



APPROACH

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01 PROJECT OVERVIEW

CONTEXT

Currently, around 17 million European citizens (1) are living in another member state than their own. They are named European Mobile Citizens or more commonly called European expatriates. It represents workers, families, or students with new needs, challenges, and issues specific to their situation. It's a heterogeneous group in terms of age, nationality, and native languages as well as the social status and the length of stay time in the new hosting country. This heterogeneity is the first challenge to notice in order to be able to find the right codes to communicate with this population. Other challenges exist such as the language barrier, the access to information, the accessibility to official documents, the recognition of the national documents (birth certificate, marriage, death, and others) in the new hosting country. There are many practical obstacles that EU citizens face when deciding to move to another EU country: poor administrative services, social inclusion, schooling insertion, additional requirements to register to vote/stand as a candidate in the European Parliament or the municipal elections.

Moreover, this situation also highlights a significant issue which is the exercise of their rights. These rights are often unknown, and so not exercised. These various challenges point out the vulnerability of this population because they can not exercise their right fully and freely due to the non or weak accessibility to information in the language they can understand. All of these challenges can be reduced to an overall communication problem that affects all aspects of EU citizens' inclusion.



(1) New EU rules cut red tape for citizens living or working in another Member State as of tomorrow, European Commission - Press release15 February 2019 Brussels
https://ec.europa.eu/commission/presscorner/detail/en/IP_19_1148

01 PROJECT OVERVIEW

CONTEXT

Improving the participation of the European Mobile Citizens in the social and civic life by resolving the communication issue is the goal of the European project APPROach. Implementing in 2018, this project is targeting European mobile citizens (EUMCs), i.e. EU citizens resident in another EU country, to help them have better communication with their welcoming city.

The question of inclusion is a wide subject, especially when the goal is to include in the society a group as heterogeneous as the one of European Mobile Citizens. There is the need to narrow it and focus the project on specific subjects. The project focuses its attention on three significant aspects of EUMCs inclusion:

- Access to voting system
- Kids schooling enrolment
- EUMCs' active participation in civic life.

The project encompasses relevant horizontal priorities. The first priority is the overall improvement of internal and external communication concerning EU mobility. Then, the organization of training for municipal staff on the awareness-raising concerning EU mobile citizens' rights and providing English training. A great majority of EU citizens that decide to move abroad speak English, at least at the B1 level (2). Therefore, it is important that civil servants based in the selected municipalities can use this language to share information concerning bureaucratic aspects and services for EUMCs. The last priority is to train EU mobile citizens concerning their rights when moving to another EU country and about procedures to facilitate their access to local services (especially vote, schooling, decision making).



(2) B1 Level, Independent User, Can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc. Can deal with most situations likely to arise whilst traveling in an area where the language is spoken. Can produce simple connected text on topics that are familiar or of personal interest. Can describe experiences and events, dreams, hopes & ambitions and briefly give reasons and explanations for opinions and plans.

<https://www.coe.int/en/web/common-european-framework-reference-languages/table-1-cefr-3.3-common-reference-levels-global-scale>

01 PROJECT OVERVIEW

PROJECT

Living in another country is not an easy thing to do and having access quickly to information is a huge help. Due to the democratization of digital tools, implementing digital solutions to facilitate accessibility and the understanding of information by the European mobile citizens will be the best option.

In order to overcome this need of information, the APProach project was created to enable the European mobile citizens to better communicate with their welcoming city thanks to the digital tools.

It is important to notice that the important result of the project won't be the IT tools themselves and their use by EUMCs during the project, but the awareness-raising processes that will be generated through the project activities, especially through the focus groups, the awareness-raising training section, etc. Indeed, the fact that these tools will be co-developed with civil servants' and EUMCs' active contributions will enhance the awareness-raising process towards EU mobile citizens' free movement rights.



01 PROJECT OVERVIEW PROJECT



Co-funded by
the European Union's
Rights, Equality and
Citizenship Programme

Starting in April 2018, the APProach project is implemented to fulfill an existing gap that limits the exercises of the civic rights of the citizens by co-creating an online platform. APProach is a project co-funded by the European Union's Rights, Equality and Citizenship programme (3) that aims at facilitating the circulation of information towards EU mobile citizens for them to effectively exercise their rights in their welcoming city. It's a project of 2 years long marked by the European Parliament's elections in May 2019, the change of a new cabinet at the European Commission in July 2019 as well as the current global health crisis, COVID19.

This European project follows the values defended by the European Union and enters into the 2030 agenda for the Sustainable Development (4) adopted by the United Nation, especially with the specific focus on the Sustainable Development Goals 10, Reduces Inequalities - "Reduce inequality within and among countries" - and 16, Peace, Justice and Strong Institutions - "Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels".



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(3) The Rights, Equality, and Citizenship Programme contributes to the further development of an area where equality and the rights of persons, as enshrined in the Treaty, the Charter and international human rights conventions, are promoted, protected and effectively implemented. <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/programmes/rec>

(4) The 17 Sustainable Development Goals (SDGs) are the world's best plan to build a better world for people and our planet by 2030. Adopted by all United Nations Member States in 2015, the SDGs are a call for action by all countries - poor, rich and middle-income - to promote prosperity while protecting the environment. They recognize that ending poverty must go hand-in-hand with strategies that build economic growth and address a range of social needs including education, health, equality and job opportunities, while tackling climate change and working to preserve our ocean and forests. <https://sustainabledevelopment.un.org/>

01 PROJECT OVERVIEW PROJECT

With a budget of 839.974.74,00 EUR, the consortium was able to implement various activities:

- Development of digital tools: the APProach platform and 2 webinars
- Activities with and for the European Mobile Citizens: Focus group and Platform test activities
- Activities with and for municipality staff members: Focus group and Platform test activities, Languages training.
- Public event to present the project and the online platform
- International meeting with the partners



839.974.74,00



Consortium of 10 European partners



APPROACH

The project can be only implemented thanks to the collaboration of municipalities. They are the ones holding the information that can help the European mobile citizens to settle in the city. This information is essential to be delivered, accessible and understandable.

As they have a key role, the municipalities are the main partners of this project. 8 European municipalities are part of the project to bring their experiences, their doubts, and their expertise.

In order to help them, an NGO, as well as an IT company, are working with these municipalities to implement and develop this project. The European Association for Local Democracy (ALDA) has the role of lead partner and helps in the implementation and coordination of the project as a whole. Regarding the digital aspect and for the development of the online platform, an IT company is part of the project.

01 PROJECT OVERVIEW

CONSORTIUM

As a holder and provider of information, the role of the welcoming cities is primordial. That is why we are working in collaboration with 8 European cities which bring their support and best practices. Among them 6 are fully participating and 2 are intervening as advisor cities. The consortium is led by an NGO and the digital aspect is carried out by an IT company.

LEAD PARTNER – ALDA

ALDA - European Association for Local Democracy, is a French-registered association dedicated to the promotion of good governance and citizen participation at the local level. ALDA is a key stakeholder in the field of local democracy, active citizenship, and cooperation between local authorities and civil society in Europe and its Neighborhood, mainly acting through participatory methods and decentralized cooperation.

ALDA was established in 1999 at the initiative of the Council of Europe to coordinate and support the network of Local Democracy Agencies (LDAs), which are self-sustainable, locally registered NGOs acting as promoters of good governance and local self-government, with which ALDA collaborates in many activities.



ALDA is a membership-based organisation gathering today more than 350 members, including local authorities, associations of local authorities, and civil society organisations, coming from more than 45 countries in the enlarged Europe. ALDA is funded through membership fees, as well as project funding from the European Commission, the Council of Europe, and other public and private donors.

01 PROJECT OVERVIEW CONSORTIUM

In the framework of the promotion of good governance and citizen participation at the local level, ALDA focuses on various themes, such as European integration, decentralisation, civic initiatives and volunteering, human rights, social inclusion and sustainable economic development. ALDA leads its activities through different forms of action and channels: - Coordinating and supporting the 15 Local Democracy Agencies and 3 Operational Partners - Conducting its own projects in the field of good governance and citizen participation at the local level - Supporting local stakeholders' initiatives by providing expertise gained through ALDA's knowledge and experience in the regions where ALDA and the Local Democracy Agencies are working.

As its core element, ALDA supports citizens and groups of citizens in their initiatives aimed at improving their local context, building bridges with local authorities in order to make the change real. Every day, we develop projects with our members and partners to support their activities for the good of the whole community. Thus, we are experts in identifying all possible means to make our work – and our members' work possible, such as funding sources, partnerships establishment, ...

In this framework, we work through a participatory approach and the method of multilateral decentralized cooperation, always focusing on strong partnerships between local authorities and civil society organisations.

ALDA works in most of the European Union and in the European Neighborhood countries. Activities in the European Union are mainly oriented to the promotion of active citizenship and to strengthen the European values and identity, while the work in the Western Balkans and in the European Neighborhood focuses on good governance, citizen participation, European integration and decentralisation. As coordinator and supporter of the network of the Local Democracy Agencies, a natural focus is given to the Western Balkans, where the majority of them are located. Nonetheless, thanks to the incessant work of our team, this network does not stop growing and spreading. The most recent LDA was created on April 2019 in Tétouan, Morocco, only a few years after the establishment of the LDA in Kairouan (Tunisia), Cimişlia (Moldova) and Mariupol (Ukraine). ALDA is also leading projects and developing partnerships in other European neighboring countries, such as Belarus and Turkey, as well as starting promising collaborations with key stakeholders in North America and Southern Africa. (5)



(5) From the 2019 Activity Report of ALDA (page 11-12)
https://www.ald-europe.eu/public/doc/ALDA_AR2019.pdf

01 PROJECT OVERVIEW CONSORTIUM

- MUNICIPALITY OF PARIS – FRANCE



Paris is the capital and most populous city of France, with an estimated population of 2 175 601 inhabitants in 2018. Paris is located in northern central France, in a north-bending arc of the river Seine whose crest includes two islands, the Île Saint-Louis and the larger Île de la Cité, which form the oldest part of the city.

Since the 17th century, Paris has been one of Europe's major centres of finance, diplomacy, commerce, fashion, gastronomy, science and arts. The City of Paris is the centre and seat of government of the region and province of Île-de-France, or Paris Region, which has an estimated population of 12 213 447 inhabitants in 2018.

Paris is especially known for its museums and architectural landmarks: the Louvre was the most visited art museum in the world in 2019, with 9.6 million visitors. The historical district along the Seine in the city centre is classified as a UNESCO World Heritage Site; popular landmarks there included the Cathedral of Notre Dame de Paris on the Île de la Cité, now closed for renovation after the 15 April 2019 fire. Other popular tourist sites include the Gothic royal chapel of Sainte-Chapelle, also on the Île de la Cité; the Eiffel Tower, constructed for the Paris Universal Exposition of 1889; the Grand Palais and Petit Palais, built for the Paris Universal Exposition of 1900; the Arc de Triomphe on the Champs-Élysées, as well as the hill of Montmartre with its artistic history and its Basilica of Sacré-Coeur. (6)



"Paris received 38 million visitors in 2019, a success due to the return of French and Japanese clientele and the increasing loyalty of American clientele" (7). It was ranked as the second most visited travel destination in the world in 2019, after Bangkok and just ahead of London.



(6) Paris <https://en.wikipedia.org/wiki/Paris>

(7) Tourisme in Paris Key Figures, 2019 <https://fr.zone-secure.net/42102/1188586/#page=2>

01 PROJECT OVERVIEW CONSORTIUM

- MUNICIPALITY OF MILAN – ITALY



Milan is the capital of Milano province and of the region of Lombardy, northern Italy. Milan is set in the heart of the Po Basin of northern Italy, halfway across the immense plain spreading between the Ticino and Adda rivers. It is the leading financial centre and the most prosperous manufacturing and commercial city of Italy.

Milan served as the capital of the Western Roman Empire, the Duchy of Milan and the Kingdom of Lombardy–Venetia. In 2020, The city proper has a population of about 1.392.502 with 280.310 are foreigners.

Milan is considered a leading city with strengths in the fields of art, commerce, design, education, entertainment, fashion, finance, healthcare, media, services, research and tourism. Its business district hosts Italy's stock exchange and the headquarters of national and international banks and companies.

The city has been recognized as one of the world's fashion capitals thanks to several international events and fairs, including Milan Fashion Week and the Milan Furniture Fair. The city hosts numerous cultural institutions, academies and universities.

Milan received 10 million visitors in 2018, with the largest numbers of foreign visitors coming from China, the United States, France and Germany. The tourists are attracted by Milan's museums and art galleries that include some of the most important collections in the world, including major works by Leonardo da Vinci. (8)



(8) Milan <https://en.wikipedia.org/wiki/Milan>

01 PROJECT OVERVIEW CONSORTIUM

- **MUNICIPALITY OF NEA SMYRNI – GREECE**

Nea Smyrni (Greek: Νέα Σμύρνη, Néa Smýrni, "New Smyrna") is a municipality and a southern suburb of Athens, Greece. At the 2011 census, it had 72,177 inhabitants.

It was named after the former Greek city Smyrna (today's Izmir in Turkey), whence many refugees arrived and settled in the Nea Smyrni area following the 1922 catastrophe of Asia Minor and the Great fire of Smyrna, as a result of the Greco-Turkish war.



Nea Smyrni is located about 4 km southwest of central Athens. Its built-up area is continuous with those of central Athens and the neighbouring suburbs. It is the second-most densely populated municipality in Greece, following Kallithea. The main thoroughfare is Andrea Syngrou Avenue, which forms the northwestern border of the municipality and connects it with central Athens and the coast. (9)



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(9) Nea Smyrni https://en.wikipedia.org/wiki/Nea_Smyrni

01 PROJECT OVERVIEW CONSORTIUM

• MUNICIPALITY OF ETTERBEEK – BELGIUM

The municipality of Etterbeek (Belgium) is a local public authority located in the Brussels urban area. Etterbeek offers to its citizens a range of services: administration, police and security, schools, urban development, public works, sport and leisure, culture, etc.

Etterbeek has more than 47000 citizens and is characterized by a very high rate of foreigners. Almost 50% of the population living in Etterbeek is non-Belgian (23400). The majority of them are EU mobile citizens. This unique situation is due to the proximity of the European district, with major European institutions (Commission, Parliament, Council...), as well as embassies, lobbies, international NGOs, etc.

Table: Etterbeek's demographic data (2016 – 2019)

	Number		Population rate	
	2016	2019	2016	2019
Total population	47.180	48.367	100%	100%
Foreign population (non Belgian)	22.133	23.407	47%	48%
Of which EU-28 nationals	17.217	17.670	36%	36%
Of which other nationalities	4.916	5.737	10%	12%

Table: foreign population in Etterbeek (non Belgian) – data 2016-2019

	Number		% of the foreign population	
	2016	2019	2016	2019
Foreign population (non Belgian)	22.133	23.407	100%	100%
EU-28 nationals	17.217	17.670	78%	75%
France	3.681	3.836	17%	16%
Italy	2.197	2.476	10%	11%
Poland	2.097	1.846	9%	8%
Spain	1.609	1.711	7%	7%
Romania	1.196	1.315	5%	6%
Germany	993	1.044	4%	4%
Portugal	948	945	4%	4%
Greece	754	653	3%	3%
United Kingdom	615	746	3%	3%
The Netherlands	478	455	2%	2%
Africa	1.589	1.504	7%	6%
Morocco	548	478	2%	2%
Asia	1.826	2.425	8%	10%
India	345	911	2%	4%
Syria	188	388	1%	2%
America	882	911	4%	4%

01 PROJECT OVERVIEW CONSORTIUM

• MUNICIPALITY OF ETTERBEEK – BELGIUM

This represents at the same time a big challenge and a great opportunity. Overall, this heterogeneous population tends to form different separate socio-demographic groups, sometimes at the expense of social cohesion.

Often, foreign communities do not make full use of their EU citizenship rights and are not sufficiently involved in local life. They do not take part in local activities and around 10% of them only vote in local elections.



Our intention is to facilitate a better involvement of all citizens in local life, in order to improve participation (including voting), social cohesion, and foster intercultural dialogue and mutual understanding.

For this purpose, we have different initiatives operated by:

- The Municipality
- Local associations
- Citizens / civil society
- Collaborations with other partners (including European networks) such as the project APProach

01 PROJECT OVERVIEW CONSORTIUM

- **MUNICIPALITY OF VEJLE – DENMARK**

The city of Vejle is located at the crossing point at the Vejle River and was mentioned already in 1256. Vejle has since the middle ages been a busy market town with trading routes to Lübeck and Flensburg

Vejle is challenged, among other things, by rising sea water levels and heavy rain but has turned its current challenges into opportunities. The ambition is to become an innovative lighthouse that demonstrates how small cities can solve big problems and show great responsibility.

The rate of foreigners is almost the same as the overall rate in Denmark and the state and the municipality spends many resources training the immigrants in Danish and getting them into the labor market. It has succeeded to some degree; but there is still a relatively high unemployment rate among immigrants.



01 PROJECT OVERVIEW CONSORTIUM

• MUNICIPALITY OF VEJLE – DENMARK

Among the men, the Somali descendants have the largest share that is neither in employment nor in education. Then follows descendants originating in Morocco. The total figure for all non-Western descendants is 25 percent. It is descendants from Sri Lanka who (with 12 percent) have the lowest share that is neither in education nor in employment. The share is actually a little lower than the proportion for men of Danish origin. Descendants originating in Bosnia-Herzegovina and Vietnam also have a relatively low share of around 18 per cent.

Immigrants and descendants 2019 (10)

	Inhabitants Total	Immigrants		Descendants		Percent of the entire population		
		western countries	not western countries	western countries	not western countries	western countries	not western countries	Total
Denmark	5.827.463	256.198	351.424	30.833	155.146	4,9	8,7	13,7
Vejle	114.162	4.914	6.543	628	2.758	4,8	8,1	12,9

Immigrants in Denmark based on country of origin (11)

Western countries in total	30.833
Non western countries in total	155.146
Turkey	30.736
Lebanon	14.141
Pakistan	11.282
Iraq	11.230
Somalia	9.642
Syria	8.805
Bosnian-Herzegovina	6.269
Vietnam	6.044
Yugoslavia	5.896

Descendants in Denmark based on country of origin (12)

Western countries in total	256.198
Non western countries in total	351.452
Syria	35.862
Turkey	33.083
Iraq	21.859
Iran	17.075
Bosnia-Herzegovina	16956

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(10) (11) (12) Source: <https://www.dst.dk/Site/Dst/Udgivelser/GetPubFile.aspx?id=29446&sid=indv2019>

01 PROJECT OVERVIEW CONSORTIUM

• MUNICIPALITY OF LISBON – PORTUGAL

Lisbon is the capital and the largest city of Portugal, with an estimated population of 509,565. It is mainland Europe's westernmost capital city and the only one along the Atlantic coast. Lisbon lies in the western Iberian Peninsula on the Atlantic Ocean and the River Tagus. The westernmost portions of its metro area, the Portuguese Riviera, form the westernmost point of Continental Europe, culminating at Cabo da Roca.



Lisbon is one of the oldest cities in the world, and the second-oldest European capital city (after Athens), predating other modern European capitals by centuries. Lisbon is recognised as a leading city because of its importance in finance, commerce, media, entertainment, arts, international trade, education and tourism.



It is one of the major economic centres on the continent, with a growing financial sector and one of the largest container ports on Europe's Atlantic coast. Most of the headquarters of multinational corporations in Portugal is located in the Lisbon area. It is also the political centre of the country, as its seat of government and residence of the head of state. (13)



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(13) Lisbon <https://en.wikipedia.org/wiki/Lisbon>

01 PROJECT OVERVIEW CONSORTIUM

In order to develop a well-done, effective and useful online platform, two partners joined the consortium. They have the expertise in developing this kind of platform and welcoming international citizens in their city. They developed tools and methodology to help the newcomers in their various administrative procedures as well as to adapt to a new civic and social life.

MUNICIPALITY OF AMSTERDAM – NETHERLANDS

The city of Amsterdam is home to over 100,000 citizens with an EU nationality other than Dutch. The city welcomes EU mobile citizens from all over Europe and tries to provide the right infrastructure to help them participate in society and to help them fulfill their potential, through education, work, and active social life.

IN Amsterdam (formerly Expatcenter Amsterdam) provides a one-stop-shop service for international newcomers in the Amsterdam Area. We serve companies and their highly skilled migrant employees, scientific researchers, international entrepreneurs and international graduates.



The IN Amsterdam procedure includes immigration elements such as residence and work permits (including the startup visa), registration with the municipality, the 30% tax ruling and many other official matters. For EU mobile citizens that speak Polish, Bulgarian, Romanian, or Spanish, there are information brochures made available on topics such as registering at the municipality, using your digiD, health insurance, taxes, housing, labour market and education.



01 PROJECT OVERVIEW CONSORTIUM

MUNICIPALITY OF WARSAW – POLAND

The City of Warsaw (Poland) is an open and friendly city. It is ranked as an attractive place to live & work and therefore it is often chosen by foreign students, employers, and employees. Many international companies decided to open their offices in Warsaw, as excellent office space and high skilled professionals can easily be found here. The capital of Poland attracts new residents not only from EU countries but also from Eastern Europe and Asia.

Number of inhabitants and number of European mobile citizens

According to statistical data of the Warsaw Municipal Office as of 30th September 2020, the capital was inhabited by 33,930 foreigners. Most people are of Ukrainian, Belorussian and Vietnamese origin. Western European countries are represented by e.g. 991 French, 895 Italian and 871 British citizens. It is worth emphasizing that the presented data include only registered foreigners, which excludes a large percentage of people living in Warsaw, coming from countries from the Schengen area, who are not subject to the registration obligation. Therefore, it is estimated that the real number of foreigners is 2-3 times higher and includes a larger percentage of citizens from Western European countries.



Table 1: Warsaw's demographic data

	Number		Population rate	
	2016 (31.12.2016)	2020 (30.09.2020)	2016 (31.12.2016)	2020 (30.09.2020)
Total population of Warsaw	1 625 450	1 673 743	100%	100%
Foreign population in Warsaw	10 873	33 930	0,7%	2%
of which EU/EFTA nationals	3 793	7 687	35%	23%
of which other nationalities	7 080	26 243	65%	77%

01 PROJECT OVERVIEW CONSORTIUM

MUNICIPALITY OF WARSAW – POLAND

Table 2: Foreign population in Warsaw (non-Polish)

	Number	
	2016 (31.12.2016)	2020 (30.09.2020)
Foreign population in Warsaw	10 873	33 930
EU/EFTA nationals	3 793	7 687
Austria	155	196
Belgium	63	110
Bulgaria	213	290
Croatia	45	84
Cyprus	9	16
Czech Republic	153	243
Denmark	71	101
Estonia	8	34
Finland	39	71
France	529	991
Germany	412	737
Greece	58	159
Hungary	138	299
Iceland	1	4

	Number	
	2016 (31.12.2016)	2020 (30.09.2020)
Ireland	52	108
Italy	346	896
Latvia	29	98
Liechtenstein	0	4
Lithuania	138	303
Luxembourg	4	0
Malta	2	9
Netherlands	100	56
Norway	27	211
Portugal	65	403
Romania	107	154
Slovakia	99	53
Slovenia	19	542
Spain	238	369
Sweden	282	54
Switzerland	26	222
United Kingdom	365	871

	Number	
	2016 (31.12.2016)	2020 (30.09.2020)
other nationalities	7 080	26 243
Ukraine	2069	12124
Belarus	610	2881
Vietnam	1462	2687
Russia	807	1667
India	155	998
China	226	700
Turkey	122	574
USA	184	380
Republic of Korea	70	271
Georgia	41	222

Other useful information needed to add

The City of Warsaw has undertaken some actions to help foreign residents get integrated into the local community. These include among others:

- The Multicultural Centre – established in 2017 functions as a place of local activity that offers i.a. language courses and legal advice,
- ‘Warsaw 19115’ City Contact Centre – a portal accessible by phone, e-mail, and app where citizens may get information on services provided by the City and its units and/or report a problem,
- booklets for foreign pupils and their parents about the Polish education system, brochure “A Foreign Student’s Guide to Warsaw” for university students,
- foreign languages were introduced to the ticket machine network by the Public Transport Authority. Passengers may now choose between English, German, Russian and Ukrainian.



01 PROJECT OVERVIEW CONSORTIUM

As part of the project, an IT company was in the consortium in order to manage the technical development of the digital platform. In October 2018, the project launched a call for IT companies/consultancies for the development and management of the digital ecosystem (13). GMV was selected with the mission to co-developed an online platform in cooperation with the partners of APProach, the civil servants of the municipalities, and the EU mobile citizens, using a co-design approach. They were in charge of the design, development, and follow-up of the digital ecosystem from November 2018 to March 2020.

GMV

GMV is a privately owned technological business group with an international presence. Founded in 1984, GMV offers its solutions, services, and products in very diverse sectors: Aeronautics, Banking and Finances, Space, Defense, Health, Cybersecurity, Intelligent Transportation Systems, Automotive, Telecommunications, and Information Technology for Public Administration and large corporations.

Our goal is to support our client's processes by dint of technologically advanced solutions, providing integrated systems, specialized products, and services covering the whole life cycle. These range from consultancy and engineering services up to the development of software and hardware, the integration of turnkey systems, and operational backup.

CORPORATE DATA (14)

- **Number of Employees 2019:** 2.176
- **Annual Sales 2019:** 236,85 million euros
- **International Sales:** 65% of the total annual sales
- **Target Markets:** Aeronautics, Banking and Finance, Defense, Space, Health, Cybersecurity, Information Technologies for Public Administration and large corporations, Telecommunications, Intelligent Transportation Systems, Automotive.
- **Shareholders:** Private equity



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(13) APProach project: Digital ecosystem development and management - Call for IT companies/consultancies: expression of interest ([Full Call](#))

(14) GMV <https://www.gmv.com/en/Company/AboutGMV/>

02 2-YEARS PROJECT IN IMAGES



02 2-YEARS PROJECT IN IMAGES



03 DIGITAL AT THE SERVICE OF THE CITIZENS

CITIZENSHIP & DIGITAL

Digital is the key word of this century. Going digital is a key element in the strategy of the social and economic actors. Digital transformation is becoming essential for the various actors of the society. Digital tools are keys in this transformation and making them accessible for everyone is the new goal to help improve the different sectors of the society. Furthermore, the rise of awareness regarding climate change and environmental issues pushes people to use less and less paper and focus more on electronic documents. Another point has to be mentioned too. Current events as the COVID-19 show at which point the use of digital tools is essential to stay informed, to work, to stay close to our relatives, to keep a certain social life, and so on.

Access to information is a right for each citizen. Citizens must be able to have easy access to them, in a language they can understand in order to exercise their rights consciously.



03 DIGITAL AT THE SERVICE OF THE CITIZENS

CITIZENSHIP & DIGITAL

The question of digital citizenship is still a current subject and not enough known because various issues raised: How to guarantee the full exercise of the citizens' rights? How will personal data be protected? How to avoid cyber-attacks? How to manage fake news? And so on. These questions show the need on one hand to have public institutions ready to go digital and on another hand to make sure that all citizens have the skills and knowledge to exercise their e-rights. Digital tools give other opportunities as new challenges to every citizen, social, economic, public and private actors. Citizenship is a precious element of our democracy. Going digital needs to be done in the right way and keep the place of citizenship at the heart of our societies. Digital has to be a means for improving the way citizens are exercising their rights. Being able to exercise e-citizenship will ask first from the various public institutions to be ready to adapt themselves and have a new strategy regarding digital as a whole and especially understand the role and place of citizenship in this new digital strategy.

There are different examples of countries going digital. One of the closer examples is the European state member Estonia which is a leader in online citizenship, also called e-citizenship.



03 DIGITAL AT THE SERVICE OF THE CITIZENS

AT THE LOCAL LEVEL

Going digital is a process and asks for change in the mind, procedure, material, and tools. This change is also linked to the various resources available to go digital: financial resources, skills resources, personal resources,... Added to these resources, time and willingness are also part of this digital transformation. These points are even more significant when we need to implement this process at the local level. Indeed priorities can be different and digital is sometimes not part of the development strategy of the local actors. With the COVID19 pandemic, the need for digitalization increased considerably, and investing in materials, procedures, tools became a need for the daily life of the citizens as well as the local social and economic actors.

In order to better understand the impact of the world crisis on these actors - municipalities, local NGOs, etc.. - a survey was conducted to interview them and collect their views and feedback.

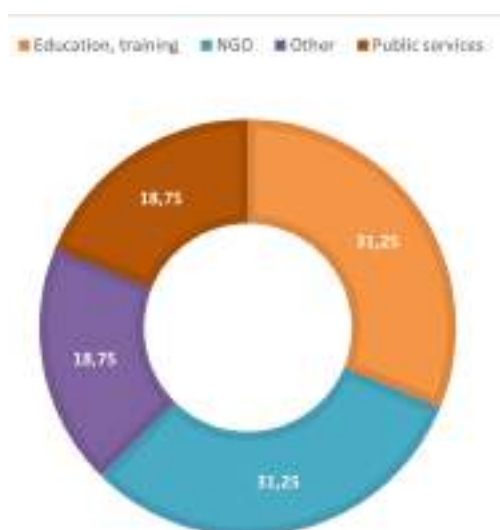
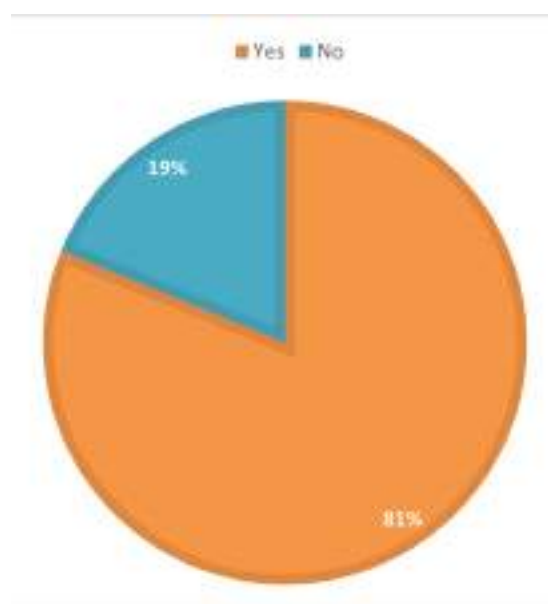
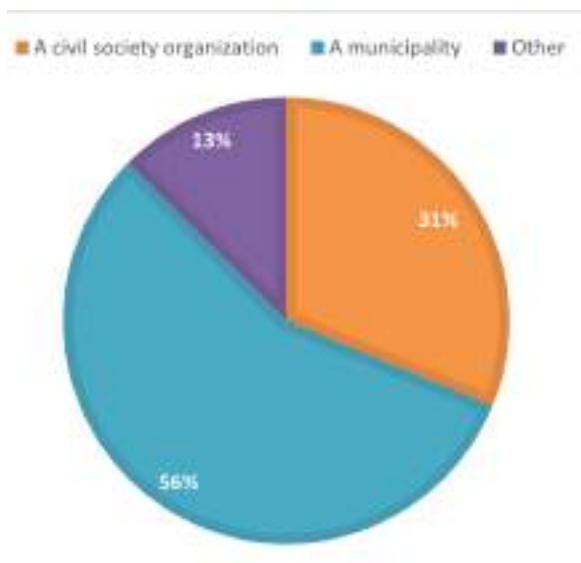
In the framework of the launch of the 2nd survey of the APProach project, a survey was dedicated to the social and economic actors. Having one survey of the view of the citizens is interesting. Having a survey dedicated to these specific actors helps to understand the work done to support the citizens.



03 DIGITAL AT THE SERVICE OF THE CITIZENS AT THE LOCAL LEVEL

16 social and economic actors at the local level have been interviewed and answered the survey with their views and shared their best practices. Most of the actors were municipalities and NGOs working in the field of education, public services, and non-profit activities.

In this perspective of having a European view and highlighting the local level, it was interesting to know where the respondents are coming from and if they are part of a member state.



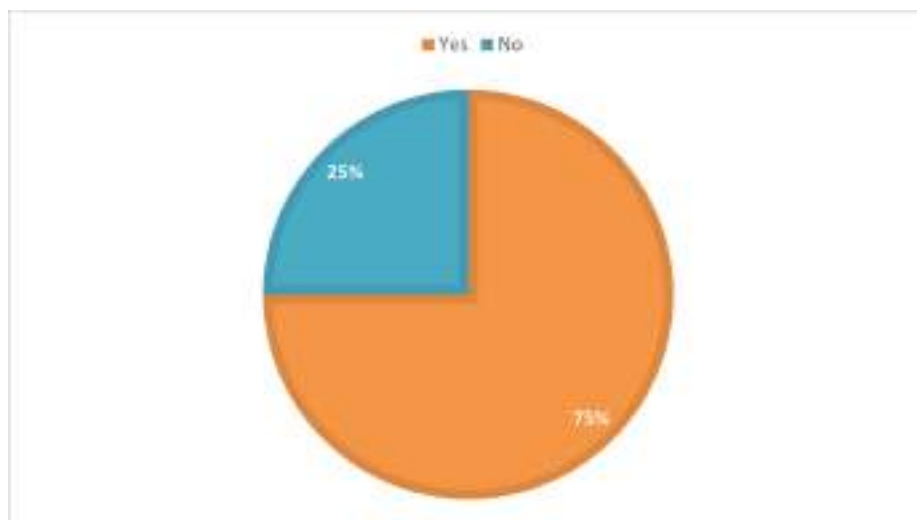
81% of the respondents are living in a European member state. Although the other respondents are part of the European Union, they are living in the European continent. These actors are coming from Belarus, Bulgaria, Czech Republic, Denmark, Georgia, Italy, Latvia, Portugal, Slovenia, Bosnia Herzegovina, Ukraine.

03 DIGITAL AT THE SERVICE OF THE CITIZENS

AT THE LOCAL LEVEL

The first part of the questions was focused on the concrete changes of habits inside the organization and the impact of the COVID19 on the organization of the work, on the wish to invest in new materials and tools to adapt quickly to the crisis.

Did you have to invest in new digital tools, invent new process, adapt your way of proceeding with your work?



To complete this answer, each respondent gave some examples of how the COVID19 pushed their organization to change habits. 3 main categories have been identified. The first one is about the need to go online and to shift from offline work to online work. This point highlights the need of having new software such as zoom, to attend webinars and meetings online and shows that digital tools become a need to work, live and entertain. The second category is related to the project management changes such as the home-working, the need for more flexibility, the fact that nobody was able to travel,...The last point is having on one side the need of developing new skills and on the other the issues on how to not lose the interpersonal skills.

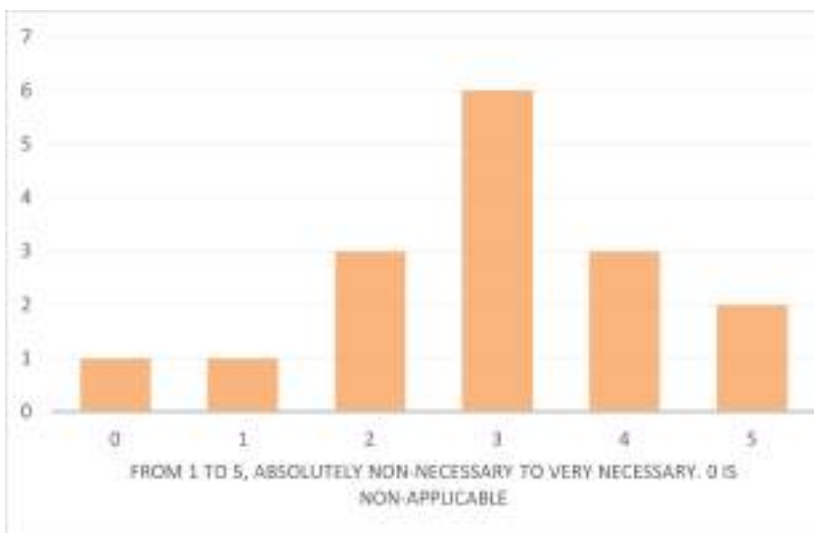
Answer from one of the respondents:

"We had to reschedule events as well as conduct more events online. The closure of the borders due to the quarantine was strongly influenced, and this affected the cash flow and international events. On the other hand, many seminars have become available to more participants from different countries. We started doing well thought out and organized online events and started developing other digital tools."

03 DIGITAL AT THE SERVICE OF THE CITIZENS

AT THE LOCAL LEVEL

The second part of the survey evaluated these changes and was the opportunity to have a comparative analysis between before the COVID19 and when the crisis started on a specific point. The first point is about Home-working which “is doing paid work at home and not in a company's office or factory”

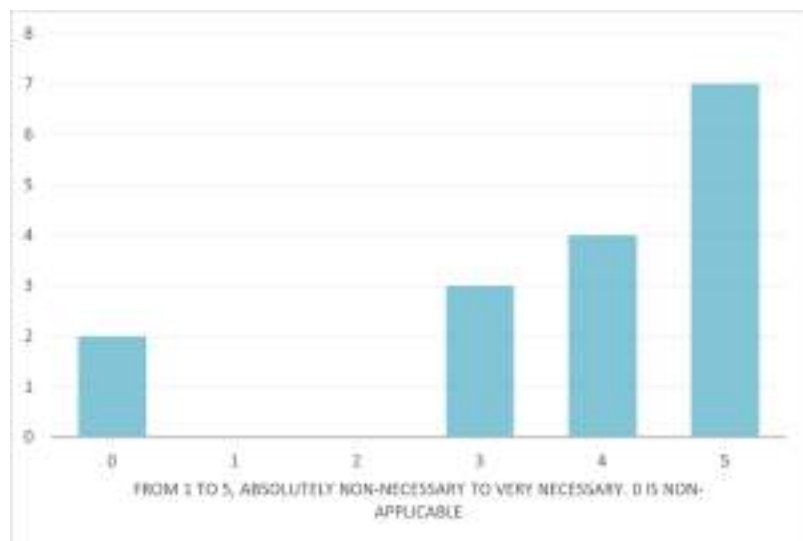


Before the COVID19 crisis, their views on home-working were moderate. The high number for answer 3 can show that home-working can be an option but there is still the need to go to the office for various reasons. Moreover, depending on the country, explanations can also come from the culture of the country, the company/organization's culture, and their management which can favor or not the implementation of home-working.

The same question was asked but highlighted what they are thinking about it now. The respondents gave some explanations of why their view changes:

“It was essential to be able to continue the projects”.

“We could do almost everything, apart probably from the street education services. We were actually able to keep in touch online with most of the adolescents we deal with!”



“Working from home is quite acceptable for many areas of activity and work (although not for all, there are activities and jobs that require direct communication and contact). The main challenge is to provide working conditions at home. Not all people succeed in this and it is not always possible.”

03 DIGITAL AT THE SERVICE OF THE CITIZENS

AT THE LOCAL LEVEL

But some explained that their view didn't change and they explained why:

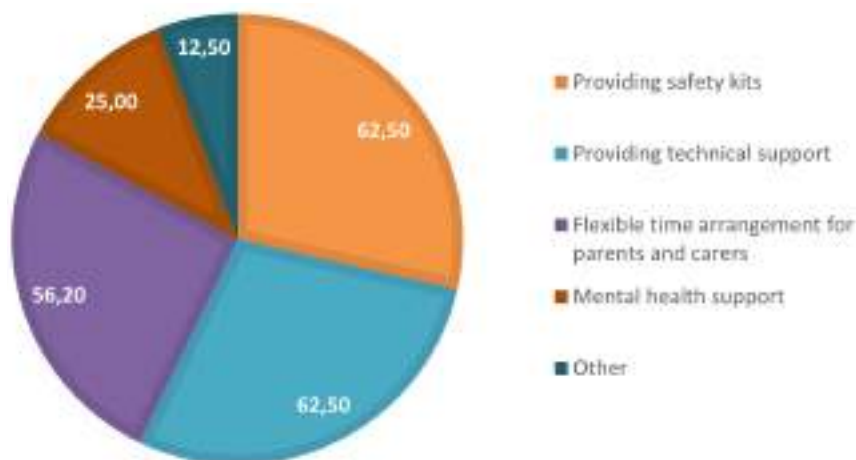
"Our view has not changed. We still need to communicate, solve issues personally, and work in the office. However, some work we can do at home when we really need it, and some activities we have to implement outdoors and in the training centers."

"Personally I still prefer working at the workplace, because I believe direct contacts with colleagues are very valuable and more effective than phone calls or ZOOM meetings. But when I experienced working from home I realised that working from home can also be quite effective."

In the answer, the feeling of obligation was highlighted. Some words like "forces" or "because of the Covid19" showed the feeling that it was mandatory to change our way of thinking, living, entertaining, and so working.

The last part was focused on the employees' side and the support provided by the organization to help them during this pandemic.

When the crisis hit the world, health was the priority and the need of adequate materials to protect the citizens was mandatory. Organizations at their level also provide safety tools going from medical masks to hand sanitizer gel. Going from offline work to online work needs support in terms first of materials. Indeed, working from



home requires having the necessary materials such as computers, wifi, internet, desk, chair to work in an efficient way and keep the organization working. Moreover, to enable this new way to work, some organizations adapt the work as well as the time to their employees such as the parents with children, the carers, etc... Last but not least and really significant point is the mental health support. The COVID19 crisis and all the changes that it brought had an impact on the mental health of not only people already suffering from it before the COVID19 but also people who never had this kind of trouble. Struggling with mental issues impacted everyone and every socio-professional category going from the children to the elders passing by the students.

03 DIGITAL AT THE SERVICE OF THE CITIZENS

AT THE LOCAL LEVEL

To complete the last part, the 16 actors shared some initiatives and best practices they developed. Here are some of their answers.

"We substituted the lectures at schools on migration by the online school preparation of migrant children with the volunteers. We started to organize online community session for migrant and Roma women to share their personal experiences and enhance their social connections."

"In order to help the community fight the COVID-19 pandemic, all the measures implemented were aimed at "Resisting the Virus," and it was certain from the very beginning that the Municipality's action would be fundamental to ensure the safety and well-being of its citizens. The measures adopted, in detail, were and are the following:

- Acquisition by the municipality of personal protection equipment and other material for fighting covid-19 to support fire-fighters, health units of the municipality, parishes. Following the idea of training "supercitizens", we decided to launch an appeal to the citizens of Valongo to register in a volunteer database to help the community during the COVID-19 pandemic, which we baptized of "Super Volunteers" programme."

"We shared all the food from the Villa to the vulnerable people in Bassano and started a fundraiser with the local soccer team."

"We have had an informal 'coffee chat' every morning"

"Making a video with the director of municipal administration explaining COVID19 safety measures."

"We have not done anything within the organization different from what most organizations do. We also just helped those civil society initiatives that dealt with the Covid problem directly, disseminated information, and made studies. But we had to solve specific problems related to the closure of borders, but this experience is unlikely to be needed by the EU countries."

"We saved a lot of time transporting ourselves to transnational meetings - and meetings in general became more effective and less time consuming."



03 DIGITAL AT THE SERVICE OF THE CITIZENS

DIGITAL AT THE CORE OF THE APPROACH PROJECT

When we talk about citizenship, another point has to be raised. It's the significance of having digital tools that look like the citizens, that are accessible to them and understood by them. There is the need to meet the top-down approach coming from the various institutions (European Union as well as local authorities) and the bottom-up approach coming from the citizens, the civil society organizations when digital tools are in question to improve the exercise of the rights of citizens. Aligned with this vision, the European project APProach was developed. It wants to follow this vision and helps the European Mobiles Citizens to exercise their rights.

The goal of the APProach project is to use digital tools to improve the communication between the European Mobile Citizens and their new welcoming cities. Making people closer to each other thanks to technology.

In order to reach this goal, an online platform was created and designed by the partners. This platform is the advantages to gather all the information needed for European newcomers and to be easily accessible and in a friendly way. This unique tool is the result of a cooperative work of the European citizens, the municipality, and the IT company. These 3 entities combined gave born to a tool with real and sure information in an online platform that is technically working well.



03 DIGITAL AT THE SERVICE OF THE CITIZENS

DIGITAL AT THE CORE OF THE APPROACH PROJECT

• THE APPROACH PLATFORM

One of the goals of the project was to design an online platform where European citizens and project partners can collaborate together. During various months, through test group activities and surveys, the project consortium asked for feedback from a number of EU citizens about the platform, what they wanted to see in it, etc... The APProach platform was hence born thanks to the collaboration of both parties in order to answer as best as possible the questions and needs of mobile European citizens when they arrive in a new city.

The platform is hosting 8 specific pages for each municipality involved in the project. The online platform was designed to be more friendly and less formal than the municipality website. The information can be found in an easier way. There are various features to help citizens to find and accompany in their research for information.

Each piece of information on the platform is reliable and no fake news or disinformation is circulating on the platform. We can guarantee true information. In fact, each municipality partners are in charge of their page. They have the owners of the information and they are the ones providing the same information.

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03 DIGITAL AT THE SERVICE OF THE CITIZENS

DIGITAL AT THE CORE OF THE APPROACH PROJECT

• THE APPROACH PLATFORM

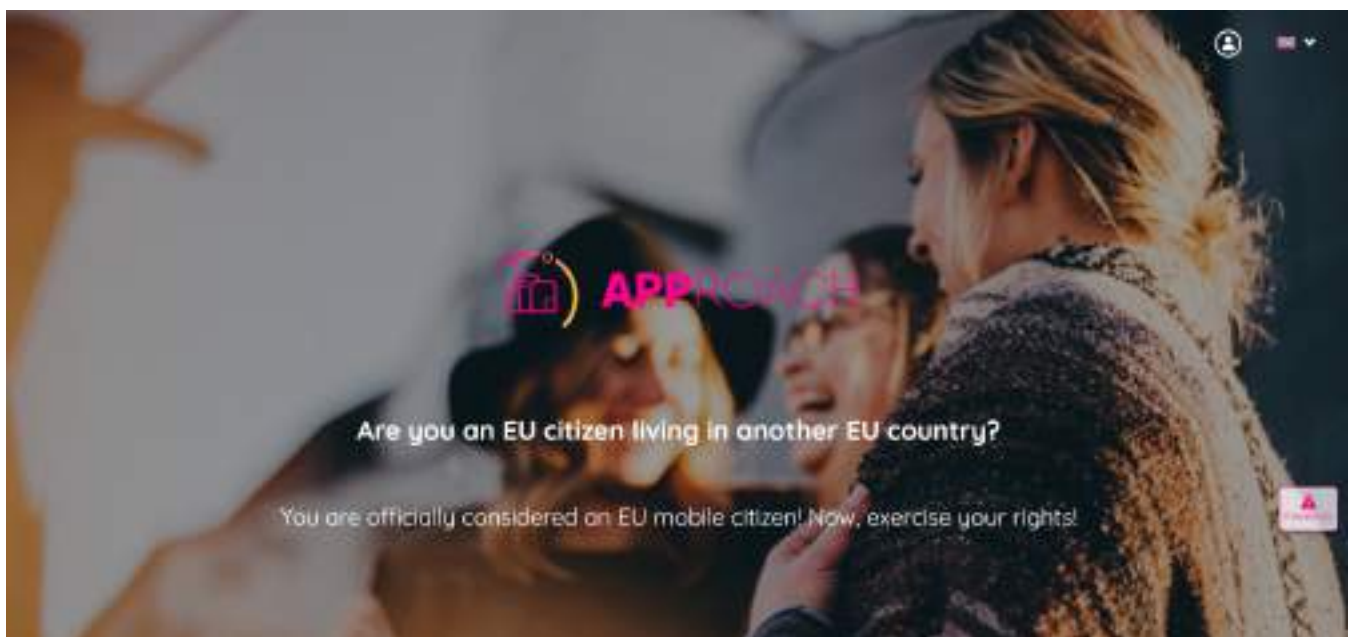
Each page is unique and built to be easily accessible to the citizens. Each page can be in the national language or/and in English to facilitate the understanding for the ones that are not speaking the national language.

The 3 main topics of the project (Voting system, School enrollment, civic engagement, and social life) have a special section. Added to this section, a specific one was added called Get started. This section gathers information needed to start in the city as a new citizen.

The APProach platform has a second objective that is to create a community. In fact, each citizen can be an added value for the platform by helping translate some content in other languages, by participating in the collaborative agenda by suggesting events, activities,... By creating an account on the platform, each citizen can become an active member of the APProach community.

APProach Home Page:

<https://project-approach.eu/>



03 DIGITAL AT THE SERVICE OF THE CITIZENS

DIGITAL AT THE CORE OF THE APPROACH PROJECT

• THE APPROACH WEBINARS

In order to help the European mobile citizens, a webinar was designed. Webinars are other tools more and more present and very useful especially in this time of COVID19. People can follow and listen to the webinar whenever they want. The webinar is at their disposition and they choose to have a look at it or not.

Another webinar was put in place in order to help the municipality's staff members. For them, the accent was put on the explanation more detailed of the platform and how to help the EUMCs to use it.

These webinars are provided in English with subtitles available in the 5 other languages of the project French, Dutch, Danish, Italian, Greek.

They are short videos, easily accessible, and simple. Everyone is able to have access directly on the landing page of the online platform. They are free to use and citizens as well as the municipality's staff will be able to listen to it whenever they want and the number of times they want.

The webinars are available on the APProach platform: [Here](#).

Webinar for the citizens:



Webinar for the municipality's staff:



03 DIGITAL AT THE SERVICE OF THE CITIZENS

DIGITAL AT THE CORE OF THE APPROACH PROJECT

- **THE APPROACH DIGITAL PROMOTIONAL MATERIALS**

Another point has to be highlighted. The partners add the real wish to use all the digital tools. For the promotional materials, there was also the need to stay digital. The leaflet, newsletter, postcard as well as the publication, and the solutions manual have also been produced in a digital format. In this way, we can reduce our consumption of paper, print less and digital documents are easy to share to a wider audience.

Throughout this project, we were able to use different digital tools with different formats. Each citizen can choose the one they are more comfortable with to follow the evolution of the project, or to have more information about the project.



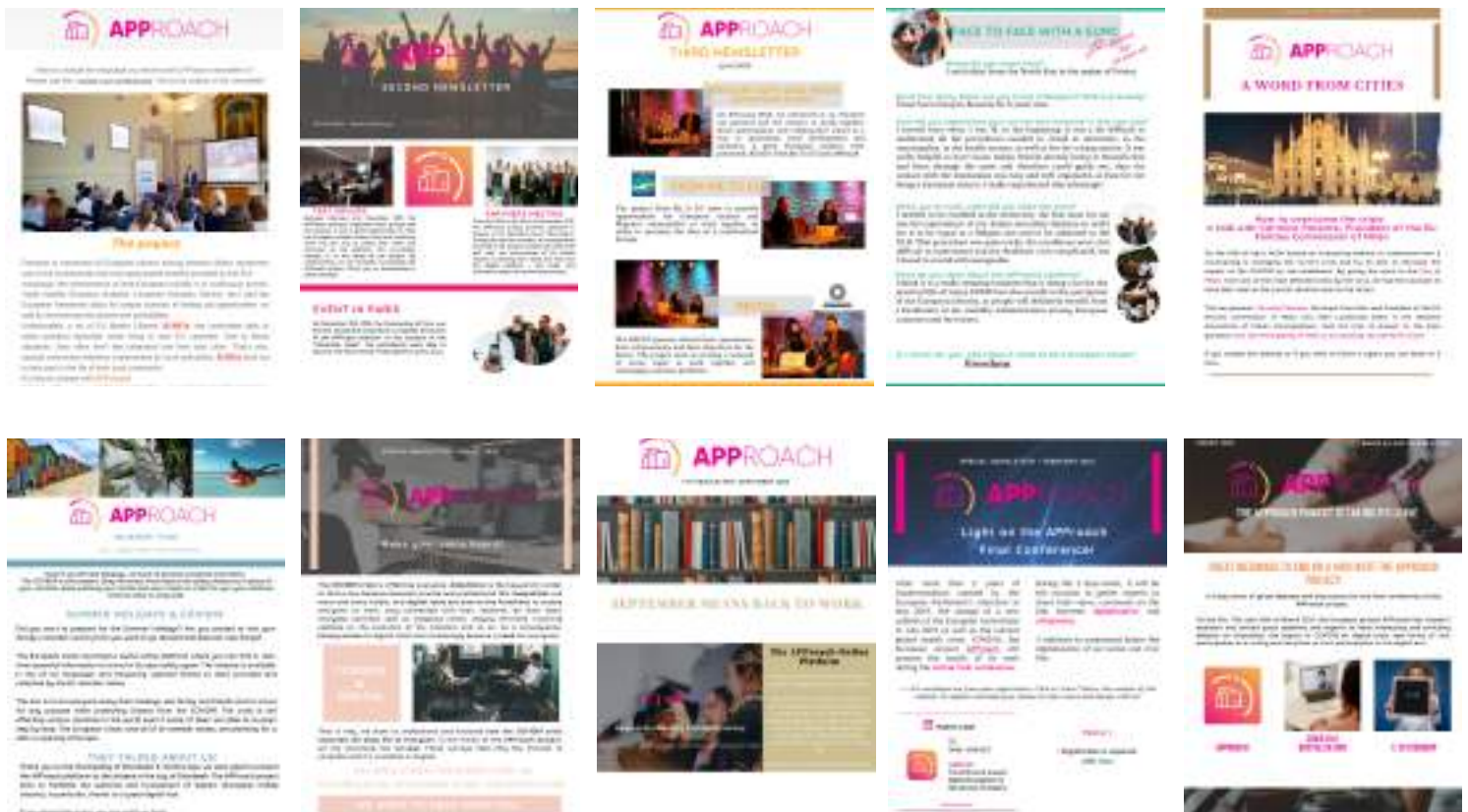
03 DIGITAL AT THE SERVICE OF THE CITIZENS

DIGITAL AT THE CORE OF THE APPROACH PROJECT

- **THE APPROACH DIGITAL PROMOTIONAL MATERIALS**

1. The APPROach Newsletter

To inform on the evolution of the project, 10 newsletters (15) were created during the 2-years-of the project. The newsletter addressed various topics: the APPROach platform, events organized in the frame of the project, information about the European Union, an interview of a European Mobile Citizen, the view of a municipality on the COVID crisis management, as well as the dissemination of the surveys created. The newsletters are available in 6 languages (16): English, French, Dutch, Danish, Italian and Greek. As soon as the citizens are subscribed to it, they receive them via email.



(15) Click on the image to have access to the newsletter in English. The special edition 1 and 2 were only in English.

(16) To have an access to the newsletters in other languages, you will find the link in annex.

03 DIGITAL AT THE SERVICE OF THE CITIZENS

DIGITAL AT THE CORE OF THE APPROACH PROJECT

• THE APPROACH DIGITAL PROMOTIONAL MATERIALS

2.The Leaflet & the Postal Card

Following the wish of the partner, the informative leaflet and the postal card were created both in digital format and printable version. Having the 2 formats enable the partners to choose the best format to answer their needs.

The informative leaflet was created by following a Q&A format. The reader can learn more about the project by having the answer to 7 key questions:

- What is the APPROach project?
- What is the APPROach project?
- What kind of information can I find on the platform?
- Who are the partners of the project?
- Why an online platform?
- How can I contribute to this platform?
- Where can I follow the evolution of the project?

This format is more attractive and easy to read. The leaflet is available in 6 different languages: English, French, Dutch, Danish, Italian and Greek to reach a wider audience and to enable each city partner to have the information in their national language.



03 DIGITAL AT THE SERVICE OF THE CITIZENS

DIGITAL AT THE CORE OF THE APPROACH PROJECT

- **THE APPROACH DIGITAL PROMOTIONAL MATERIALS**

2.The Leaflet & the Postal Card

The goal for the postal card was to know with little information what is the APProach project. It is available only in English and in digital format. Thanks to the postal card, the project can be understood by everyone with no need to have a presentation. It is easy to read and easy to access.

Are you an European citizen living in another Member state?
APPROach is for you!
Know your rights, Live your city!

1st European online platform done by European citizens and 6 cities partners.

Want to get involved in your city?

- Find information about education, civic and social life, voting and much more
- Help to shape the shared social calendar of your hosting city
- One community, 24 languages! Become an active member of the community and translate the information to improve the integration of your peers

Be welcome in your new city, in your new home!

APPROACH

Facebook: @APPROachEUNC

Twitter: @AEunc

Website: project-approach.eu

ALDA, Etterbæk, Comune Milano, PARIS, velle, LEVOSA, City of Amsterdam

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03 DIGITAL AT THE SERVICE OF THE CITIZENS

DIGITAL AT THE CORE OF THE APPROACH PROJECT

- **THE APPROACH DIGITAL PROMOTIONAL MATERIALS**

3. The APProach Video

The APProach video is a promotional video presenting an overview of the project and the work, actions, and activities done during 2 years. The video is available in English with subtitles in the national language of each partner: French, Dutch, Danish, Italian, and Greek. It is a short video and accessible to everyone in the different communication channels.



Discover the promotional video on the website of the APProach project, [HERE](#)

03 DIGITAL AT THE SERVICE OF THE CITIZENS

DIGITAL AT THE CORE OF THE APPROACH PROJECT

- **THE APPROACH DIGITAL PROMOTIONAL MATERIALS**

4. The Solution Manual

At the occasion of the General Assembly of ALDA, lead partner of the APProach project, the solution manual was presented. Renamed as The European Support to Local Democracy, this flagship initiative should be an answer to help communities for sustainable and fair development. Local democracy is based on empowered civic initiatives, working with local authorities and it is concretely solving local problems of resilient communities contributing to sustainable and fair development. This document produced by ALDA kicked off together with the adoption of the Strategic Plan 2020–2024 of the organisation. It is including a panoply of instruments supporting local democracy from an institutional and civil society point of view. It wants to use the 20 years of experience of ALDA in supporting local communities, municipalities, municipal councilors, and local leaders. ALDA knows how to support local democracy from different angles and with various stakeholders and ALDA can propose the right path of activities for many situations. Local democracy means to put local communities at the center of the attention supporting human rights, democracy and sustainable development.

ESLD brings hundreds of projects, participants, and stakeholders from Europe and beyond with it. With the Strategic plan 2020–2024, ALDA is ready to bring its long-standing experience and added value globally for accompanying countries, cities, and communities to solve problems and reach together with us all the future Sustainable Development Goals. (17)

The European Support to Local Democracy document (18) is available in English and in digital as printed format to enable each citizen to choose which format is better for him/her.



○ —————

(17) The European Support to Local Democracy, Page4
content/uploads/2021/02/ESLD_Jan2020.pdf

<https://www.alda-europe.eu/wp->

(18) Click on the image to The European Support to Local Democracy.

03 DIGITAL AT THE SERVICE OF THE CITIZENS

DIGITAL AT THE CORE OF THE APPROACH PROJECT

- THE APPROACH DIGITAL PROMOTIONAL MATERIALS

5. The APPROach Publication

Added to the Solution manual, a publication (19) has been done to present the work of the consortium during the 2-years of the project. The publication is available in English and only in digital format. It will give a great and detailed view of the various actions and activities done by the APPROach project.



(19) Current publication

03 DIGITAL AT THE SERVICE OF THE CITIZENS

DIGITAL AT THE CORE OF THE APPROACH PROJECT

• THE APPROACH SOCIAL MEDIA

In order to make the project more known, a dedicated Facebook page and a Twitter account were created to support the dissemination of the APPROach project. Both tools are another way to reach more people and to connect them with the project. Social media can reach a wider audience and especially the younger generation who are more interested in social media. The social media owned by the project consortium were roped in, especially the one of the lead partner. ALDA was also the partner in charge of the communication and dissemination of the project. As ALDA has a great presence online, we use this opportunity to disseminate the APPROach project on their social media and mainly on [Facebook](#), [Twitter](#), [LinkedIn](#), and [Instagram](#).

The ALDA website was also a great platform to share articles and news about the project with a section dedicated to the APPROach project. During the project, different news was written in English and can be also available in French, Italian, Russian, Croatian, and Arabic. The following articles were published on the ALDA website and social media as well as in the APPROach social media:

The APPROach Facebook page:



The APPROach Twitter account:



03 DIGITAL AT THE SERVICE OF THE CITIZENS

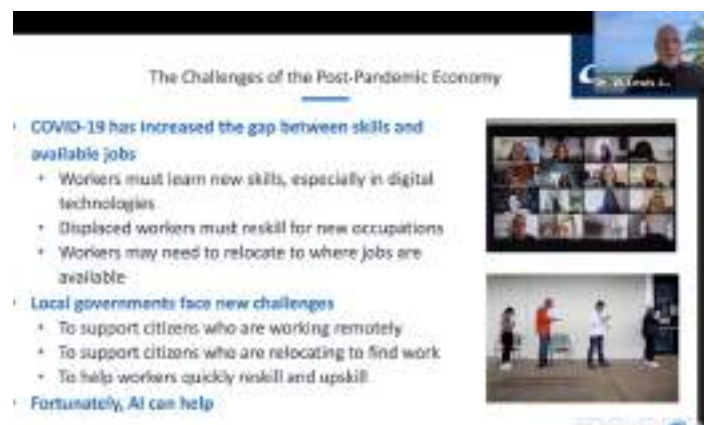
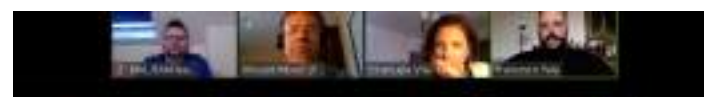
DIGITAL AT THE CORE OF THE APPROACH PROJECT

• THE APPROACH FINAL CONFERENCE

Due to the current health crisis, we had the great occasion to organize the APPROach final conference online. This shows the importance of digital technologies in the APPROach project. We have come full circle. The APPROach conference was held on the 9th, 11th, and 25th of March 2021. It was a 3-days event where experts were gathered to debate and give their insights on various topics: the impact of the COVID19 crisis on the use of digital tools, the link between digital and citizenship, the role of the municipalities in this transformation. The conference was streamed in Zoom as well as on the Facebook page of the APPROach project to enable a large number of people to follow the event.

3 webinars were held on 3 key topics:

- An overall presentation of the APPROach project and the main output: the APPROach platform (20)
- The impact of the COVID19 on the use of digital tools
- E-citizenship is the solution to civic participation?



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(20) By clicking on the picture, you can have access to the record of the first webinar.

04 BEST PRACTICE: THE CO-CREATION METHODOLOGY

CONCEPT

The co-creation concept is to define a methodology to include different actors, who sometimes do not usually work together, around one objective/project. This methodology is the opportunity to have a great reserve of knowledge and to build a solid group of people with ideas to share. This involves involving the target actors and integrating them in the process. By doing so, the project makes sure to answer the needs of the target population by listening to them, doing with them, and not only for them.

In the framework of the APProach project, this methodology has been implemented

- to assess the efficiency of provided services and challenges faced by each local authority welcoming EU mobile citizens and opening a space for an exchange of best practices and
- to investigate the problems and challenges faced by EU mobile citizens in exercising their free movement rights.

By identifying these 2 previous points and engaging the 2 targeted groups, here the local authorities and the European mobile citizens, the APProach platform has been developed based on their views and comments.



To strengthen the methodology, a way to engage people is to use different communication tools. To reach a certain target group, it is important to know which communication channel best reaches this group and which tool to use to engage them in the process. In the APProach project, the target group was European Mobile Citizens and their existing networks as well as local authorities. The project used a combination of online tools and face-to-face meetings.

The online tools were mainly online surveys to have the views and opinions of the citizens. As a tool, the online survey can be adapted to a large multi-language audience by conducting the survey in parallel in several languages.

Face-to-face meetings are also very useful to involve citizens, such as focus groups. These 'offline' meetings are carried out in each municipality involving staff from local authorities and EU mobile citizens from the existing networks. Organising focus groups or working groups shows the target group that they are important and we are involving them in the process and their views can have an impact on the project.

The most important thing is to identify which tools are the best for your target group. Otherwise, the process of co-creation and co-learning can be hindered.

04 BEST PRACTICE: THE CO-CREATION METHODOLOGY

FOCUS & TEST GROUP

The goal of these various phases of focus and test groups were to:

- Analysing the results of local focus groups and identification of the obstacles;
- Identification of best practices;
- Identification and pre-selection of content sections of the platform

The first phase was focus Groups that targeted the European mobile citizens(EUMCs) living in each one of the municipalities involved within the project. The APProach project had a direct target: the European mobile citizens. This activity has been carried out simultaneously by each municipality involved in the APProach project with the logistic support of local organizations and the methodological leading of ALDA. EUMC participation has been reached through cooperation among municipalities and other relevant actors in the city as Universities, Embassies, Consulates, EU institutions, neighbourhood councils, expats groups, etc...

Followed by a presentation of the project, Round table discussions have been implemented to pinpoint EUMCs' needs and priorities, as well as understand better municipalities' shortage or either total lack of appropriate services.



The involvement of the citizens during the first phase of the project was significant. Since the very beginning of the project, they had the strong wish to show that the project is not only made for the EUMCs but also with them. They are key actors for the good development of the APProach project.

04 BEST PRACTICE: THE CO-CREATION METHODOLOGY

FOCUS & TEST GROUP

Then, Focus and Test groups have been organized for local authorities' staff members. Indeed, the local authorities are playing a key role in the project because they are one of the first actors with whom the European Mobile Citizens are in contact when settling in a new city. The main objective is to test the platform and propose changes or adjustments when necessary. Listening to one of the main users of the platform is always interesting and their comments are necessary to improve the platform. This activity is carried out through a participatory approach with the symbolic contributions of the pilot groups of participants (members of the staff of each municipality). Working with local authorities staff is completely part of the co-creation process.

After the test phase with the local authorities, the test groups have been implemented where citizens and especially EU mobile citizens have been invited to participate and try the platform. The main objective is to test the platform and propose changes or adjustments when necessary. Following the same process as the first phase, EUMCs participation has been reached through cooperation among municipalities and other relevant actors in the city.

This phase was an important step to present the first look of the APProach platform. The platform gathers the work and the energy of various stakeholders of whom the EUMCs are part. Moreover, some participants were new in the group and didn't participate in the 1st focus group, having new eyes was interesting.

All along the implementation of the phase of exchange with the targeted group, the project partners had internal meetings where they had the opportunity to exchange best practices and discuss directly with the IT company or the issues and challenges during the meetings. Regarding the IT company, for some meetings, the platform developer had the opportunity to be present in some sessions and so talk with the participants and understand their concerns better.

The Focus and test groups activities involved all the actors going from the project partners to the IT company, passing by the direct target group, the European mobile citizens, and the local authorities staff members.



04 BEST PRACTICE: THE CO-CREATION METHODOLOGY

ONLINE SURVEYS

In order to complete the focus and test group activities, online surveys have been done. Indeed the survey enables us to reach the audience that was not able to join the face-to-face meetings. This activity allowed the project to develop a comprehensive analysis of needs and deficiencies. Moreover, the diffusion and dissemination of the survey online increased the number of people reaching and the potential respondents to the surveys.

- **1st APPROACH SURVEY: TO KNOW THE EUROPEAN MOBILE CITIZENS**

→ *Are you an EU citizen living in another EU country? We would like to hear about your experience! The European project APProach intends to facilitate the reception and involvement of EU mobile citizens in their welcoming cities. In this framework, the following survey is directed towards identifying several difficulties and information gaps preventing these citizens from engaging actively in their host communities.*



A lot of work to better understand the life and reality of EU citizens living abroad have been already done, at the local level with focus groups, for example. However, the project wanted to go one step further. That is why, in 2019, a first survey was launched to understand the needs and expectations, and then to find solutions to major obstacles for EU mobile citizens. In order to make it available to a wide audience, the survey was available in several European languages: English (ENG), Italian (IT), French (FR), Danish (DA), Dutch (NL), Polish (PL), Portuguese (PT) and Greek (EL) (21). This survey was built with the idea that it will be a unique insight on real and day-to-day challenges faced by EU mobile citizens and an invaluable tool for us, and our partners, to better shape our activities to meet real needs.

Nevertheless, the number of respondents is equal to 232 respondents and can not be considered as representing the view of the European citizens. But thanks to this survey, we can understand different points and comments can be made. 22 questions were asked to be answered about key topics: Local life, Education and School, and Access to vote. Among these 22 questions, 5 are really interesting to analyze and to comment on.



(21) ISO 639 is a set of standards by the International Organization for Standardization that is concerned with the representation of names for languages and language groups. It was also the name of the original standard, approved in 1967 (as ISO 639/R) and withdrawn in 2002. The ISO 639 set consists of five parts.

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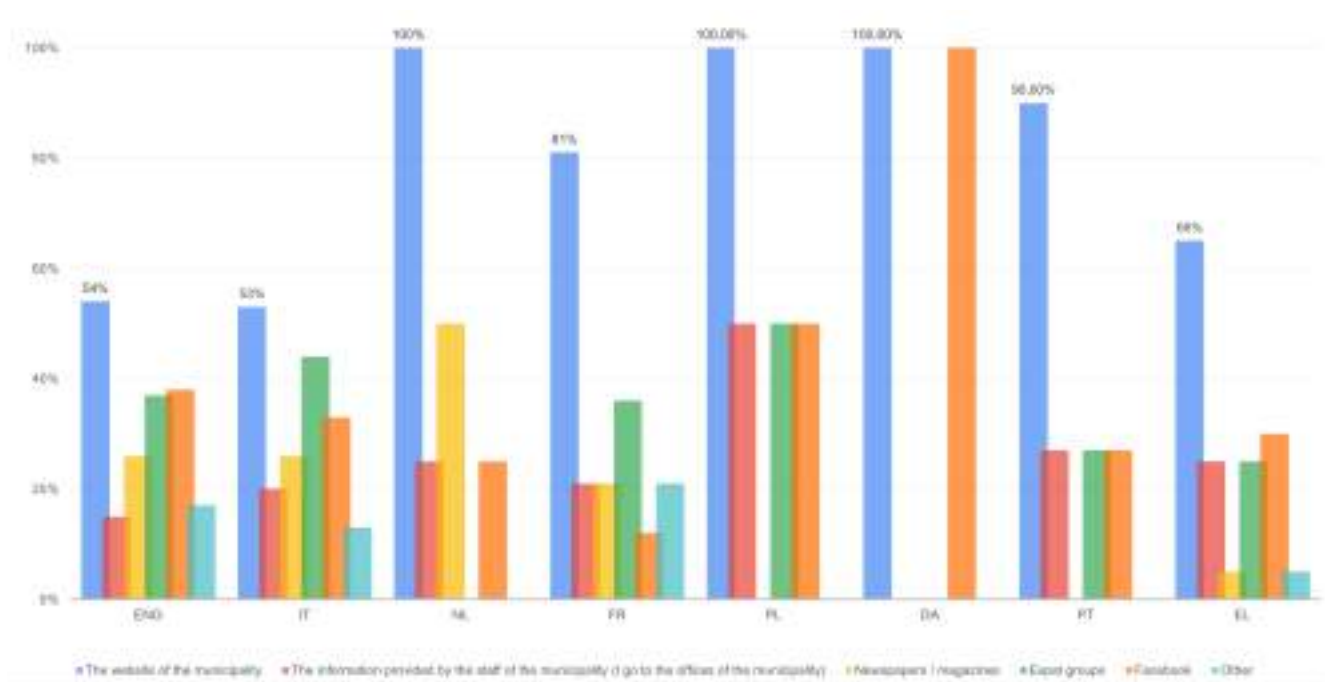
ONLINE SURVEYS



When you want to find information about local life, administrative procedures and civil rights, what sources do you use the most? (Maximum 3 answers).

- The website of the municipality
- The information provided by the staff of the municipality (I go to the offices of the municipality)
- Newspapers / magazines
- Expat groups
- Facebook
- Other sources

Total of answers: 227/232



The website of the municipality is the main source of information for more than 50% of the respondents. The website of the municipality is an assurance of reliability and of trust. Then it is followed by Facebook. Facebook can be easier to use and reach another kind of population. In the third position, we have the expat groups. There is a guarantee to find people speaking the same language and who already experienced this process. This kind of group has the purpose to help each other.

- Mainly digital tools are used to find information. It's easier to look for information even if we are not in the country. Simple and useful, can be as truthful as the information given in person at the town hall.

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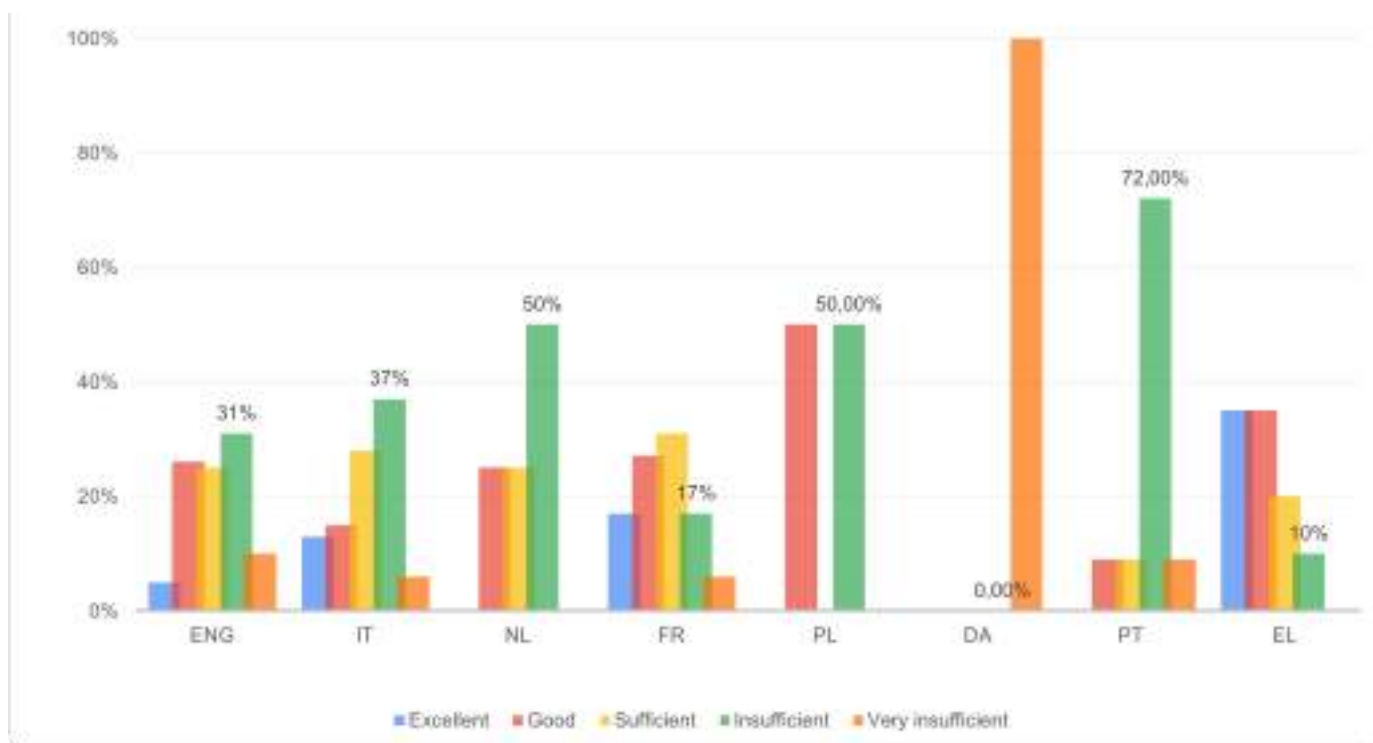
ONLINE SURVEYS



Local Life - How would you qualify the language skills of the local authorities' staffers to communicate with foreigners? (Speaking in English, for instance).

- Excellent
- Good
- Sufficient
- Insufficient
- Very insufficient

Total of answers: 226/232



In general, the most selected answer is insufficient. This shows the need to have local authorities trained to welcome foreigners, especially in English. When the EUMCs are moving to a new country, they are not always speaking the national language. Nevertheless, the respondents also considered that the language skills are good and sufficient.

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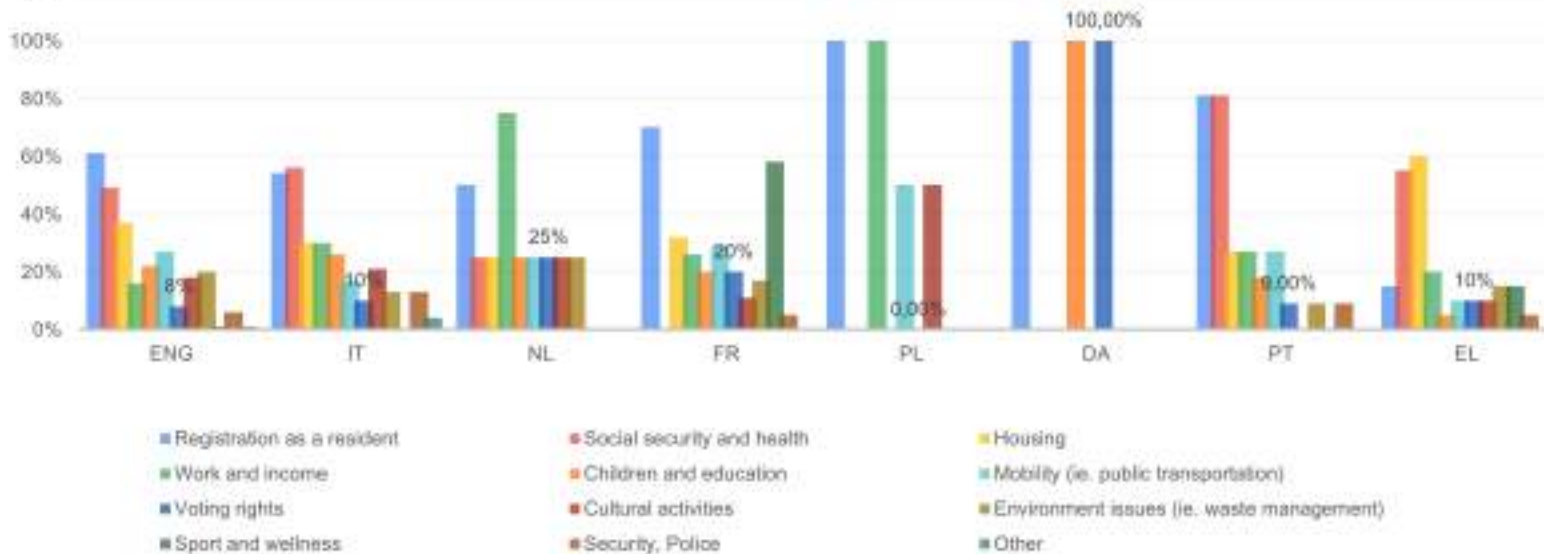
ONLINE SURVEYS



Local Life - What type of information is more relevant for you to receive from local authorities when integrating into another country? (Choose up to 3 answers)

- Children and education
- Cultural activities
- Environment issues (ie. waste management)
- Housing
- Mobility (ie. public transportation)
- Registration as a resident
- Security, Police
- Social security and health
- Sport and wellness
- Voting rights
- Work and income
- Other

Total of answers: 231/232



One comment can be made thanks to this graph. Voting rights, it's one of the pillars of democracy. Nevertheless, it's not considered as the information the more relevant for this population studied to receive from local authorities when integrating into another country. Various reasons can be raised. Citizens are not aware that they have the right to vote in another European country. Coming to another country is asking a lot of attention and there is the need to prioritize things and the most important information to look for will be how to register as a resident (1), Social security and health (2), and housing (3). On the contrary, environmental issues, sport and wellness, and security and police are not the top priority.

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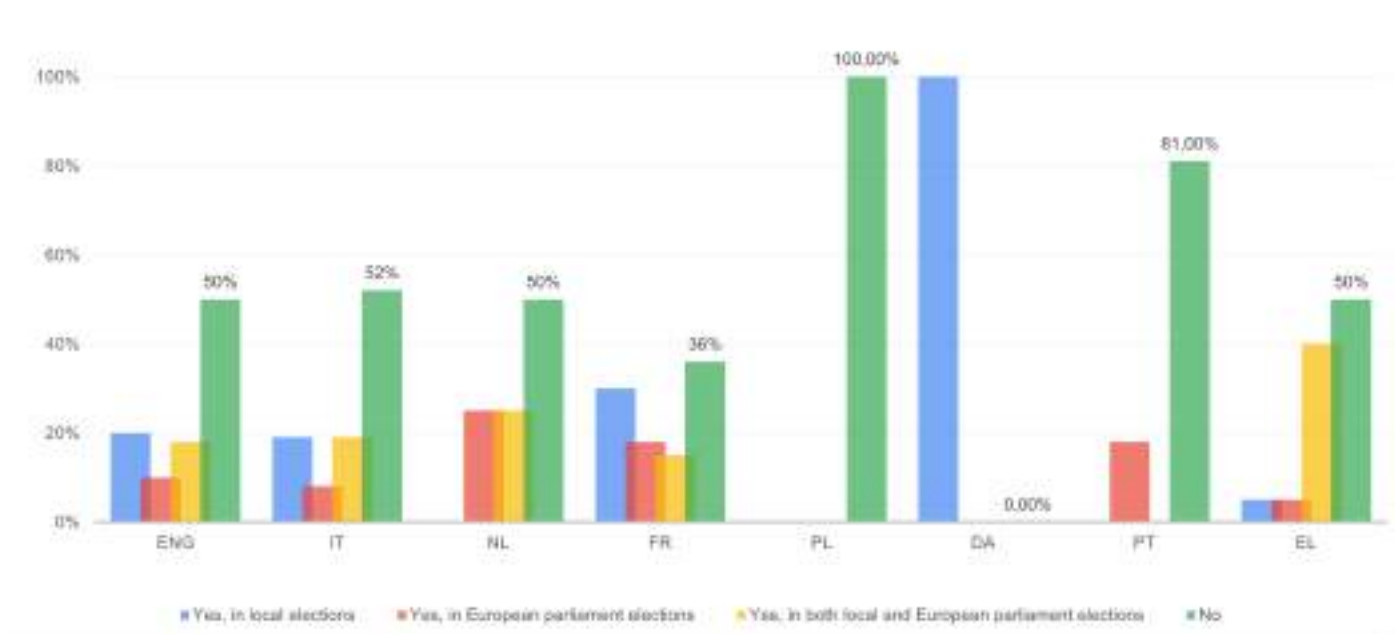
ONLINE SURVEYS



Access to vote - Have you exercised your voting right in your host country?

- Yes, in local elections
- Yes, in European parliament elections
- Yes, in both local and European parliament elections
- No

Total of answers: 227/232



As we can see that we can establish a link between question 11 and this one. Not knowing and not looking for the information are not helping the citizens to exercise their rights.

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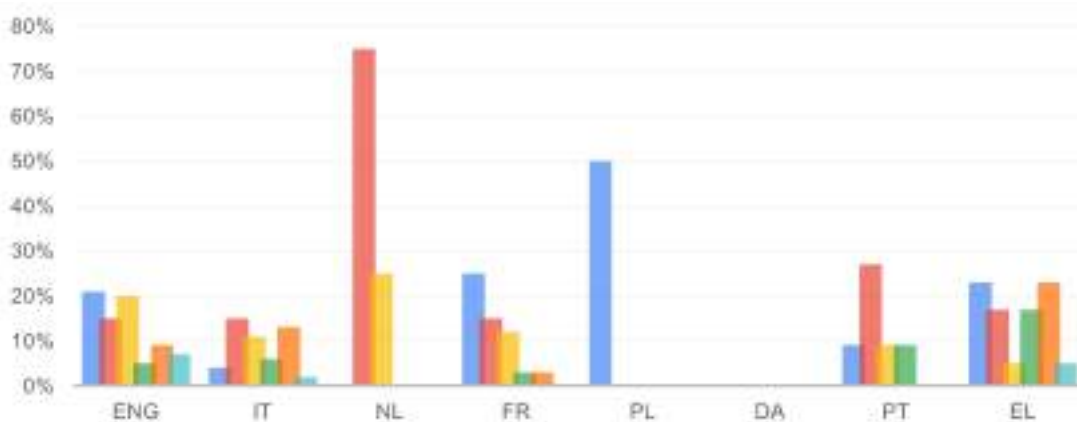
ONLINE SURVEYS



Access to vote – What kind of difficulties did you face when trying to access this right? (Possibility to have more than 1 answer)

- I did not face any difficulties for exercising my voting right
- Language barriers
- Complicated registration procedures
- Lack of familiarity with the local political environment
- Lack of information and awareness about the elections
- Lack of interest in the voting process

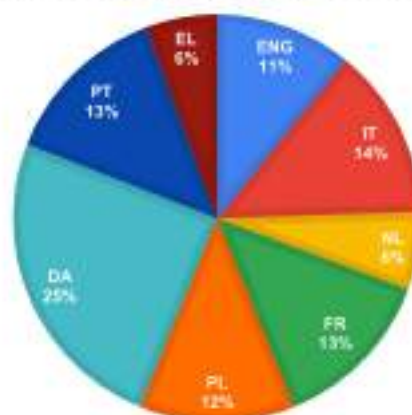
Total of answers: 221/232



- Lack of familiarity with the local political environment
- Complicated registration procedures
- Lack of information and awareness about the elections
- Lack of interest in the voting process.
- Other (specify):
- Language barriers.

Even if some part of the population didn't face difficulties exercising their voting rights. The top 3 obstacles are Lack of familiarity with the local political environment, Complicated registration procedures, and Lack of information and awareness about the elections.

I DID NOT FACE ANY DIFFICULTIES FOR EXERCISING MY VOTING RIGHT.



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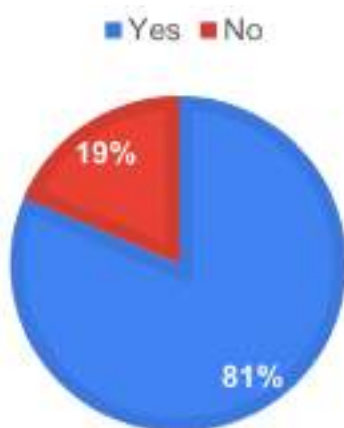
ONLINE SURVEYS

- **2nd APPROACH SURVEY: TO UNDERSTAND THE IMPACT OF THE COVID19 ON THE USE OF DIGITAL TOOLS**

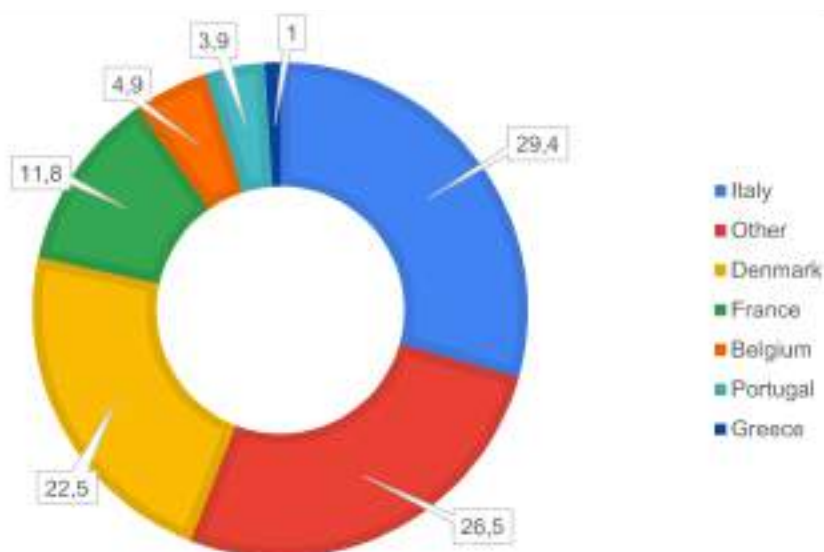
The COVID19 changed our way of life and the lockdown all around the world pushed all the citizens to cope with digital transformation. The second APPROACH survey was to understand the impact of digitalization on the citizens and on the socio-economic actors (local authorities, companies, foundations,...) This survey was the opportunity to highlight the possible change in the habits between the before COVID19-crisis and after the start of the worldwide pandemic. One survey was dedicated to the citizens to have their view on the digital transformation of their daily lives.

The survey was in English and collected 102 answers. Some relevant answers can be highlighted. The responders are composed of 63,7% of women and 36,3% of men aged mainly between 26 and 25 years old (35,6%) and between 36 and 45 years old (20,6%) who are mainly workers (84,3%). The APPROACH project target group is the European Mobile Citizens. Through this survey, we wanted to know if they are living in a European member state and in where they are coming from.

Do you currently live in a European member state?



Where do you come from?



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ONLINE SURVEYS

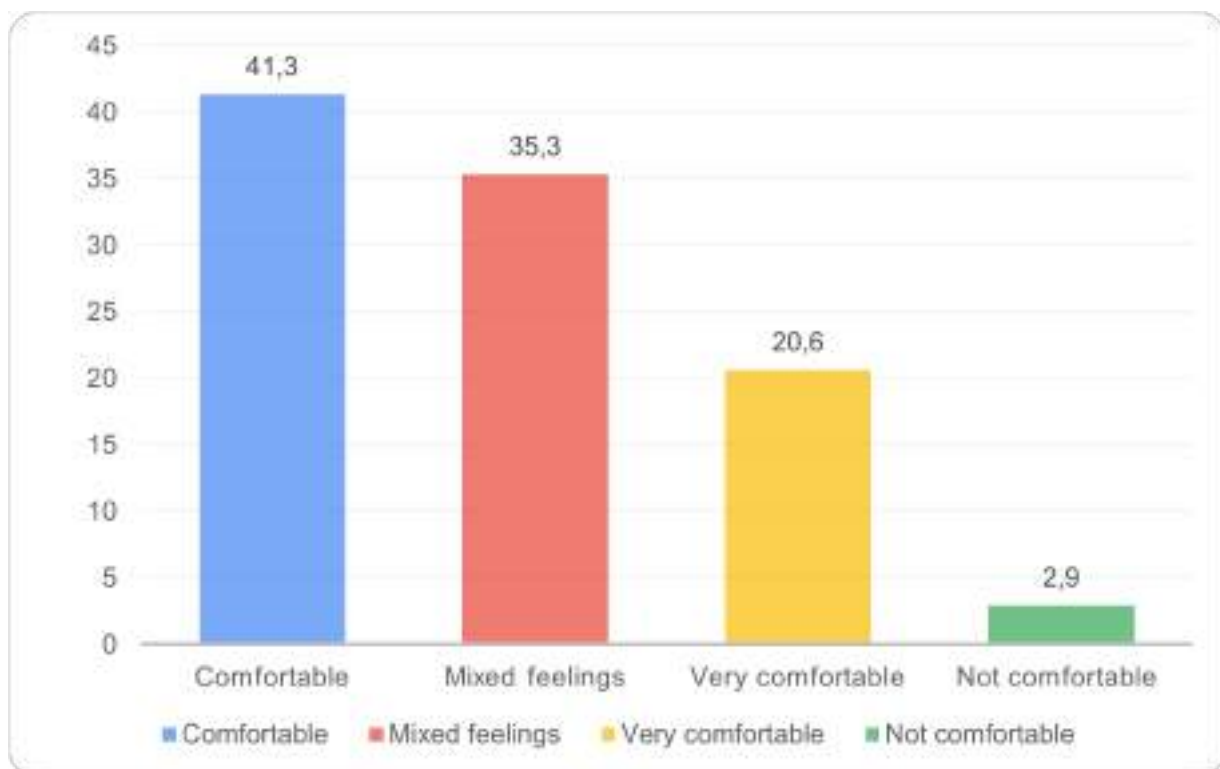
The next questions were focused on the digital transformation of the daily life of the citizens and understanding the feelings toward digital.



How do you feel about the digitalization of your life (in general) during the quarantine?

- Not comfortable
- Mixed feelings
- Comfortable
- Very comfortable

Total of answers: 102/102

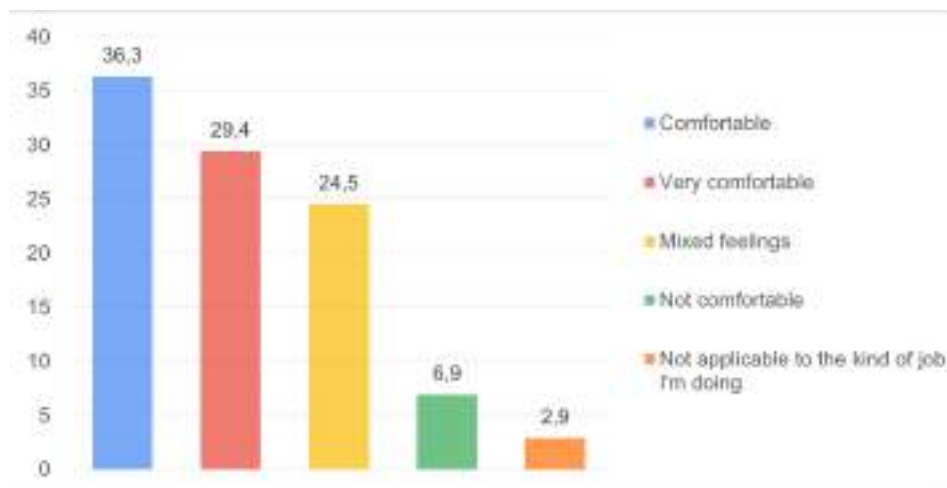


The COVID19 pushed us to change our way of life and to introduce it in our daily life digital tools. Most of the respondents were feeling comfortable seeing the digitalization of their life. On the other hand, some respondents had mixed feelings and this answer can be interpreted in different ways. This answer can reflect the radical change of life by going offline to online, a need to adapt quickly in terms of skills to be able to use digital tools, the need to invest in digital materials. But also it can reflect the loss of direct contact with others and the fear of losing interpersonal skills.

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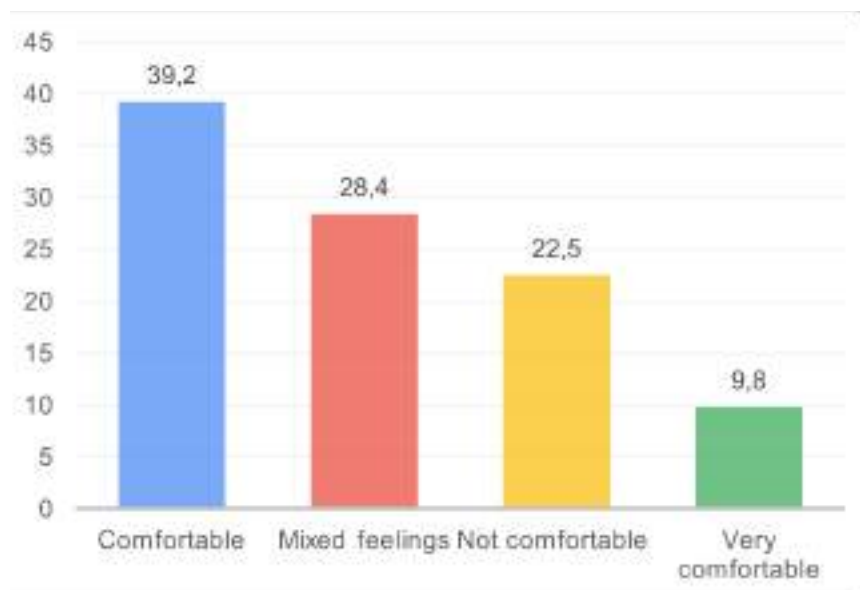
ONLINE SURVEYS

This digital transformation has impacted various aspects of life such as work-life. Indeed with the crisis, working from home became mandatory and the need for digital tools increased to enable everyone to keep working.



To the question "How do you feel about the digitalization of your work life?", most of the respondents saw this change in their work positively and were either comfortable or very comfortable about it.

Nevertheless, regarding the digitalization of their personal and social life, half of the respondents (50,9%) had mixed feelings or felt not comfortable at all. This digital transformation means less face-to-face contact, more time spent on digital tools (computer, smartphone, tablet, etc.), and possible loss of interpersonal skills. It also asked for new skills, adapted the way of life, and finally gave a significant role to digital.

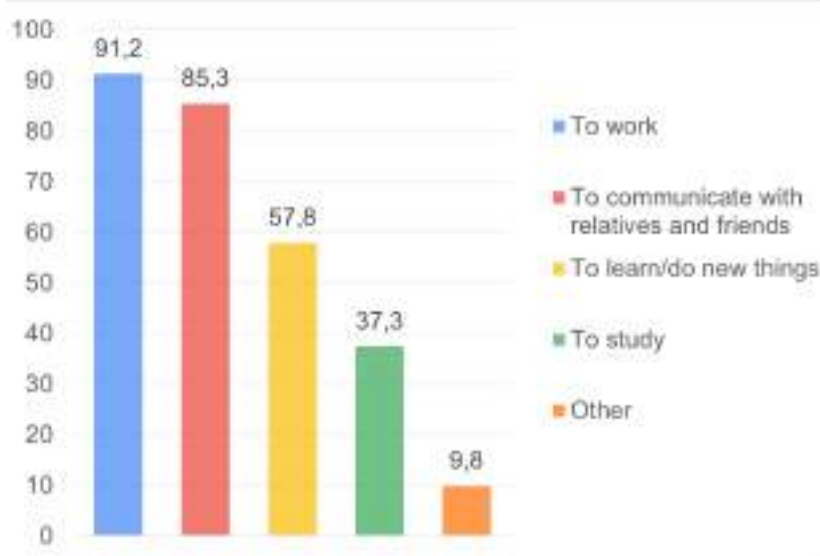


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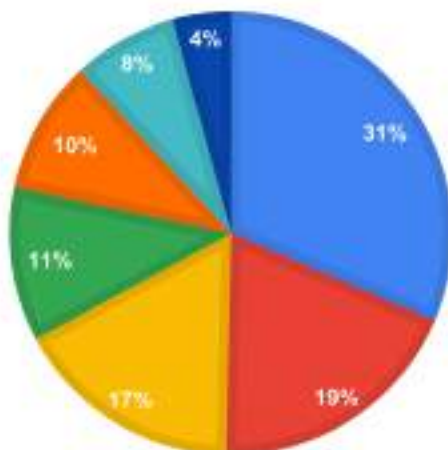
ONLINE SURVEYS

The 2 next questions focused on the digital tools used to face the lockdown and the new way of life and answer the question: What tools support the citizens to cope with the COVID19 crisis to live? The answers to the question "How did you use your digital

tools during the quarantine?" are linked to the previous explanations. On one hand, digital tools have been used mostly to work and on the other hand, they were used to communicate with friends and relatives. Moreover, digital tools support the citizens to learn and do new things. It was an opportunity to acquire new skills or develop knowledge.



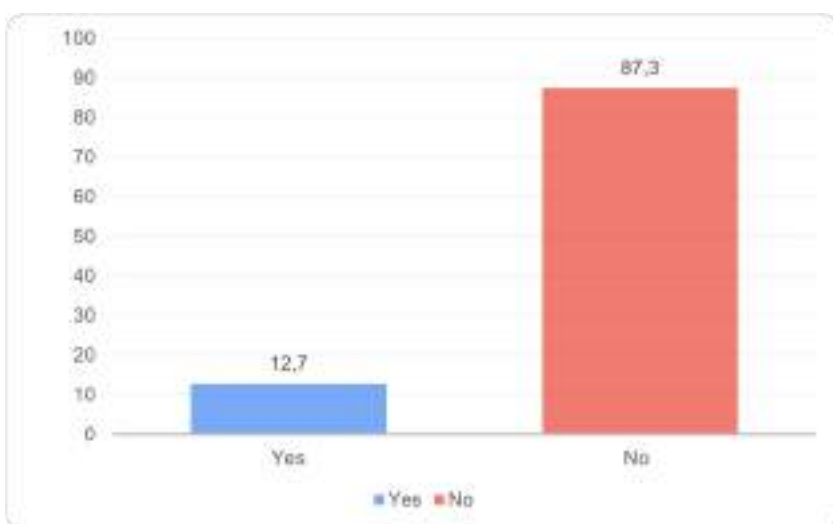
Even if part of the respondents subscribed to nothing, the others subscribed to new Entertainment platforms as the most famous ones Netflix, Disney +, or Amazon Prime; to online courses as well as social networks, professional social networks, and dating sites.



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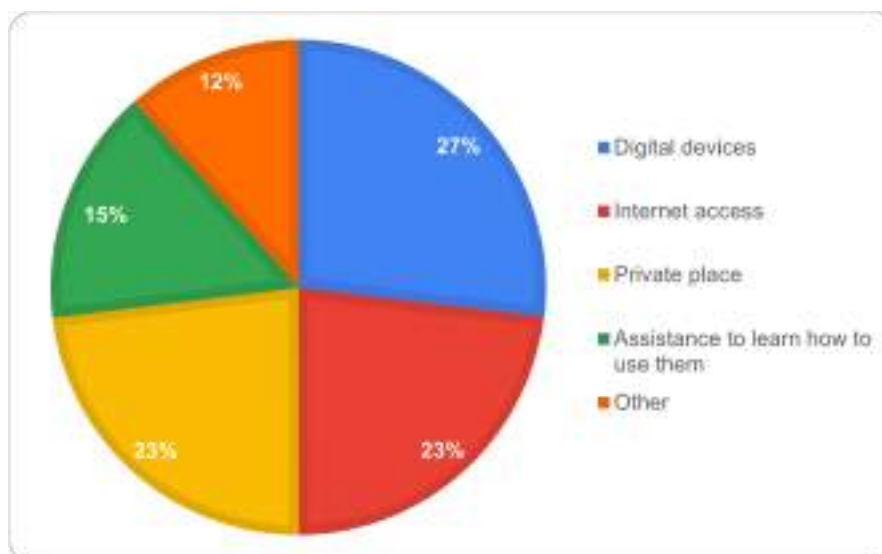
ONLINE SURVEYS

Through this survey, we wanted to identify the possible challenge and negative impact of the pandemic on our daily digital life. A specific focus has been done on the concept of digital



divide that "refers to the gap between individuals, households, businesses and geographic areas at different socio-economic levels with regard to both their opportunities to access information and communication technologies (ICTs) and to their use of the Internet for a wide variety of activities." Although to the question "Do you feel that you cannot perform at your best because you

lack the necessary digital tools such as smartphone, laptop or else?", most of the respondents answered no. Some of the respondents felt that they cannot perform at their best. The lack of digital tools can be a burden and an obstacle for some citizens to accomplish their tasks and activities. According to the respondents, the most important things needed are digital devices, internet access, and a private place to work or study. Their needs are not only linked to digital but also to physical places to access.



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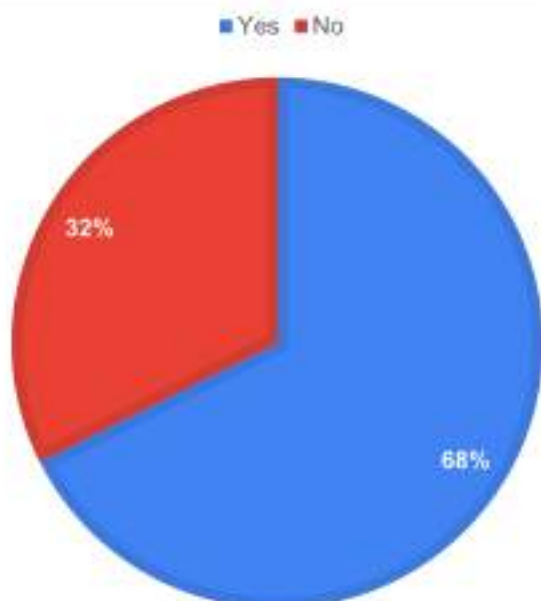
ONLINE SURVEYS



In the past few months, have you felt the need to stay connect more than usual?

- Yes
- No

Total of answers: 102/102



The need to stay connected became more and more a need. This need has been increased with the COVID19 crisis. Daily life, work, shopping, entertainment became activities done online and for most of them, it was necessary to have a digital transformation. Staying connected is becoming a need and post-COVID19 crisis the results of this digital transformation will have to be drawn up.

The impact of digital transformation especially due to the COVID19 crisis increased the use of digital tools and pushed citizens as well as social and economic actors to adapt themselves. Digital is now playing a significant role in all the spheres of life and society.



Acknowledgements

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