



Erasmus+ programme for strategic partnership: 2017-1-SE01-KA204-034526

Project title: **Social Media = Social capital.
Building Social Capital & Inclusion for
Female Migrants through Social Media.**

Training Needs of Female Migrants in Social Media Skills for Social Inclusion



SWEDEN



The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

Table of Contents

Abbreviations.....	2
1 Introduction.....	3
2 Findings and Results	4
2.1 Desk research.....	4
2.1.1 National legislation, policies, funding and/or initiatives supporting migrant women’s social inclusion.....	5
2.1.2 Existing strategies in the country dealing with the problem of migrant women social inclusion	6
2.1.3 Statistics regarding the profile of the female migrants and the use of social media	9
2.1.4 Existing opportunities for migrant women	12
2.1.5 Main challenges that migrant women encounter.....	13
2.1.6 Any other relevant information.....	14
2.2 Focus Group Discussions.....	15
2.2.1 Focus group discussion with migrant women.....	16
2.2.2 Focus group discussion with intermediary organisations supporting female migrants.	20
2.3 In-depth interviews	24
2.3.1 Thinking about your experience of residency in [name of country] and trying to integrate, please remember situations when you needed help but could not reach it and did not know where to look for it.....	25
2.3.2 What are the top 3 skills that you missed in the situations described above?.....	26
2.3.3 Imagine there is a possibility to participate in a workshop and build your skills and develop your knowledge in a way that will be easier to carry on the integration activities you already are involved with.....	26
2.3.4 Staying on the discussion about the same workshop session, please elaborate a bit about how you see the learning process.....	27
2.3.5 Have you participated in a similar workshop before?.....	27
2.3.6 What are the three main communication tools you use the most in your daily life?	28
3 Conclusions and recommendations.....	28

Document information	
Due date of Intellectual Output	30.04.2018
Actual submission date	11.05.2018
Revision	Steps, Italy
Author	IKF, Sweden

DELIVERABLE REVIEW HISTORY

Version	Name/Partner	Status *	Date	Summary of changes
1.0	IKF	A	23.04.18	First draft
2.0	All partners	C	30.04.18	All partners contributed to the revision and gave their feedback
3.0	IKF	A	11.05.18	Final Version + Summary
4.0	Steps	REV	16.05.18	Internal evaluation check of the IO

(* **A=Author; C=Contributor; REV= reviewer; EXT = external reviewer**)

Abbreviations

A – Activity

FGD – Focus Group Discussion(s)

GDP – Gross Domestic Product

IKF – International Women’s Organisation

IO – Intellectual Output

NGO – Nongovernmental Organisation

SMS – Social Media Sisterhood

1 Introduction

The **European Report (IO1-A6)** is produced for the Social Media Sisterhood (SMS) project and is the result of 4 national researches undertaken during September 2016 – February 2018. Each partner involved in the project did the research at the respective country level: Italy, Portugal, Sweden and the UK involving migrant women that are in the integration process now and local/ national entities working with those women.

Aims and Objectives of the Report

This research represents the summary of activities and findings of first Intellectual Output of the SMS project. It respects its methodology and structure and will focus mainly on presenting similarities and differences across countries. As specified in the application this European Report (IO1 – A6) represents the beginning of the process of designing and development of training materials to ensure it corresponds to the needs of the target group in the respective countries: Italy, Portugal, Sweden and the UK. This will be a collaborative process to ensure the best quality and representativeness.

These are the three main objectives that this report aims at:

- Presentation of the desk research comparative summary (IO1 – A1)
- Presentation of the comparative analysis of the national focus groups with migrants (IO1 – A2) and organizations working with migrants (IO1 – A3) carried out in the partners' countries
- Presentation of the comparative analysis of national in-depth interviews (IO1 – A4)
- Presentation of Conclusions and Recommendations for the development of the training materials.

This **European Report** will be disseminated widely to stakeholders of the project as well as direct target groups such as Adult Education trainers, intermediaries, community organisations and third sector organisations to support recruitment for the project and to spread the word about the project's aims and intentions.

General Information

This Report provides an up to date overview of the situation of women migrants/refugees from partner countries in terms of progress with the integration and their needs for help. The document can be used by researchers, project managers, support organisations and other interested parties.

In order to obtain the needed information each project partner performed a desk research, two focus groups (with migrant/refugee women and with organisations working with these women) and four in-depth interviews. The desk research was the first step taken to create a knowledge base and a start point for the next two steps. Then partners contacted relevant stakeholders and organized the focus groups involving 28 migrant/ refugee women and 24 representatives of organisations working with migrant women. There were as well 16 migrant women identified as very good resources to be involved in a further step – the in-depth interviews. Project partners tried to ensure diversity of age, background, origin and length of stay so that the information received would represent as well as possible the target group.

These findings will be further used to assist setting key learning modules, country specific requirements, and to propose solutions for the improvement of the current situation of migrant/ refugee women.

2 Findings and Results

2.1 Desk research

The aim of the Desk Research was to collect data from secondary sources like existing researches, national reports, national and European statistics, university studies, governmental websites and mass media. This secondary data served as base for the design of the further steps in the shape of field work. The target group of the research is migrant/ refugee women in Italy, Portugal, Sweden and the UK.

2.1.1 National legislation, policies, funding and/or initiatives supporting migrant women's social inclusion.

In Italy the region of Emilia-Romagna (the Italian region with the highest percentage of foreign residents over the total population) has approved a regional law to help facilitate the social integration of foreign citizens: 5/2004¹. This law was the one to set up the Regional Committee for the Integration of Foreign Immigrants that helps the Regional Authority. It seems that in Italy there is no legislation specific for migrant women. Similarly in Portugal, Sweden and the UK project researchers could not identify specific laws to address migrant women's integration. In these countries most migrants' integration tools used – including job search support, education and training – are similar to those used within the mainstream labour market.

Recently, the Swedish Government defined as unacceptable and detrimental for the GDP the gap in employment of national born women versus migrant women. Therefore the Swedish national budget proposal 2018² contains a number of policies such as extended Swedish language studies during maternity leave, financing organizations and companies to accept migrant women in different work related programs and special programs aimed for migrant women to start their own businesses.

Female migrant friendly initiatives also exist in the UK to help them with integration; for example the 'Migrant Women's Mentoring and Social Inclusion Project' aims at developing migrant women's intercultural competences, reflect and disseminate good practices and recognise role models³. At a local level, women migrants can seek help to 'Citizens Advice', a registered charity with offices in over 3,500 locations in the UK⁴.

¹ Taking into account the diversity of situations and the high number of migrants in Italy, the Italian research mainly focused on the Emilia-Romagna region, where the partner organization is located. <http://demetra.regione.emilia-romagna.it/al/articolo?urn=er:assemblealegislativa:legge:2004;5>

² National Employment Agency of Sweden: <https://www.arbetsformedlingen.se/Om-oss/Statistik-och-publikationer/Rapporter/Arbetsmarknadsrapporter/2016-06-14-Arbetsmarknadsrapport-2016.html>

³ Migrant Women's Mentoring and Social Inclusion Project - Report June 2013' The Arbour – Annex 3 <https://syrianrefugeesaberdeenshire.files.wordpress.com/2016/09/9-migrant-women-mentoring-uk.pdf>

⁴ Citizens Advice website: <https://www.citizensadvice.org.uk/immigration/>

2.1.2 Existing strategies in the country dealing with the problem of migrant women social inclusion

In Italy it was identified that the Emilia-Romagna region operates a network of centres responsible of informing and directing migrant citizens, promoting their active citizenship, meeting and confronting each other and with the territory. Organisations for migrant women in Italy serve as women's empowerment, emotional and professional support, to help with their challenges and to develop their leadership skills and to set up their own business.

The areas of intervention of these centres are:

- intercultural education;
- training and awareness raising on immigration, human rights, peace education, intercultural and interreligious issues;
- promotion of development of relational dynamics between associations and citizens, Italians and foreigners;
- recognition and enhancement of the cultural heritage of the countries of origin;
- recognition and enhancement of differences to encourage the meeting of women from different backgrounds, the activation of self-help strategies and the emergence of the knowledge of migrant women;
- accompanying paths to the social and cultural development of young children of immigrants.

Intercultural Centres in Emilia-Romagna:

<http://sociale.regione.emilia-romagna.it/immigrati-e-stranieri/approfondimenti/centri-interculturali-in-emilia-romagna>

Mapping of migrant women associations and native women and migrants associations in Emilia-Romagna⁵:

http://sociale.regione.emilia-romagna.it/immigrati-e-stranieri/approfondimenti/mappatura-delle-associazioni-di-donne-migranti-e-di-donne-native-e-migranti-in-emilia-romagna/at_download/file/MAPPATURA_Intrecci.pdf

⁵ <http://sociale.regione.emilia-romagna.it/immigrati-e-stranieri/temi/donne-migranti>

In Portugal the main focus of the existing strategies seems to be the housing conditions and the characteristics of the places where they are located. Besides reflecting different economic situations of individuals and families, housing also indicates other important aspects of the insertion in the spatial, social and cultural contexts. Some identified organizations and existing initiatives are:

- Intervention Center for Development Amílcar Cabral - <https://www.cidac.pt/> a non-profit association promoting values, such as solidarity, justice in international relations, recognition and appreciation of local identities and resources, the specific role of civil society in search for and building alternative solutions, independence and autonomy against the powers that have been instituted and intervention in partnership.
- Institute Marquês de Vale Flôr - <http://www.imvf.org/> - a nongovernmental organization for development that believes in the joint effort of the millions of people around the world who seek to promote development among the poorest populations. They focus their intervention in the Portuguese-speaking countries and assume the mission of promoting socio-economic and cultural development.
- Portuguese Platform for Women's Rights - <http://plataformamulheres.org.pt/sobrenos/> a non-profit of social, cultural and humanistic character, created with the aim of building synergies for collective reflection and action, promotes equal opportunities between women and men and defends the rights of Portuguese and migrant women.

At the same time the Swedish Employment Agency⁶, presents on its website a number of initiatives, to help migrant women integrate in the community, some of these initiatives are:

- Sisters in Business - in place to assist migrant women to create their own businesses;
- Java4women – offers a quick way for women to obtaining jobs within the IT branch;
- ESF-projekt Mirjam (2016-01-11 – 2019-01-10) – is an EU funded project aiming at facilitating the establishment in the labour market for newly arrived women aged 25 to 64;
- KISA - Shorter Integration, Faster Towards a Job (2016 - 2019) – EU funded project aiming at complementing efforts directed at integrating newly arrived migrant women;

⁶ <https://www.arbetsformedlingen.se>

- Kick off by FCR Rosengård – enhances migrant women participation in the labour market.

Project researchers in Sweden identified many other organisations like IKF and its partners that are very active in the field:

- Individuell Människohjälp (IM) - is a development organisation fighting and exposing poverty and exclusion worldwide. In Sweden, it is focusing on integration and inclusion;
- Korta väggen - by Folkuniversitetet in collaboration with the Employment Agency, helps migrants with academic background integrate by offering them useful learning courses;
- Malmö Stad - the municipality of Malmö that has a strong interest in integration;
- Mentorship Inspiration Networking Education (MINE) - it is an organisation that aims at increasing the diversity at the working place and represents a collaboration between private sector and non profits aiming at academics;
- Hermods - is a recruitment and job search company that works with many persons helping them find the right job or pursue the education that would lead to a job placement later;
- Vänskapsföreningen - is a non-profit aiming at integration with special focus on young people and children. It provides learning activities and see all the people equal in Sweden;
- Nykterhetsrörelsens Bildningsverksamhet (NBV) - is an organisation that is based on educational activities and promotes democracy, equality and education.

In the UK there are a number of initiatives identified and listed below:

- Migrant Women's Mentoring and Social Inclusion Project – Web: www.theharbour.org.uk
- Unity out of Diversity (UniDiv) research project by the University of Manchester: <http://projects.socialsciences.manchester.ac.uk/unity-out-of-diversity/contact-us-2/> & <http://www.esrc.ac.uk/news-events-and-publications/evidence-briefings/immigrant-integration-in-british-society/>

- Migration Yorkshire: <https://www.migrationyorkshire.org.uk/?page=contactus> and the following organisations⁷:
 - o Ashiana Sheffield - Sheffield
 - o ASSIST Sheffield - Sheffield
 - o British Red Cross - branches in Hull, Leeds and Sheffield
 - o Chile SCDA [Sports and Cultural Development Association] - Sheffield
 - o City of Sanctuary - various independent groups across UK
 - o G4S Care and Justice Services - COMPASS project - Worksop
 - o Home Office - London
 - o Migration Yorkshire - Leeds
 - o Mulberry Practice - Sheffield
 - o Refugee Council [Yorkshire and Humber Office] - Leeds
 - o South Yorkshire Refugee Law and Justice [SYRLJ] - South Yorkshire
 - o Volunteer Centre Sheffield - New Beginnings Refugee and Asylum Seeker Project - Sheffield
- ‘Citizens Advice Sheffield’ <https://citizensadvicesheffield.org.uk/>
- Good Thing Foundation Sheffield <https://www.goodthingsfoundation.org/areas-of-work/digital-inclusion>

2.1.3 Statistics regarding the profile of the female migrants and the use of social media

In Italy from a population of 60 579 000 about 5 029 000 are foreigners. More than half of those foreigners are women and come from outside of the EU (Morocco, Albania, China, Ukraine, Philippines, etc). 48.5% (as of January 2017) of the almost 3 714 137 migrants from outside of the EU are women. Altogether, 58.6% of foreigners live in the North of Italy. In the North, about 11 individuals out of 100 are foreign nationals, nearly three times more than in the South, where the proportion is less than 4%. In Italy and in the UK the migrant population has a much younger structure than the population of the respective countries.

Factors considered most useful in the integration to the job market in Italy are flexibility and adaptation, work experience and personal and professional skills. Most migrants in Italy take

⁷ <https://www.migrationyorkshire.org.uk/?page=directorysearchresults>

caregiver jobs (49,85%). There are some special vocational courses for women in the areas of restaurant and healthcare services.



Figure 1: Foreigners: mainly resident in the North of Italy and with a lower average age

Similarly to Italy, in the UK half of migrants are female and they come equally from EU and outside the EU. Most common origins are: Poland, India and Pakistan. Most migrants take up jobs related to wholesale and retail, hotels and restaurant. It is also very common for migrant women (29%) to work in occupations as nurses and midwives. Unemployment disparities among men and women are present in all populations living in the UK, but they are even stronger amongst migrants from Bangladesh (79% men and 29% women are employed) India (84% men and 58% women are employed) and Pakistan (80% men and 26% women are employed).⁸

⁸ The Migration Observatory at the University of Oxford – Characteristics and Outcomes of Migrants in the UK Labour Market – Annex 7 <http://www.migrationobservatory.ox.ac.uk/resources/briefings/characteristics-and-outcomes-of-migrants-in-the-uk-labour-market/>

Employment rate by country and region of birth, 2015

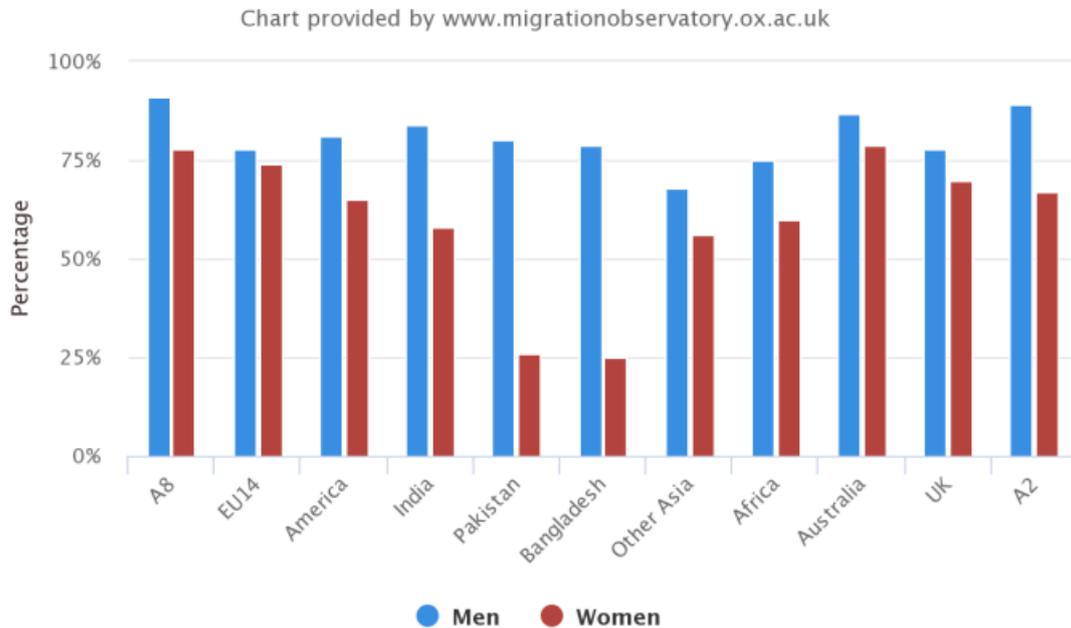


Figure 2: Employment rate in the UK by country and region of birth

Language in the UK is known well by half of the migrants and this makes their integration easier than the majority of the migrants that come to Sweden and do not know the language.

In 2016 from the total number - 1,7 million of persons living in Sweden but born abroad, the majority came from Iraq, Finland, Poland, Syria and Iran. The background of most migrants including women migrants in Sweden is related to the wars they fled and also most of them belonged to Muslim countries. In terms of education 75% of the migrant women residing in Sweden have more than elementary school level of education and 43% of them have a university degree or higher. The unemployment rate of migrant women is at about 43% in Sweden⁹.

In Portugal most of the migrants come from countries like Angola, Brazil, France, Mozambique and Cape Verde. The distribution between women and men is as in the case of other partner countries almost even.¹⁰

⁹ <http://www.statistikdatabasen.scb.se>

¹⁰ <https://esa.un.org/migmgprofiles/indicators/files/Portugal.pdf>

The use of social media in every partner country:

Italy – smartphone applications: WhatsApp, Viber and Facebook Messenger along with Google Maps are used the most in communication, entertainment, information-seeking, content-sharing and creation, expressing opinion and updated information.

The UK – while there are no statistical data about the use of social media, there are a number of initiatives in trying to reach digital inclusion of all groups in the society.

Sweden - “IIS Internetstiftelsen i Sverige”¹¹ is publishing yearly reports referring to the use of internet in Sweden. The participation of migrants is very low compared to the Swedish born persons, but some findings are relevant for both. Over 50% of all the users access social media via their smartphones. Women overall spend more time on social media than men do. The survey also shows that all women in Sweden have a cellphone; almost all have a computer at home and about half use tablets regularly. Facebook, Instagram, Twitter and YouTube are the most commonly used platforms for communication, sharing and entertainment. LinkedIn is mentioned as 26% of the Swedish respondents had an account; very few use it on a daily basis but when it comes to migrant women, they do not have LinkedIn accounts.

Portugal - Internet is used mostly by young migrants (students) while the older age groups prefer other means of gaining the information referring to housing, job search and other information. Initiatives like social media trainings are widespread across Portugal.

2.1.4 Existing opportunities for migrant women

In Portugal once a woman is registered and receives housing she has access to several rights including working conditions and remuneration.

In Italy social media is seen as an important favourable component in helping migrant women with integration as it can provide useful information on education, health and other services, about political and administrative aspects in the host country. Social media is a particularly

¹¹ <https://www.iis.se>

useful tool in building bonds with the host country in terms of social, economic and communication aspects. Moreover it is considered to have good educational and empowering potential and can serve as an instrument in building relationships and acquire information.

In the UK there are many projects providing mentoring and peer support programmes to migrant women and they are considered very positive.

In Sweden all migrants benefit from the existing welfare system that offers them a starting point to be able to access jobs, learn the language and about the culture. In many places there are initiatives of the citizens of Sweden, who organise language cafes to help migrants learn the language faster. The Swedish labour market is actually in need for those skills that migrant women bring with them¹².

2.1.5 Main challenges that migrant women encounter

In Italy cultural differences, socio-economic, linguistic, educational background were identified as the main challenges migrant women face the most upon arrival and in the first period. A challenge for local authorities and civil society organisations when supporting migrants' integration in the country is how to reach newcomers. Social media may be a useful tool for outreach activities and communication with migrants.

In Portugal marginalization, exclusion, prejudice, discrimination and sexual harassment, as well as exploitation at work are the main challenges for migrant women.

In the UK due to simultaneous discrimination based on gender, race and class migrant women are more excluded than men. Challenges they face refer to: employment and education, health, poverty, civic and political participation and violence.¹³ Another study shows that migrant women lack self confidence to seek help and to some extent the language barrier.¹⁴

¹² http://ec.europa.eu/eurostat/statistics-explained/index.php/Migrant_integration_statistics_-_education

¹³ 'Opinion on the gender dimension of integration of migrants' Advisory Committee on equal opportunities for women and men – http://ec.europa.eu/justice/gender-equality/files/opinions_advisory_committee/opinion_integration_migrants_en.pdf

¹⁴ Migrant Woman Talks <http://www.migrantwomantalks.com/> & <https://www.youtube.com/watch?v=kUtAv496CTI>

In Sweden learning the language is extremely important for social inclusion and employability and this is especially challenging for women who have small children and no time to go to classes. Due to new developments in the Swedish immigration law aiming at controlling borders, women are the primary victims as they need to wait a longer time for the papers and permission to be able to cross the Swedish border and join their husbands (family integration). Another important aspect in Sweden is that even if there are many initiatives from the side of the civil society and governmental institutions not all migrants know about them and therefore there is a very limited number of beneficiaries.

Language seems to be one of the biggest challenges that migrant women face when coming to the new country. Other common challenges across partner countries were the high levels of discrimination and cultural differences. It was remarked that in nearly all partner countries women referred to the first period of residency in the host country as to the most difficult one. Besides similarities, migrant women face also diverse other challenges from one country to another, anywhere from longer waiting times for documents (in Sweden), to exploitation at work (in Portugal), lack of self confidence (in the UK) and to educational background related challenges (in Italy).

2.1.6 Any other relevant information

Leonard Doyle, a spokesman for the International Organization of Migration, said that internet space being un-policed give a lot of opportunities for unscrupulous persons to take advantage of the vulnerability of the migrants. Smuggles have easy access to less educated and poorer persons via platforms like Facebook zero that does not require a data plan.

Sweden is the first country that created a digital app helping immigrants integrate - Mobilearn¹⁵. Integration, employment, housing, language and education are the components of the app that is suited to fit all the newcomers in a quick accessible way, saving also money for the government¹⁶.

¹⁵ <https://se.mobilearn.com/en/>

¹⁶ <https://ec.europa.eu/esf/transnationality/content/sweden-digital-app-speed-migrant-integration>

It is important to mention that all the data presented in the Swedish report is about the individuals that are in Sweden’s population register¹⁷. Due to strict criteria and duration of the process of registering newly arrived persons one must be aware that there may be a number of relevant for this study persons that are not represented in these statistics.

The figure below illustrates the proportion of men/women and low/high education level within migrants who are not involved in education, employment or training. Data show that within this group the highest proportion of no occupation individuals belongs to low-educated females.

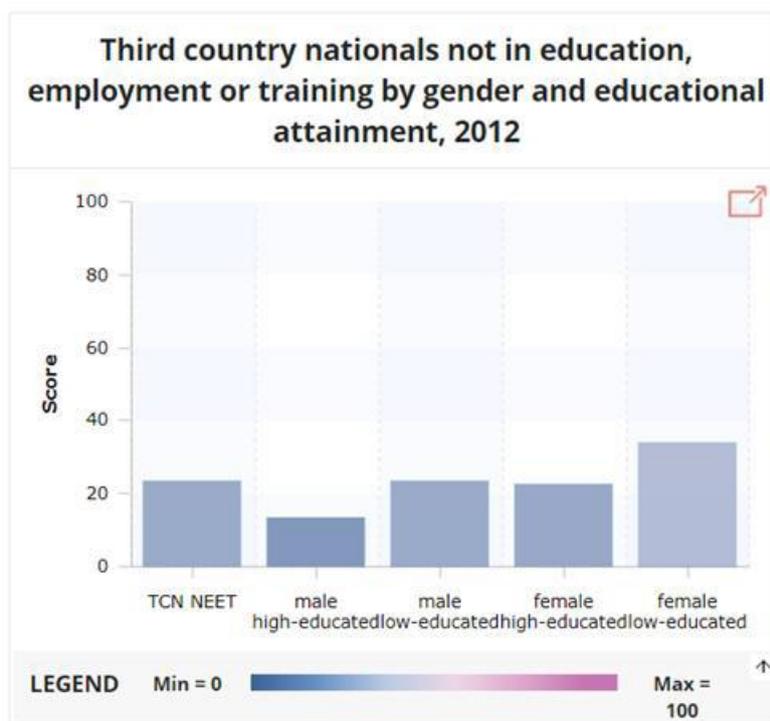


Figure 3: Third country nationals not in education, employment or training by gender and educational attainment Source: Eurostat

2.2 Focus Group Discussions

The aim of focus group discussions (FGD) was to explore training needs of migrant women in digital competencies such as social media skills. This was done to understand current gaps in training provision relating to social inclusion and building Social Capital. All partners have

¹⁷ <http://www.scb.se/hitta-statistik/sverige-i-siffror/manniskorna-i-sverige/in-och-utvandring/>

used the same questions and FGD guide so that the answers and findings could be compared. The FGD guide for women had 7 questions and the one for organisations working with migrant women had 5 questions. All used questions were open-ended and followed by sub-questions to encourage the participants to go deeper during the discussion and to keep those discussions to the topic as much as possible.

2.2.1 Focus group discussion with migrant women

A total of 24 migrant women participated in the FGD in Italy, Portugal, Sweden and the UK. The countries of origin for those women were: Bosnia and Herzegovina, Brazil, Cuba, Ethiopia, France, Iraq, Moldova, Morocco, Pakistan, Poland, Russia, and Syria. Some women fled wars when moving to the new country, others moved for economical reasons. There was a good diversity of the length of time since those women arrived to the current country, between 1.5 and 25 years ago. Some of those women have higher education completed such as university degrees, master degrees, while some others have completed only secondary education. While a number of the women were housewives many others were actively looking for a job, internship or a place to study. Most of the interviewed women had families and children to take care of.

Support from governmental institutions

In Italy the majority of women did not feel supported in a direct way by governmental institutions in the integration process. Municipalities are implementing national policies and for newcomers they are the first contact points regarding all formal and legal aspects of their stay in hosting country. Public institutions are considered by women as bodies focused mainly on migrant-related bureaucracy. On the other hand, they highlighted civil society engagement and practical help. Private people's support is considered the key factor in inclusion in the new community.

Similarly in Portugal, women mentioned having had little or no support from the institutions and no knowledge about what to do and where to start. There was also a discussion about the difference in treatment for all other migrants compared to the Brazilian ones who have a special document giving them the same rights as the Portuguese citizens. The Brazilian

women didn't have any barriers with the language and this is why (compared with other migrants) they went directly to the core of the integration process without having to wait to acquire the language skills and additional documents.

A similar situation was presented by women in the FGDs in the UK when saying that the council was not very helpful. Other initiatives were also not accessible before those women were legalized. Same rule applied to the access to education, one has to wait for legalization before anything happens.

In Italy and in Sweden women mentioned benefitting from a lot of support to learn the language of the country they arrived. Women in the Swedish FGD were also very pleased with the support received in terms of health, education, economy and other smaller aspects of life. At the same time they mentioned the lack of information about rights and obligations while living in Sweden that made things more complicated and social media was not seen as the tool that would be able to help. Social media was mentioned as an important tool in keeping one updated about the happenings in the home country.

Social inclusion

In all partner countries women mentioned feeling lonely and lost upon arrival, but then things got better as they could find more and more peers and information (Italy and Portugal) and local organisations where they became members (UK and Sweden). One thing that did not change with the years passing by was the difference in how migrant women are treated differently than the local citizens.

The main issues which made migrant women feel much different than the ones born in the respective country were: approach by public institutions, finding accommodation, recognition of their previous studies, etc.

In Sweden besides being very thankful and happy for the support received, migrant women admitted to still feel stressed and under pressure due to the responsibilities related to the households, and to the fact that they moved to a new society/ culture. They mentioned the need to constantly learn something about the new society in order to have a satisfying life.

Organizations that support migrant women

In Italy women knew at least six organisations that were active in the field and seen as an important help, but to date they were not members of any of them unlike migrant women in the UK who were aware of two of the organisations in the community and they were part of them since they arrived.

Migrant women participating in the Swedish FGD mentioned receiving a lot of help from different authorities and organisations when they arrived, for example: Migration authority, social services, language schools, health centres, job placement centres, employment office and many NGOs like IKF. The most interesting activities are the ones offered by NGOs and these women mentioned that they like going to those NGOs as they feel as they belong to a family.

Social media use

In all partner countries women admitted to use mobile phones more than computers in terms of social media use. Social media itself seems to be part of a migrant woman's life no matter where she comes from and what country she is in now. All the participants in the FGDs admitted to using social media and all agreed that a workshop on computer and social media skills is very useful for integration, getting information and jobs.

Main directions of social media use among migrant/ refugee women were:

- interpersonal communication (with homeland and in the new country),
- search and share information,
- networking,
- share media files,
- to document and save memories,
- for leisure and entertainment,
- search for jobs, language courses and other cultural initiatives.

The most common used platforms across all partner countries are: Facebook, Viber, WhatsApp, Skype, YouTube, Instagram, Twitter and LinkedIn with the exception of the group of participants from the UK who never used social media platforms like Facebook and Twitter, even if some of the participants were aware of WhatsApp as it is easier to use, in their opinion. A general observation during the research is that social media is used more by women that have education, especially the ones with more years of education.

Important skills/competencies to reach social inclusion

In Italy women consider the following skills important: how to use a smartphone and applications; social media use, which platforms exists and how to use them properly; selection of the right content posted/shared on Facebook and other social media; safe use of Internet; how to interact and hold a discussion on social media.

Skills and knowledge needed: safe and responsible use of Internet; effective search for information; on-line services regarding health care, school enrolment, banking; social media for children – how to browse Internet in a safe way; Cyberbullying; on-line reputation and online identity; branding and presentation via social media (developing LinkedIn profile, etc); job search and training offer search via social media; presence and participation on Social Media, how to stimulate the dialog, discussion.

In the UK more English language skills combined with computer classes and courses to build own confidence are most needed. While in Sweden the most mentioned topic was migrant rights.

In Italy because of family and domestic duties most part of women prefer morning hours, 9:00 – 12:00 (3 hours). Some of them have one full day available for other activities. The average is ready to participate in courses twice per week. The preferred format is group work with mixed interactive and academic approach. The majority of women has a laptop/tablet and is ready to bring and use it during the courses.

In Portugal the participants considered important learning languages like English and also the culture of the country where they are. They prefer having a mix of face to face sessions, after

working hours, maximum 3 hours per session, and could on Saturdays too, and receive some information online through smartphones.

Similarly as in Italy, participants in the UK preferred the group work format for the sessions. They also preferred to have sessions provided in the organisation they belong to around lunch time – early afternoon, one day a week. Laptops need to be provided by the organisers.

Participants in the Swedish FGD, just like the ones in the Italian FGD told that the time that suits better their schedules are the mornings and not so much afternoons. As in the UK, most of the women preferred to be offered a laptop or a computer for the training.

2.2.2 Focus group discussion with intermediary organisations supporting female migrants

All project partners invited local organisations working with migrant/ refugee women to participate in the FGD. Some of the FGDs happened face-to face while others were easier to organise online. The representation of organizations was varied from local NGOs to adult education schools and student organisations.

Collaboration between civil society and government (social inclusion)

In Portugal things that were mentioned worth improving were: more careful and personalized reception, efficient partnership to speed the work of state institutions with integration of migrants, less bureaucracy with legalisation of migrants, the government should provide more information to the civil society, there should be a 24h helpline to support migrants with small everyday struggles in other languages than Portuguese.

In Italy participants referred to the need of more communication between the actors. Less bureaucracy but more practical help was also considered a good change. There is an urgent need to remove the prejudices against migrant women and improve the political discussions. In terms of strengths participants in the FGD brought as an example the Intercultural Centre Massimo Zonarelli which has become a meeting place between Italians and migrants. Similar examples are other organisations like VOLABO, who support the collaboration between civil

society and the governmental institutions. Governmental approach is neglecting the cultural background of migrant women and the emotional/affective sphere. More sensibility and understanding is needed.

FGD participants in the UK had the feeling that the current Brexit context – including related negotiations to leave the EU – is not easing the collaboration between society and government in facilitating migrant women’s social inclusion. They agreed that it would be beneficial to policy makers to get to know better the actual situations of migrant women and other vulnerable groups –when voting and launching policy initiatives designed to help them.

Similarly to what participants in Italy said, the FGD in Sweden also brought up the need of more collaboration between the government and the civil society in such areas as helping migrants to find housing, raising awareness about the vulnerability of migrant women and adopt a two ways approach in working with migrants and Swedish citizens at the same time. Participants made reference to the fact that the government need to put more effort into erasing the line between natives and migrants with special accent on migrant women who due to cultural differences face bigger issues with integration.

Social media and social inclusion

In Portugal the importance of social media was seen special in the case of sharing experiences and networking among migrant women, but also as a help in creating a space for self-expression, information and support.

In Italy participants acknowledged the importance of social media, but stressed the importance of not having it as the only integration fostering tool provided to migrants. They listed a number of directions of use of social media:

- fast access to updated information,
- free of charge communication with family and friends,
- tool for making new friends,
- access to on-line services: making appointments, school registrations, etc,
- looking for jobs,
- access news regarding local society,

- information about cultural events (opportunity to meet the locals).

In the UK participants said migrant women mostly use WhatsApp groups. WhatsApp seems to be preferred over Facebook due to internet privacy issues and digital safety. Even if using Facebook these women create fake profiles due to the fear that the migration authority could find their photos and use them against them. The participants agreed just like in the case of Italy, that social media plays an important role in migrant women's lives helping them access advice, practical information and new friends among peers.

In the Swedish FGD participants were able to discuss two different cases: of illiterate and literate women. Those who are illiterate have mobile phones but use them just to communicate via calls, while the other ones use social media besides calls. It was concluded by participants that the social media users have a much faster and easier access to information than the ones not using it. Life of a migrant woman becomes much easier in Sweden once she starts using all the features of internet and social media. This is particularly making a difference in the life of migrant stay-at-home mothers with small children. Most of social media offers instant translation of messages and posts, this eases the way these women can find the information they need and even socialize with persons that speak other languages.

Policies and migrant women

In Portugal exists a Strategic Plan for Migration with a provision for immigrant women to promote their rights, but as the country is struggling in general with the inequality between men and women and this is affecting migrants more than anybody else. With migrants being not referred to in policies, the situation tends to become even more complicated.

Italian participants consider the support offered to migrant women by social policies as not adequate (with the exception of some regions), but there were improvements in time. It was mentioned that it is important for national policies to focus at this stage on awareness raising and sensitization of migrant women integration. One important issue in the case of existing policies is the double disqualification "devaluation of the potential" and "non-consideration" of migrant women.

In Sweden policies look very well on paper, but are still in progress of being implemented in real life especially ensuring that they refer to all groups that live in the country. There is a need of investigating more thoroughly discrimination cases because the experience shows that there are some small gaps in policies that allow certain employers to discriminate job applicants based on the family names. An issue of educated migrant women is that most of the documents they bring to prove their previous studies are not recognized in Sweden.

Learning methodology and tools

In the Portuguese FGD all participants agreed that it would be good to have a mix of face-to-face and online modules for the participants to experience. The recommended times for the sessions were: at night/ during kindergarten working hours / weekdays/ half time.

In the Italian FGD participants highlighted the importance of human contact. The most preferable learning methodology seems to be training courses in the classroom in order to give the opportunity to the women to go out from home, interact with the outside world and create social networks. Participants mentioned the importance of adding the digital competencies skills module to the training to increase computer literacy. Courses should last not more than 2-3 hours (twice per week) during working days. Teaching methods should be interactive and facilitating an active participation and involvement of women. The best time of the day for the women who do not work is the mornings or the evenings as this way they could combine the training with other classes and activities.

In Italy and in Sweden participants considered better to organise the training sessions in a longer period of time, which ensure continuity (helps to create a network between participant and the teacher). The participants in both countries and the UK agreed on the importance of informing migrant women about the conscious use of Internet, Internet security and mindful web navigation.

Swedish FGD participants agreed that the best time for migrant women to participate in a training is mornings of working days as children are at school (once a week 10:00 – 12:00 with a 15 minutes break). Generally migrant women in Sweden are used to go to diverse activities that last about 2h per day up to 4 months or more. Another structure that would

suite these women is providing workshops every day of the week for 4 weeks as an intense course. Participants agreed that the 2h length is suitable for the hard skills, while soft skills workshops would be more efficient if they would last 3-4 hours. It was suggested to always give homework to participants. This will pass the message to the families of migrant women that she is ready to take a next step towards integration. Most of the women use mobile phones, some use tablets and laptops because they cannot read from small screens. It would be perfect to show those women the difference in interface between phone and computer screen. Participants also noticed the difference between young girls and other migrant women. Due to the fact that they are most likely going to be enrolled in school and other daily activities, weekends will be suitable for a social media training. There is a need to pay attention to the level of education of the migrant women involved in the workshop as the ones that have some level of education may need to start at a more advanced level.

Other relevant information

In Portugal depression is a phenomenon encountered relatively often among migrant women due to the fact that many of them are single parents.

In the UK all support workers who attended the focus group thought a social media for social inclusion training was an interesting idea. Their advice is to be careful with privacy issues, especially with Facebook.

Swedish participants highlighted the importance of a workshop on dangers of the internet and how to stay safe. Googlemaps was mentioned as a free tool to help migrant women be more independent from family by being able to find places fast and by themselves.

2.3 In-depth interviews

Similarly to the FGDs, in-depth interviews were organised in all partner countries according to the same guide to ensure comparability of findings and relevance. Interviewees were selected to ensure diversity in terms of length of stay in the host country, age, and the accumulated experience. Some of the migrant women were identified in the FGDs due to the information they were sharing while others were identified through the snowball methodology.

2.3.1 Thinking about your experience of residency in [name of country] and trying to integrate, please remember situations when you needed help but could not reach it and did not know where to look for it.

All interviewed women in Sweden qualified the first 1-2 years as the most difficult time in the integration process due to long waiting time for governmental procedures. The main areas the participants struggled with: not knowing the language and struggle with receiving needed documents but other were: finding a job, renting a house and identify the right school for children. These barriers were the hardest to overcome. The institutions mentioned were the Swedish Migration Agency, the Swedish Employment Agency and the NGOs as a particular case of helpful entity. The assistance received from authorities was a 'one size fit all' model and not so efficient. Most interviewees mentioned that they received help from family and friends who went through similar struggle before. Two of the participants mentioned the Migration Agency and the Employment Agency being very helpful and redirecting them to the suitable NGOs where they received more personalised help. Three of the women mentioned using internet and social media as a tool for receiving information at different points in their experience and considered it very efficient and useful.

Women that were interviewed in the UK have encountered language barriers, struggled to find practical information and understand cultural differences. Migrant women stated that the majority of their support in helping them integrate into their host country was mostly received from 'informal sources' they rely on their network (primarily other international friends and colleagues) rather than from 'formal institutions' such as Job Centres. Social media has played an important role in the integration process especially finding accommodation and learning about social activities in the local communities.

In Portugal interviewees told that it is very difficult to get a job, being a woman from another country and most of the time having children to take care of. The Portuguese language is a special barrier because women usually work in cleaning, restaurants and supermarkets, where communication in Portuguese is needed. On the other hand, men are employed in heavy jobs or high level jobs that do not require the Portuguese language. When asked about the Portuguese institutions dealing with migrants, interviewed migrant women mentioned big

discrepancies between the information they share, and they said it felt as those institutions do not communicate between them to coordinate actions. This results in loss of time and opportunities for migrants as they need to prepare a lot of documents.

2.3.2 What are the top 3 skills that you missed in the situations described above?

Participants in all partner countries identified interpersonal skills, communication skills and stress management skills as the ones mostly missed. Besides that in every country participants referred to specific skills they lacked.

Sweden: time management skills, self determination, public speaking.

UK: self-confidence, leadership skills.

Italy: presentation skills, public speaking, conflict management.

2.3.3 Imagine there is a possibility to participate in a workshop and build your skills and develop your knowledge in a way that will be easier to carry on the integration activities you already are involved with.

Sweden: Hard skills - how to find a job, how to promote your CV and Cover Letter, social media and job search, available online tool in learning a new language, finding housing and networking. Soft skills they mentioned the same as in the previous question.

UK: Soft skills - stress management, conflict management, communication skills, management (coordination, team management, etc). Hard skills – ways to find a job (where to look for jobs, how to write a CV, interview process), social media (digital marketing, content writing, online safety, where to seek interesting opportunities).

Italy: The e-learning platform needs to be a trusted sources of links to the right information (like www.hihere.eu), the information should be designed for migrants, updated, in an accessible language, include links to institutions and organisations that help migrants, language courses.

2.3.4 Staying on the discussion about the same workshop session, please elaborate a bit about how you see the learning process.

Interviewees in Sweden chose face-to-face meetings as the best. Working days with sessions of 2-3 hours with a break suit their schedules best. The workshops should be a place for discussions not more than 2-3 times a week.

In the UK face-to-face training is preferred by all, but training resources should be also available online. The best length for participants is 90-120 minutes but not less than 90 minutes for them to be able to focus and learn the information. Interviewees preferred interactive workshops. Wednesdays are the best days to participate in the workshops, or weekday's afternoons. As for the online resources, some needed information would be regarding local links to job portals, vocabulary and terminology related to job searching and links to the information about local activities.

In Italy e-learning courses are considered perfect for women with children due to flexibility with the time schedule, but face-to-face is a great opportunity to go out of home and meet new people. So generally a mix of these two is a good balance. Depending on family obligations and tasks (bringing children to school/form school to home) most women preferred morning hours (9:00 – 12:00) a good length would be 3 hours per week.

Interviewed women in Portugal would like to have training/ workshops maximum twice a week. Best meeting times are after working hours, and possible on Saturdays. One meeting should not exceed 3 hours and some information can be provided online.

2.3.5 Have you participated in a similar workshop before?

Among participants in Sweden and Italy, nobody participated but showed strong interest. While in the UK a few women mentioned participating in some social media workshop focusing more on digital marketing.

2.3.6 What are the three main communication tools you use the most in your daily life?

In Sweden interviewed migrant women said that the phone is the most used tool for communication by all the women that participated in the interview. Some of them also mentioned having access to a laptop at home. The main communication platforms are Facebook and Whatsapp, mentioned by all the participants. Among others mentioned were: Viber, Snapchat and e-mail. Two of the participants never heard of LinkedIn before and would like to know more.

In the UK interviewees agreed that Facebook is the most used social media platform among the interview participants. They use it both for personal and professional reasons. However, some migrant women prefer to avoid it and limit their use of Facebook due to privacy issues. All participants tend to communicate by email in both their private and work lives, and then prefer using WhatsApp and text messages. Although they all use social media and other online communication tools all participants explained they often prefer direct communication (face-to-face).

In Italy all women agreed that it is difficult to imagine daily communication without social media. Smartphone and other devices like laptop and tablet become objects of everyday use and their prices are accessible for all. Social media makes the process of adaptation easier. Smart phones became a tutor in the new community with GPS which shows where and how to arrive and Applications which made the communication easy, fast and free of charge.

In Portugal women said that the most used social media applications are Facebook and Instagram, but also they rely a lot on communication tools like Skype and Whatsapp. The phone seems to be much more used than any other tools due to lack of access to laptops, computers or tablets.

3 Conclusions and recommendations

The information acquired from the above presented desk researches, FGDs and in-depth interviews is very important for the next step in the project development and progress as it

will represent the basis in designing the training programme. The information is considered representing different points of view of important actors in the field.

The main findings are:

- The e-learning platform needs to be a trusted sources of links to the right information (like www.hihere.eu), the information should be designed for migrants, updated, in an accessible language, include links to institutions and organisations that help migrants, language courses.
- Migrant women are facing a tougher integration due to language barriers because most of them are only eligible to a wide range of jobs in the service branch that require a lot of communication (restaurants, hotels, etc).
- The first 1-2 years are the most difficult in the integration of migrant women due to lack of needed documents and knowledge of the local languages.
- In most partner countries participants expressed the need of a platform for migrants where they could find updated and easy to understand information regarding steps and help points in the integration process.
- Migrant women use phones, most of them use Facebook, Viber and WhatsApp.
- Due to the fact that the majority of potential participants are women with children, the training will need to be designed in a very flexible way to suit their schedules or adapted facilities that allow them to bring their babies in training with them (when possible).
- There is a significant difference in the training needs of high skilled and low skilled women and therefore they should be put into two different groups if possible
- All women involved in the FGDs and in the In-depth interviews expressed interest to participate in the social media training.

The workshops should be designed according to the following findings:

- weekdays before noon (except Portugal: evenings and Saturdays),
- 1-2 sessions per week,
- 2-3 hour duration with a break in the middle,
- mix of face-to-face and online sessions,

- participatory methods like: group work and discussions,
- computers will have to be provided to participants,
- workshops are to be organised where women feel more comfortable coming,
- a pre-session on basic computer skills, may be needed,
- language used needs to be simplified and accessible,
- in some partner countries the optimal length of the training is up to 4 months.

The main topics for the soft skills component are:

- confidence (including assertiveness and self-determination)
- stress management (including conflict management),
- communication skills (including interpersonal skills and public speaking)
- management (time management, coordination, team management, etc).
- networking (for integration and resourcefulness)

The main topic for the hard skills component is the effective use of social media, but some side topics that could be included are:

- networking,
- on-line safety,
- social media for personal use and digital marketing, content writing, etc,
- job search: CV promotion, interview process, online tools in learning a new language (including the use of the native language in a business context),
- housing search (relevant only for specific countries).

Even if during the desk research the situation in participant countries seemed to be very promising for migrants including migrant women, the reality shows a slightly different picture as proved by the presented FGDs and the In-depth Interviews. Therefore it will be of good help to provide migrant women with needed resources, skills and information that they could use in integrating easier and most of all faster. Our main aim will be to empower women to use social media effectively in order for them to integrate quickly in society and also find relevant employment without disregarding the importance of developing further soft skills.