

Peer review report Milan February 2018

First peer review visit - CAS and SPRAR

At the first study visit, we got a presentation about CAS and SPRAR. CAS offer guidance to the labour market, language training for refugees, internships and support from professional teams. More than 2000 clients are registered in CAS.

SPRAR offer housing and support for refugees from 6 months up to a year. In collaboration with the civic society, they offer social activities and language training.

After the presentation of the measures, we had a shorter session that allowed time to carry out a SWOT-analysis.

The result of the session was:

Strengths

- Company directed approach
- High integration rate
- Flexible services – adapt to change (for example that refugees now see Milan as final destination)
- Vulnerability-team
- Tutors at workplaces
- Didactic teaching all the way

Weaknesses

- No defined method
- Unclear network model
- Unclear method when people have multiple problems

Opportunities

- Widening target group
- Services strengthens integration
- Second generation of immigrants want to help
- Families that house refugees
- Strong civic society – volunteers provide services

Threats

- Time shortage with refugee – 6 months is not enough
- Upcoming elections
- Milan is now final destination for refugees – not transit

Second peer review visit - AFOL Metropolitana

On the second study visit, we got the chance to try out a full version of the peer review model. As an introduction, we got guidance through the premises, and then followed a short introduction to AFOL Metropolitana. 90 000 clients visit AFOL Metropolitana every year. 60 % of the clients only need administrative support, to get an official certificate of unemployment. It is obligatory to enroll, and to take part of at least one measure, but the client can choose which one. Newcomers and refugees can register and get support after attending language course.

The FAB-team divided in two smaller groups after the introduction and decided on 15 questions to ask the hosts. We got the opportunity to interview several representatives from the services, which gave an opportunity for an interesting and lively discussion in the groups. We got to learn more about both the strategic perspective, but also the practical – how many clients per desk officer, target group and administrative routines. This gave us the opportunity to reflect on the differences compared to our respective city.

The visits and peer review sessions were very interesting, and gave important knowledge and a deeper understanding of the system in receiving refugees in Milan. It also made clear about shared challenges in all of the partner cities.

Learnings from first peer review sessions

- It is necessary to get a presentation of the whole organisation in order to understand the context, at the beginning of the visit.
- Timeframe – questions rise during the interview session so it is useful to allow plenty of time in order to allow further discussions.

- To fully understand the purpose of the peer review, it is useful to agree on the focus of the questions in the groups. What is useful to learn in context of the FAB-project?
- Location – in order to manage a full peer review session it is useful to have access to a larger room, where a few smaller groups can carry out interviews.
- It is important to clarify the roles in the group before the interview starts.
- Feedback session – it is useful to fill out both the SWOT and Plus/Delta templates, to get a structure for the feedback session. In case of limited time, it is not necessary to fill out both of the templates – then focus on the SWOT template.