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strategies, policies, dwellings, and governance

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LIST OF ACRONYMS

CAR	Refugee Reception Centre
CEAR	Comisión Española de Ayuda al Refugiado
EVhA	Valencian Entity for Housing and Ground
NGOs	Non-governmental organizations
EU	European Union
TOC	Theory of change
UVEG	Universitat de València
WP	Work package

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1 INTRODUCTION

The pilot project led in València, named Caliu Urbà, is seeking to provide a holistic support combining housing, access to social services and social integration to migrants that have been rejected from their international protection application. Through a participatory and a co-decision process where beneficiaries have a real role to play, the project ensures their empowerment and their insertion in the territory.

The project is located in Ciutat Vella, a central neighbourhood where mass tourism has increased the pressure on the housing market by dedicating many flats to cost-effective and short-term rents. Within this restricted perimeter, the Regional Ministry of Housing and Social services¹ has provided eight renovated flats dedicated to families in vulnerable situation and housing emergency, with the support of the Valencian Entity for Housing and Ground (EVhA), a public enterprise that is in charge of the managing of the Valencian administration's² public housing stock. These families can enjoy the housing through a three-years leasing without paying any rent, but with the commitment to maintain and guarantee an adequate use of the dwellings, as well as to inform about any change in their economic situation³.

In addition, a common space located in the middle of the flats' constellation is provided by the regional administration to offer an opportunity for the beneficiaries to meet and to create links with the inhabitants of the neighbourhood. Collective definition of its functioning modalities and participatory renovating workshops to refurbish the common space have been done in December 2023.

Animated by the University of València (UVEG), a follow-up Committee composed of local, regional, central administrations and non-governmental organizations (NGOs) was created in order to co-design the pilot initiative, identify the needs and criteria, select the families that will benefit the flats and decide the main lines of the social support provided.

A dedicated association, "València ACULL", has been also contracted by the project and co-funded by the Region to provide a global support to the beneficiaries and facilitate their access to the different services. The objective is to allow them to integrate in the whole dimensions of the society, according to the holistic approach of integration developed during the elaboration of the WP2 (see Annex 3 – Global approach of integration).

The evaluation is relying on a participatory methodology that encourages the pilot project' stakeholders to be fully part of the data collection and analysis. Seven preliminary interviews have been realized online, two field missions have been organized in València, during which 12 persons have been interviewed (including two beneficiaries), one focus group has been led with ten beneficiaries and two participatory exercises with the UVEG team have been done (see Annex 1).

¹ The ex Regional Ministry of Housing and Bioclimatic Architecture has been renamed Regional Ministry for Housing and social services in July 2023.

² Also called « Generalitat Valenciana »

³ Note that their compromise of participation states that they have to report on any change on their income or labor situation.

2 EVALUATION ANALYSIS

2.1 RELEVANCY

2.1.1 ADDRESSING NEEDS

Based on the proposal assumption that « *access to housing is a fundamental condition for immigrants' socio-economic inclusion* »⁴, the project aims at providing migrants a holistic support that combines a free-rent flats for three years with a social and multidimensional follow-up that ensures their multidimensional empowerment (health, employment, personal wellbeing, self-confidence, social relationships, etc.) and their ability to realize their inclusion by themselves (see Annex 3).

The identification of the targeted beneficiaries was the result of a multistakeholders consultation that involved several partners representing different level of governance. Thus, the population of migrants rejected from their asylum application has been chosen, regarding the lack of support they benefit once their international protection application is rejected, leading directly to a situation of extreme vulnerability. Another criterion to target beneficiaries was to have a residence card that ensures them a regular stay in Spain, to be sure that the holistic support provided will not be stopped by an involuntary return.

The project also resonates with the housing market situation of the city of Valencian. The rented housing rises up to 20%⁵ from 2022 to 2023, creating difficulties for migrants to find decent and affordable housings.

2.1.2 PARTICIPATORY DESIGN PROCESS

The pilot is building on a previous program “Agermanament Comunitari Valencià”⁶, which was the first pilot experience of community sponsorship for the reception and integration of people benefiting from international protection that takes place in the Valencian Community. Involved in the evaluation process, the UVEG team carried out 47 interviews and a focus group that allowed to collect data, points of view and information on needs, context and opportunities directly from migrants and refugees.

This first experience has been completed by the participation of UVEG to the Work packages 2 and 3 of the Merging project. A workshop dedicated to the theory of change (ToC) definition led in May 2022 supported the project team to clarify long-term goals, intermediary steps, and specific objectives, with the participation of the main local stakeholders (see Annex 2).

Then, the project organized concertation and dialogues, inviting a wide range of stakeholders to share their best practises, points of view and recommendations. Inside this multistakeholders working space, named “the Follow-up Committee”, NGOs, regional authorities and UVEG discussed the best way to design and implement the pilot. Their inputs were incorporated in the project framework, a fact that was mentioned and applauded at several times during the interviews.

⁴ Merging proposal, p.12 « Overall concept »

⁵<https://www.lasprovincias.es/economia/vivienda/precio-alquiler-valencia-sueldo-20230508120414-nt.html?ref=https%3A%2F%2Fwww.google.com%2F>

⁶ <https://inclusio.gva.es/es/web/igualdad-diversidad/programa-patrocini-comunitari>

2.1.3 ALIGNMENT WITH THE LEGAL FRAMEWORK

The evaluation shows consistency between the project and different level-governance strategic priorities and needs. The project is in line to the charter of fundamental rights of the European union⁷, but also with the Royal Decree 557/2011, of 20 April 2011 on the rights and freedoms of foreigners in Spain and its reform that came into effects in 2022⁸ to facilitate the obtention of work permits and residence. At another level, the pilot responds to the Regional Valencian Strategy of Migrations 2021-2026⁹ and reflects the priorities of the Municipal Framework for Migration and Interculturality of València¹⁰.

2.2 INNOVATION

2.2.1 INNOVATION IN THE PROJECT' STRATEGY

A multiactors strategy : The project adopted a multiactors dynamic that mobilized a wide range of stakeholders and a joint working dynamic that constitutes an innovative approach in the Valencian context to address social issues. This University as a coordinator has perceived as a neutral actor, able to gather different actors and facilitate collaboration between local, regional, national and international stakeholders who are usually working separately on similar issues.

University, political decision-makers, NGOs, architects, and local groups participated to the design and pilot implementation. Host communities are also part of the project since they have a role to play. The co-participation of the beneficiaries was also a key principle. Furthermore, the implication of local administrations and authorities ensured that the response was aligned with the concerns of the region (see Annex 4).

The optimization of existing resources : This collective strategy allows the pilot to benefit from various resources (financial, human, material etc.) offered by the different stakeholders. More specifically, the refurbishment of existing flats provided by the regional administration constituted a way to valorise the rental public park and to dedicate some housings to a social use.

A project located at the centre of the city : The flats are located in a central and pressured area characterized by mass tourism. Bucking the trend of settling social housing in the peripheries of cities, Caliu Urbà is on the contrary located in the heart of València, where basic services, transports and cultural offers are very accessible, and where local associations are particularly actives. By doing so, the pilot ensures that the location of the housing is not a driver of stigmatisation and brings diversity to an area in the process of gentrification.

An iterative process that fosters agility : The iterative approach of the pilot constitutes a change in the way to manage projects. This constant flexibility allowed the pilot to optimize contributions that were offered by the various stakeholders involved. Seen as a way to test new social models, the project showed its capacity to evolve and enrich its content regarding the rising or shared needs.

⁷https://www.un.org/peacebuilding/sites/www.un.org.peacebuilding/files/documents/pbf_irf-308_evaluation_report_gpi.pdf

⁸ <https://www.immigrationspain.es/reforma-ley-extranjeria/>

⁹ <https://inclusio.gva.es/documents/610460/174475019/Estrategia+Valenciana+de+Migraciones+2021-2026.pdf/fa75017f-120b-462e-9a61-c387d3b386e6?t=1631742910062>

¹⁰<https://mobiroderic.uv.es/bitstream/handle/10550/71732/Plan%20Marco%20Municipal%20de%20Inmigraci3n%20interculturalidad%202019-2022.%20Versi3n%20ejecutiva.pdf?sequence=2&isAllowed=y>

2.2.2 INNOVATION IN THE PROPOSED SOLUTIONS

A holistic approach that addresses interlinked needs : If the holistic approach is nowadays mainstreamed in the migrant's assistance initiatives, the model proposed by Caliu Urbà has apparently never been implemented in València. This provided support allows the beneficiaries to face a broad range of insecurities and to be fully integrated in all the dimensions of the local society. The support can be split up in several dimensions, such as:

- Decent housing, which is at the core of the process.
- Access to educative activities.
- Access to health services.
- Support for professional insertion or labour stability.
- Administrative support to renew residence permit.
- Strength-based community animation.
- Psychosocial support (being introduced recently).

The constitution of a community : Through its communitarian strategy, the project is supporting the constitution of a group composed by beneficiaries, but also by the UVEG team, that is deeply involved in the pilot and positions itself at the same level than migrants. The constitution of a group identity to facilitate a local integration and relations with the neighbourhood appears as a new methodology in the Valencian context.

2.3 EFFICIENCY

2.3.1 THE HUMAN RESOURCES MOBILIZATION

The Caliu Urbà team is composed by seven different persons, involved in different ways regarding their contract, but representing approximatively three full-time contracts at the busiest period of implementation (from September 2022 until December 2023). The lack of working arrangements from the UVEG academy has been considered as a challenge by the staff, who had to make "extra working hours" to ensure results achievements.

Interviews with project team members showed that the team is a polyvalent one, gathering different skills and field of expertise, such as legal support, social assistance, academic research, social architecture, etc. The Caliu Urbà team also showed a deep involvement in the pilot, relying on individual engagements and a strong motivation motivated by a social cause. The work repartition is led by a horizontal approach of work management, mobilizing the members not on different tasks but on different objectives. To avoid duplication or misappropriation of individual responsibilities, weekly meetings were held to ensure complementarity and effectiveness.

2.3.2 BUDGET ANALYSIS

The budget can be described as below:

Expenses	Charged on Merging	External contributions	Funder
Project management (Sub-total : 50.456€)			
Caliu Urbà Staff expenses	44.556€		UVEG
Production of a video	5.900€		UVEG
Social support (Sub-total : 39.823€)			
ACULL staff expenses	17.000€		UVEG
		16.903€	Regional administration grants

Hiring of a psychologist	5.920 €		UVEG
Housing and common space (Sub-total : 164.474€)			
Housing community fees (from June 23 to May 2024)	2.474€		UVEG
Common space renovation, flats' insurance and furniture	86.000€		Quatorze
Eight renovated flats and three-years free leasing	0€	72.000€	Regional Ministry of Housing and Social Services (estimation)
Furniture	0€	4.000€	Donation from the host community (estimation)
Subtotal	161.850€	92.903€	
TOTAL	254.753€		

The total budget of **254 753€** seems very limited for such a pilot of this ambition (**161 850€** for the only funds of Merging). This efficiency has been reached thanks to the provision of flats operated by the regional administration and the combination of various resources from different actors. Also, the lump sum funding strategy enhanced the reactivity to fund quickly additional activities and adapt the project to emerging challenges.

The projection of the UVEG team indicated that the participation of the regional administration can be estimated around 72.000€, regarding an estimated rent of 250€/month (leading to 3.000€ a year for a flat, 72.000€ in total for eight flats for three years). This public participation appears substantial, since it represents almost 28% of the total budget estimation, including donations. For the furniture, it has been estimated by the UVEG team around 400€ per flat, thanks to the donations of second-hand items.

The global budget repartition shows that project management expenses constituted around 20% of the total budget, which is very reasonable, the social support 15% and the expenditure linked to the flats and the common place, 65%.

2.3.3 SYNERGIES BETWEEN ACTORS

To address the problematic of participatory housing initiative to foster migrants' inclusion, Caliu Urbà mobilized a broad range of actors to provide multi-sector, comprehensive and integrated solutions for the beneficiaries. This mobilization and co-participatory process was mainstreamed into the project, supporting the whole implementation of activities. Its goal was to:

- Collect different points of view and mobilize complementary expertise to design the pilot.
- Mobilize human, material, and financial resources.
- Ensure the pilot appropriation.
- Support a respectful and constructive dialogue between different stakeholders, with different strategies and points of views, which led to the design definition, the target of beneficiaries and the selection of the families that benefited the flats.

Hence, the pilot shows a high level of synergies and complementarities. The multi-actor concertation allowed to ensure additional physical, financial, material, and human resources that the pilot project couldn't mobilize without this collective involvement. Each single actor involved contributed significantly, at least through its expertise. The board below underlines individual participations.

Structure	Resources provided
UVEG	Global coordination
Quatorze	Renovation of the common space
Regional Ministry of Housing and Social Services	8 renovated flats for a three-year free lease A common space
Municipality of Valencia	Support to the registration
NGOs involved in the Follow-up Committee	Expertise in migrants' assistance and social work
NGOs network	Second hand furniture
Host communities	Furniture and participation to renovation workshops
Beneficiaries	Participation to monthly meetings and to renovation workshops. A discussion is still ongoing to define which kind of contribution they can share.

2.4 EFFECTIVENESS

The effectiveness' assessment must be done keeping in mind that the evaluation process has been realized between September and December 2023, five months before the official end of the Merging project and six months after the beneficiaries moved into the flats.

2.4.1 EXPECTED RESULT 1 – SOCIAL FOLLOW-UP

“A relevant and efficient social follow-up is ensured for all the beneficiaries of the project.”

To meet the multidimensional needs of the selected beneficiaries, the pilot provided them with a free housing and a tailor-made social follow-up.

For the housing, the project benefited from an opportunity proposed by the Regional Ministry of Housing and Social Services which offered to renovate and provide for free eight appartements in the center of València. This proposition occurred in July 2022 but was officialised the 14th of June 2023, through the signature of a leasing agreement between EVHA (the public enterprise in charge of the managing of the Valencian administration's¹¹ public housing stock) and UVEG concerning the temporary transfer free of charge of the use of eight dwellings. The flats were available two years after the Region's verbal engagement because of the delays generated by the process of building and renovation permits' application. Finally, selected families were able to move between June and July 2023.

The obtention of eight flats from the Region is one of the main achievements of the project. The political willingness to support and mobilize resources for the pilot is an exception according to the NGOs that have been involved.

The social support starts in June 2023, when the beneficiaries were identified. An individual assessment has been realized in September 2023 to identify specific needs and elaborate tailor-made inclusion plan. This plan is an evolving document that is permanently adapted to emerging needs. The social support relies on the following principles:

- Participation of the beneficiaries to the needs' assessment and decisions that concern the integration process.
- Individual-tailored supports that consider individual, familial and gender-based specific needs.
- Communitarian dimension to ensure a well-being beyond the satisfaction of essential needs.
- Anti-racist approach to support people victim of discriminations to move forward.

¹¹ Also called « Generalitat Valenciana »

- Knowledge improvement of the duties and rights of migrants.

The social follow-up aimed at not only providing assistance, but also strengthening beneficiaries' abilities to ensure by themselves their inclusion. The final goal is to support individual autonomy and empowerment through a close participation of the beneficiaries to their needs' assessment and solutions definition, a better knowledge of their duties and rights and through a professional inclusion.

In this evaluation, "empowerment" is a flexible concept that can be understood very differently according to the persons, the academic field, or individual biases. Within this evaluation "empowerment" is conceived as the availability of resources, competencies, soft skills and self-confidence that allow a person to have the "power" to make his or her own choices, but also as the learning process to access this state¹².

On the contrary, "autonomy" is more restrictive since it's here understood as a person's ability to be autonomous, not dependent on others, and especially in the pilot's context on social aids¹³.

Good practices	Challenges and weaknesses
<ul style="list-style-type: none"> - Multidimensional support provided to beneficiaries, - Individual needs assessment, - A specific social worker dedicated for the pilot's beneficiaries, - Strategies to limit the dependency to social support. 	<ul style="list-style-type: none"> - Delay in the flats' renovation that let less than one year to experiment the holistic support and evaluate its effects, - Time-consuming tasks linked to the logistic finalization of the flats, - Lack of visibility/formal guarantees on the possibility to renew dwellings, - Lack of plan to ensure permanent housing for all beneficiaries after 2026.

2.4.2 EXPECTED RESULT 2 – PROFESSIONAL INCLUSION

"Pathways to professional inclusion are clearly drawn and activities are implemented to ensure it."

The M&E matrix underlines that most of the beneficiaries were already working in the formal sector at the beginning of the pilot. This high rate of employment can be explained by the Spanish policies that support migrant's integration in professional sectors in needs of workers, and by the fact that beneficiaries were residing in Spain since several years (from 1 to 6). Nevertheless, beneficiaries expressed during the focus group that they were not satisfied with their actual employment, that they qualified precarious, short-term, non-rewarding and with low paid. At the time of the evaluation mission, only a few activities were implemented in the field of professional inclusion, because of the short time of implementation and the focus done on access to services and creation of social bonds.

2.4.3 EXPECTED RESULT 3 – DAILY LIFE

"Collective activities are organized, and beneficiaries share moments with people from the outside."

¹² <https://www.cairn.info/revue-idees-economiques-et-sociales-2013-3-page-25.html>

¹³

<https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwjKPrY86eDAXVtAQEHf3iD6YQFnoECA8QAw&url=https%3A%2F%2Fwww.larousse.fr%2Fdictionnaires%2Ffranais%2Fautonomie%2F6779%23%3A~%3Atext%3DCapacit%25C3%25A9%2520de%2520quelqu%27un%2520%25C3%25A0%2Cautonomie%2520d%27une%2520discipline%2520scientifique.&usg=AOvVaw33eoxY1VCvtUYPxwmth4Us&opi=89978449>

The provided social support is strengthened by a communitarian approach that aims at creating a group identity feeling among beneficiaries. To do so, seven meetings have been organized between June and November 2023. Their objectives was to ensure interactions, but also to share information and involve the beneficiaries in the pilot implementation.

Good practices	Challenges and weaknesses
<ul style="list-style-type: none"> - Accurate meetings' frequency to not overwhelm beneficiaries, - Joint activities outside of the district; - Meetings used as a method to be part of the participatory strategy. 	<ul style="list-style-type: none"> - Lack of availability for social activities between working hours and reproductive tasks.

2.4.4 EXPECTED RESULT 4 – BUILDING AND DEVELOPMENT

« Building activities are implemented thanks to professional and volunteers, with a focus on sustainability.»

In addition to the flats, the region provided a common space, situated in a vacant venue on the ground level of a building located a few minutes-walk from all the flats. This common space has been conceived to provide a meeting place for the beneficiaries between themselves and with the neighbourhood. At the time of the evaluation mission, no activity has yet begun but a planning for the space renovation has been distributed to beneficiaries (see Annex 6).

Good practices	Challenges and weaknesses
<ul style="list-style-type: none"> - Specialized entity recruited to lead the activity; - Specific trainer mobilized to animate the workshop; - Beneficiaries' involvement in the conception and the design; - Invitation of entities that have been involved in the multi-stakeholders' process. 	<ul style="list-style-type: none"> - Delays to obtain licenses of electricity and water; - No long-term solution for the payment of charges after the project closure; - The neighbours and local associations haven't been contacted in advance, which could impact their availability and participation.

2.4.5 EXPECTED RESULT 5 – COMMUNITY AND NEIGHBORS

“Beneficiaries are in contact with people from the neighbourhood, and they take part in local activities.”

In addition to social support, the project aims at strengthening a feeling of belongingness to the beneficiaries' neighbourhood and sharing activities with locals. This social integration is key for the well-being and has been implemented through cultural visits and activities, such as gardening in the urban community garden Hort de la Botja (for five beneficiaries), participating to a choral at the local Music Conservatory, or to the scouts' organization for the children.

The next step is to strengthen the community action, through the participation of the local entities to the pilot's activities, but the period of evaluation was too early in the project implementation to observe such initiatives.

2.5 IMPACTS

The short time dedicated to the pilot implementation doesn't allow us to identify long-lasting changes induced by the project, but this section is focusing on how the project did contribute to the five expected impacts that have been identified in the ToC defined at the beginning of the pilot.

2.5.1 ADVOCATING FOR A MORE ACCESSIBLE HOUSING MARKET (URBAN AGENDA)

The implication of the local housing administration in the pilot's design constitutes a driver to reinforce the links between housing and integration and can influence the housing market to better include an integration dimension. But some limits to potential changes exist. If some local associations have been reached and informed¹⁴, especially some which are advocating for maintaining a social diversity in the area, no strong involvement from them can be observed at the date of the evaluation mission, mainly due to the fact that the project has been starting less than one year before.

Furthermore, advocating for a regulation of the housing market cannot be done without the strong involvement of the private sector, especially in a context where prices are continuously increasing. Without the elaboration of a sustainable economic model that supports the capacity of beneficiaries to pay a rent with time, the pilot will be at risk to be considered by the housing market (which is ruled mainly by profits) as an assistance initiative instead of a viable housing model that can be replicated.

2.5.2 PERSONAL EMPOWERMENT & HOLISTIC FOLLOW-UP (TRAINING, EMPLOYMENT, HEALTH)

Even if the social support started only in June, concrete and deep changes have been observed by the beneficiaries. All the beneficiaries that participated to the focus group¹⁵ and bilateral interviews underlined the main impact in their life of having a personal, decent, and safe place to live. Almost all of them mentioned stability and security as the first impact, sharing their feeling of well-being ("peace of mind", "sleep quietly", "tranquillity") as the major change. Discussions showed that having a personal space contributes to the improvement of their mental health and well-being. In second place has been mentioned the fact to live alone, without sharing a little space and washrooms with other people. At last, only a few mentioned the economic advantage of not paying a rent. Asked about their integration appreciation, the eight adult declared to feel safer and more integrated, showing the importance of a decent housing in the integration process.

2.5.3 THE NEIGHBOURHOOD & COMMUNITY DEVELOPMENT (PARTICIPATION)

Beneficiaries shared an amelioration since the beginning of the project concerning relationships with local inhabitants. It can be linked to their participation to social and cultural activities, but also to their positive contacts with their building's neighbours. Both as a cause and consequence of their inclusion in social and cultural activities, beneficiaries reported that relationships with locals were now easier than before the pilot. These relationships contributed to a feeling of acceptance and a sense of belonging.

At the question of how they see themselves in five years, beneficiaries mostly mentioned to want to stay in València as a future perspective, which shows their feeling to be at the right place. They also shared job and business opportunities and new friendships as wishes for the next years, traducing they willing to participate to the local development and create strong relationships with locals.

¹⁴ Including Veïnat en Perill d'Extinció, Ciutat Vella Batega, El Palleter and Amics del Carme (according to the UVEG team).

¹⁵ Organized the 28th of November 2024, and attended by 10 participants, including 7 women, 1 man and 2 children.

2.5.4 POLITICAL ASPECTS & PUBLIC OPINION

For the Valencian region and its administration dedicated to social housing, the pilot was an opportunity to discuss with a wide range of stakeholders, to “hear from the field” and to understand how local policies are deployed on the ground and are impacting populations. The elections held in July 2023 resulted in a change of the political colour of the regional and municipal government, hence involving change in the pilot’s focal point and key public sector contacts. Hence, the project has to rebuild a new partnership to keep the public part involved. Nevertheless, the evaluation timing doesn’t allow to identify significative changes on the awareness of the political actors to ensure integration for newcomers, especially with the political context evolution. Dissemination towards population was also not yet included in the project, and the lack of a communication strategy to raise awareness on the benefits of an inclusive city for all its inhabitants can limit the project’s impact on social cohesion promotion.

2.5.5 RESOURCES MANAGEMENT

The social follow-up puts empowerment¹⁶ at the core of the process so beneficiaries can decide by themselves for themselves. During the focus group, none of the beneficiaries had declared to be able to continue without social support, highlighting the fact that the path toward full empowerment is a long and non-linear process that needs a long-term strategy adapted to each profile.

2.5.6 NON EXPECTED IMPACTS

On the area : Even if it’s too early to observe deep changes, it is supposed that the presence of migrants in the district can impact it positively and brings solutions to its main challenges. Indeed, the pilot supports social diversity in a neighbourhood that is characterized by a loss of local identity due to change in demographics over the last ten years. Anchoring inhabitants in a place where a lot of housings are dedicated to short locations supports convenience stores and local economy. It can also contribute to strengthen neighbours’ relationships. By working on social cohesion closely with local associations and administrations, the project will participate to the strengthening of local resilience.

On the local network of social and public stakeholders : According to the interviewees, the project generated positive changes by creating a network of various structures that are usually working separately on the same publics and thematic. The pilot gave an opportunity to create a space of collaboration within different actors and supported a joint reflection on social support practices and relevant approaches, which has been assessed positively by the interviewees.

On UVEG : According to the interviewees, the pilot improves academic knowledge in the field of social housing and integration by providing data and evidence. For the UVEG institution, the pilot project allowed to promote the methodology of research-action and the relevancy of multi-actors and multi countries projects. It also provides new perspectives for fund-raising activities.

On individuals involved in the pilot : Interviewees globally shared feelings of high satisfaction concerning the pilot. These favourable opinions rely mostly on the concrete support provided, on the human and social value of the intervention, on the participatory process and on the opportunity to exchange with other kind of structures and to share new working practises. Caliu Urbà is considered as a laboratory of experience that reinforced the motivation of its stakeholders to work in the social sector and showed that big achievements can happen when working together.

On NGOs : Caliu Urbà offered a space to implement new social support methodologies (holistic approach, sustainable solutions, ...) and to work with a specific public that is not usually targeted by

¹⁶ <https://www.cairn.info/revue-idees-economiques-et-sociales-2013-3-page-25.html>

assistance programmes. As well, the project fostered synergies between NGOs, and will facilitate referral mechanisms of beneficiaries and complementarity of services in the future.

2.6 SUSTAINABLE EFFECTS, REPLICABILITY AND RISKS

2.6.1 BENEFICIARIES' AUTONOMY ENHANCEMENT

The social follow-up was aiming at supporting beneficiaries to request services by themselves, strengthening their knowledge about migrants' rights and duties, and improving their capacity to access basic services. These three complementary dynamics constitute a main driver to ensure a long-term autonomy and integration in the local society. Nevertheless, no additional funding has been collected or planned to ensure a continuous social follow-up from València Acull, meaning that it could stop in May 2024 after the Merging(s) closure.

2.6.2 COMMUNITY MOBILIZATION AND SENSE OF BELONGING

It is too soon to appreciate the sustainability of the neighbourhood's mobilization since local associations have been lightly involved at the end of 2023. Yet, the beneficiaries' feeling to be part of group and of a pilot project is real and interpersonal relationships between them should be maintained, especially thanks to the proximity of their housings. However, related to beneficiaries' challenges to be available for group meetings, the end of the project can also affect their mobilization and their community dynamic. If no one is taking the leading role of the actual social worker to organize, invite and animate these meetings, the dynamic could weaken and stop.

2.6.3 ACTIVE INVOLVEMENT OF THE LOCAL STAKEHOLDERS IN THE PROJECT

Ownership and sustainability of the pilot project are guaranteed thanks to the project's active involvement of local NGOs, local administrations, UVEG and Quatorze. Their implication in the participatory process of design and implementation enabled to consolidate their appropriation of the pilot and their willing to continue the joint dynamic. This experience of working together will be profitable for a potential phase II or future multi stakeholders' projects. Despite, the continuation of the dialogue could be exposed to a lack of interest from its participants if meetings are not organized regularly. The turn-over of partners' focal points is also a risk that could weaken the group if the multi-actor dynamic is not regularly supported.

2.6.4 POLICY OWNERSHIP AND DISSEMINATION

Decision-makers that have been involved shared during their interviews the importance of this experience and their learnings from their participations. The European dimension of the pilot is also key to mobilize local authorities, who see the project as an opportunity to give visibility to the region and city, and maybe to collect new funds. Nevertheless, all projects are facing the challenge of targeting deep political and social changes that are deploying on the long-term with a limited duration of implementation.

2.6.5 USE OF THE PILOT IN ACADEMIC STUDIES

The pilot represents a fruitful source for future academic studies, both in terms of data exploitation and research-action methodology. Its holistic approach can feed theoretical reflection in many academic fields, such as anthropology, management, sociology, urbanism, social work, social geography, and social psychology.

2.6.6 A NECESSARY PHASE II

Regarding the limited implementation period, a phase II is necessary to explore the full potential of the pilot. Additional time is needed to consolidate the previous achievements, such as:

- The beneficiaries' empowerment,

- The effectiveness of local social relationships ,
- The involvement of local associations,
- The academic study of the pilot experience,
- The capitalization of the model and its dissemination to bring drivers of change in the local, national and European societies,
- The continuity of the follow-up committee with an active participation of regional administration departments representants,
- Etc.

To ensure a continuity, the UVEG team is working at mobilizing new funds, with the verbal support of the new administration. Several opportunities are explored, at local, national, and European levels, in accordance with other members of the Merging project.

3 CONCLUSION

Caliu Urbà's objectives are relevant regarding the main challenges of migrants' integration, which are access to a decent housing and basic services as well as social inclusion. The project also intends to test new solutions to tackle local issues faced by the area of implementation (such as gentrification, mass tourism, lack of diversity, erosion of social bonds, etc.).

The multi-actor strategy was innovative regarding the Valencian context and ensured synergies to optimize contributions and complementarity. The multilevel approach was also effective to activate different levers for change. Even within a short time of implementation, the evaluation findings show that the project was catalytic to support beneficiaries' integration and brought some transformative changes in their lives by fostering the feeling of "being at home" and improving their living condition. In doing so, Caliu Urbà appears clearly as a driver for sustainable integration, but also to support social cohesion and diversity in a district characterized by gentrification and loss of identity.

In line with the previous considerations, Caliu Urbà cans constitute a methodological reference that could be the starting point of a new way to conceive local-rooted integration models for people in situation of vulnerability (beyond migrants), support social cohesion and build a more inclusive society.

To fully reach its objectives, the pilot will benefit from a potential phase II that should maintain the social support for at least one year, strengthen the local community mobilization around the pilot, disseminate the model to decision-makers and provide data to support academic research. To do so, the UVEG team is already searching new funds which will foster the project's capacity to participate to a most welcoming Europe.

As a part of this widest European initiative Merging, Caliu Urbà has to be put in perspective with the two other pilots led in Lyon (France) and Goteborg (Sweden). These experimentations constitute an opportunity to test new social models in various contexts. By implementing different solutions that were identified through an academic methodology, the Merging project contributes to identify best practices that can support integration of populations in vulnerable situations as well as enhance social cohesion and reinforce local democracy through bottom-up participatory processes.

4 RECOMMENDATIONS AND PERSPECTIVES

- **Meet the conditions to continue:** The pilot has been implemented in a too short period of time to fully deploy its effects. The Caliu Urbà team shared their will to maintain the dynamic and the activities for at least one more year, but necessary conditions must be guaranteed to do so.
- **Ensure a better visibility of the pilot:** The pilot experience needs to be disseminated to reinforce its transformative effects. The more the experience is visible and correctly understood by everyone, the more it can be sustainable, appropriated, and impacting.
- **Promote an active political appropriation for a scaling up of the initiative:** Ensuring a political appropriation of the pilot supposes to develop an advocacy strategic plan with targeted audience, key messages, supports, planned meetings, concrete initiatives and a system of monitoring and evaluation.
- **Support the local anchorage of the pilot:** The pilot should emphasize efforts on the relationships between beneficiaries and the neighbourhood. To do so, the implementation of the common space must be realized in a collaborative way, including host communities and beneficiaries, and if possible local decision makers and actors.
- **Consolidate the sustainability and implement an exit strategy:** The UVEG team must think as soon as possible to what kind of exit strategy it should implement to ensure a continuity in the combination of housing and social follow-up. The team should maintain its efforts to mobilize additional funds, considering delays that occur between a proposal application and the eventual obtention of funds.
- **Use the pilot experience to enrich research in social sciences:** The pilot constitutes an opportunity for UVEG to provide data and feedback from the field if it optimizes the experience as a source for academic research and promotes new models of integration based on evidence. The UVEG has also a role to play to support research-action initiatives and dissemination.

5 ANNEXES

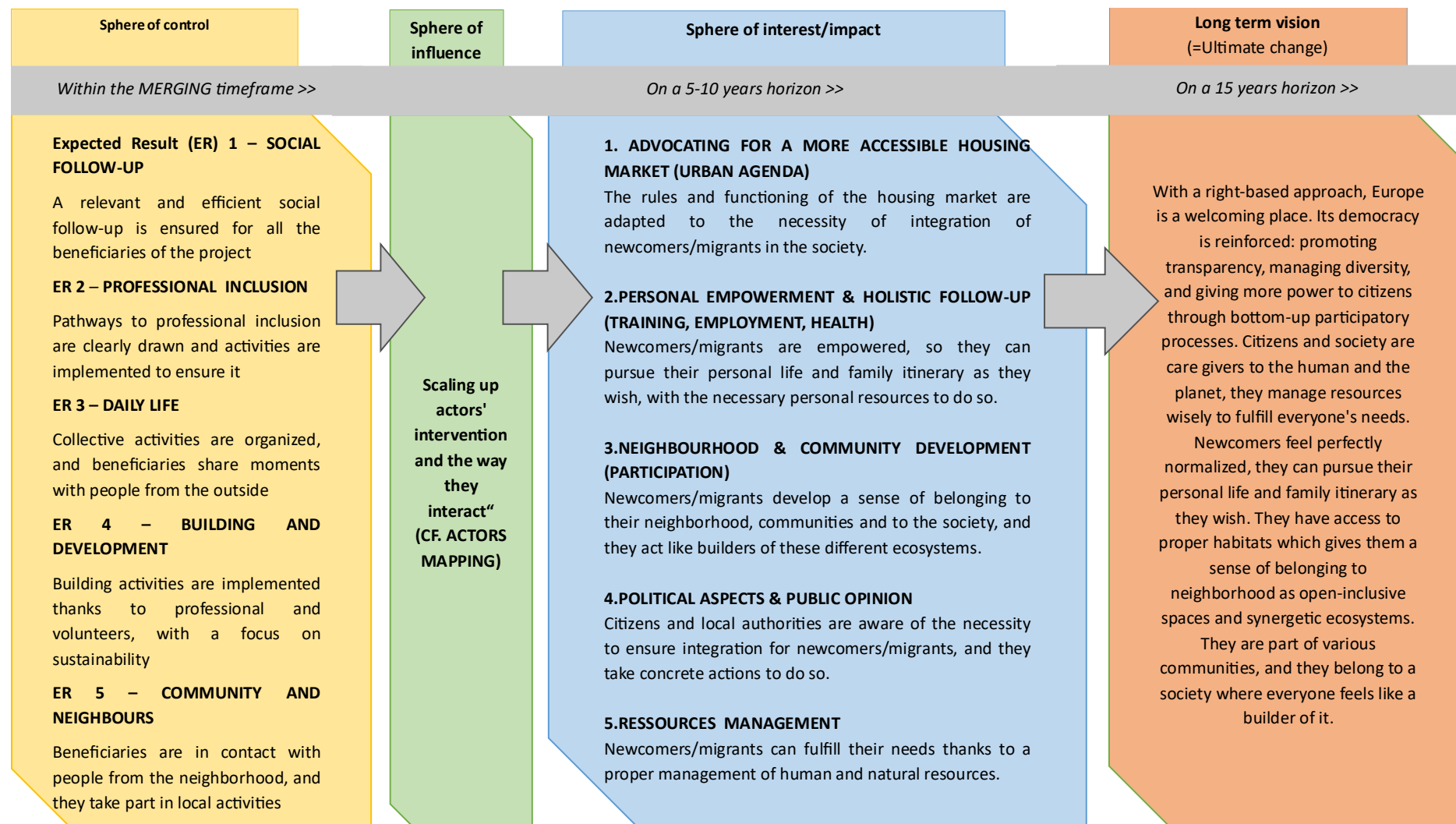
5.1.1 ANNEX 1: LIST OF INTERVIEWEES

Date	Format	Organisation	Interviewees	Function
Preliminary interviews				
31/08/2023	Online	Quatorze/UVEG	Dani MILLOR VELA	Architect
07/09/2023	Online	UVEG	Carles SIMO	Team leader
07/09/2023	Online	UVEG	Alicia BANULS	Caliu Urbà staff
08/09/2023	Online	UVEG	Jorge VELASCO	Caliu Urbà staff
08/09/2023	Online	UVEG	Isis SANCHEZ	Caliu Urbà team
11/09/2023	Online	UVEG	Ana SALES	Caliu Urbà team
12/09/2023	Online	UVEG	Jordi GINER	Caliu Urbà team
1st field mission (18-20 of September 2023)				
18/09/2023	Focus Group	UVEG	Caliu Urbà team	--
18/09/2023	Visit	--	Beneficiaries Woman 1 and Woman 2 ¹⁷	Beneficiaries
18/09/2023	Interview	UVEG	Ángeles SANCHIS	European Projects Office
18/09/2023	Interview	Valencia Acull	Julia Checa	Director

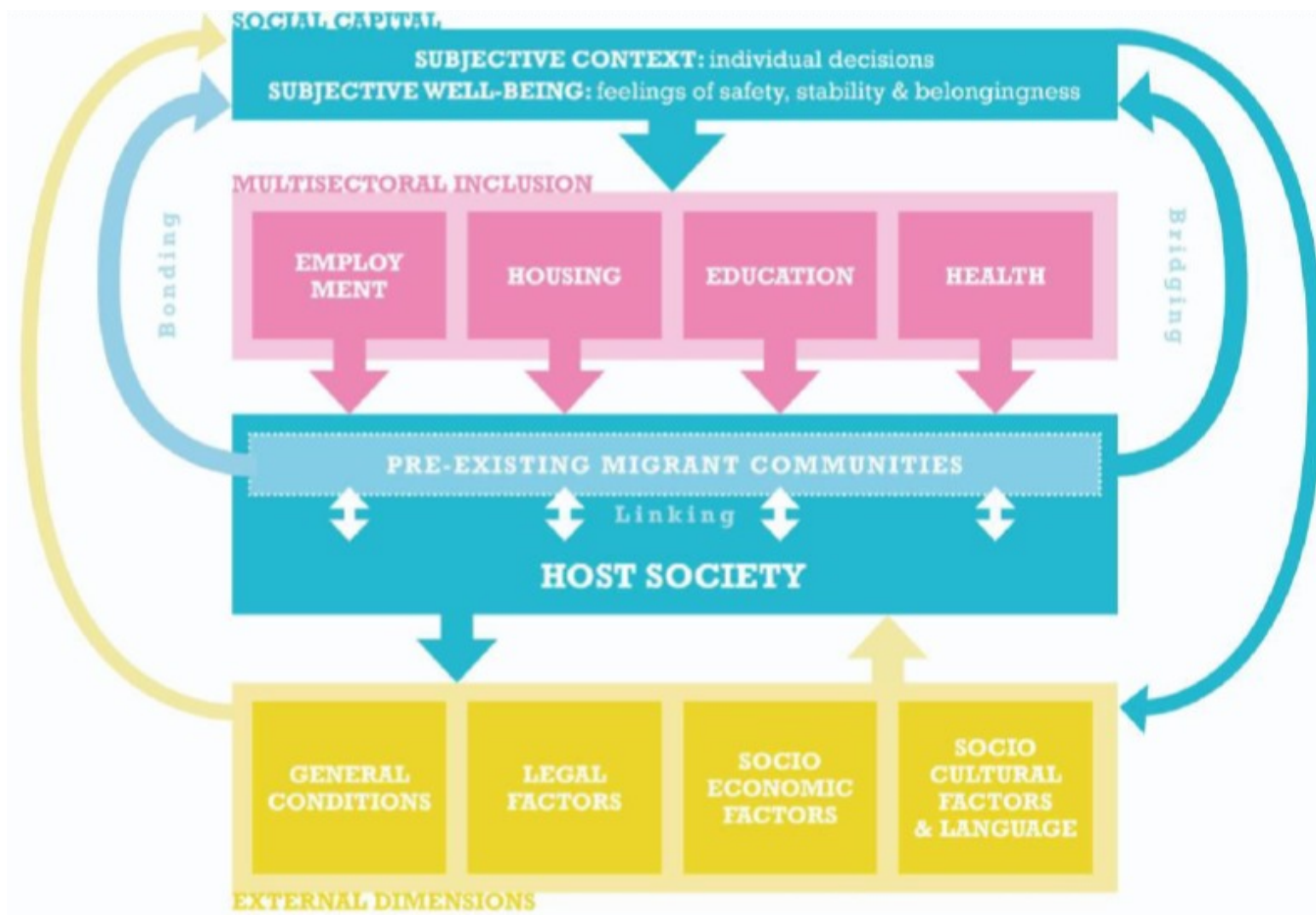
¹⁷ Due to the public dissemination of this report, beneficiaries' identities are not published.

Date	Format	Organisation	Interviewees	Function
18/09/2023	Interview	Valencia Acull	Angela ROLANIA	Social worker
19/09/2023	Interview	CEAR (NGO)	Mercedes ENA	Coordinator
19/09/2023	Interview	CEAR (NGO)	Laura PANEQUE	Social Worker
19/09/2023	Interview	CAR (Refugee Reception Centre)	M ^a José FERRUS	Social Worker
20/09/23	Interview	Local administration of housing	Pura PERIS	Ex-Director
20/09/23	Interview	EVhA	Mario JORDA	Ex- Director
2nd field mission (27-30 of November 2023)				
27/11/2023	Interview	Valencia Acull	Angela ROLANIA	Social worker
27/11/2023	Interview	Regional	Ignacio BLANCO	Ex-director
28/11/2023	Interview	-	Beneficiary Men 1	Beneficiary
28/11/2023	Interview	-	Beneficiary Women 2	Beneficiary
28/11/2023	Participatory planification	UVEG	Caliu Urbà team	--
28/11/2023	Focus group	--	10 participants, including 7 women, 1 man and 2 children	Beneficiaries

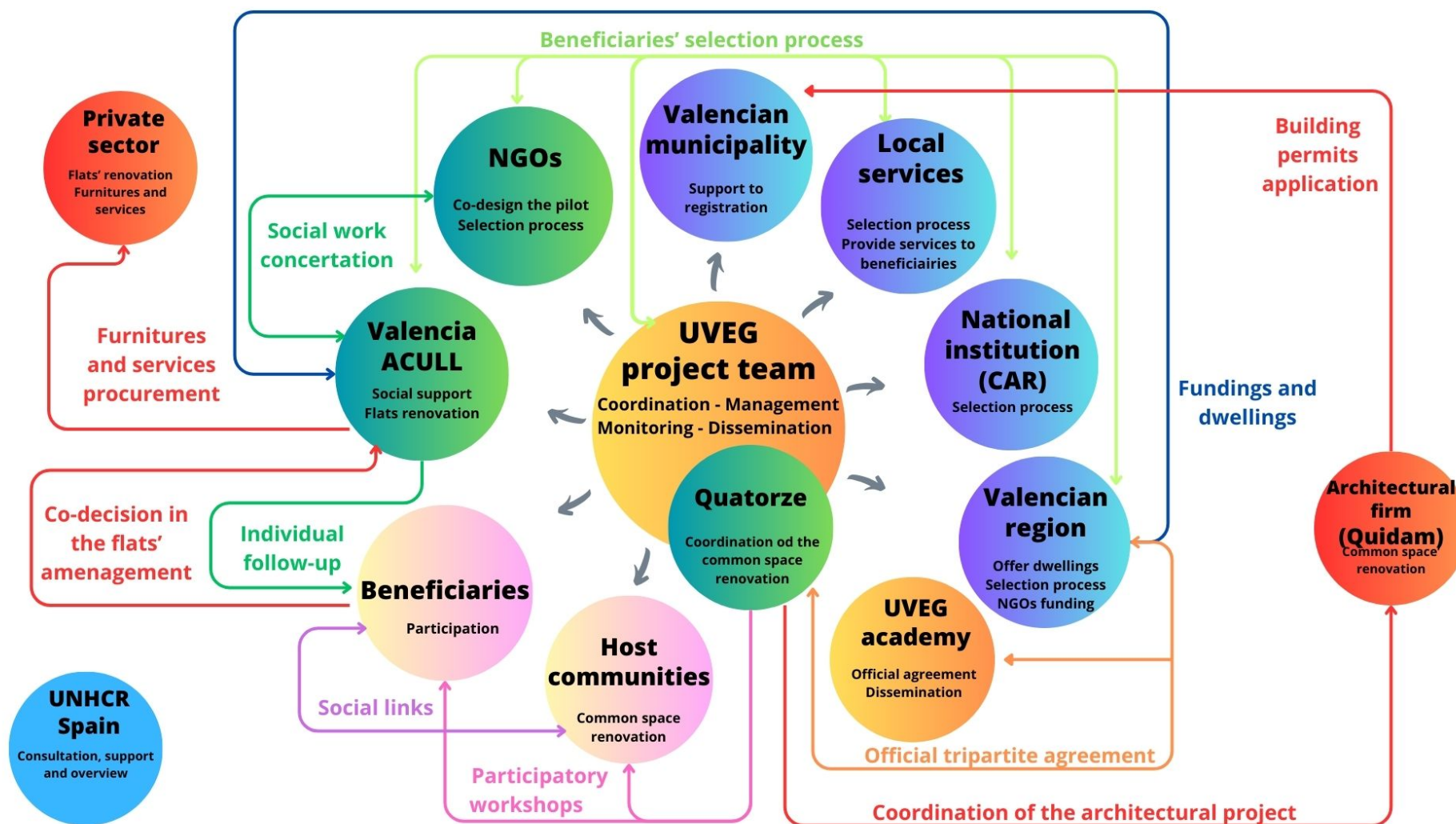
5.1.2 ANNEX 2: THEORY OF CHANGE OF CALIU URBÀ ELABORATED DURING A PARTICIPATORY WORKSHOP HELD IN MAY 2022



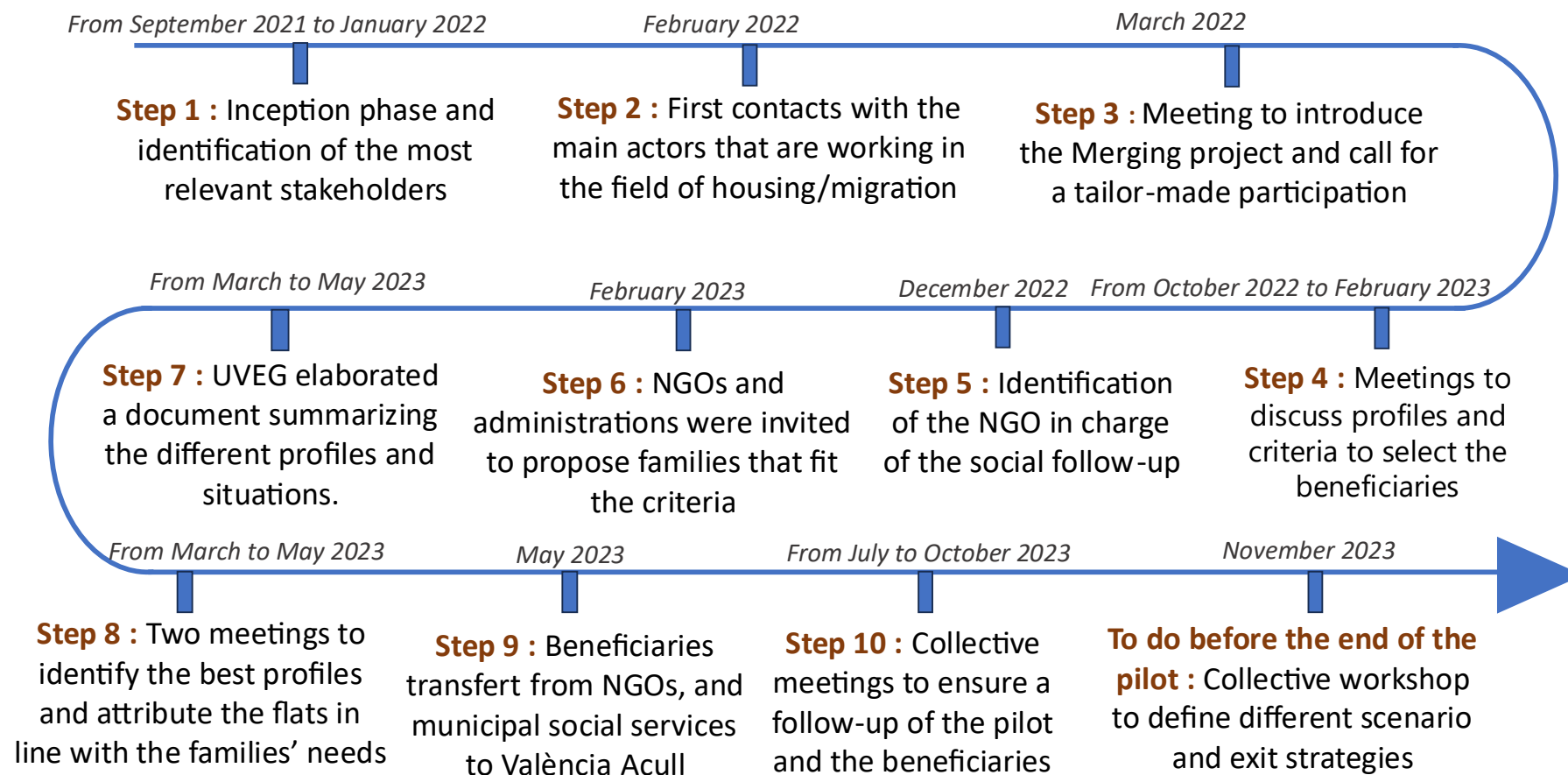
5.1.3 ANNEX 3: GLOBAL APPROACH OF INTEGRATION DEVELOPED IN THE FRAME OF THE WP2 AND USED A MODEL FOR THE PILOT.



5.1.4 ANNEX 4: STAKEHOLDERS MAPPING OF THE CALIU URBÀ PILOT AND ATTRIBUTED ROLES



5.1.5 ANNEX 5: MULTISTAKEHOLDERS MOBILIZATION IN THE CALIU URBÀ PILOT



5.1.6 ANNEX 6: PLANNING OF THE RENOVATION WORKSHOP ACTIVITY



VNIVERSITAT
ID VALÈNCIA

ACCIONES PROYECTO PILOTO CALIU URBÀ						
LUNES	MARTES	MIÉRCOLES	JUEVES	VIERNES	SÁBADO	DOMINGO
	28 de noviembre Grupo focal presencial 18:00 – 20:00 Espacio Intercultural Calle Jardines, 2					
4 de diciembre Taller online co-diseño espacio comunitario 13:00 – 14:30			7 de diciembre Taller presencial Co-diseño espacio comunitario 17:00 – 19:00 Despacho Valencia Acull Calle Maldonado, 19			
			14 de diciembre Taller presencial Co-diseño espacio comunitario 17:00 – 19:00 C/Bisbessa, 4	15 de diciembre Obra participativa Presencial C/Bisbessa, 4	16 de diciembre Obra participativa Presencial C/Bisbessa, 4	17 de diciembre Obra participativa Presencial C/Bisbessa, 4
18 de diciembre Obra participativa Presencial C/Bisbessa, 4						