



Cities for Active Inclusion

# COLLECTION OF INNOVATIVE CITY PRACTICES

SOCIAL INNOVATION FOR ACTIVE INCLUSION



Cities for Active Inclusion

Cities for Active Inclusion is a dynamic network of nine European cities – Birmingham, Bologna, Brno, Copenhagen, Krakow, Lille Métropole - Roubaix, Rotterdam, Sofia and Stockholm – each with a local authority observatory (LAO) within its administration. Their aim is to share information, promote mutual learning and carry out research on the implementation of active inclusion strategies at the local level.

The observatories are coordinated by EUROCITIES, the network of major cities in Europe, and supported by a partnership between the European Commission (DG Employment, Social Affairs and Inclusion) and EUROCITIES.

[www.eurocities-nlao.eu](http://www.eurocities-nlao.eu)



## Innovation

Crossroads is designed to support clients as effectively as possible through the following innovative approaches:

- an innovative combination of:
  - high quality information about living in Swedish society, including advice on housing, employment, training and legal aspects;
  - an understanding of clients' cultural backgrounds, making it easier for staff to provide relevant advice and counselling;
  - language skills, so staff can interpret for clients as well as giving them the chance to learn Swedish and English;
- a new form of collaboration in Sweden: between the public sector and the voluntary sector;
- new ways of working with homeless EU migrants: Sweden's own welfare services had no experience of working with this target group, and although some of the project's initiatives are based on similar work in other European cities, there are relatively few other projects to learn from;
- an unusual client focused approach with inbuilt flexibility to adapt to clients' needs: e.g. when only a few clients expressed a wish to go back to their home country, the focus shifted to improving the situation for the target group in Stockholm;
- a new empowering approach: clients are encouraged to develop their own individual action plans.

## Success

The centre has helped significant numbers of people since it opened. The following results show that clients are already making progress and are motivated to take positive steps to improve their situation:

- some 90 clients developed their own personal action plans in the first three months of the project;
- many clients attend several training courses: this represents a total of some 300 course-attendances per month, 230 of which are to learn the Swedish language.

## Dissemination and sustainability

Crossroads aims to publicise the problems faced by EU migrants, in order to start a debate about the issues and influence policy.

Widespread media coverage has already been achieved in Sweden. Newspaper articles and radio programmes have described the plight of this new group of homeless people, and describe Crossroads as providing vital help in moving clients towards employment. An immediate result is that many people have volunteered to help at the centre.

The project is also sharing experiences and best practice with other organisations and cities working with homeless EU migrants across Europe. Stockholm's City Mission is cooperating with other City Missions across the Nordic countries and elsewhere, to disseminate information about the project.

Crossroads is a three-year project co-financed by the European Social Fund, the National Public Employment Service and Stockholm City, working with the City Mission and Salvation Army. If there is still a need for Crossroads after the end of the funding period, the City Mission plans to find the funds to continue, in order to support active inclusion for EU economic migrants looking for work in the city.



European Commission

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For more information see: <http://ec.europa.eu/progress>.

The information contained in this publication does not necessarily reflect the position or opinion of the European Commission.

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