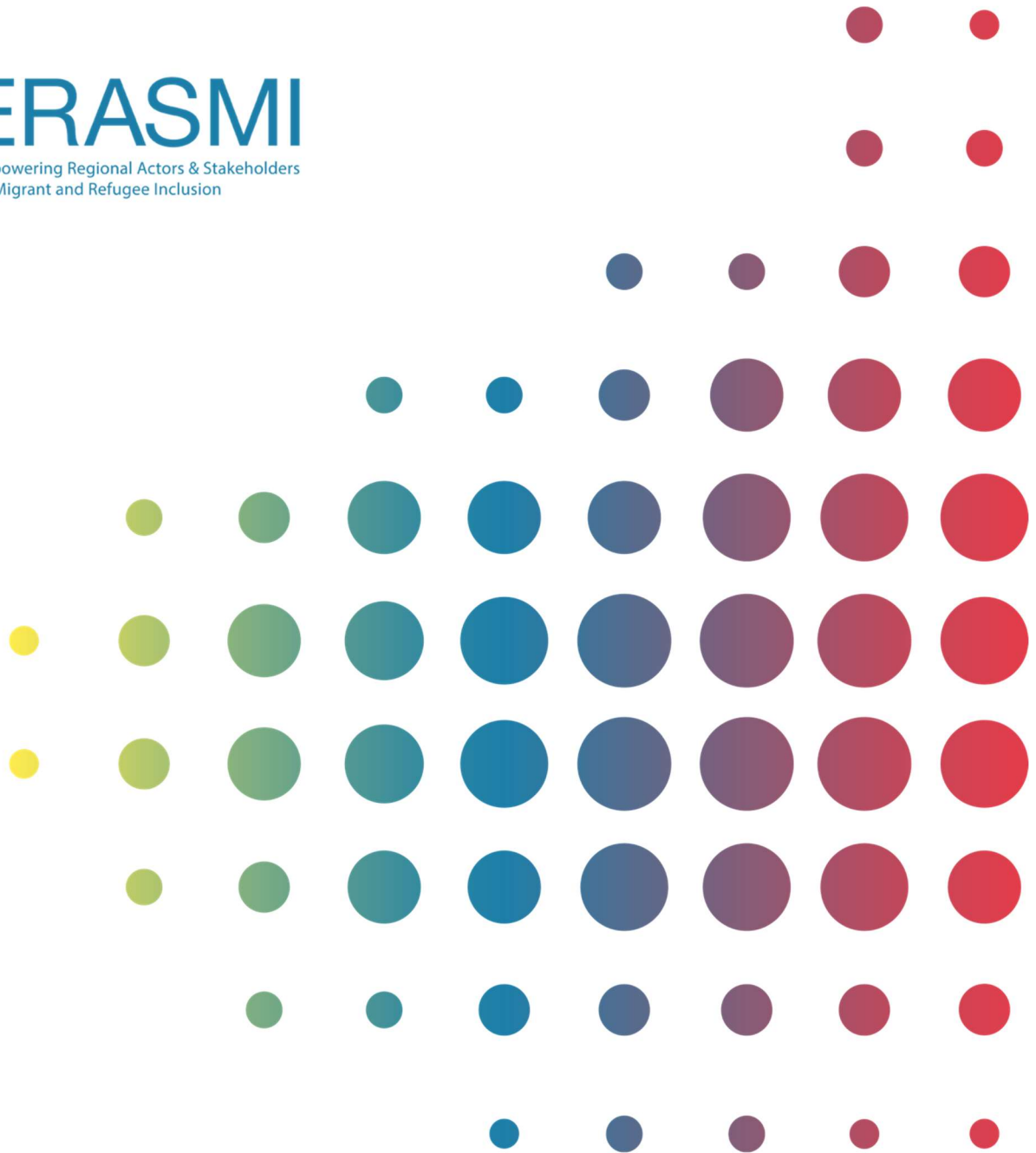




# ERASMI

Empowering Regional Actors & Stakeholders  
for Migrant and Refugee Inclusion



## Good Practice: INTEGRATIONSNETZWERK DORTMUND

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## 1. GENERAL INFORMATION

<b>Name of the network</b>	Integrationsnetzwerk Dortmund „lokal willkommen“
<b>Founding year</b>	2016
<b>Location</b>	Dortmund / North Rhine-Westphalia / Germany
<b>Coordinating Organisation</b>	The municipal administration of Dortmund / Social welfare office
<b>Degree of formalisation</b>	Formal cooperation agreement
<b>Members</b>	Both city-wide actors and members active locally in individual city districts. This includes a large number of state and non-state actors in areas such as health care, youth welfare, social and educational services, volunteer work, culture and sports.
<b>Field(s) of action</b>	Labour market; Education; Language; Health; Housing; Culture & Sports
<b>Target group(s)</b>	Refugees; Migrants; NGOs; Volunteers
<b>Type of network</b>	State integration network

## 2. NETWORK PROFILE

<b>Brief description</b>	The state integration network in Dortmund promotes the integration of refugees in the urban society, involving as many committed actors as possible in the integration work. "Lokal willkommen" was launched in 2016, initially as a one-year pilot project and was transferred to regular operation in the following year and successively expanded. The core element of the concept is a decentralized organization: There are so-called "welcome offices" in six city districts that serve as local contact points. The welcome offices provide advice, assistance and information for migrants, volunteers and all interested persons in the neighbourhood. In their function as contact points for stakeholders, they also contribute to the networking of local actors.
<b>Resources</b>	<ul style="list-style-type: none"> <li>• Central coordination and regular financing by the Social Welfare Office of the City of Dortmund</li> <li>• Joint provision of personnel resources in close consultation with a local association of welfare organisations</li> <li>• The "Welcome Offices" are staffed by one municipal employee and one employee of the welfare association</li> </ul>
<b>Internal Communication &amp; Facilitation techniques</b>	<ul style="list-style-type: none"> <li>• Regular networking meetings with individual cooperation partners</li> <li>• Monthly intersection meeting of all employees of the regional "welcome offices", with the participation of external experts if necessary</li> </ul>



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	<ul style="list-style-type: none"> <li>• “Round tables” organised by the welcome teams in the respective districts with cooperation partners, supporters and interested parties</li> </ul>
<b>External Communication &amp; Event formats</b>	<ul style="list-style-type: none"> <li>• Public relations work is carried out through information flyers, a dedicated Internet and Facebook page, reports in print media, and participation in district festivals and international neighbourhood festivals</li> </ul>

### 3. SUCCESS FACTORS AND MAIN CHALLENGES

<b>Success factors</b>	<ul style="list-style-type: none"> <li>• Close cooperation between the municipality and local association of welfare organisations enables the bundling of resources and mutual transfer of knowledge between both organisations</li> <li>• Heterogeneous network with direct contact persons, for example, various authorities, doctors, schools and associations and therefore fast and uncomplicated help</li> <li>• Good access to the target group due to the decentralised approach</li> <li>• Successive expansion of the network through active member acquisition</li> <li>• The organisation of activities such as language cafés, German courses, district festivals, community gardens, training courses etc.</li> <li>• Open hours for consultation (12 hours per week) as a low-threshold offer for advice and information Reduction of bureaucratic hurdles</li> <li>• Bringing together those seeking advice and providers of services, e.g. through a database that records both</li> </ul>
<b>Challenges &amp; Lessons learnt</b>	<ul style="list-style-type: none"> <li>• At the beginning: Task delimitation at the interface between "locally welcome" and various offices and departments; solution through communication skills and patience</li> <li>• At the beginning: language barriers; solution: refugees with existing language skills worked as volunteer language mediators, in the meantime there are also subsidies for language mediators</li> <li>• Lack of continuity of voluntary offers</li> <li>• Difficult acquisition of volunteers and participants for the volunteer offers</li> </ul>
<b>Evaluation &amp; Sustainability</b>	<ul style="list-style-type: none"> <li>• A project-related database enables the statistical evaluation of consultations</li> <li>• Evaluation forms and reports are regularly used for quality assurance</li> <li>• The network pursues different dimensions of sustainability to be integrated into the administrative</li> </ul>



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	structure in the long term, which corresponds to the desire of the municipality for long-term support of the target groups
<b>Impact, Innovation &amp; Transferability</b>	Especially in large urban areas, the decentralised organisational structure with district welcome offices could be a very suitable approach for integrating migrants and refugees into local urban society because they can be directly approached in the quarter they live (and often also work). In this respect, there is huge potential for transferring the decentralised approach to other large cities. The public visibility of the innovative concept is underlined by multiple awards, for example in the federal competition "Living together hand in hand - Designing communities" in the category "Outstanding strategic activities". In addition, the City of Dortmund was awarded the title of "Europaaktive Kommune in Nordrhein-Westfalen" ("Active European Community in North Rhine-Westphalia") by the State Chancellery of NRW for the "Lokal willkommen" project in 2017.

#### 4. FURTHER INFORMATION

<b>Website, Social Media</b>	Website: Facebook: <a href="https://www.facebook.com/lokalwillkommen/">https://www.facebook.com/lokalwillkommen/</a>
<b>E-Mail-Address</b>	nfarshi@stadtdo.de



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