



Combating Inequalities through Innovative Social Practices
of and for Young People in Cities across Europe

**WP7 Evaluation of an Innovative Practice
'Moin Moin Hamburg – Welcome Tours for Refugees'**

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City: Hamburg

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Cover page

Pilot Project “Moin Moin Hamburg – Welcome Tours for Refugees”¹	
City	Hamburg
Pilot type	Based on own fieldwork.
Type of target group	Young refugees between 18-26 who are ready to actively look for chances in their new city and use the opportunity to integrate and find their own path.
Type of practice	Empowerment: developing ambition, competences and social network;
Aims/objectives in brief	<p>This project will reach the social and cultural integration of young refugees by giving:</p> <ul style="list-style-type: none"> • Aiming at the gap between informal qualifications plus abilities at the time of arrival and a long-term formal integration process. • Better knowledge about the city to move around more easily outside the shelter and through that get involved in (social) activities. • Better knowledge of possibilities. • Empowerment to make better use of own abilities. • Avoidance of infantilisation. • Improvement of language skills. • In this resource oriented approach spoken languages serve as a support. • Cultural organizations and businesses the opportunity to get engaged in an innovative social practice.
What needs, what inequalities	<ul style="list-style-type: none"> - The city is a new and complex system for new-arrivals. - Young refugees are limited in the ways they get around the city. - They often remain isolated in the shelters which prevents them from involvement in social activities and excludes them from society. - The education- and employment market and their access to the German system is of course a big hurdle.

¹ Evaluation by Ruham Hawash and Anne-Marie Gehrke, HAW Hamburg (Citispyce Project WP7, June 2015)

	<ul style="list-style-type: none"> - Their resources are not recognized and they have little confidence in their abilities. - Integration is mainly based on language skills which are often non-existing and only improve very slowly, as they only have little contact to the world outside their shelter. <p>This certainly prolongs and hardens the process of settling down as the people easily lose confidence on the way.</p>
What (activities in brief)	<ul style="list-style-type: none"> • Interviewing; the target group to assist their needs • Networking; to search for potential tours that meet the target group's needs and expectations • Touring
Who (actors)	<ul style="list-style-type: none"> - Citispyce team HAW Hamburg - Assistant - Staff of the refugee shelters - Stakeholders (Volunteers, Non-profit organisations, sponsors) - The city administrations of (Hamburg Nord) - integration office and social service office
How (involvement of the actors, their roles)	<pre> graph TD TeamHAW[Team HAW/3] Partners[Partners/ Stakeholders] Assistant[Assistant/1] CityAdmin[City admin/2] Volunteers[Volunteers/3] TargetGroup[Target Group] StaffShelter[Staff shelter/3] TOURS[TOURS] Partners --> TOURS Assistant --> TOURS CityAdmin --> TeamHAW StaffShelter --> CityAdmin TOURS --- Volunteers TOURS --- TargetGroup </pre>
Scope: number of the participants of practice(s)	25
Duration (when the project/practice started)	December 2014 – April 2015
RESOURCES	
Financial	<p>Total cost per month:</p> <ul style="list-style-type: none"> - Approx. 500€month for Ruham Hawash, assistant

	<p>(the young person from Hamburg) who invented the project. Her tasks are conceptualizing the project, helping in finding and coordinating partners and volunteers and helping to carry out the tours.</p> <ul style="list-style-type: none"> - A symbolic amount to possible volunteer tour guides. This would be around 30€ per tour, max. 200-300 in total. - Tickets for local public transport, around 6€ per person. - 4 months: 2.000-2.500 € <p>Who pays for this?</p> <ul style="list-style-type: none"> - The assistant is paid from the project budget. - The tour guides and the local transport will either be taken from project budget or, in the best case scenario, be financed by project partners/sponsors.
Personnel	<p>Staff – number of people involved, in FTE per month</p> <ul style="list-style-type: none"> - 3 people from Haw team (1FTE/month) - 1 extern assistant (around 0,25 FTE/month=500E)
Other	<p>Know-how, premises in specific location etc.?</p> <ul style="list-style-type: none"> - Experts for the work with refugees and new arrivals in the city. - Experts in the city council for project planning and coordination and with a wide network of stakeholders. - Volunteers for the guided tours who speak the refugees' languages of origin.

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Introduction

Young adult refugees without a residence permit often live in public refugee shelters for years. They are isolated from the surrounding world, and have little social contact or access to cultural and social services in the city. The consequences are a prolonging of the integration process and of language learning, and often a feeling of hopelessness. The pilot project Moin Moin Hamburg aimed to bring young refugees of 18-30 years in contact with everyday relevant cultural activities, thus contributing to social and cultural integration. In December and January 2015, we held talks with residents of the accommodation Jugendparkweg and Borsteler Chaussee and collected information on;

- Age, country of origin, relatives in city
- Spoken languages
- Existing approaches to culture and language programs
- What would they like to know in Hamburg?

From February to April, several activities were offered for this group in Hamburg (cultural and leisure activities such as city tours, model train world, sports, library, language exchange offers, training counselling). The tours were accompanied by an Arabic speaking person. The project was evaluated, starting in April, to find out how and to what extent a continuation and connection to existing working groups/offers/institutions is possible. Many useful conclusions can be drawn after the project ended: The project leaders were able to talk to 39 young refugees about their needs and wishes. Besides that, several tours and activities could be offered for the target group. However, the number of people who took part in the activities was not as high as expected which was for several reasons, primarily the fact that people had to deal with more serious issues. To pursue the approach, a more sustainable and overarching aim is to find and shape a sustainable framework to structured access to social and cultural leisure activities and programs through the close cooperation of several institutions and stakeholders. Due to the shortness of the pilot, this aim could, of course, not be reached. To develop a more sustainable and overall practice, this has to be the next step.

1. Evaluation methodology

The evaluation methodology was based on structured interviews with a representative group of the actors who were involved in different phases of the project.

- After the last activity in the project (the last tour) we interviewed:
 - Two people from the shelter management,
 - Two young participants (one from each shelter), and
 - Several stakeholders.
- The interviews were based on a questionnaire with the following questions:
 - How did you get involved with the project?
 - What do you think about the idea?
 - What do you consider to be the problems of the target group? How could the project be improved?

There was no structured monitoring of the results or the activities, however, we wrote internal reports and summaries for each phase of the project to assure adherence to the project plan. These summaries were used for this evaluation.

The evaluation process took place on site. We visited the participants again in their offices/shelter. One interview was conducted in our office. There were no problems, the participants were cooperative and even shared personal notes.

2. Project Design

2.1 Social Issue(s) addressed

- Many young migrants explain the difficulties that they are confronted with when arriving in a new city. They get subjected to new rules and laws that they do not really understand. To comprehend these rules, which are important in the official integration process, German language skills are necessary, which they most often do not have yet. By contrast, many of their resources, skills and competences (language skills, abilities, provisional knowledge and skills, etc.) are not recognised by public administrations and cannot be used in their everyday life. They live excluded from most of mainstream society and move around in a very limited environment outside their shelter. The integration process is often limited to attending German language and so-called integration courses, which are also attended by people with residence permits. But those with only precarious status (“Duldung”) do not have access to these courses, nor to formal employment.
- German language skills only improve slowly and often without suitable skills for everyday communication, so that many migrants have very little contact with people in their environment. This leads to their exclusion from many areas of everyday life (banking, authorities, school and recreational activities).
- Young refugees without a resident permit live for years in public refugee shelters. They are isolated from the outside world and barely have social contact or access to the cultural and social activities in the city.
- All of the points mentioned extend the process of the “arriving” / integration and weakens the self-confidence of the young migrants.

Through the project the young people get into contact with their environment and society. They are able to improve their language skills and gain access to cultural and social activities.

2.2. Project goals and plans

- The members of the target group are young refugees between 17 and 28 years old who are basically expected to be:
 - Motivated to integrate into mainstream society but in need of support;
 - Aiming for ‘alternative’ ways to get ahead, with sufficient competences and/or social support;

- Living day by day, opportunistically. Given up hope and lacking competences, social support and motivation to change.
- The young refugees whom we met shared many dreams and ambitions, but were unfortunately all faced with problematic legal status and had only poor German language skills.

“I want to be an auto mechanic but I’m not allowed, I do not have papers”².

“I was once in the university attending a lecture but it was all in German I didn’t understand”³.
- Some of the refugees stated that they were already searching for chances to go on with life, although they still have problems.

“I’m going to attend a B2 level German course in April. I must pay myself- I do not have a permit residency”⁴.
- Others expressed frustration and a loss of aspirations:

“The life is very annoying for me here in Hamburg. I know Hamburg well but I have no Chance here”⁵.

The official goals/outcome were:

This project will reach social and cultural integration of young refugees by giving:

- Aiming at the gap between informal qualifications plus abilities at the time of arrival and a long-term formal integration process.
- Better knowledge about the city to move around more easily outside the shelter and by that get involved in (social) activities.
- Better knowledge about possibilities.
- Empowerment to make better use of own abilities.
- Avoidance of infantilisation.
- Improvement of language skills.
- In this **resource oriented approach** spoken languages serve as a support.
- Cultural organizations and businesses the opportunity to get engaged in innovative social practice.
- The goals of the projects are clear and concrete; they were assigned to the problems and based on the wants and values of the young refugees which were discovered in WP4.
- For each aim, there was a practical activity and it could only be achieved with the engagement of the participants.

² man, 32, Syrian refugee waiting for asylum/Dublin case, JPW5

³ man, 30, Syrian refugee waiting for asylum/Dublin case, JPW6

⁴ woman, 25, toleration status, BC14

⁵ man, 22, toleration status, looking for training place, BC1

- All the project activities are important to the progress of the project because each activity is based on the previous one, which forms the base of the following. Practically thinking, we can say that touring is the most important activity of the project in which we try to approach the aims of the project.
- The project components can be divided into the following;
 - Modifying the idea of the project and building a concept of the project
 - Targeting group assessment (interest, backgrounds, needs, qualifications)
 - Desk research on potential partners and their activities.
 - Contacting stakeholders (business partners, NGOs, City administration)
 - Tours planning (teams, timeline, guides)
 - Implementation
 - Evaluation
 - Follow-up

The following table shows the activities were held during the weeks of the project;

Week	Activities
1+2	Hamburg team office-meeting + Modifying the project idea
3	Interviews in two refugee shelters
4	Interviews in both shelters
5	Interviews in both shelters
6+7	Christmas Vacation
8	Interviews in both shelters
9	Networking with potential sponsors + Project team office-meeting
10	Networking with potential sponsors + Guiding the first tour (Miniature wonderland)
11	Project break/holidays
12	Meeting the young participants in a group in their shelter
13	Follow up Team meeting
14	Networking with potential sponsors + Guiding the second Tour (The Harbour of Hamburg)
15	Networking with potential sponsors
16 +17	Project break/holidays
18	Networking with potential sponsors + contacting and motivating the participants.
19	Networking with potential sponsors
20	Networking with potential sponsors
21	Networking with potential sponsors. Meeting with the young refugees for orienteering offer (Job and Education consulting)
22	Networking with potential sponsors + Evaluation interviews
23	WP6 drafting + Evaluation interviews + team office-meeting WP6 drafting
24	Guiding 2 tours (Football team + Public library) + Evolution interviews + WP6 submission + Evaluation interviews
25	WP7 drafting
26	WP7 drafting

2.3 Competences and resources required

- For the young participants: ambitions and motivation are the most important competences needed, and also the ability and willingness to interact with people and being open to engage and integrate.
- For the stakeholders: they should have plans and offers (programs, set of activities, information packages) and be willing to engage young refugees in their activities; they should be aware of the needs and situation of the new refugees to be able to communicate with them and be their bridge to society.

Total cost per month: See also project table

- Approx. 500€/month for Ruham Hawash, assistant (the young person from Hamburg) who invented the project. Her tasks are conceptualizing the project and helping in finding and coordinating partners and volunteers.
- A symbolic amount to the volunteer tour guides. This would be around 30€ per tour, max. 200-300€ in total.
- Tickets for local public transport, around 6€ per Person.

2.4 Degree of organization

- The project follows a bottom up approach, the tours were planned to meet the participants needs.
- The project addresses the needs for every participant individually on a micro-level. At the meso-level, the project aims to engage with local stakeholders and communities to develop sustainable schemes for social and cultural integration. The project tries to search for opportunities which would help the participants move on in the new city.

Many people are involved in the project at several practice levels:

- The city administration of Hamburg Nord (the integration office aside to the administration of the shelters office) was a basic partner of the project. They participated and discussed in the first meetings held to define the problem and modify the idea, and also planning for coming steps. The administration of the shelters office gave useful input and information about the shelters system and connected the team with two shelters. The administration of the shelters helped with contacting the refugees and building the participants team.
- During the following steps a few volunteers helped the team in translating the interviews and tour invitations.
- We contacted several stakeholders and organisations (Miniaturwunderland, Sprachbrücke, Sportspaß, FluchtOrt Hamburg, Bücherhalle, Fußball Club) and made individual agreements with them for tours and visits (further description below in 4.4).

2.5 The logic of intervention

- The project followed a SID approach, taking the young people's interests as a starting point.

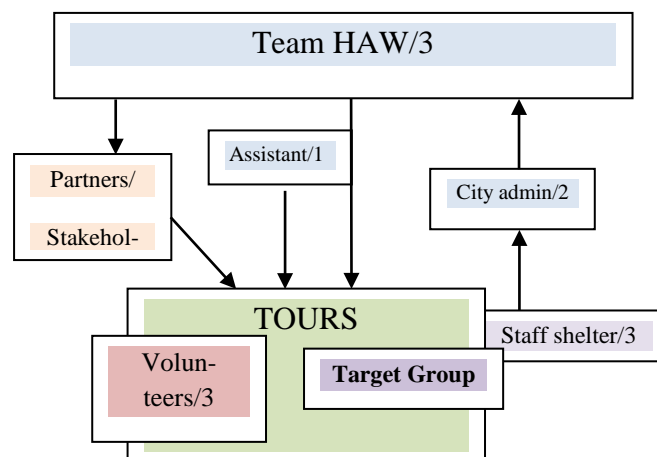
- Concerning the typology of social innovative areas from WP3, the project can be placed in type A: distance and isolation⁶ and bridging social and physical distance through innovative inclusive approaches.
- The typology of the target group: Young refugees, ready to actively look for chances in their new city and use the opportunity to integrate and find their own path: Empowerment: developing ambition, competences and social network;

2.6 Transfer adaptations

N/A.

3. Organisational context of implementation

Several people were involved at different stages. This resulted in a wide spectrum of competences and knowledge and was necessary for the installation of a network and the gaining of knowledge in such a short time of four months (see figure):



- The project Moin Moin Hamburg was mainly conducted with a team of two people (Anne-Marie Gehrke/HAW & Ruham Hawash/assistant) who carried out the fieldwork (interviews) contacted the stakeholders and carried out the counselling and the tours. The assistant, and some expenses related to the tours, were financed through the Citispyce budget.
- The pilot was a development of an idea suggested during WP4. There was no previous project in the same context. There were continued updates and changes on the idea by the Hamburg team while building the concept and setting the plan.
- The 2 main phases of the project are;
 - Planning and idea modifying phase in October 2014
 - Implementation phase in December 2014 until April 2015

⁶ See WP3 Report 2014 Gehrke/Güntner/Seukwa 2014:19

Based on what we found out via interviews and networking we were able to offer a number of tours for young refugees:

- Tour to the Model Train World in Hamburg and a Tour around the Harbour and the City.
- Tour to the Hamburg public library and organising a free membership for digital media.
- Tour to a football club which offers free membership for refugees.

More details will follow in 4.

- More information about the financial and personal requirements are addressed in the project table.
- More information about the cooperation and integration of other actors are to be found in (4.4).

4. Project implementation and outputs

4.1 Targeting of the program

- To reach young persons as interviewees in the first phase, we used written invitations in four languages (German, English, Arabic and Persian) to inform the refugees about the project and ask them to talk to us. We sent the invitations to the shelters management who distributed them to the refugees' mailboxes.
- During the interviews we asked the people for their phone numbers and their profiles on social media, which many of them have.
- During **networking** with stakeholders we used online search engines and official and personal contacts to gather information about available projects involved in supporting refugees in Hamburg. We contacted the initiatives and projects via emails and phone calls to exchange information and ideas. Throughout the whole communication processes we used a project flyer with a short introduction about the project Moin Moin Hamburg.
- During each visit to the shelters between January and March we spoke to 1-3 young persons. We met 39 young people between 17 and 35 years of age who were willing to come to a first meeting and talk about their wishes and experiences. These were expected to participate in the tours as planned. Only **9 took part in tours, and 5** were directed to other activities. (Each tour was attended by 2-4 people), the rate of drop-outs/one-time visitors was relatively high.
- Reasons for this could be diverse:
 - The lack of time spent with the young people led to a lack of trust. We assume that many could not relate to the project idea because they did not know us and they did not know each other.
 - They could not see a clear advantage in participating in activities.
 - They had other problems/issues, which had a higher priority in their life (difficult circumstances e.g. getting a new residency permit, visiting language courses, following a job, mental illness or traumatisation).
 - They do not like to get involved with other people from the shelter.

Young people told us about barriers in their everyday lives. These could also be taken into consideration when it comes to motivating them to take part in tours like in our project. (Please see quotations 2.1).

4.2 Addressing needs

- The needs were addressed during the interviews with the refugees at the very beginning of the project. Each coming step in organizing and leading the tours was based on the needs addressed in the interviews, we tried to stick to it to get more participation and motivate the refugees to take part and not only wish.
- During the conversations the needs detected were very similar. The male participants showed more ambitions for sport and work, all the participants wanted to learn the language and learn more about the society and the city. There were some individual needs for people who did not have residency permission, they needed to learn more about their rights and ways to get German papers and some needed accompanying and supporting in refugees and foreigners authorities.
- Information about monitoring of success factors and results to be found in (1.)

4.3 Empowerment, engagement and choice

- The young participants are totally free to decide if they want to take a part or not. During the interviews they are free to talk their minds or pass unpleasant or personal questions. They are free to decide if they want to participate in the tour or follow the orienteering information.
- The participants did try to engage. As mentioned, however, not all of our young participants took parts in the tours (4.1.)

4.4 Stakeholders involved

- The project was meant to be conducted jointly with several partners, who were willing or already supporting refugees and socially involved, such as local associations, businesses and also individuals who volunteer to help refugees in their settlement and stand up for their rights.
During the networking phase in the project we mapped local associations and initiatives that were active and ready to involve the refugees in their activities or to sponsor/organise the tours. First, we looked at the whole city, to gather ideas and find our possibilities. Then we turned to focus on the potential partners in the area of our two shelters.
- We looked at partners from these areas:
 - Advisory & counselling (legal consultancy, help with papers and authorities, health, family)
 - Education & training (German learning, skills tutoring, vocational training, etc.)
 - Sports (Fitness studios, football training, basketball training)
 - Free time & leisure activities (Youth clubs, movies, music, café & socialising)

Tours/Activities and involvement of partners:

1. Visit to model train world (Miniaturwunderland), Hamburg, during a special offer for people who cannot afford entrance fees during January. 4 participants. This tour was carried out one week earlier by the volunteers in one shelter. This could be the reason why we could not reach more participants.
 2. Harbour sightseeing walk, Visit to the Michel church and the Portuguese Quarter.
 3. Sprachbrücke Hamburg: Weekly meeting to practice German, free of charge, for refugees. Flyers and information were distributed and 4 people showed interest.
 4. Sportspaß: Low fee Sports club and fitness centre all around Hamburg (9€/month). Flyers and information were distributed and 2 people showed interest.
 5. Social Media: Facebook page (Mon Moin Hamburg – Welcome Tours for Refugees and one WhatsApp group for each shelter to communicate and spread information.
 6. FluchtOrt Hamburg: a network of different stakeholders for refugees' integration into education and the labour market. They explained their offers to us and we spread flyers and information but received very little resonance.
 7. Bücherhalle, Hamburg's public library, which offers a free membership to refugees for all electronic media. We informed the refugees and made a guided tour to the Bücherhalle where two people received their member cards.
 8. Football Club Groß Borstel offers free membership for young men and training in a team every Wednesday. We informed via flyers and social media and accompanied two men to the training.
 9. Foundation: We found a foundation which offers scholarship for refugees and connected one young woman to the offers.
- The cooperation with **stakeholders** such as local initiatives, associations and public services was limited. When approached, many organisations showed interest in engaging in some way but they lack adequate internal structures to welcome a new target group. The level of commitment was low because none of the approached organisations modified an offer or invented something new to try and support the project. They offered only what they already had as programs or even less. Many of these problems relate to lacking overall frameworks and at the same time a huge number of refugees arriving each month:

“Last week we had a meeting with Hamburg's top25 sport clubs. All clubs feel totally overwhelmed. If you have 3-4 shelters in one neighbourhood with several hundreds of people, a small club cannot facilitate all people. You can also not open separated groups only for refugees because then you do not integrate them. The district administrations play a very big role here: they are variable in the bureaucratic process of applying for funding and have different knowledge about the process. At some it is very complicated which makes it hard for us to receive funding.”⁷

⁷ Director of sports club (WP6_DE_IV6)

- We can say: there are many **organisations** or initiatives for refugees in the city right now, but organisation and cooperation is provisional and piecemeal. Many organisations are quick to write “refugees welcome” on their agenda but have no working program for it. For instance, organizing is only one aspect. Another is the social aspect of engaging different kinds of people in *one* activity:

At the young refugees below 18 we once had a group that absolutely did not want to make sports together; they'd rather kill each other, due to ethnical reasons. And they all came from the same shelter.⁸

The problem is also that some are only there for weeks and just when they are integrated in the club, they are gone again!”⁹

- In our view, many are indeed willing to contribute but would actually need a clear policy framework and attached funds because they lack internal structures and resources.
- It could have been helpful, if we had more time to contact each stakeholder intensively and visit them and try to develop ideas together and/or adjust their plans to the target group. With more financial abilities we could have been able to finance the participation of the refugees (for an example sports clubs or workshop organizing). We always had to search for ready free of charge (or relatively low costly) offers because the time and budget of the projects were limited.

4.5 Competences and resources involved

- These stakeholders should provide the young participants with information, counselling and orientation. At the same time, money, entry fees, materials etc.
- Explanations about resources to be found on the project’s table.

4.6 Process evaluation criteria

The team has faced different barriers in several phases and activities, which could not could not be skipped or overcame sometimes. Most important barriers are:

- Lacking trust of target group
Because we could not spend long time with them and build a relationship, the communication was limited, it took time to find activities to engage them and most of them were not patient enough.
- Heterogeneity of the life situations and interests which make it difficult to build up a stable group.
Both of the shelters we visited were for asylum seekers who are not yet recognised. So they carried out the same activities, which are waiting for the authority’s answer and hanging around with people from their cultural groups because they are not allowed yet to study or work.
- The shortness of time for the pilot project.
With a longer period we could have found or created more activities and tours and offered the refugees more choices to get involved.

⁸ Director of sports club (WP6_DE_IV6)

⁹ Director of sports club WP6_DE_IV6

- The search for a stable legal status as absolute priority for many Asylum seekers. In this case the refugees are less interested and motivated to get in contact with the society.
- The level of priority for the refugees (“how could such a project change my everyday life?”)
Since we are from the university and not the authorities and do not offer solutions for their legal status and problems with the authorities they do not trust that they could benefit from our project.
- Lack of suitable programmes/offers with structured plans/programs available in the city
Due to this we could not find a good variety of tours that may catch the interest of more refugees.

4.7 Innovativeness

- The Project is considered socially innovative because it follows a bottom-up approach. It was conceived by refugees themselves and their needs and wishes were fed into its development via several interviews (more on this: see quotes 2.2).
- The level of innovative solution can be distinguished as:
 - Institutional solutions like NGOs, municipality, state and individual initiatives.
- The idea to take the people out from the shelter instead of bringing the activities to them is innovative because almost all other existing initiatives organise activities (language courses, dance groups, coffee and conversation groups etc.) which are “camp based”, while many people wish to get out and get to know their surroundings. This way of mobilizing the refugees helps them get in touch with their new environment, it motivates the refugees to discover the city and search for their chances and opportunities. This idea, however, did not really help to motivate the refugees because due to the individual problems described above and also due to cold winter months the people were not too motivated.
- Around 2.000 people are helping voluntarily in refugee shelters around Hamburg. For a neutral actor like a university it could be easier to act towards large stakeholders and built wider networks than small voluntary initiatives can.
- The overarching aim of the project is to **find and shape a sustainable framework to structured access** to social and cultural leisure activities and programs. Due to the shortness of the pilot, this aim could of course not be reached. To develop a more sustainable and overall practice, this has to be the next step.

4.8 Success factors and conditions, critical implementation barriers

- The project went according to plan. All the steps took place as arranged but each phase of the project took longer than planned. That was due to difficulties in reaching the target group (for this a long time of trust building is required) and also the stakeholders which lead to a delay in launching the actual tours.
- The services (the tours) were not as good as intended due to the lack of sponsors and NGOs offers.

- All in all, the cooperation with **stakeholders** such as local initiatives, clubs and local institutes was limited. When approached, many organisations showed interest in engaging in some way but they lack adequate internal structures to welcome a new target group. The level of commitment was low because none of the approached organisations modified an offer or invented something new trying to support the project. They offered only what they already had as programs or even less. In our view, many are indeed willing to contribute but would actually need a clear policy framework and attached funds because they lack internal structures and resources.
- A good example for this is the cooperation with **sport clubs**. We contacted several clubs: small local and Hamburg wide organisations, public and private. We explained about the needs of the target group: (no bank account, small financial resources) and asked for social membership. Most answers were similar; either they spoke of lacking structures and lacking interest in engagement for this target group, or they were willing to engage but had no structures to offer and saw too much of an effort in trying to shape them (more information on this already above).

“We are a non-profit club and have already a low membership fee. It is not possible to pay in cash but someone could pay for the refugees with his/her bank account.”¹⁰

“We have no structures but you can write an email and I will forward it to xy”.¹¹

- Moin Moin Hamburg is aimed at the social and cultural integration for young adult refugees living in shelters via thematic tours and connections to activities and programs. Refugees should gain knowledge about the complex workings of their new city, get out of their limited environment in the shelters, improve their language skills and be empowered to use their resources and abilities and build new connections to society.
- The project had the following success factors: “ To win young refugees in the shelters to:
 - be willing to come to a first meeting
 - talk about their own wishes/experiences
 - identify with the project and take part in tours.
 - finding tour guides with different languages
 - carry out 4-6 tours in pilot phase.
- The implementation succeeded only partially:
 - During the Pilot phase we met 39 young people who were willing to come to a first meeting and talk about their wishes and experiences. We reached more young people for interviews than estimated in the project plan. Many had basic German language skills and for the others Ruham translated into Arabic. The interviews were enriching and provided important information about the target group’s life worlds and needs. Although at the beginning we had the feeling nearly all of them were interested in the project in the first place, only a few attended because they were occupied with other issues or we did not meet their real interests.

¹⁰ Manager of Sports club (WP6_DE_IV9)

¹¹ Call center of Sports Club (WP6_DE_IV10)

- On the other hand, the planned network of stakeholders who offer free tours etc. for the target group could not be established throughout the pilot due to the mentioned reasons.
- Finally, we reached far fewer people for tours than expected.

5. Results/outcomes

Output

- We reached more young people for interviews than estimated in the project plan. The interviews were enriching and provided important information about the target group's life worlds and needs.
- On the other hand, the planned network of stakeholders to offer free tours etc. for the target group could not be fully established throughout the pilot due to several reasons (see 4.4).
- Finally, we reached far fewer people for tours than expected.

Outcome

The people who participated in tours or were recommended to other activities and programs could benefit in the following ways:

- They gained knowledge about the system: During the interviews, visits and tours we introduced a lot of information about other problems they faced and explained how they could face their bureaucratic problems and to whom should they direct their questions.
- They got in contact with their neighbourhood and the wider city: During the preparation for tours we found several activities in the area around that could interest a few of them, so we informed them about it and motivated them to visit it

"I really had fun playing football with this team. The players were kind. I thank you for this trip. I will go there again".¹²

- They got involved in social activities and connected to society: Some of the refugees showed their interest in free events in the city (like musical concerts) to get closer to the culture and get in contact with people in Germany, we tried to give them hints and tell them where to find it.
- They had a break from stressful day-to-day experiences in the shelters and with the authorities: The ones who participated in the tours expressed feelings of slight comfort and relief, they told us that they would love to go out of the camp regularly to get fresh air.

"We went on a tour, it was rainy but it was very nice to go out".¹³

¹² Man, 20, toleration status, looking for training place (WP6_DE_IV7)

¹³ woman, 27, temporary residency permit, taking advanced German lessons and applying for a scholarship at a foundation, (WP6_DE-IV1)

- They got in contact with organisations which could offer them future possibilities (sport, language, education, employment): One of the participants informed us that she would like to continue learning German, so we gave her information about a foundation that offers scholarship for motivated refugees, she was happy to know about it. For others we provided information about Sports Clubs and other language courses.
- There were no unintended results because the project was conducted for a short time and there was no interactivity between the participants out of the project's activities.
- Most important limitations/obstacles were addressed in (4.6)

6. Final reflections

6.1 *The role of the pilot/project/practice*

- The main overall goal of the idea itself, and the project, is to introduce the new city in a friendly atmosphere, where the new arrivals can participate and get involved.
- The project intended to show the target group how Hamburg functions as a city and where the participants can find their own ways to learn the language, study, train, work, discover the city, or even have fun and get closer to the surrounding community.

6.2 *Innovation*

- The Project is considered socially innovative because it follows a bottom-up approach. It was developed by refugees themselves and their ideas were fed into its development via several interviews.
- The idea to take the people out from shelter instead of bringing the activities to them is innovative because almost all other existing initiatives organise activities (language course, dance group, coffee and conversation groups etc.) are “camp based”, while many people wish to get out there and get to know their surroundings.
- Around 2.000 people are helping voluntarily in refugee shelters around Hamburg. For a neutral actor like a university it could be easier to act towards large stakeholders and built wider networks than small voluntary initiatives can.
- The overarching aim of the project was also to **find and shape a sustainable framework to structured access** to social and cultural leisure activities and programs.

6.3 *Success factors*

- The success factor on an internal level inside the organisation was the sufficient abilities and ambitions of the team.
- The project was designed to easily and clearly assess the needs of the target group and react to these needs while planning the tours.

6.4 *Policy recommendations, transferability*

- A project like this needs time to develop.

- A network of supporters and sponsors should be built in order to widen the offers for the target groups,
- More time should be spent with the target group in order to gain their trust.
- During the pilot we found out that many actors are willing to cooperate and to offer services for the target group but a sustainable framework and structural support (e.g. the problem of missing bank accounts) are missing. It would therefore be helpful if policy makers and large organisations would create such frameworks so that small initiatives and target groups can act.
- Structural barriers to integration cannot be overcome with small-scale projects.