levels.



Among the good practices one could mention the Together project which is one of those implemented at European level (Erasmus+ KA2 founded project), this project aims to improve LEAs and civil society abilities in making hate crimes visible among European society, which is the first step to tackle hate crimes and address related fundamental rights violations. The specific objectives of the project were:

- to strengthen the capacity of LEAs, NGOs and community-based organizations to identify and report hate crimes and to interact with victims.
- to improve data collection on hate crimes by creating and implementing standard methodologies and tools for data collection aimed at LEAs and civil society organizations.
- to strengthen networking and collaboration between LEAs and civil society – on a national and international level– in information exchange and follow up on hate crimes.

To raise awareness on hate crimes, improve civil society abilities in making hate crimes visible, and fight hate crimes based on racism and xenophobia, the project has been acting on different levels:

- 1) training on hate crimes, particularly aimed at members of LEAs, NGOs and community-based organizations.
- 2) information and communication about hate crimes reporting, also using data collection tool and mechanisms of information exchange between civil society and LEAs.
- 3) dissemination of knowledge and best practices against hate crimes.





CHAPTER 8

DATABASE OF USEFUL TOOLS AND INFORMATION

<i>Video Tutorials</i>	<i>Source</i>	<i>Language</i>	<i>Link</i>	<i>Brief Description</i>
Islamophobia	Vimeo	English	https://vimeo.com/192150862	Description: What To Do If You Are Witnessing Islamophobic Harassment.
Islamophobia	YouTube	English	https://www.youtube.com/watch?v=sf3OYJniZss	An overview of the country's largest and most diverse Muslim umbrella body.
The danger of a single story	YouTube	English	https://www.youtube.com/watch?v=D9lhs241zeg	A woman from Africa describing the stereotypes and situations that have happened to her.
Islamophobia killed my brother. Let's end the hate	YouTube	English	https://www.youtube.com/watch?v=XiEQmcZi8cM	A woman describing how his brother died.
A simple question: Europe's Islamophobia	YouTube	English	https://www.youtube.com/watch?v=ppESGSpjNK8	TV program- asking people on the street questions that are related to Islam.
Good social experiment	YouTube	English/Swedish, Italian	https://www.youtube.com/watch?v=ukMGkHTD1F8 (Sweden) https://www.youtube.com/watch?v=5PET3dzYSxs (Italy) https://www.youtube.com/watch?v=8kll5fQ5kIA (UK)	Social experiment. I am a Muslim.
Good practices	YouTube	Swedish	https://www.youtube.com/watch?v=Hw3pJZCjdc0	Kompis sverige, A good example how to connect people with a buddy system.
Good practices	YouTube	Swedish with English subtitle	https://www.youtube.com/watch?v=WyaNcEaQL0Q https://www.youtube.com/watch?v=fOvdGtULJ_Y	IT-Guide A good example of how newcomers teach IT-skills to Swedish pensioners and at the same time learn Swedish.
Good practices	YouTube	Mixed Language with Swedish subtitle	https://www.youtube.com/watch?v=IW3zfpSxMts	Municipalities in Sweden working with integration.
Good practices	Website	Swedish	http://sverigeunited.se/goda-exempel/	Integration through football.
Good practices	Education Website	Swedish	https://skl.se/arbetsgivarekollektivavtal/arbetsgivarfragor/	In Sweden we have a “fast track” for immigrants to use their education from their country of origin and make it validated in Sweden.



Publications/Books/Articles etc.	Source	Language	Link	Brief Description
PICUM Country brief. Undocumented Migrants and the Europe 2020 Strategy: Making Social Inclusion a reality for all migrants in Spain, February 2016	PDF	EN	http://picum.org/picum.org/uploads/publication/CountryBrief_Spain_Final_EN.pdf	Based on the realities faced by undocumented migrants and migrant workers in precarious situations - those with short term residence permits in insecure employment situations - this position paper aims at informing the debates on poverty and social inclusion, education and on labour migration, particularly as it relates to Spain.
TWIST ISLAMOPHOBIA	Website	EN, ES	http://twistislamophobia.org/	The first bilingual website whose aim is to dismantle the current Islamophobic prejudices and speeches, giving solid arguments based on the Islamic culture and on History.
Minority Rights: International Standards and Guidance for Implementation (FREE)	United Nations Human Rights	EN	http://www.ohchr.org/Documents/Publications/MinorityRights_en.pdf	Publication about the rights of minorities; Questions to implement in order to assess the situation of rights.
Toolbox on Salto-youth	Salto-youth	EN	https://www.salto-youth.net/tools/toolbox/	There are different toolboxes on this site about different topics, useful materials for inspiration.
Publication	PDF	Swedish	http://www.scb.se/Statistik/_Publikationer/LE0105_2015A01_BR_BE57BR1501.pdf	Publication on that shows unemployment in social economic, high crime and minority places in Sweden are improving for both men and women.
“Servizi del welfare e diritti sociali nella prospettiva dell’integrazione europea”, F.A. Cancilla, University of Palermo	Google Books	Italian	https://goo.gl/9AH6Et	A guide to get to know the Italian structure of the Welfare service, changing to achieve the European standards and the goal of the Social Agenda.
Stereotyping Roma people in Italy: IRT models for ambivalent prejudice measurement	Researchgate	English	https://www.researchgate.net/publication/313873995_Stereotyping_Roma_people_in_Italy_IRT_models_for_ambivalent_prejudice_measurement	‘Gypsy’ is a name that conjures up a wide variety of images in peoples’ minds. Romanticised for their freedom or reviled for their antisocial behaviour, Roma people have in turns been the subject of both exotic myth and virulent prejudice.
Second European Union minorities and discrimination survey	EU Bookshop	English	https://bookshop.europa.eu/en/second-european-union-minorities-and-discrimination-survey-pbTKAN16001/	European Union’s largest ethnic minority continues to face discrimination and unequal access to various vital services. Highlighting persisting barriers to employment, education, housing and health services as this report also reveals that four out of 10 Roma surveyed felt discriminated against at least once in the past five years – yet only a fraction pursued the incident.
Racial and ethnic minorities, immigration and the role of trade unions in combating discrimination and xenophobia, in encouraging participation and in securing social inclusion and citizenship (Free)	EU Bookshop	English	https://bookshop.europa.eu/en/racial-and-ethnic-minorities-immigration-and-the-role-of-trade-unions-in-combating-discrimination-and-xenophobia-in-encouraging-participation-and-in-securing-social-inclusion-and-citizenship-pbKINA23157/	Against the background of 9/11, the Afghanistan and Iraq wars and growing Islamophobia, racism and xenophobia are speaking with a louder voice. The policy relevance of this project covers the role and responsibilities of trade unions in challenging racism.



Intersectional discrimination in EU gender equality and non-discrimination law (Free)	EU Bookshop	English	https://bookshop.europa.eu/en/intersectional-discrimination-in-eu-gender-equality-and-non-discrimination-law-pbDS0116393/	It is increasingly recognised that discrimination can occur on the basis of more than one ground. A person who is discriminated against on grounds of her race might also suffer discrimination on grounds of her gender, her sexual orientation, her religion or belief, her age or her disability.
“Il fenomeno dell’immigrazione in Italia e le sue implicazioni internazionali”: uno sguardo sul presente e sulle prospettive future (Free)	Più Culture	Italian	http://www.piuculture.it/2017/02/immigrazione-e-implicazioni/	Article
The Roma/Gypsies: “Outcasts” of Europe (Free)	E-International relations	English	http://www.e-ir.info/2015/02/16/the-romagypsies-outcasts-of-europe/	Article
Accommodating minority groups: the politics of minorities’ protection in Italy (Free)	Researchgate	English	https://www.researchgate.net/publication/310906533_Accommodating_minority_groups_the_politics_of_minorities%27_protection_in_Italy	Countries “reasons to institutionalize minorities” accommodation vary significantly.
“Hate is Not an Opinion” (Free)	Brick Progect.eu	English	http://www.bricks-project.eu/wp/wp-content/uploads/2016/04/study_italian_EN.pdf	The aim of the national studies is to use analyses of case studies and interviews of select witnesses and media sources to shed light on the phenomenon of online hate speech directed at immigrants, refugees, and minorities.
Available language & ICT basic online courses	Source	Language	Link	Brief Description
Good examples resource site	Website	English	https://skl.se/tjanster/englishpages/activities/localexamplesofactivitiesforintegration.9339.html	Good examples and resource site of integration work in different areas.
Publication on statistics	Website	Swedish	https://www.migrationsinfo.se/migration/sverige/	Website with statistics and information about integration and immigration.
Publication on statistics	Website	Swedish	http://www.scb.se/sv /Hitta-statistik/Temaomraden/Integration/	The biggest site in Sweden with statistics on everything. This page is about integration.
INSTITUTO CERVANTES	Website	ES-EN-FR-DE	http://eee.cervantes.es/es/index.asp	Cervantes institute is a public body responsible for teaching Spanish. On this website you can find the entire available course to learn Spanish in Spain. The website allows access to information on different types of existing courses depending on the trainers’ needs
Cruz Roja	Website	ES	http://www.cruzroja.es/portal/page?_pageid=33,80171&_dad=portal30&_schema=PORTAL30	Course to learn Spanish provided by Red Cross. The course is aimed at migrants to improve their employment opportunities.
Fundacion MIGRAR	Website	ES	http://www.migrar.org/	This website offers useful information for migrants about employment opportunities and training. It also offers a guidance service for migrants.



Curso de español para inmigrantes – lengua de convivencia (Free)	Website	ES-FR-EN	http://www.lacasaencendida.es/cursos/idiomas/cursos-espanol-inmigrantes-lengua-convivencia-6594	Course promoted by an NGO located in Madrid. Face to face free training addressed to migrants that are living in Spain and need to improve their language skills. There are different levels and pre-registration is required.
ASILIM	Website	ES	http://www.asilim.org/	Web site of ASILIM – Association for Language Integration of Migrants. The website provides migrants and language teachers with information and resources to learn Spanish.
CIBERVOLUNTARIONS	Website	ES	https://www.cibervoluntarios.org/	The website offers information about ICT course for migrants in Spain.
HOLA FABIOLA (Free – registration is needed)	Website	ES	http://www.holafabiola.com/cursos/login/index.php	E-learning course addressed at migrant women to improve their ICT skills.
FUNCI – Informática gratuita para inmigrantes	Website	ES	http://www.funci.org/comunicacion/diario/cursos-informatica-gratuito-para-inmigrantes/	Website that contains information about free course on ICT for migrants.
GUIA PARA LA INTEGRACION SOCIOCOMUNITARIA DE INMIGRANTES	PDF	ES	https://www.asturias.es/Asturias/descargas/PDF_TEMAS/Asuntos%20Sociales/Calidad/publicaciones/guia_para_la_orientacion_sociocomunitaria_a_los_inmigrantes_en_asturias.pdf	Guide with practical information to social integration for migrants.
Oficina Municipal de Información y Orientación para la Integración de Población Inmigrante	Website	EN-FR-ES	http://www.madrid.es/portal/site/munimadrid.oficinainmigracion@oficinainmigracion.info	Office for migrants to support the collective in labour market issues.
E-Learning Course (Free)	LEARN.ORG.UK LIMITED	English	www.2learn.org.uk www.englishmyway.co.uk	The charity is based in West Yorkshire (UK) and offers hundreds of e-learning courses and even wider choices. With the option to progress through courses at your own pace from anywhere with an internet connection.
				
Online	LEARN.ORG.UK LIMITED	English	www.2learn.org.uk/learnmyway	Free courses are available on using a computer, browsing the web, sending an email and finding work online.
Online - ICT & Business Skills	LEARN.ORG.UK LIMITED	English	http://www.learnmyway.com/digitalgarage/3456082	English My Way is a resource for tutors who support and teach adults with no or low levels of English - providing free teaching resources and tools to manage classes.



Online – Integration Measures	LEARN.ORG.UK LIMITED	English	http://www.2learn.org.uk/yorkshireproject	Welcome & LEARN all about Yorkshire (Bringing distant cultures closer) project aims are to lead Third Country National's (TCN's) away from mainly settling in the South East region of England, to help lower the housing and other related costs to the government by promoting to TCN's to settle in Yorkshire. This project is aimed at Women & Youth only whom are not UK/EU citizens, yet are seeking to settle in the UK/EU in the longer term.
Online	LEARN.ORG.UK LIMITED	English	http://learning.2learn.org.uk/	Choose from over 300 interactive e-learning courses. Popular topics include food safety & hygiene, health & safety and safeguarding children. Learn new skills in a couple of hours, earn CPD points and get an instant certificate upon completion.
ICT Online Sample Courses: Improving Work Skills (Free sample courses)	Open University	English	http://www.open.edu/openlearn/	The Open University has developed a range of courses for those who may need to enhance their work skills.
ICT Online Courses: Improving Maths, English and IT (Free)	Learndirect	English	http://www.learndirect.com/	Learn Direct the UK's largest provider of skills, training and employment services, offering courses to gain employment skills and helping to kick-start a new career with qualifications in everyday skills like maths , English and IT .
Resource Website (Free)	Website	Swedish	http://www.kreativpedagogik.se/engelska.htm	Resource Website on Sweden and Swedish.
Resource Website (Free)	Website	Swedish	https://svenskaspraket.si.se/for-larare/lanksamling/lankar-om-natkurser-och-spraktest/	Swedish resource of language courses.
Resource language course (Free)	Website	Swedish	http://www.digitalasparet.se/	Swedish language resource and course.
Resource language course (Free)	Website	English	http://learningswedish.se/courses/1	Swedish language courses.
Resource Website	Website	Arabic, Spanish, Russian, Tigrinja, France, Dari, Swedish, English, Persian	https://www.informationsverige.se/Engelska/Pages/Start.aspx	Information website about Sweden and the Swedish society and all you need to know website. It's also connected to a book with the same name and information.
Swedish Resource Website	Website	English	http://www.thenewbieguide.se/	Swedish resource tool.
Swedish Tv	Website	Swedish with English and Arabic subtitles	http://www.svtplay.se/svt-nyheter-pa-latt-svenska	Swedish TV with easy to understand Swedish language.



Available online courses for social & community workers	Source	Language	Link	Brief Description
Online	Website	English	https://www.elearning.prevent.homeoffice.gov.uk/	This offers an introduction to Prevent Duty, and explains how it aims to safeguard vulnerable people from being radicalised to supporting terrorism or becoming terrorists themselves.
Online Course	Website	Swedish	https://adobeconnect.skl.se/ensamkommande-barn/	Online course for mentors of unaccompanied refugee children,
Online Course	Website	Swedish	http://transkulturelltcentrum.se/utbildning-och-natverk/online-utbildningar/webbutbildning-psykisk-ohalsa-migration-trauma/	Online course for work with immigrants on health, trauma. mental illness
Online Courses	Website	Spanish	http://www.educaweb.com/cursos/trabajo-social-familiar/on-line/	Educaweb offers over 50 different online certified courses in different fields of social work, from social exclusion to immigration and multiculturalism. The offers start from 30 euros onwards.
Other Useful Resources	Source	Language	Link	Brief Description
EU Citizenship	Website	English	http://ec.europa.eu/justice/citizen/	This website provides information on EU Citizenship. EU citizenship is additional to and does not replace national citizenship.
Europass	Website	English (Available Multilingual)	https://europass.cedefop.europa.eu/editors/en/cv/compose	Produce a Europass CV here on online editor.
Erasmus+ Projects Database	Website	English	http://ec.europa.eu/programmes/erasmus-plus/projects/	Here you will find a complete list of all the Erasmus+ projects available in the Platform.
UK Government services and information	Website	English	https://www.gov.uk/	This is best place to find UK Government services and information.
British Citizenship	Website	English	https://www.gov.uk/browse/citizenship/	There are different ways to become a British citizen. The most common is called ‘naturalisation’. This website will guide you to the full process.
Job Centre Plus 	Website	English	https://www.gov.uk/contact-jobcentre-plus	Job Centre Plus is a government agency with offices throughout the country. It helps find jobs and provides free assistance with benefits to all job seeking claimants.
UK National Careers Service	Website	English	https://nationalcareersservice.direct.gov.uk/	The National Careers Service has offices throughout the country. It provides free information, advice and guidance on learning, training and work including help with: CVs, skills health check reports, action plans, and course searches.



The National Health Service 	Website	English	http://www.nhs.uk/	The National Health Service provides information on all health related matters including hospitals, doctor’s surgeries and local clinics.
Office for National Statistics	Website	English	https://www.ons.gov.uk/	This is the UK’s largest independent producer of official statistics and the recognised national statistical institute.
UK Census Information	Website	English	http://www.kirklees.gov.uk/beta/information-and-data/census-information.aspx	Kirklees Council is a local authority which collects and publishes Census and other information at local ward level.
Kirklees Council	Website	English	http://www.kirklees.gov.uk/	Kirklees Council is a local authority which provides information on all local statutory services including schools, housing and benefits.
UK National Police 	Website	English	https://www.police.uk/	The national Police agency publishes information on crime prevention and other related statistics.
West Yorkshire Police	Website	English	https://www.westyorkshire.police.uk	West Yorkshire Police non-emergency telephone number: 101. Emergencies telephone number: 999.
Victim Support 	Website	English	https://www.victimsupport.org.uk/	An independent charity works to help victims of crime. The support is free and confidential.
BBC Free support Line: 08081689111 	Website	English	http://www.bbc.co.uk/	The British Broadcasting Corporation is a British public service broadcaster . It is also a media outlet for current affairs, news and range of other topics.
LEARN.ORG.UK LIMITED 	Website	English	http://www.2learn.org.uk/	LEARN.ORG.UK LIMITED focuses on social projects, Youth projects, delivering education and building up people’s skills, providing advice & guidance. Ensuring that projects meets current community needs. The organisation started out as a student led community project in 1991 and continues to support people across West Yorkshire communities & overseas e.g. India, Egypt.

CHAPTER 9

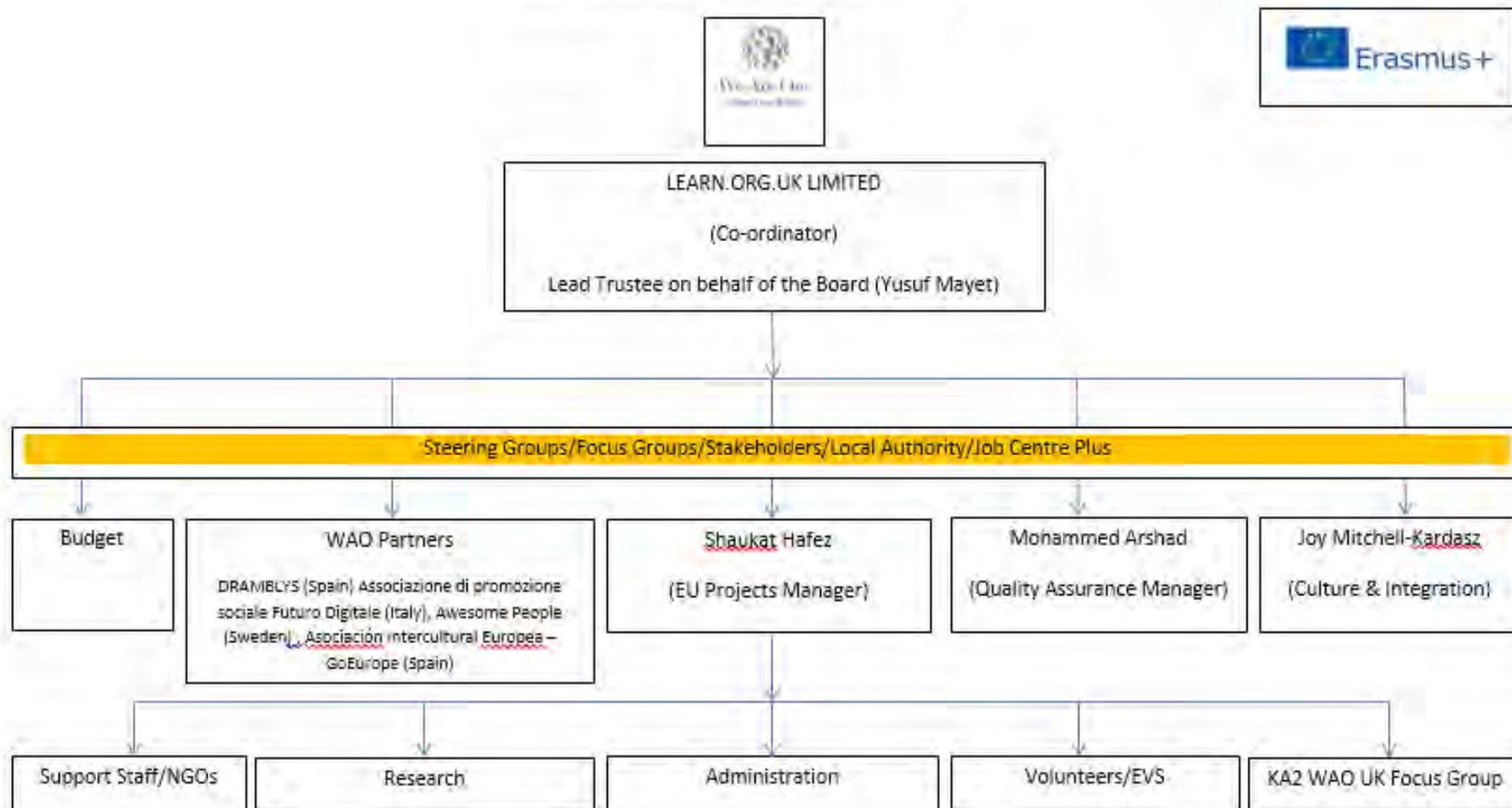
We Are One

THE PARTNERSHIP



Pictures from 'We Are One: Altogether Better' project partnership Kick-off meeting at Leeds Central Library, Yorkshire UK on 10th and 11th October 2016.

We Are One (Altogether Better) Project Structure



PROJECT CO-ORDINATOR - UNITED KINGDOM



LEARN.ORG.UK LIMITED is a ‘non-profit’ NGO established in 1991 and formally registered with the UK Charity Commission since 2004. The organisation is located in semi-rural area of Dewsbury, West Yorkshire, England, UK. The organisation was found by young students from the Minority Ethnic Communities.

The organisation works in partnership with other voluntary and community organisations (NGOs) and public authorities that are local, national, international & within the EU.

LEARN.ORG.UK LIMITED is the Co-ordinator for the EU Erasmus+ KA2 Cooperation for Innovation and the Exchange of Good Practices – Strategic Partnerships for Adult Education – We Are One (Altogether Better) under Project No. 2016-1-UK01-KA204-24478 with transnational partners from Italy, Spain and Sweden.

Range of other projects include: providing Management, Business Planning and Technical Support to local businesses (SMEs), Youth Enterprise Skills, Vocational & Soft skills, Teacher Training, Job Skills, Careers Guidance, Volunteering, Apprenticeships, Traineeships & Work Experience opportunities, Capacity Building small & medium NGOs, Infrastructure Support, Quality Accreditation, Digital Inclusion e.g. Google Digital Garage & Future Digital Inclusion, Benefits Advice for people facing hardship (access to Her Majesty’s Revenue & Customs welfare benefits), Women & Girls Inclusion projects, tackling cultural barriers, India Orphans & Widows project, Malaysia Eco project, Egyptian History Project, Computer Recycling, Health and Wellbeing, Youth Unemployment, Integration of Black, Minority & Ethnic Communities, tackling Radicalism & Isolation, Languages e.g. English My Way with the British Council & the BBC, Youth Exchange & Teacher/Professionals Exchange program e.g. the organisation is a co-ordinator, sending & host under the European Voluntary Service programme and ERASMUS+ Student & Staff Mobility programme.

New projects that meet current issues are regularly added meeting community needs. The organisation mainly focuses on serving the communities of Kirklees District in West Yorkshire, England. The organisation’s aim by 2020 is to become fully sustainable without dependency on public aid through delivery of innovative self-sustained projects.

The organisation’s HQ is currently based within a Local Authority managed premises which are fully equipped with multi-lingual support, creche, Business Start Up units and Disability Access. The future premises will have full modern facilities within a historic victorian era building in the centre of historic Dewsbury Town, West Yorkshire, England, UK and close to both bus and train stations.

Contact Details:
LEARN ORG UK LIMITED
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West Yorkshire, England, UK
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Tel: +44 (0) 1924 462393
Email: eurodesk@2learn.org.uk
Website: <http://www.2learn.org.uk>



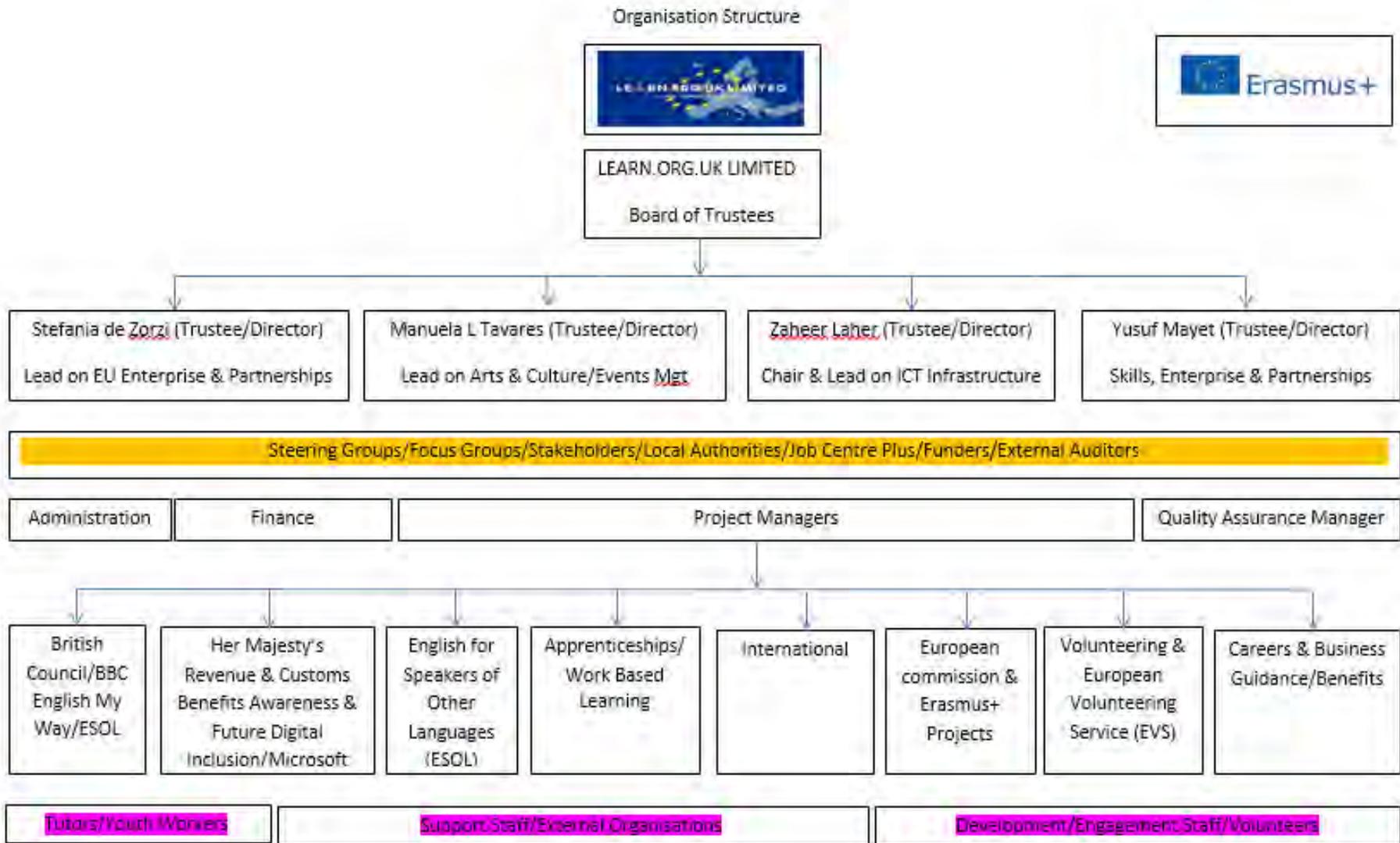
PIC No. 949391381



Current premises.



New premises currently under refurbishment.



Project Team



Yusuf Mayet
Trustee/Director (Lead on Skills, Enterprise & Partnerships)



Shaukat Hafez
Project Manager (Lead on Projects Development & Management)



Elif Gokce Cil
Project Manager (Lead on EU & MENA Region)



Mohammed Arshad
Quality Assurance Manager

Training facilities and meeting room



PROJECT PARTNER 1 - ITALY



Associazione di promozione sociale Futuro Digitale is a non-profit Organisation that performs its activity according to the European principles of social solidarity and voluntary service. It was conceived by the willing of young professionals who were inspired by the idea that the basis of common wealth lives first of all in solid human relationships, the enlargement of personal consciousness by sharing of knowledge and existential experience.

It was born in 2013 and ever since it has grown constantly. Now it is constituted by around 10 people volunteering and working for it.

Futuro Digitale is a hub where people and communities convey their creative worthiness, sharing their culture and job philosophy, traditions and innovations, sustainability and appreciation of common wealth. Through Futuro Digitale, various people put their skills and their personal sights in use, with the purpose of creating new enterprising and socially useful projects.

In the framework of its mission and cooperation relationships, Futuro Digitale performs European and Social Project-management (project arranging, coordination, monitoring and ranking, partnerships management, studies, etc.). It also promotes European mobility programmes in the fields of training, cooperation, education, youth exchange and good procedures.

It works on digital divide as a problem of southern Italy. It organises activities in the schools and it promotes projects, which may enhance the concrete conditions of youth in the digital field. It has Social media pages online with more than 18 thousand followers. It is active on twitter and it has its own website (www.futurodigitale.org). It promotes the mobility of young people through the Erasmus plus programme, through the KA1 strand of the programme, through which about 270 people learnt and travelled around Europe. It has gotten the accreditation for EVS, Erasmus for young entrepreneurs (also supporting the young people who want to have a job shadowing experience abroad and supporting the local Contact point “Matera Hub”), Erasmus traineeship and it supports youth to find internships through a tight collaboration with universities. At the moment, we are involved respectively in a KA2 and KA3 project.

Futuro Digitale hosts volunteers and trainees within the Erasmus for young Entrepreneurs programme, Erasmus traineeship and he has received the accreditation as hosting, sending and coordinating organization for the EVS (European Voluntary Service).

The organisation is also validated “Dante Alighieri” Centre, able to certify the Italian language competences through the Plida/Ada System of Credits/Certification.

Furthermore, Futuro Digitale supports youth in obtaining micro-credit loans through specific tutoring aimed at supporting all the bureaucratic passages. The tutoring is based on on-going support and relation with the micro-credit applicant.

Another important field of action is the promotion of the EU Citizenship and solidarity among youngsters and Institutions. The Association supports local authorities, public and private non-profit organizations and citizens, with reference to young people and disadvantaged groups, in accessing European funds and other opportunities offered by the European Union. About 350 youngsters in 3 years have done European mobility experiences with the Association.

Futuro Digitale fosters the dissemination of information about the initiatives and opportunities promoted by the European Union in different fields, through both internet and social networks, and organizing specific public events.

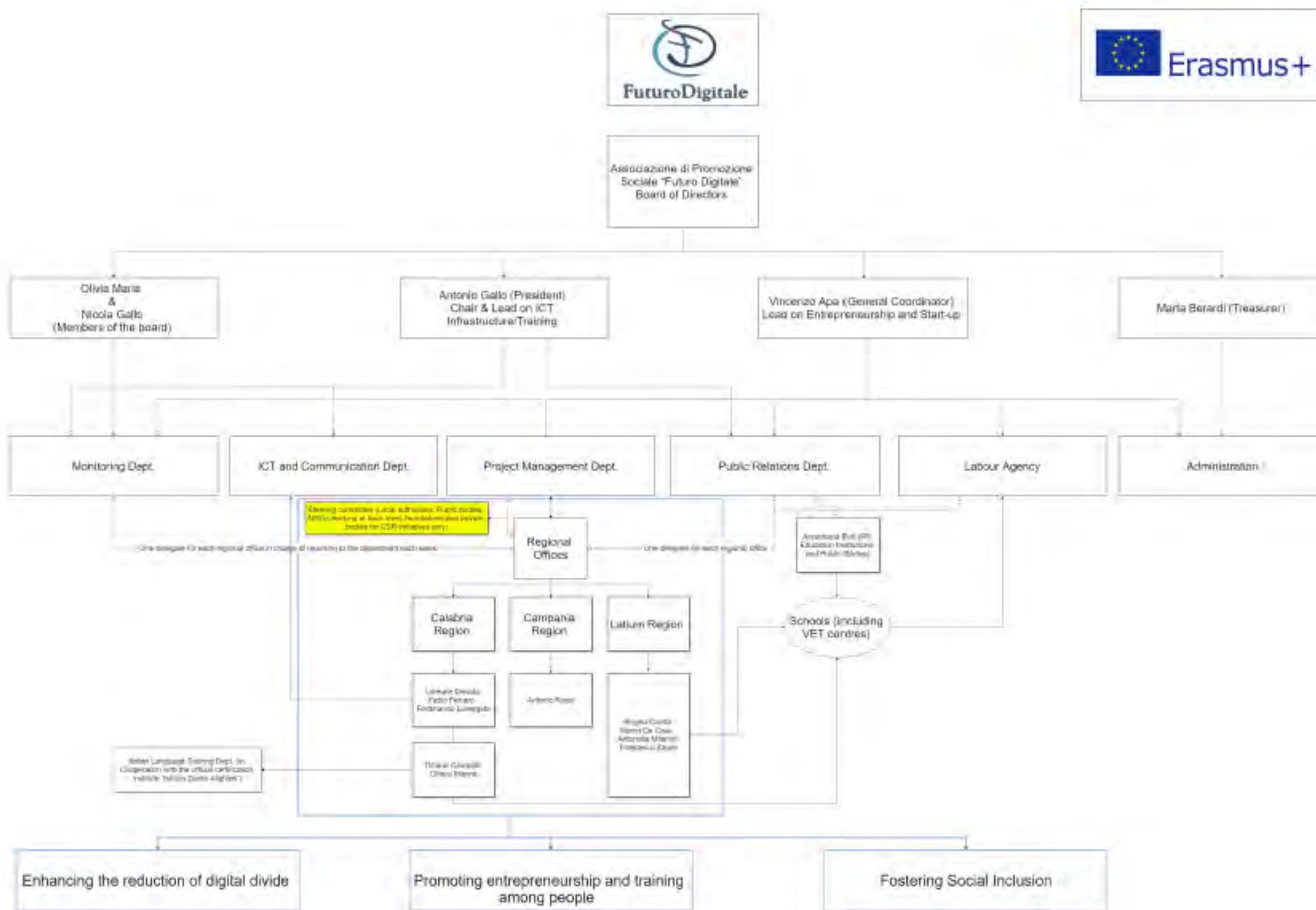
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PIC No. 949176429



FuturoDigitale



Project Team



Francesco Zaralli
Project Manager/Researcher



Marco De Cave
Project Manager/Researcher

Central Italy Office (WAO target area)



PROJECT PARTNER 2 - SWEDEN



Awesome People is a non-profit organization registered in April 2013 in Sweden. The organization is working to enhance young peoples entrepreneurial mind-sets and skills and promote participation of disadvantaged groups in society. Our mission is to make people be and feel awesome.

To achieve this we work actively with our corner stones:
Be Brilliant, Be Brave, Be Different, Be Yourself – Be Awesome!

Awesome People (Shokkin Group Sweden) is a founding member of the Shokkin Group International network with the vision to be the number one choice as quality youth work providers amongst local and international institut.

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AWESOME PEOPLE

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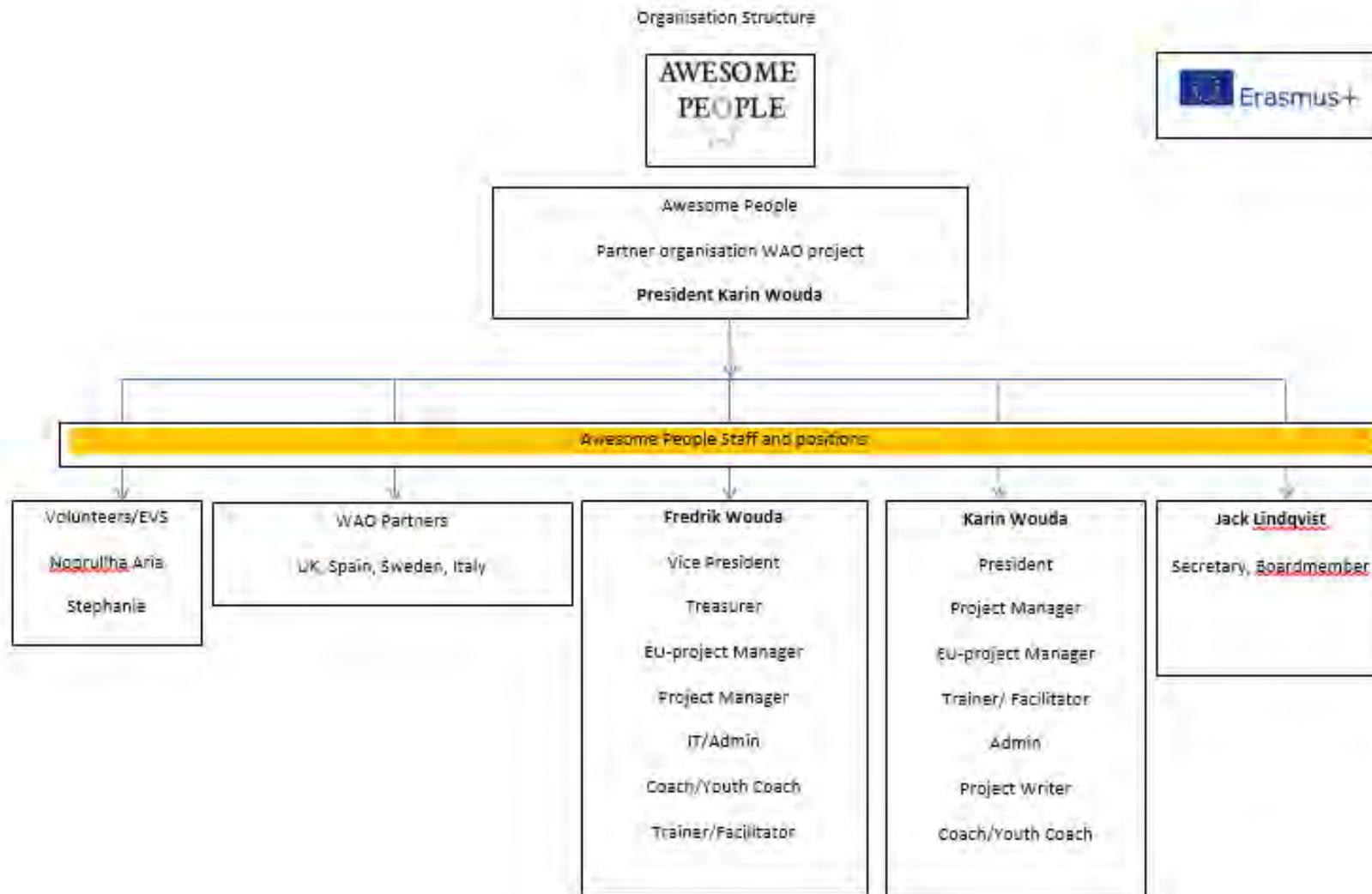
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Jack Lindqvist
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Current premises and Training Facilities





PROJECT PARTNER 3 - SPAIN



DRAMBLYS is a non-profit organisation located in Spain. In DRAMBLYS we combine sociological imagination & inquiry with social creativity and design to approach, explore, and innovate solutions to contribute to sustainable development. Our main programmes and areas of expertise include the following: programmes design and evaluation, data visualization and social innovation design, development and management.

In DRAMBLYS, we aspire to serve as an interactive platform and meeting point to exchange, design, inspire and promote social innovation projects and creative alternatives, both globally and locally. We aim to facilitate creative dialogues and co-create sustainable alternatives and so, to inspire new social entrepreneurs and community leaders & promote sustainable ways of living.

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Project Team



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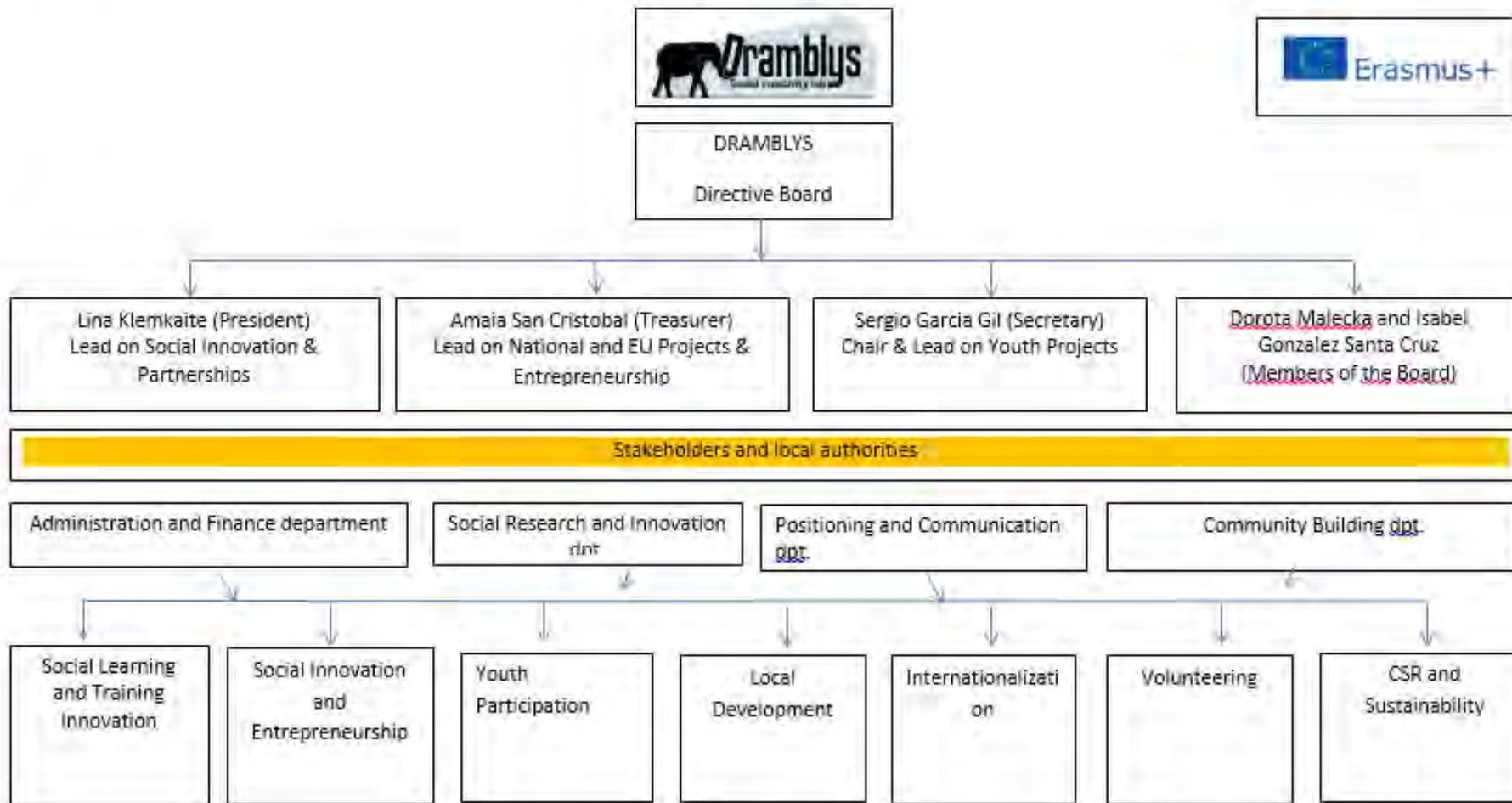
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Researcher

Current premises and Training Facilities





Organisation Structure



PROJECT PARTNER 4 - SPAIN



The European Intercultural Association - GoEurope was founded in Spain with the aim of promoting an international spirit aligned with the common European cultural objectives. GoEurope operates in Valencia, the third biggest city of Spain with nearly 1.5 million population and with a well known multicultural context since historically the dominion of Romans, and so Christians have been alternated with the conquest by the Muslim, also followed by the French dynasty of Bourbons.

GoEurope promotes the intercultural dialogue, exchange of knowledge and European awareness through the active participation of young people, organizations and companies, in projects involving mobility, volunteering, entrepreneurial education, professional and personal growth, especially if addressed to vulnerable groups such as immigrants and minorities.

Nonetheless the Association is closely linked and collaborates with various public and private entities at national and international level, among which Youth Councils, Higher Education Schools, Universities, VET providers, Municipalities and organizations working with youth, professional education as well as on topics of social inclusion. Finally the Association is involved in the European Voluntary Service and is committed to provide non formal education trainings to both adults and youth, focused mainly on boosting transversal skills, above all entrepreneurial, digital, creativity and language learning in order to increase employability as well as the self-employment potential of its audience.

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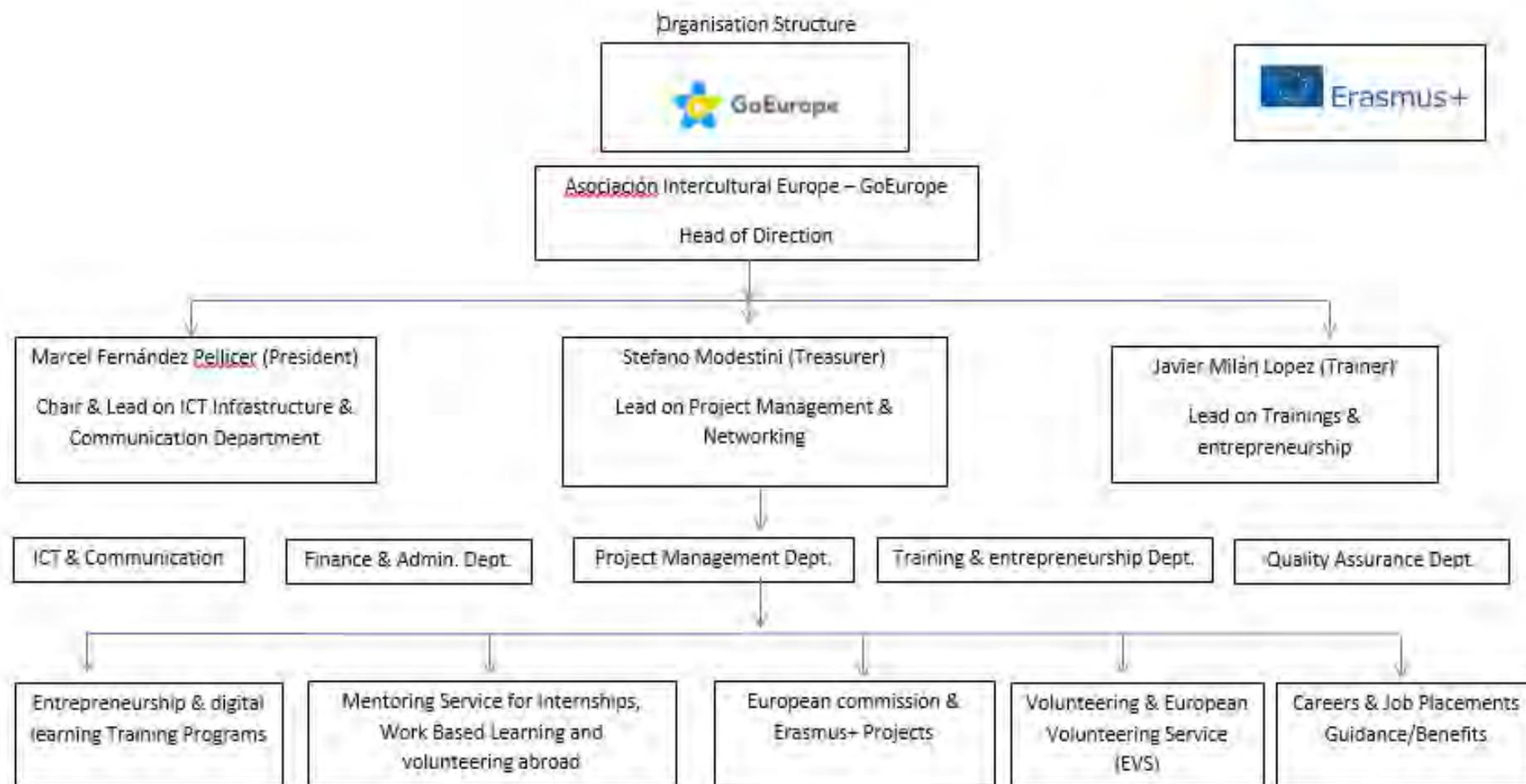
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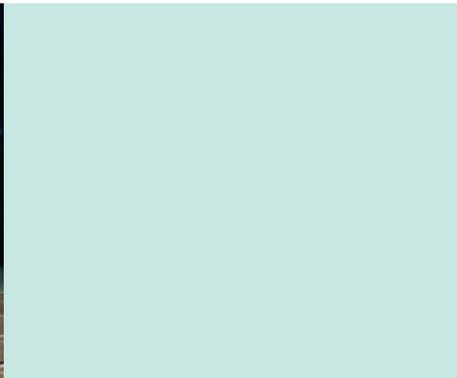
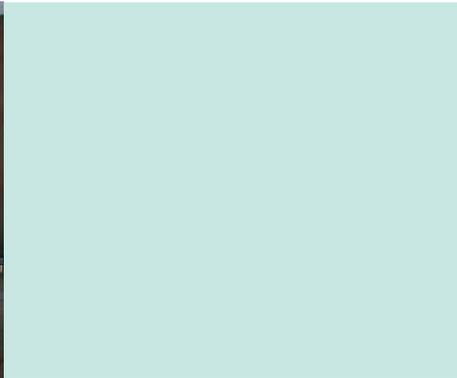
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Current premises and Training Facilities



CHAPTER 10

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We Are One

Altogether Better



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