

WP2: Co-design of the tools for cultural heritage co-creation

SO-CLOSE
UAB-GEDIME
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Integration of Refugees

Role of Cultural Institutions & NGOs

Cultural institutions

Refugee integration ≠ main focus of activities

Challenge: provide inclusive and participatory access to cultural heritage.

How should SO CLOSE contribute?

NGOs

Fragmented nature of programs for refugees

Challenge: political agenda of the funding authorities, weak institutional capacity, and limited financing

What impact their activities have on refugees' cultural inclusion?

Integration of Refugees

Contribution of Culture and Memory

Collective
memories: mutual
understanding
between Displaced
Persons from past
and nowadays'
conflicts

A small number of interviewees believe that solidarity toward refugees is result of collective memories of past refugee experiences in their countries

Most NGOs disagree

Arts

Understood as a universal and strong tool for promoting intercultural dialogue and mutual understanding

Inequality of access to arts

Integration of Refugees

By Refugees

Refugees

Desire to share cultural heritage but does not find a space for that

Urge to combat rumors, especially islamophobia and false statements on Access and use of National Services and Social Protection by foreigners

Urge to tell stories of suffering and resistance of their people

Urge to reimagine discourses and show countries of origin as places with history and culture

Use of Digital Technology

Policy-Makers; Academics; NGOs and Cultural Institutions

Advantages

Create empathy

Integrating tools in which users stand on an equal level during participatory creation

Disadvantages

Human contact cannot be replaced

Online hate crimes

Needs

Cultural Sector is not strategic

Funding material

Lack of personnel & training

Making tools simple & Accessible

Use of Digital Technology Refugees

Advantages

Learning about host country culture

Assistance with language

Connection with home country

Right to information

Social Media as source of information on bureaucratic procedures

Disadvantages

Promotes lack of concentration

Should not be used for children

Needs

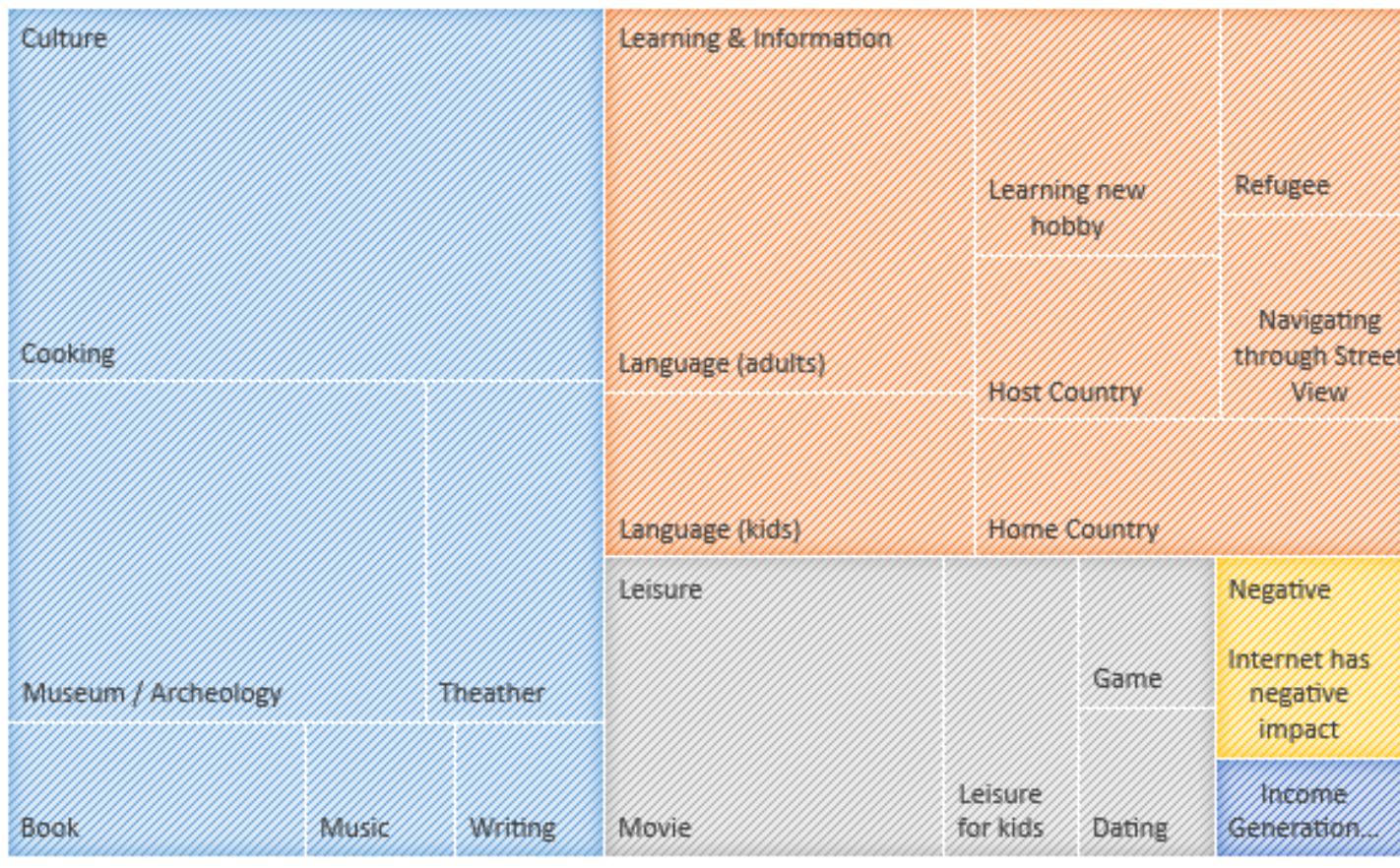
User-friendly apps

Integration with more languages, especially in pages about bureaucratic issues

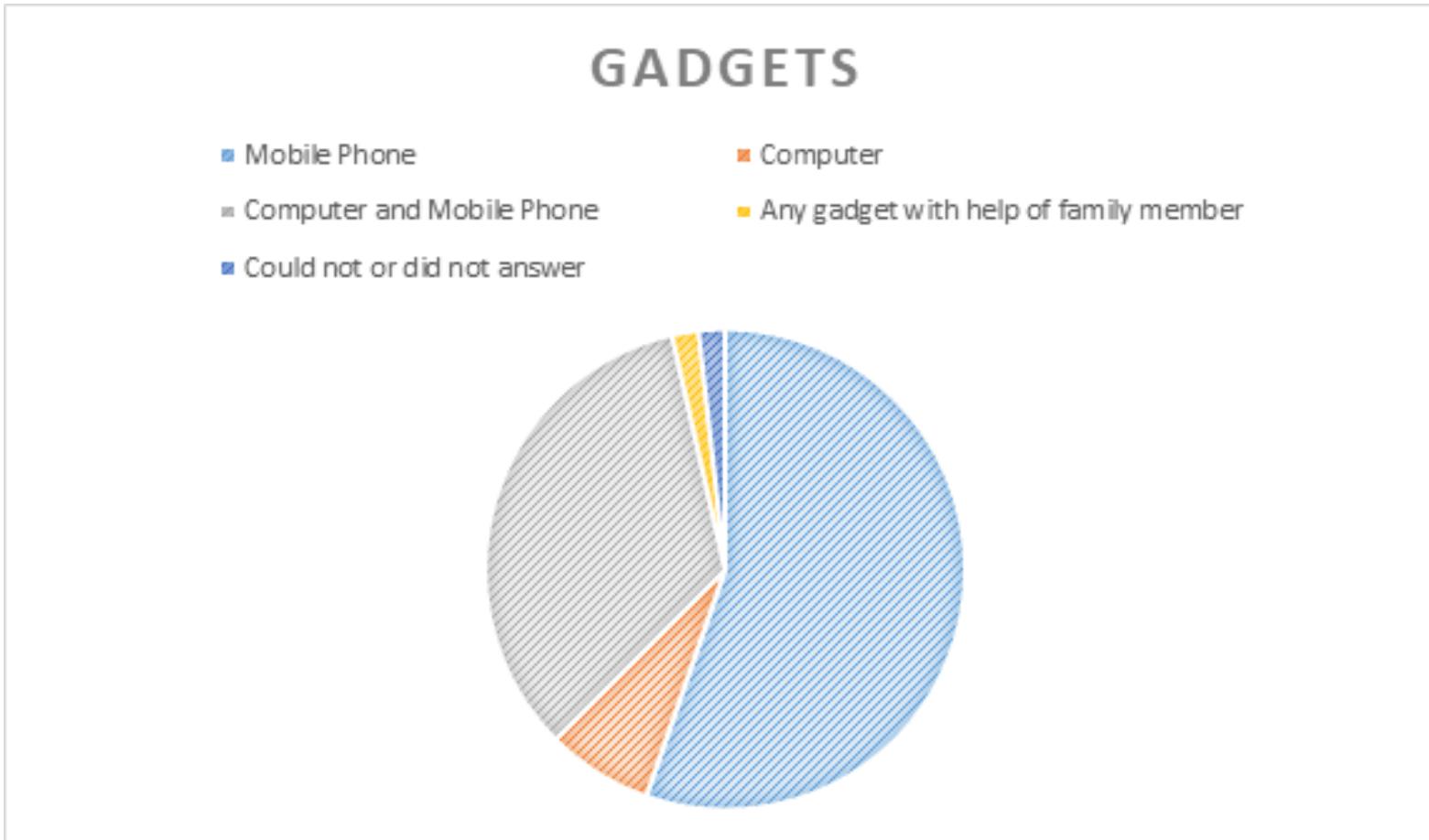
Use of Digital Technology Refugees

APP: MENTIONS OF USAGE OR DESIRE TO USE

■ Culture ■ Learning & Information ■ Leisure ■ Negative ■ Income



Use of Digital Technology Refugees



Needs Assessment

Cultural Institutions

Issues to establish a relationship of confidence overtime

Weak refugees' involvement

Low interest shown by involved people regarding cultural projects

Linguistic differences

Lack of continuity in projects and programs

NGOs

Lack of a coherent policy on the promotion of cultural exchanges

Creating alternative bottom-up knowledge on migration and asylum

Deconstruct anti-migrant rhetoric

Lack of coordination and coherence between different levels of government involved in migration integration

Administrative barriers and unresponsive bureaucracies

Academics

Concern to give voice to migrants

Analyze the situation in countries of origin

Refugees

Right to Information for refugees in country of destination about bureaucratic procedures

Right to Information for asylum seekers in countries of origin

Find safe spaces to share their culture and be part of the movement to combat rumors

Linguistic integration

Decent Housing; access to Healthcare and Work

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