**UIA** | **URBAN INNOVATIVE ACTIONS**

**The Urban Lab of Europe !**

# MiFriendly Cities Journal N° 2

*Project led by the **City of Coventry***

**INTEGRATION OF MIGRANTS AND REFUGEES**

MiFriendly Cities

European Union
European Regional
Development Fund

Région
Hauts-de-France

# The MiFriendly Cities project

**The MiFRIENDLY CITIES** project aims to facilitate and recognise the positive contribution of refugees and migrants to the city's civic, economic and social fabric. Refugees and migrants are key actors playing an important role in deciding what makes a "migrant friendly city" and driving the change on job creation, social entrepreneurship&innovation, active citizenship and communication.

Through the creation of a Business Leaders' Forum, a toolkit for employers and intensive training in advanced digital manufacturing, the project aims to create the condition for new job opportunities for migrants and refugees and better match their skills with employers.

At the same time it aims to enhance participation and active citizenship by providing a financial scheme, mentoring and support for up to 50 social enterprises and social innovation projects. Strong attention is given to communication and evaluation of the approaches tested. Over 100 refugees and migrants will be trained as Citizen Journalists to engage with the mainstream media, create their own stories and media channels while 30 will be mentored and supported to become Citizen Social Scientists in charge the project's qualitative evaluation.

**Partnership:**

- Coventry City Council

- Wolverhampton City Council

- Birmingham City Council

- Coventry University

- Interserve - multinational company

- Migrant Voice (MV) - local migration network

- Coventry Refugee and Migrant Centre (CRMC)

- The Refugee and Migrant Centre (RMC)

- Coventry University Social Enterprises (CUSE)

- Central England Law Centre (CELC) - NGO

- Migration Work (MW) - NGO

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# 1   Executive summary

MEETING, TALKING AND CONFIDENCE BUILDING: THE ESSENTIAL ELEMENTS OF CREATING COMMUNITIES, INNOVATION AND SOCIAL ENTERPRISES

Work with the professionals of MiFriendly Cites inspires the following key words: **increasing self-confidence, talking and exchanging, sharing emotions, being useful to the community, swapping, creating employment, innovating, generating social impact.**

Contacts with migrants and refugees inspires the following key words: **families in conversation, talk and meet, get out of your box, bringing people together, the need to belong, boosting confidence, reach out, rights 2 a Home, reducing loneliness and isolation...**

This second journal of the MiFriendly Cities project relates to the most fundamental elements of our societies, which are our capacities to meet, to talk and to build up our self-confidence. These are elements which ordinary people need, so that we can live together. They are even more necessary in the case of the welcoming and integration of new inhabitants, be they persons from another part of the city, another part of the U.K. or another country. Sharing emotions, combatting loneliness or reinforcing the need to belong are very strong stimuluses, which migrants, refugees and inhabitants all use and develop, thus creating the communities of today...and for tomorrow.

The Journal 2, will cover these vital elements through the prism of three key actions of the MiFriendly Cities project: innovation, social entrepreneurship and people's rights.

# 2 Innovation, social entrepreneurship and rights

## 2.1 Innovation

This concept corresponds to new ways of doing things, which are often not done somewhere else. Many institutions have interesting definitions of what innovation or, more particularly, social innovation is about:

*"Social innovation can be defined as the development and implementation of **new ideas (products, services and models)** to meet social needs and create **new social relationships or collaborations**. It represents new responses to pressing social demands, which affect the process of **social interactions**. It is aimed at improving human well-being. Social innovations are innovations that are social in both their ends and their means. They are innovations that are not only good for society but also **enhance individuals' capacity to act**. They rely on the inventiveness of citizens, civil society organisations local communities, businesses and public servants and services. They are an opportunity both for the public sector and for the markets, so that the products and services better satisfy individual but also collective aspirations. Stimulating innovation, entrepreneurship and the knowledge-based society is at the core of the Europe 2020 Strategy"* (European Commission 2013).

This institutional definition may be hard to put into everyday language, but the most important element, which the European Commission underlines is the individual's capacity to act. This comes very close to what activists in the Brussels based Social Innovation Factory think about doing social innovation:

*"We don't have to wait, e.g. for new legislation, or until everybody is ready for this change. Change on a local level is already possible today. Right now. Just by realizing **new connections, sharing knowledge, and creating a good context, or ecosystem**, for the network (by empowerment, reciprocity, value creation, and the creation of partnerships). Since there is no one central approach, every new initiative will have the character of an experiment"* (Bosschart & Biemans 2015).

So, making new connections, sharing etc. appears as something available to us all, whether we are old or new inhabitants, because as Eddy Adams writes:

*It is this **"people power"** which is based on a real collaborative model, but where at the same time social entrepreneurs play a new role, not dominated by profit, but having the ambition to tackle poverty and inequalities, and the new role of local authorities **"enabling, supporting and providing the trust that acts as a glue in collaborative settings"**.* (Adams 2014)

As can be seen this brings us directly into the area of social entrepreneurship, where empowered persons can pursue the collective wellbeing, based on the principles of social economy. But

both innovation, social innovation and social economy come under the auspices of the innovation spiral, developed by R. Murray, where from a small stimulus (Prompts), which often produces sparks, a proposal can be made, which has to be transformed into a living experiment (Prototypes). If this works, then the innovation changes its form and goes into a logic of how it can prolong its existence (Sustainability) and how it can respond to the global challenge it was aiming at (Scaling) in order to really improve the wellbeing of the community (Systemic change).



## 2.2  Social entrepreneurship

Social entrepreneurship very often allows innovations, especially social ones, to come into existence. It is a form of entrepreneurship, which is concentrated not on profit, but on wellbeing, based on the principles of democratic governance, sharing, using the profits (which are obviously obligatory) to develop the enterprise and above all, on the priority of humans over capital. Thus, very often, especially in cooperatives, the logic of 1 person 1 vote is obligatory, notwithstanding the position of the person, their level of investment, or possession of capital.

Social entrepreneurship was first analysed by a network of European universities (EMES) at the end of the XX century. It is interesting to note that at the European level the Policy Review on Social Innovation (European Commission 2013) states clearly that there is a strong trend towards the mixture of social innovation with social entrepreneurship as the main mover for social innovation and the social enterprise as the main venue. The best way to create innovations, involving people and move towards new forms of governance is to focus the efforts and energies towards alternative forms of enterprise.

The European Commission's Social Business Initiative 2011 has produced the following definition:

*"A social enterprise is an operator in the social economy whose main objective is to have a social impact rather than make a profit for their owners or shareholders. It operates by providing goods and services for the market in an entrepreneurial and innovative fashion and uses its profits primarily to achieve social objectives. It is managed in an open and responsible manner and, in particular, involves employees, consumers and stakeholders affected by its commercial activities."*

This definition has been taken on board by the GECES (Group of experts to the European Commission on social entrepreneurship) which produced a milestone report in 2016 on the development of this kind of entrepreneurship. Understanding social entrepreneurship can be relatively simple, but perhaps it's through examples that this type of functioning can develop the most. Here are some recent examples from across Europe based on the principle of win-win-win:

LastminuteSottocasa in Turin (Italy) has developed an application whereby shop owners can inform clients (40 000 registered persons) that the remaining perishable foodstuffs are going to be sold cheaper after a certain hour. This win-win-win company allows the food to be bought cheaper by the client, the shopkeeper gets rid of more stock and not the least important, the city has to deal with less waste. At the present moment in Turin 1 ton of food is saved in this way per month.

In Braga (Portugal) e-solidar has put into place a sort of ebay market place aimed at more powerful companies, where part of the proceeds are milked off to local NGO's, who obtain in this original way more funds for their activities.

On the other hand, in Delft (Netherlands) a private community social centre with a restaurant - Taste, bought by the local citizens, runs its activities totally voluntarily and upholds an inverted

paradigm: having no public financing makes the local community stronger and more mobilized.

In the north of Poland in Sopot a social cooperative called 100 Procent is producing commemorative statutes, so-called tombstones and other decorative materials. It employs persons with special needs, even though the market it is in is of a very high technological level.

As can be seen each of these enterprises has a very strong "doing together" aspect, which is characteristic of social economy structures and stimulates the development of relations, allows talking and building up of self-confidence. This can be taken much further.

In Strasbourg (France) and many other places, the collaboration between social entrepreneurs has advanced a lot. They are organised in city, regional and even national committees, they organise a month of social economy in November and have developed financial tools, to support their development. In addition, in order to develop the economic side of their activities facilitating associations, have been put into place which help public institutions to include social and environmental clauses in their public procurement processes, support companies in producing the engagement they have agreed to (social and environmental) and organise the training of future employees, or the subcontracting role for the social enterprises.

## 2.3   Rights

Living in a given environment/country allows people to get to know their rights and even stimulates them into defending them, as can be seen at the present moment with the movements all over Europe in defence of the environment. Knowing one's rights implies enjoying the freedom they give us. However, when someone

does not know what the rules and regulations of a given country are, when she/he is a newcomer, the knowledge about rights appears as something very complicated and can lead to very complicated administrative and legal situations. It is only through the actions of such structures as the Central England Law Centre (CELC) which is pro-

active in this area, that the rights, especially of minors, can be defended and obtained.

However, as writes Michelle Obama in her book "Becoming, My Story"[1] knowing and being able to profit from one's rights also depends on whether we have the knowledge that this is possible, and especially knowing that the other part of society is capable of accepting someone who is different:

> *"Today, when I look back and remember this discomfort which I then felt, I realise, what a serious challenge it is to reconcile who one is, with where we come from and where we want to get to."*

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[1]  Michelle Obama „Becoming, moja historia" Agora: Warszawa 2019, p 61

# 3 Creating our mixed and integrated communities

The MiFriendly Cities project supports the wellbeing of all residents in the West Midlands (Coventry, Wolverhampton and Birmingham). This process of finding one's place in the local community and enriching it by our activities is not so easy, when people come from different places in the world, where things are done differently.

In order to try and simplify this challenge, which MiFriendly Cities is working on in all of its work packages, it may be interesting to look at the newcomer, as if she/he was someone looking for a particular room.

## 3.1 Looking for the entrance

The newcomer, in order to find the room (source of information, trainings, meetings or just drinking tea) must know that welcoming rooms exist. The MiFriendly Cities project has several structures which are open to all, such as The Refugee and Migrant Centre Birmingham & Wolverhampton (RMC), or Coventry Refugee and Migrant Centre (CRMC), which are specialised in receiving migrants and refugees, but not everyone knows they are there, and therefore cannot even find the entrance.

## 3.2 Finding the door

Once the institution, or the neighbour has been identified, the newcomer can try to find the right door. As in the case of CUSE, the Coventry University Social Enterprise unit, not everyone knows that they can come through that door, to get help in creating a social enterprise, so at this level spreading the word about different institutions offering help is key.

## 3.3 Being able to go through the door

Knocking on someone's door, when the host is unknown is difficult enough, but when we are from somewhere else, it's even more difficult. It may be that the common language is not fully operational, but it may also be a question of self-confidence, which carries us into rooms, which we don't know. The FabLab is open to all, but the next visitor, who can find help and a warm cup of tea, has to have the potential to do through that particular door.

## 3.4 Discovering the room

Once we are inside, the initial barriers have been broken down and we can be more concentrated on what and who is in the room. This can be the RMC, or the Central England Law Centre, or just a parish church hall, with neighbours. For most people it may appear normal to enter into an unknown room, because we have done it many times in our lives. But coming from somewhere

else, not knowing the customs and/or the language, or thinking that my identity (religious, national, or other) may be an obstacle, constitute strong barriers to open communication.

## 3.5   Living new emotions in the room

Being inside, be it the FabLab or at a meeting concerning social innovation with MigrationWork, gives the freedom to all to live through new emotions, meet new people and build up self-confidence. This can help to improve language capacity, know-how about how the organisation/city functions, or things to do with free time and leisure. Showing emotions in a little-known environment is already a big step towards "being like the others", i.e. in a group.

## 3.6   Looking for ways to be in the room

Once more comfort is felt about being with others, a natural process happens and the visitor adapts her/himself to the room. This very often implies searching for things to do, how to become part of what the others do, or even how to participate. Obviously, some time may go by for this process to go forward.

## 3.7   Getting out of the room by thinking out of the box

Getting well embedded with the community in this symbolic room, implies after a certain time, that the choice may be made to leave it, in order to do something else. This can be a social innovation project, a social enterprise or just simply a job. But sometimes getting out of the room implies once again taking risks, going into other "rooms" which are unknown. Let's hope that by this time the self-confidence needed is strong enough to carry us through.

## 3.8   Transposing the journey for others

Being able to go on this type of journey, and entering a new "room" or reality must also carry with it the responsibility to support others in their journey. By this time, more recent newcomers are perhaps in need of the first steps, and therefore the more experienced ones can help in building up the self-confidence needed to access "rooms".
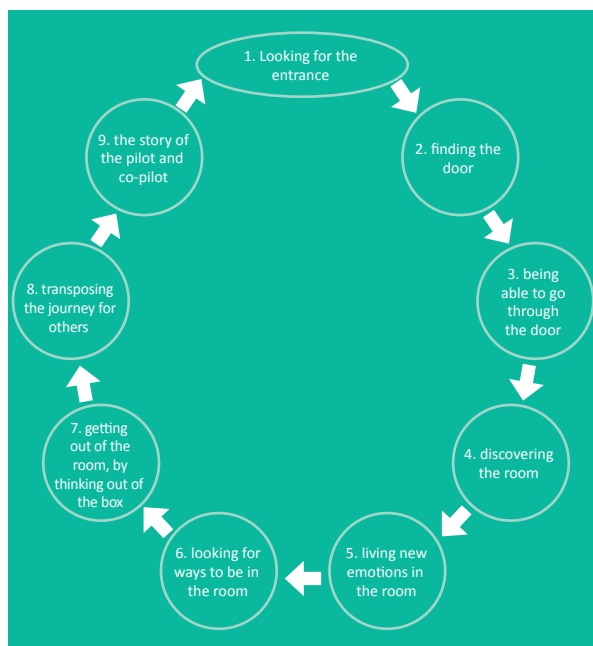
## 3.9 The story of the pilot and the co-pilot

"The pilot holds the steering column. The co-pilot is reading the map. **He does not hold the steering column**. He gives accurate information considering the pilot's style. He situates the pilot's activity using the map.

When the map does not exist, the co-pilot does a synthesis. He creates a map that takes into account the information needed by the pilot. When the pilot has never drawn a map, the co-pilot will teach her/him how **to draw their own maps** and to discover the information they need to make a map that suits them.

The pilot flies and reacts to information coming from the co-pilot and to those which she/he analyses on their own.

The co-pilot gives the general context of the journey.

The discoverer is at the same time a pilot and a co-pilot.

An exiled person can become an explorer."

This way of showing the process of talking, gaining confidence and moving on to new territories was authored by a group of persons working in the field of job integration in Roubaix in France in the 1980's. It is still highly pertinent today, especially in the case of migrants and refugees, who have so much to discover and can become explorers. It is perhaps the role of MiFriendly Cities to be the co-pilot and to convey to the rest of the community the welcoming hand, that allows everyone to be in the room, to leave it, to fly and become explorers. It is exactly within the role of an explorer to invent an innovative project, to create or participate in a social enterprise, to join the work on rights, which guarantees our freedoms.

# 4 Exemplary actions of the MiFriendly Cities project

## 4.1 Social Innovation scheme – inventing the future

One of the MiFriendly cities partner organisations Migration Work, has taken on the role of the co-pilot, in regards to many migrants and/or refugees, who have become the pilots of their projects. Migration Work has coached numerous persons in how to organise themselves in the context of their creative ideas, supporting them in the conception, development and putting into place of their social innovations.

Through the financing of the MiFriendly Cities project (European Development Fund through the Urban Innovative Actions initiative) Migration Work is rewarding the best projects with 75 000 pounds in support to social innovation projects, as well as 75 days of expert support. This means that for each project there is about 5 000 pounds and 5 days of advice and support on average.

## 4.2 Social Innovation Pitch Day

On the 30th of March 2019 17 projects were presented at a Pitch Day in Birmingham, in front of an illustrious panel of "judges"[2]

Each project had a 3-minute pitch and the possibility of answering complementary questions from the jury for 2 minutes. There was also a bonus awarded to the project judged the most original by the audience.



*A very participative event*

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[2]  Dipali Chandra, Secretary West Midlands Funders Network, Cllr John Cotton, Birmingham City Council, Cllr Jaspreet Singh, Involvement Engagement Coordinator, NHS Coventry & Warwickshire Partnership Trust, Arten Llazari, Chief Executive Refugee and Migrant Centre, Peter Wolkowinski, UIA expert.

| Name of the project | Project lead | Project one-liner |
| --- | --- | --- |
| Create and talk (Coventry) | Laura Nyahuye | For migrant women to find common ground, find their voice and connect with fellow women who are citizens |
| Parmoja (Coventry) | Juliet Marie | To build confidence in individuals and promote integration across communities by giving people the opportunity to express themselves at music workshops and more. |
| Emerald Book Club (Coventry) | Joshua Mukiibi | To provide a platform where people can learn and practice basic literacy skills. |
| Families in Conversation (Wolverhapmton) | Dzxenana Masic | To improve conversational/counselling skills of migrants and local parents to address family problems and support their children and avoid family conflicts which can have negative impacts on mental health of families. |
| Game of Homes (Wolverhapmton) | Arun Bector | To help and support people who are looking for accommodation who might be homeless or at risk of homelessness new tenants and existing renters with advice on housing issues. |
| Get out from your box (Birmingham) | Simplice Odette Nkonge-Mbomba | Increasing participation and understanding of civic life e.g. voter registration amongst BME communities in Sandwell and Birmingham |
| Calendar of Cultural Celebrations (Wolverhapmton) | Veronika Kadlecsik | Developing a cultural calendar and organising different celebration from the different cultures represented by the communities lining on an estate. |
| Ladies Photography Society (Birmingham) | Alexandra Ionita | Aims to bring local women together (migrant or non-migrant) by doing something they all love (photography) |
| It's out right (Wolverhapmton) | Damayanthi Sathya M | A publishing project that mainly focuses on the need to educate migrants and non-migrants about their fundamental rights. |
| Right2AHome (Coventry) | Loraine Mponela and Chanel James | A scoping project aiming to learn how to establish an accommodation project for Coventry residents with no resource to public funds, experiencing homelessness. |
| Community Sewing Group (Wolverhapmton) | Mary Thomas | Aims to reduce loneliness and isolation by running creative activities for migrant and non-migrants, which will explore issues of mental health and create opportunities for people to build creative connections. |
| The Power of Science (Coventry) | Krzysztof Nowotarski & Craig Muir | Aims to bring communities together to share food and discuss science. |
| Transitions (Coventry) | Biniam Haddish | To inspire young refugees to join colleges and universities. |
| Tuition centre (Birmingham) | Hussein Ibrahim | Aims to provide support to children (aged 10 to 15) to reinforce Maths and English literacy studying in a community setting in particular with Statutory Assessment tests SAT exams. |
| What I need to Know (WINK) (Birmingham & Coventry) | Ake Achi | Outreach and awareness raising project aiming to tackle exploitation and discrimination in the labour market. |
| More about Driving (Coventry) | Miguel Garcia | Aims to raise awareness on dangerous driving in different communities to reduce risks of accidents on the road. |

*A full room, with the judges panel in front*

On reading just these very short one liners, it's possible to confirm, that all the projects are working around bringing people together, raising awareness and promoting the fact that together we are stronger and safer and that we can then make more progress. It is significant that all these ideas come from persons who are, or have been migrants and/or refugees, and are perfectly capable of creating their own innovation with a high social added value.

The virtuous circle (see above) about creating our mixed and integrated communities' underlines the fact that once we are within a group (room) and we find out how to act, we can become very creative and even become explorers, going on to unknown territories![3]

## 4.3   Social enterprise funding – creating new community wealth

Coventry University Social Enterprise (CUSE) is the leading partner in MiFriendly Cities on supporting and creating social enterprises. CUSE is the only example in the whole of the UK of a university which has decided to play such an active role in this area. So far CUSE has helped to create 50 new social enterprise start-ups. In this area CUSE considers, that it is important to work with small steps; identify a pre-idea, develop it to become an idea, and go on to creating a start-up. In general, CUSE has been working with students of Coventry University, alumni, staff and communities at various stages of their entrepreneurial journey. Functioning in Coventry which is SEUK, a recognised Social Enterprise City, CUSE has also conducted research into the local social economy and has stimulated the local economy in the direction of social entrepreneurship through such programmes as Evolve Social and Surge.

What is new for CUSE, is to start work with a specific group, being of course migrants and refugees through the MiFriendly Cities

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[3]   The pitch day video produced by Migrant Work can be seen here: https://www.youtube.com/watch?v=RQtmuTtjDLE&t=48s

programme. This particular challenge has allowed the structure to reinforce its work on creating links between the University and the local communities. Here are some of the conclusions that can be drawn from this "humbling"[4] work with migrants and refugees, as they are a vulnerable group:

- 'Learning by doing' appears as an irreplaceable methodology in creating social enterprises,

- Many people who want to create something do not even know that social enterprises exist, or that this is the type of structure they would like to create,

- A sufficient level of English is a prerequisite for migrants and refugees, as there is a large amount of paperwork to be done,[5]

- More information is needed out in the communities about the possibility of creating social enterprises with the support of CUSE.

- CUSE is a Coventry based organisation and has to try and do the same work in Wolverhampton and Birmingham, where it is less known and less well networked into the local realities, which is challenging and requires building up networks in both cities,[6]

- The whole process could be strengthened by doing awareness sessions in the partner structures, especially in RMC and CRMC, in order to increase the number of persons interested,

- Students could benefit from more mixing with migrants and refugees, as often they have no idea about the realities of everyday life,

- The biggest added value of the project so far, on the basis of initial impact measurement, is the training combined with mentoring done by experienced business coaches.

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[4]  Phrase coined by Gabriela Matouskova the CUSE Business Development Manager.
[5]  In some cases, migrants and refugees have been reoriented to ESOL classes, as the level of English was too weak. CUSE has done work in Egypt and Mexico, where for the most part interpreters were used. As in the ZOOM IN the question has to be asked: could university students not help in training migrants in refugees, using their own languages, hence increasing the speed of professional integration and reducing the English language barrier.
[6]  The level of efficiency could raise if more financed time could be found for Wolverhampton and Birmingham.

## 4.4 Financial support for Social Enterprises

CU Social Enterprise has in 2019 held two pitching days in order to accord financial support for migrant-led social enterprises in Coventry and Wolverhampton. Participants took part in a 4-week training course in preparation for their pitch, developing a business and financial plan for their socially aware enterprises. Eight projects have been awarded funding so far:

| Name | Social Business Idea | City |
|---|---|---|
| Ngolo LucKone Akwaba CIC | A community space offering skill, children's breakfast & afterschool clubs alongside math tutoring. Akwaba means welcome and the centre will have a warm and family like atmosphere working from the saying 'it takes a village to raise a child'. | Coventry |
| Seyedeh Naserniniak | Working with Migrant Women to reduce social isolation, build confidence and mental health through crafts, skills and wellbeing workshops. The crafts workshops will be run using recycled materials and producing products that will be sold to support minority groups in Coventry. | Coventry |
| Uyiosa Osawe | Providing aged 16-30-year olds with a range of male and female clothing products, from casualwear to smart wear representing hope, confidence and power to make a positive impact in society. 10% of each item sold will go to the charity Samaritan's Purse. | Coventry |
| Berlinda Sarpong VAEK Ltd | Ghanaian inspired Leisure wear brand catering to New Mums and Curvy women specifically (but not exclusively) within the BAME community. Berlinda's brand also aims to create a supportive peer-to-peer community of women who are anxious to go to the gym, but want to get back on track with their fitness. | Coventry |
| Miguel Garcia | Creating an App that matches learner drivers with language barriers and specific needs (e.g. disabilities) to instructors who can support their specific additional needs. | Wolverhampton in Coventry |
| Ali Aldube | PC and Phone repairs for low-income families and those that don't have access to smartphones when they 1st arrive in the city. | Wolverhampton |
| Ahman Alchawakh **Syrian Fashion Shop** | Women's tailoring and furniture upholstering. Sewing skills training for the Syrian community in order to reduce social isolation and reduce 7 Wolves unemployment. | Wolverhampton |
| Chousoun Albakari **My Angel** | Sewing classes and moderations to clothing to meet the needs of the Hijabi and Muslimah community to make western styles more modern, whilst helping the female Syrian community to overcome cultural barriers by teaching basic sewing skills in order to create additional income streams for their families. | Wolverhampton |

One of the winners was Uyiosa Osawe, who has won a 5 000 EUROS grant to help him start Game Changer, his own social enterprise, producing clothes for young women and men, as well as children. 10% of the profits of the company will go to the charity Samaritans Purse, which works in different African countries to try to help individuals and communities, which is what Uyiosa wants to do in the U.K., by making his brand into a household name and thereby producing a lot of change.



*Uyiosa Osawe in front of the Grateful board in CUSE offices in Coventry*

Uyiosa came to the U.K. aged 5 and lived in Manchester in what he calls himself a strict African family. He was told he had to finish university, or otherwise he should not come back. Studying sports therapy did not really suite him, and he felt that he had lost his way: "My heart wasn't there". Finally, he took a year off and took an internship with Birmingham Football Club. His business idea started to develop and Uyiosa had "the best year of his life" working for a big corporation, but he then decided to make a change: he suddenly resigned and got employed in CRMC in 36 hours. There he was managing a team and became the coordinator of a social enterprise project Spring Action Cleaning. For Uyiosa this was a breakthrough: he realised that finding work helps the families of the persons concerned, that the enterprise functions based on clear values, and that discrimination based on race still happens, as vacancies remain advertised, even though migrants have applied for jobs. Asked about what made the change click in his life, Uyiosa replied:

"Click? It's always been within me. It's been suppressed. Now I live alone. The switch was during my placement year. You always see what you want to see. If you switch that around you can plan for the future. Where you are right now is not always where you will be."

The CUSE team underlines, that self-confidence is a pre-stage of even "coming through the door". The stories of all the participants are all awesome, but they must become somewhat hidden in the products and services that the social enterprises produce: "Our sustainability is in building your resilience to go off and run your business". That is how CUSE wants to contribute to society and its wellbeing!

## 4.5 Respecting rights leads to freedom to live and act

The well-known visionary psychiatrist David R. Hawkins[7] states in his Map of Levels of Consciousness that only when we are at a level of neutrality, can we be free to act. If we are afraid, apathetic or angry our levels of energy are so low they do not allow us to live in a qualitative way. However, if we want to go forward, with acceptation, with reason and with love, we can make much more progress.

This applies to all human beings, migrants, refugees and the welcoming communities. The work on individual rights constitutes a real challenge, as not everyone realizes their importance and this could come from the feeling that it is better not to touch some subjects, as they are difficult, or not politically correct, due to emotions that are based on fear or apathy.

The Central England Law Centre (CELC), a partner of the MiFriendly Cities programme is working very hard to try and guarantee the rights of youngsters, who need to make their stay in the U.K. legal. This becomes particularly important, when pupils finish school and want to go to university. However, it appears that this is not as simple as it would appear. Firstly, those responsible for pupils, head teachers for example do not always realise that there is a need to prepare things from a legal and administrative point of view, some even claiming that such persons do not exist in their establishments. Secondly it transpires, through the experience of CELC, that young people themselves do not talk about this legal challenge which creates a situation where the 'word of mouth' does not appear to function. Thirdly, it's the general population, which does realise that there is a problem. These conclusions imply that:

- The message that obtaining rights for young migrants or refugees is vital must go out to society at large,

- Outreach methods and informing all activists appears as a key. This should include all types of mediators, especially those involved in MiFriendly Cities programme, such as health champions or citizen social scientists,

- Head teachers must become a specific target group, who could be approached by all kinds of persons, so that the CELC representatives would be able to present their case,

- The biggest priority concerns the young people themselves. Because they do not talk about the difficulties they may face concerning rights, they don't find out about what still needs to be done. This lack of exchange is the most challenging element. Many institutions try to work through this question using films, comic strip material and the like.

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[7]  „Power versus Force" D.R. Hawkins: 1995

# 5 Mapping MiFriendly Cities against the established UIA challenges

| Challenge | Level | Observations |
|---|---|---|
| 1.Leadership for implementation | Low | The leader of MiFriendly Cities, the city of Coventry understands fully that the implementation of all the elements of the programme must be stimulated continuously. This implies encouraging the partners to widen their scope of actions in line with the principles of the programme. This is a strongly assumed role. |
| 2.Public procurement | Low | Not really an issue. |
| 3.Integrated cross-departmental working | Low | If collaboration with other departments is of a good quality, the question of migration, in the communication sense, still has to become a mainstream issue in all the decision-making and operational processes. |
| 4.Adopting a participative approach | Low | Co-responsibility for the programme is gaining ground in as far as the partners are concerned. Several of them also realise, that the participatory methods have to be externalized to as many other partners as possible, to make sure that the target beneficiaries have access to all the information and the services proposed. |
| 5. Monitoring and evaluation | Medium | The complexity of the initial forms of evaluation have evolved substantially and the programme will be working on its evaluation in a theme dominated way, which has just been introduced. More information will be available later in the year. |
| 6. Financial Sustainability | Medium | Several actions inside the programme are proving to cover new ground, not previously directly financed. The instability of the British situation does not allow to forecast whether all these actions will be able to be financed after the end of the EU support. |
| 7. Communicating with target beneficiaries | Medium | A lot of work has been done to improve communication and to give it the right direction. This implies constant revision and adaptation, especially when concerned with the resident already existing population. It appears clear that not all potential beneficiaries have access to information/actions. |
| 8. Upscaling | Medium | At the present time, the project is concentrating on fulfilling its obligations. The upscaling is still not an element of intense concern. |

# 6   Conclusions

MiFriendly Cities is taking on board almost the whole depth of the migrant and refugee challenge. The programme has also realised that the local population is a key player in developing the common well-being in all three cities. Inside the programme and outside it appears that the communication of all actors between themselves could make all the processes more efficient as the unknown elements cease to exist.

Proof of this is the recent study done by prof. Catherine Harris from Coventry University, showing that 80% of employers do not want to take the risk of hiring refugees and migrants. Lack of precise knowledge about who can be employed appears as one of the most basic handicaps.

## 6.1   Looking to the future

"Full speed ahead" seems to be the right thing to say about MiFriendly Cities. In the next journal we will be showing elements of the new evaluation grid, which the partners have been working on and more about the successes of social innovation projects and social enterprises.

Urban Innovative Actions (UIA) is an Initiative of the European Union that provides urban areas throughout Europe with resources to test new and unproven solutions to address urban challenges. Based on article 8 of ERDF, the Initiative has a total ERDF budget of EUR 372 million for 2014-2020.

UIA projects will produce a wealth of knowledge stemming from the implementation of the innovative solutions for sustainable urban development that are of interest for city practitioners and stakeholders across the EU. This journal is a paper written by a UIA Expert that captures and disseminates the lessons learnt from the project implementation and the good practices identified. The journals will be structured around the main challenges of implementation identified and faced at local level by UIA projects. They will be published on a regular basis on the UIA website.

**Urban Innovative Actions**

Les Arcuriales
45D rue de Tournai
F- 59000 Lille

**+33 (0)3 61 76 59 34**
info@uia-initiative.eu
**www.uia-initiative.eu**

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