



Gefördert durch:



Bundesministerium
für Umwelt, Naturschutz,
Bau und Reaktorsicherheit

aufgrund eines Beschlusses
des Deutschen Bundestages

HANDBOOK

FOR THE USE OF THE SOCIAL PLANNING INSTRUMENT (SPI)

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1. The PlurAlps Project

The Alpine region will face the combined challenges of an ageing society and new migration models in the coming years. This development, however, can also entail opportunities for social innovation through diversity and consciously pursued pluralism. Rural and mountain areas in particular need new approaches to develop a well-established culture of welcome. PlurAlps aims at supporting municipalities, companies and civil society in the development of such a culture of welcome, thereby fostering the attractiveness of and the social cohesion in rural areas.

In this project, the "Alliance in the Alps" local authority network, together with at least 10 pilot municipalities in 7 Alpine countries, develops a tool for mid and long-term social community planning. Primarily, the municipalities will be collaborating between 04/2018 and 09/2019 and they will be supported by trained municipal advisors.

2. The Social Planning Instrument (SPI)

Municipalities offer a wide range of services and provisions. Quite frequently, however, they lack a comprehensive and clearly structured overview of the services available, for example on the website, and it is hard for the local population to be aware of everything the municipality has to offer. Furthermore, many institutions and facilities, clubs and associations or individuals provide services as well, but they are not well connected to each other. Instead of an alignment of the various offers and the creation of synergies, redundancies occur, which may also lead to additional costs. Long-term and interdisciplinary planning is only seldom carried out.

Social planning fosters social cohesion and development in communities and regions. The SPI supports mid and long-term social planning to take the interests of both the local natives and the new residents into account.

The SPI encompasses the following parts: the process within the municipality, a questionnaire in the form of a user-friendly online tool, and a handbook.

The prime focus of this project lies on the following main questions:

- What is the quality of life of immigrants and non-natives? How can their quality of life be improved?
- Which services and provisions in the municipality foster a quick integration for all types of immigration – from internal to forced migration?

Quality of life is a transversal issue. This means related questions can only be addressed through a joint process. It is recommended to assess and improve the quality of life in a municipality within a working group with the highest possible degree of diversity.

3. The process in the municipalities

3.1. Steps:

- Resolution adopted by the competent municipal committee to participate in the PlurAlps Project as a pilot municipality
- Signing an agreement with the “Alliance in the Alps” local authority network
- Getting in touch with the process consultants
- Establishment of a steering group
- Presentation of the online tool in the project steering group, including all individuals directly involved in the project
- Training of municipal employees
- Completion of the online tool by the municipal employees
- Establishment of a working group with local and regional stakeholders
- Organisation of two workshops:
 - Adding services and provisions to the online tool
 - Assessment of the individual indicators (self-assessment)
 - Elaboration of an action plan including measures
 - Prioritisation of the measures
 - Proposal for the implementation of at least one measure in the project period
- A public event in the municipality to present the results
- Participation in an international exchange of experiences in the pilot municipalities (at least once per year in 2018 and 2019, respectively)
- Feedback on the process for the future development of the tool (ongoing feedback from the process consultants)

3.2. Results:

These will be the results obtained at the end of the process:

- An assessment of the status quo of the current quality of life in the municipality
- A graphic representation of the assessment, upon which publications will be based
- An overview of the services and provisions to serve as a basis for further developments
- An action plan with ideas for improvements and adaptations
- Proposals for the implementation of the first measures

3.3. Continuation:

Repeating the process on a regular basis (e.g. every two or three years) is essential for mid and long-term social planning in the municipality. It is planned to include the possibility of observing development in the online tool. After completing the tools two or three years later, an indicator trend can be retrieved, which will show the changes in the municipality made in that period of time.

4. The Online tool

The questionnaire in the form of an online tool allows an assessment of the current quality of life new residents encounter when they move to the municipality.

The online tool is user-friendly and clearly structured. It is also available in five different languages (German, English, French, Italian, Slovenian). The tool contains a questionnaire with indicators on statistical data, the organisation of the municipality, and the existing services and provisions. The indicators are divided into the following actions fields:

0. Statistical data
1. Administration, information and public relations
2. Participation and active citizenship
3. Living and housing
4. Education and training
5. Employment
6. Health, healthcare and care
7. Mobility and local supply
8. Culture and leisure
9. Immigration, Integration

Every separate indicator comes with the appropriate description and assessment information. It is also possible to upload documentation in order to verify the rating or assessment.

The results will be presented in diagrams after the assessment process is completed.

5. The indicators

5.1. Statistical data:

- Population
 - Reference date: period of input.
 - Additionally: Upload of the population pyramid, divided by sex and age group.
- Area (km²)
- Number of settlements in the community
- Number of births
 - Reference date: Dec. 31st of the last calendar year
- Number of deaths
 - Reference date: Dec. 31st of the last calendar year
- Number of people with second homes

- Number of households
- Number of single households
- Number of bed places
- Number of overnight stays
 - In the last calendar year
- Number of associations or clubs
- Number of asylum seekers
- Number of members of associations or clubs
 - Total number, divided by age (0 - 18, 19 - 60 and 60+)
- Number of apartments of social housing
 - Apartments that are offered by a cooperative or a non-profit association. The municipality has a say in their procurement and allocation.
- Number of accomodation seekers
- Number of public playgrounds
- Number of youth centres and youth meeting places
- Number of sports grounds and facilities
- Number of public exercise areas
 - e.g. parks, themed trails, skate park, snowboard fun park
- Number of kindergartens
- Number of schools
 - Compulsory schools, advanced or secondary schools, special schools
- Number of children in early childcare facilities (aged 0 - 3)
- Number of children in kindergartens
- Number of children in schools
 - Compulsory schools, advanced or secondary schools, special schools
- Number of NEET without school diploma or professional qualification
 - NEET = people not in employment, education or training
- Number of companies
- Number of apprenticeship seekers
 - Apprenticeship plaeces in companies (= dual training)
- Number of jobs
- Number of unemployed persons
- Number of households with one or more member(s) aged over 65
- Number of persons in home-based care
- Number of nursing beds and places in care facilities
 - This also refers to short-term care and day care.
- Number of bus and train lines (public passenger transport)
 - Bus and train lines which run to or through the municipality and bus and ttrain lines which run within the municipality (e.g. local village bus)
- Number of grocery shops
 - Shops with a full range of products, no discount stores
- Number of loacal supplies businesses (for local basic non-food supplies)
 - Definition of local supplies: provision of goods for short- to mid-term needs and also of public and private services, such as banks, postal services, catering, medical care, cultural sites etc.
- Number of religious facilities
 - e.g. churches, parish community centres, mosques, prayer rooms
- Degree of digitalisation of households with broadband internet in %
 - Please use the broadband atlas of the respective state as source

- Degree of digitalisation of businesses with broadband internet in %
 - Please use the broadband atlas of the respective state as source
- Number of newly arrived residents
 - In the last calendar year
- Number of residents who moved away
 - In the last calendar year

5.2. Action field 1: Administration, information and public relations

Being able to get in touch with administrative bodies without having to overcome too many obstacles and thresholds is an important base for the citizens' contentment. In addition to information on communal activities, events, provisions, opening hours and administrative services, platforms also play an important role, because they enable clubs and associations or event organisers to engage in active communication themselves. Barrier-free access to information (multilingualism, interpreters when necessary) enriches the aforementioned concepts.

Citizen service that is up-to-date (point of contact, information for the local population, user-friendly website) makes life easier for residents and strengthens the sense of belonging to the community. It is characterised by clearly assigned competences to help the citizens know whom to approach with their needs and concerns.

1.1. Strategies, Process monitoring

1.1.1. What is the mission statement and which are the guiding principles and concepts regarding this action field?
e.g. rules of procedure, communication concept, perhaps also as part of a comprehensive mission statement

1.1.2. How will the achievement of the objectives of these guiding principles be assessed?

1.2. Responsibility, Competence

1.2.1. Is any member of administration in charge of PR? If so, who?

1.3. Cooperation, Networks

1.3.1. What kind of cooperation exists with other municipalities, regions and other entities?
e.g. joint construction law administration, regional newspaper, region website, tourism association

1.4. Citizen Service

1.4.1. How does the first point of contact work?

e.g. opening hours for the working population, info point, multilingual communication in administration, referral to other entities/authorities (in and outside of the municipal authority)

1.4.2. What possibilities exist for the local population to suggest improvements or report shortcomings or other issues?

1.5. Public Relations

1.5.1. How user-friendly is the website?

1.5.2. Which information channels facilitate information on services, facilities, events?

1.5.3. How does the administration of the event calendar work?

1.5.4. How do residents receive invitations to events?

1.5.5. How do residents receive regular information on social affairs?

5.3. Action field 2: Participation and active citizenship

Participation and active citizenship are social assets of the municipality and indicate how actively the citizens get involved in their own and the municipality issues and affairs.

On a structural level, for example, active citizenship can be supported by designated contact persons in administration and politics. Participation serves as a contribution to decision-making processes. Citizens are considered “partners”. Financial support given to clubs and associations or initiatives following transparent criteria strengthen active citizenship.

Offering simple procedures for participation is recommended to foster the development of a municipality. Citizens, clubs and associations will be encouraged to get involved in important municipal matters when they can see how easy it is.

2.1. Strategies, Process monitoring

2.1.1. What is the mission statement and which are the guiding principles and concepts regarding this action field?

e.g. a social mission statement, participation statues, perhaps also as part of a comprehensive mission statement

2.1.2. How will the achievement of the objectives of these guiding principles be assessed?

2.2. Responsibility, Competence

2.2.1. Is any member of administration in charge of this action field? If so, who?

2.2.2. Is there any person at the political level who is in charge of this action field? If so, who?

2.3. Cooperation, Networks

2.3.1. What kind of cooperation exists with other municipalities, regions and other entities?

e.g. exchange of experiences, joint projects with citizens' participation, cooperations with organisations, such as unpaid employment or internships for young citizens in social facilities

2.3.2. How do associations, clubs, volunteers, groups and initiatives connect and enter into a dialogue with each other and with the municipality?

2.4. Participation

2.4.1. How are residents involved in planning processes?

2.4.2. What low-threshold ways and means are available to the population in order to communicate suggestions and ideas?

e.g. talks with representatives of the municipality (consultation hours for citizens), mailbox, online reports, citizens' assemblies

2.4.3. Which measures facilitate the participation of persons with disabilities in the municipality's community life?

e.g. pick-up and delivery services, visiting services, selection of barrier-free event venues, jobs or employment in the municipality

2.5. Active Citizenship

2.5.1. What initiatives and other groups of active citizenship exist in the municipality?

e.g. citizens' initiatives, groups without club character, long-term working groups

2.5.2. How are residents encouraged to become active citizens?

e.g. by presenting initiatives and issuing calls for participation in the municipality's own media, at citizens' assemblies, through personal approach, in events which serve the purpose of presenting the initiatives, through target group oriented circulars

2.6. Community Life in Clubs and Associations

2.6.1. What kind of support is granted to associations, clubs and initiatives?
e.g. subsidies, rooms, joint event calendar, assignments given to clubs or associations (to cater at or organise an event), administrative support for clubs or associations (accounting), availability of the municipality's office infrastructure (for copies)

5.4. Action field 3: Living and housing

Affordable living is a major fundamental need. Successful housing models take the different needs into account that arise from the life cycle of its inhabitants and from individuals with disabilities. Intercommunal and regional cooperations have a positive impact on the creation of affordable housing.

Public space is considered to be part of the living space and a place of social encounter. The needs of various different groups (such as children and youth, individuals with disabilities) are all taken into account in its design and conceptualisation.

3.1. Strategies, Process monitoring

3.1.1. What is the mission statement and which are the guiding principles and concepts regarding this action field?

e.g. a social mission statement, perhaps also as part of a comprehensive mission statement, guidelines for the acquisition of land owned by the municipality by families and/or young citizens, concepts for the construction of affordable living space, procurement directives for charity/social/communal housing, concepts for barrier-free public space

3.1.2. How will the achievement of the objectives of these guiding principles be assessed?

3.2. Responsibility, Competence

3.2.1. Is any member of administration in charge of this action field? If so, who?

3.2.2. Is there any person at the political level who is in charge of this action field? If so, who?

3.3. Cooperation, Networks

3.3.1. What kind of cooperation exists with other municipalities, regions and other entities?

e.g. cooperations with cooperatives (non-profit companies) for the construction of social housing, collaboration with neighbouring communities for the allocation of living space

3.4. Housing

3.4.1. What support is available to accommodation seekers?

3.4.2. How are apartments of social housing allocated?

3.4.3. What measures are taken to make use of vacant living space (vacancy management)?

e.g. registration of vacancies, analysis of the reasons, support for renting the space out, intermediation if the space is to be sold

3.4.4. Does emergency or crisis accommodation exist?

e.g. apartments for victims of domestic violence or emergency accommodation for victims of fire or natural disasters

3.5. Living

3.5.1. What measures are taken to make public space and buildings barrier-free?

3.5.2. Are there any preferred meeting points for certain groups?

Such as families with young children, youth, elderly

3.5.3. How are local and social hotspots (conflict zones) in the municipality dealt with?

e.g. in front of or behind public buildings (especially schools), on playgrounds or public places, in parks, around youth centres/meeting points

5.5. Action field 4: Education and training

Education and training are the formal “cultural capital” for everyone and help people everywhere to improve their “mental” mobility. The more diverse and comprehensive the education and training, the higher the chances of being able to exchange views with other individuals and be a successful player on the labour market.

“Lifelong learning” should be a central focus of and for the municipality. It can be promoted by coordinated offers for education and training or through co-operations, especially with schools and institutions providing adult education.

Establishing and maintaining regular contact with citizens who have left the community to receive education and training elsewhere is very important for keeping alive connection and identification with the municipality. Chances to participate in the local social life facilitate a possible return once education and training are completed.

Working parents are supported by the provision of care taking services. The costs for these services are differentiated in accordance with social criteria.

4.1. Strategies, Process monitoring

4.1.1. What is the mission statement and which are the guiding principles and concepts regarding this action field?

e.g. a kindergarten concept, perhaps also as part of a comprehensive mission statement

4.1.2. How will the achievement of the objectives of these guiding principles be assessed?

4.2. Responsibility, Competence

4.2.1. Is any member of administration in charge of this action field? If so, who?

4.2.2. Is there any person at the political level who is in charge of this action field? If so, who?

4.3. Cooperation, Networks

4.3.1. What kind of cooperation exists with other municipalities, regions and other entities?

e.g. joint schools, regional sub service, collaboration with schools and kindergartens, collaboration with parents' associations or with businesses, regionally coordinated holiday care

4.3.2. How do the education and training facilities connect and enter into a dialogue with each other and with the municipality?

e.g. by regular meetings with schools and kindergartens, requirements planning with schools, school forum

4.4. Education/Training

4.4.1. How do transitions between different education and training facilities (kindergarten to compulsory education, compulsory education to higher education) and between education/training and professional life work? Are there any activities to facilitate and make these transitions easier?

e.g. mutual visits in order to get to know the new reference person(s) and facilities, passing on or sharing documentation, short internships to get to know a company, information events about different types of schools and education/training possibilities

4.4.2. What activities are undertaken to involve the parents?

e.g. provide voluntary lunchtime care, act as crossing guard, participate in a school forum, provide learning aid, provide driving services

4.4.3. What adult education provisions are available?

e.g. training and further training courses (including courses that are not organised by the municipality)

4.4.4. How does the municipality foster the attachment of young citizens to the community when they leave home for education and/or training?

e.g. invitation to yearly meetings, special offers by clubs or associations for this target group, forwarding the municipal newsletter

4.5. Care

4.5.1. What services and structures are available for children and pupils during lunchtime and after school?

For which age groups? May the caretaker (working mother) also participate?

4.5.2. What care services are available in the summer and during the holidays?

5.6. Action field 5: Employment

Employment in their own municipality or in close vicinity is an important factor for many people to determine whether to stay in the community or move elsewhere. The municipality itself can only offer a limited number of jobs and has a marginal influence only on the number of workplaces provided. It can, however, endeavour to improve the quality of the location in collaboration with other municipalities and the economy. Strengthening local and regional economic cycles maintains the jobs provided by SMEs.

The municipality can provide infrastructure for networking and advisory services (platforms to offer and find apprenticeships, advisory services on further

education and training). The municipalities are required to act especially when it comes to the integration of individuals with disabilities or asylum seekers.

5.1. Strategies, Process monitoring

5.1.1. What is the mission statement and which are the guiding principles and concepts regarding this action field?

Perhaps also as part of a comprehensive mission statement

5.1.2. How will the achievement of the objectives of these guiding principles be assessed?

5.2. Responsibility, Competence

5.2.1. Is any member of administration in charge of this action field? If so, who?

5.2.2. Is there any person at the political level who is in charge of this action field? If so, who?

5.3. Cooperation, Networks

5.3.1. What kind of cooperation exists with other municipalities, regions, companies and other entities?

e.g. regional platforms to search and find apprenticeships, platform for seasonal workers, cooperation of company kindergartens and crèches, cooperation with economic communities, joint projects to attract specialists, joint events such as "Economy Days", open house days in one or several companies

5.3.2. How do organisations and companies connect and enter into a dialogue with each other and with the municipality?

e.g. through regulars' tables or other forms of exchange for businesses, economic communities, involvement in planning processes

5.4. Strengthening of the Economy

5.4.1. What measures are available to stimulate the economy?

e.g. platforms to search and find apprenticeships, vouchers, regional currency

5.5. Integration into the Labour Market

5.5.1. What support is available to young residents without completed vocational training?

5.5.2. What type of employment is available to asylum seekers?

5.7. Action field 6: Health, healthcare and care

Due to demographic changes (growing proportion of ageing population), this action field is becoming an increasingly challenging issue.

The great number of provisions and services for this field in particular make coordination by the municipalities essential. One of the tasks on hand is to ensure the provision of medical care and caretaking services in situ or in regional organisations or associations. Clubs and associations and other providers of caretaking services should be involved.

It is important to involve all stakeholders and develop new and innovative models aligned with all their different needs and the framework conditions.

Information on preventive measures in health care (nutrition, illness, support of caretaking relatives, drugs, violence) help raise awareness in the local population. A deliberate nutrition strategy should be adhered to in all the public facilities supplied by the municipalities (e.g. schools, nursing homes).

6.1. Strategies, Process monitoring

6.1.1. What is the mission statement and which are the guiding principles and concepts regarding this action field?

e.g. a social mission statement, care concept, perhaps also as part of a comprehensive mission statement

6.1.2. How will the achievement of the objectives of these guiding principles be assessed?

6.2. Responsibility, Competence

6.2.1. Is any member of administration in charge of this action field? If so, who?

6.2.2. Is there any person at the political level who is in charge of this action field? If so, who?

6.3. Cooperation, Networks

6.3.1. What kind of cooperation exists with other municipalities, regions and other entities?

e.g. with physicians, nursing homes, other municipalities/regions, home nursing associations, support or self-help groups, occasionally at information events

6.3.2. How do all entities and facilities connect and enter into a dialogue with each other and with the municipality?

6.4. Social Infrastructure

6.4.1. Which of the following health and social services are available in the municipality? If the answer is none, what are the distances to the nearest pharmacy, general practitioner, nursing homes, retirement homes?

6.4.2. What support measures are available for home care?
e.g. Meals on Wheels, family assistance, domestic aid, case management, home health care, day care, counselling for caregiving relatives

6.5. Counselling, Care

6.5.1. What counselling services are available to people with disabilities and their families?

6.5.2. What consideration is given to the needs of migrants in counselling and care?
e.g. translation/interpretation of counselling sessions, linguistic and cultural skills of caregivers and nursing staff, visiting hours

6.5.3. What prevention measures are available (e.g. nutrition, health, drugs, violence)?
e.g. knowledge sharing with regards to nutrition (especially for young families), school projects for drugs and violence prevention, training on safe behaviour in road traffic

5.8. Action field 7: Mobility and local supply

Mobility and target group-oriented accessibility of the local and regional facilities are crucial factors for the sustainability of a rural municipality. The basic functions of existence – accommodation, work, education, shopping, recreation – should be provided by an appropriate mobility concept.

The municipalities can give incentives and foster the cooperation amongst stakeholders. They can also support flexible, innovative and environmentally-friendly provisions and services, provide comprehensive information and encourage the citizens to use motivating initiatives.

Structural cooperations to foster local public passenger transport are a priority.

7.1. Strategies, Process monitoring

7.1.1. What is the mission statement and which are the guiding principles and concepts regarding this action field?

e.g. transport or mobility concept, perhaps also as part of a comprehensive mission statement

7.1.2. How will the achievement of the objectives of these guiding principles be assessed?

7.2. Responsibility, Competence

7.2.1. Is any member of administration in charge of this action field? If so, who?

7.2.2. Is there any person at the political level who is in charge of this action field? If so, who?

7.3. Cooperation, Networks

7.3.1. What kind of cooperation exists with other municipalities, regions, companies and other entities in terms of mobility?
e.g. transport associations, collaboration with transport companies for night taxi or shared taxi services

7.3.2. What kind of cooperation exists with other municipalities, regions, companies and other entities in terms of local supply?
e.g. village store

7.4. Mobility

7.4.1. What promotions provide incentives for local public passenger transport?
e.g. advertisement, shared community tickets, ticket rental, needs analysis in order to schedule the timetables

7.4.2. What additional offers are available?
e.g. car sharing, shared community buses, shared taxis, on demand taxis for local public passenger transport

7.4.3. How developed and exploitable is the network of footpaths and bike lanes?
Bike lanes and paths (share of km in the total road network), shared space, additional footpaths complementing the road network, road signs, winter snow removal

7.4.4. Are there any incentives for residents to walk or cycle to their school or workplace and back?
e.g. vouchers, competitions, contributions to the acquisition costs of e-bikes and bicycle trailers for kids

7.4.5. What mobility-related activities are carried out in order to improve location marketing?

Expansion and design of stops and stations, increased density, cooperation with businesses in order to create awareness for mobility and the use of local public passenger transport

7.5. Local Supply

7.5.1. What measures are taken to secure local basic supply?

e.g. vouchers, rent reduction, advertising campaigns for regional shopping, financial support for associations is linked to regional shopping

5.9. Action field 8: Culture and leisure

Cultural and leisure facilities increasingly determine the attractiveness of residential municipalities. Both appropriate infrastructure (hiking trails, cultural auditorium, rehearsal rooms for young musicians) and cultural or other events are important in this respect.

Striving to achieve cooperations within the region (e.g. indoor swimming pool) is considered to be wise and desirable for maintaining infrastructures.

The creation of places of encounter is also a crucial factor to improve and strengthen the quality of life in the municipalities. A strong involvement of the local population ensures that as many needs as possible are met for the various different target groups (e.g. tourists, local natives, youth).

8.1. Strategies, Process monitoring

8.1.1. What is the mission statement and which are the guiding principles and concepts regarding this action field?

Perhaps also as part of a comprehensive mission statement

8.1.2. How will the achievement of the objectives of these guiding principles be assessed?

8.2. Responsibility, Competence

8.2.1. Is any member of administration in charge of this action field? If so, who?

8.2.2. Is there any person at the political level who is in charge of this action field? If so, who?

8.3. Cooperation, Networks

8.3.1. What kind of cooperation exists with other municipalities, regions and other entities?

e.g. cooperation with clubs, associations or facilities in event series

8.4. Places of Encounter

8.4.1. What are the municipality's places and events of encounter?

e.g. fairgrounds, playgrounds, youth meeting points, public spaces, sports grounds, club houses of clubs and associations

8.4.2. How is the use of public space organised?

e.g. public spaces, playgrounds, sports grounds, school grounds outside school hours

8.4.3. What congregation facilities are available to the members of the various religious groups in the municipality or in the region?

8.5. Cultural and leisure facilities

8.5.1. What cultural and leisure facilities are available to the population?

e.g. guided culture or nature tours, exhibitions, concerts, hobby courses, foreign language courses

8.5.2. What specialised cultural and leisure facilities are available to children and youth?

e.g. children's theatre performances, concerts, sports camps for children and adolescents, vacation programme

8.5.3. What specialised cultural and leisure facilities are available to elderly?

e.g. excursions, fitness courses, safety courses, hikes, visits to the theatre, concerts

5.10. Action field 9: Immigration, integration

Immigration might lead among other issues to irritation among those who have lived in the municipality all their lives. But can also enrich a municipality. In order to ensure that this happens, it is important that both sides are willing to approach one another with mutual curiosity and respect. The easier it is for new residents to connect to the local population, learn the language and be-

come integrated into the labour market, the faster they will feel at home and participate in municipal life.

A clearly defined integration concept and successful communal life are beneficial for the municipalities. A wide and coordinated range of offers (language courses, recreational activities, mediations) and the provision of rooms and places of encounter also support the cause. Establishing networks on a regional level is particularly important, and these should be sought not only with other municipalities, but also with institutions and companies.

9.1. Strategies, Process monitoring

9.1.1. What is the mission statement and which are the guiding principles and concepts regarding this action field?

e.g. mission statement for integration policy, perhaps also as part of a comprehensive mission statement

9.1.2. How will the achievement of the objectives of these guiding principles be assessed?

9.2. Responsibility, Competence

9.2.1. Is any member of administration in charge of this action field? If so, who?

9.2.2. Is there any person at the political level who is in charge of this action field? If so, who?

9.3. Cooperation, Networks

9.3.1. What kind of cooperation exists with other municipalities, region, companies and other entities?

9.3.2. What support is given to charity workers who work with new residents and how is their work coordinated?

9.4. Integration into the Community

9.4.1. How are new residents welcomed in the community?

e.g. coordination office, welcome package or folder, event, tutoring, mentoring and buddy programmes

9.4.2. How are people with a migratory background involved in the development of services and how do they collaborate in projects?

9.4.3. How are the community's social and cultural values, traditions and customs conveyed to the population?

e.g. at welcome evenings, meetings or festivities in a specific district or part of the municipality, events hosted by clubs or associations, courses, excursions

9.5. Language Skills

9.5.1. Is the information provided by the municipality available in more than one language? If so, in how many languages and in which format?

What information is available in several languages (e.g. waste disposal, registration for kindergarten or school)?

9.5.2. What facilities for mother-tongue teaching are available?

9.5.3. How are multilingual abilities of the local residents appreciated and made use of?

e.g. support for and participation in specific activities, such as languages courses, multilingual cooking, linguistic hikes, translations for new residents

9.6. Communal Life

9.6.1. How is intercultural competence fostered amongst the employees and members of administration, associations, clubs and institutions?

9.6.2. What facilities and initiatives/projects are offered that foster communal life?

e.g. language courses, caretaking, rooms, orientation guides for everyday life, intercultural mediation, access to clubs and associations, youth work, special meeting points for women and girls

6. Contact and information:

Community network „Alliance in the Alps“

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