

Multilingual city services charter



Brief description of the activity

Multilingual city services charter is an activity aimed at creating a city service charter in the language of the participants.

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Objectives:

The objective of this activity is to involve participants from different nationalities and to elaborate with them a multilingual city service charter, translated in the languages of the participants, that answers to their needs and makes them feel more integrated in the community.

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Methodology:

The methodology used is to create a non-formal context in which participants from different countries can be involved in a participatory planning process, to analyse the services offered by the city, and to discuss about their needs, connected to the territory.



Phase 1:

At this stage it is crucial to collect the needs and information in order to design and translate together a new multilingual services charter.

It is therefore necessary to involve a group of participants of different nationalities, and start with them an analysis of the existing services of the city and which of these are known or used by them. These services will then be translated into the languages of the participants, in a collective process of active participation.

This is the part where the participants will be activated in sharing a process, in which they will be engaged in producing a change in their territories.

Facilitate the discussion with some target questions, to explore the needs that may have not been expressed yet:

- Which city services do you know?
- Do you use the services?
- Do you understand the city services charter?
- Do you think these services are useful for you and your community?

Phase 2:

Once the first part of the analysis is completed, try to identify the services related to the needs that have been the subject of discussion, and try to understand how they can be included in the services already available in the city. It is possible that some communities are not involved in the active life of the city and, therefore, may not know these services and their use. Understand, together with the participants, if some of their needs can be met by these existing services, or if the service they need doesn't exist.

This part is very important because it allows participants of different nationalities to have a discussion about their needs related to some services.

In a territorial context where different cultural realities coexist, it is necessary to collect the needs of all the different communities and connect them to services, which for territorial, cultural or religious reasons may not be effectively translated into the services provided by cities, or which, in some territories, may not exist at all.

Facilitate the discussion with some target questions:

- Are there any services you need that you did not find in

the city services charter?

- Do you think that a particular existing service could be useful to fulfil your needs?
- What are the non-existent services that you and your community want to create in the city?

Phase 3:

Once the services have been designed, this is the phase in which the multilingual services charter is created.

Starting from the existing services, it is possible to create together a new service charter, in different languages as it is possible that some services, which reflect the needs of some communities, do not exist.

In this case, the existing services of the youth center can be revised (if possible) to meet the real needs of the participants, creating additional services that can be integrated into the new multilingual services charter.

Phase 4:

Once the existing services have been translated and new services have been implemented within the youth center, the

final step is to create a collective instance to propose to the institutions to include these new services in the official charter of the city services.

This is an innovative way of involving foreign people, who will feel more integrated by actively participating in establishing these services, which meet the needs of their communities. Participants have the opportunity to interact with institutions no longer just as passive users, but as active promoters of change.

Duration:

The activity should last 8 hours, 2 for each step, preferably on Sunday or another non working day.

It is important to have enough time for participants to share their needs and to reflect on those services they want to create on the territory.

Location

The location for the activity is the youth centre, crucial for both the part of collecting the needs of the participants, and the re-working of new services. It is important that the youth center, in the transition to intercultural centre, provides those services that people from your community may need, in order to respond effectively to an increasingly multicultural society.

Materials:

- Tables
- Chairs

- Pens
- Paper
- Markers
- Flipchart
- Laptop

Staff needed and eventual specific skills required:

No particular skills are required

Participants involved:

This kind of activity does not fit with a mono-cultural group of participants.

Participants must be at least of two different nationalities, so that it possible to collect and to translate their needs in order to create with them an appropriate city service charter that can be useful to different cultures.

Steps:

Before

The preparation of the activity

Involve a group of participants (numbers can vary) and activate them to share a discussion on the existing services in the city. Make sure to prepare in advance the city service charter (if available), or make a list of the principal services offered by the city.

Set the workplace with tables and chairs, and be sure to have a laptop, in order to search for those services and their that you did not list before.

During

Phase 1:

In this phase is crucial to collect needs and data in order to plan and translate together a new multilingual city service charter.

Involve a group of participants, representing different cultures and start with them a group discussion about the city services they already know and use. These services will be translated in the participants' languages, in a collective process, in which They will actively participate.

Facilitate the discussion with some targeted questions, in order to explore those needs that are connected with services.

- Which city services do you know?
- Do you use city services?
- Do you understand the city service charter?
- Do you think that those services are useful to you and your community?

Phase 2:

Once the first step of analysis is completed, try to iden-

tify those need-related services that have been discussed, and try to figure out if they can be included in the ones already existent in the city. It is possible that some communities may be not involved in the active life of the city, therefore they do not know of some services or their application. Try to understand, together with participants, if some of their needs can be fulfilled in the existent services or if these services are not existent at all.

Facilitate the discussion with some targeted questions:

- Are there some services that you may need, and that you can't find in the city service charter?
- Do you think that a particular service can be useful to respond to your need?
- Which are the non existing services that you and your community want to create in your city?

Phase 3:

Once designed the services needed, this phase consists in planning and creating a new multilingual city service charter.

In this phase, starting from the existing services already analysed, in addition to the needs related to some services, it is possible to create together a new service charter, translated in different languages.

It could be possible that some services which reflect some needs of some communities, doesn't exist.

In that case, the existing services of the youth centre can be reworked (if possible) to meet the real needs of the participants, creating additional services that can be integrated into the multilingual city service charter.

Phase 4:

Once the multilingual city service charter has been created, together with participants, and once new services, responding to the needs of the communities

involved, have been implemented in the youth centre, the final step is to create a collective instance together with the participants, to propose to the institutions the inclusion of these new services in the city services charter.

The collective instance is a highly inclusive step, because the people who have worked on the elaboration of a more responsive city service charter, can feel more involved in the processes of active participation. They have the opportunity to interact with the institutions no longer as mere users of services, but as active promoters of changes.

After

Debriefing:

After the activity it is important to have a moment to discuss with the group about the experience.

If the discussion takes place spontaneously, the facilitator must make sure that everyone respects their turn

and that everyone is listened to.

The discussion can be conducted through a series of targeted questions:

1. Overall experience

- How did the activity go?
- Was the experience overall positive or negative?
- Do you think your needs have been met?
- How did you feel during the experience?

2. The group

- How was the relationship with the other participants?
- Have you learned anything more about them?
- Did you find some common needs related to services?

3. The services

- Did you know the existing services of your city?
- Did you use them?
- Which new services did you plan to create?

4. Future

- What did you learn from this experience?
- Do you feel more integrated, now that new services have been created?
- Do you think that this multilingual city service charter will be useful to others?

Innovative aspects for the promotion of interculture.

Multilingual city services charter is innovative because it allows participants to be involved in the creation of a service charter starting from their own needs.

Usually communities with a foreign background do not interact efficiently with city services, for different reasons: - linguistic reasons, misinformation, and because they are probably interested in services different from those offered by the territory.

In this sense, the possibility of drawing, together with the Youth Centre, a service charter that really responds to their needs promotes interculture because it represents a higher sense of integration and greater interaction with the territory.

