DANUBE
COMPASS

Danube Compass provides information for migrants living and working in the Danube region.

Enter your search

GUIDELINES FOR IMPLEMENTATION OF PILOT ACTION & PEER REVIEW METHODOLOGY

Output D4.2.1

DRIM
Danube Region

Information Platform for Economic Integration of Migrants

Compiled by GS

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1. DANUBE REGION INFORMATION PLATFORM FOR ECONOMIC INTEGRATION OF MIGRANTS

1.1. Our vision and mission

DRIM will achieve an improved economic integration of migrants in the Danube Region through the following activities and outputs: a) conceptual framework for information sharing and the development of an info tool – DANUBE COMPASS; b) info tool testing (pilot action); c) learning interactions and evaluations to mainstream and disseminate DANUBE COMPASS; d) a strategy that promotes and mainstreams information sharing as a necessary step for migrants' access to employment.

Therefore, through the DRIM initiative, PPs will work together in order to share ideas and recommendations to better manage the implementation of the DC info tool to achieve the highest quality of outputs in terms of usability and sustainability.

1.2. Our outputs and impact on target group

The outputs, especially DANUBE COMPASS, are an innovative attempt to respond to the transnational challenges with a transnational approach instead of national information infrastructures. The expected short-term impact is a better response of main target groups (local and national authorities) in supporting migrants' economic integration as well as migrants' – the secondary target group – easier access to employment and renewed trust in public authorities.

1.3. Our challange

The long-term change is expected to be the construction of an effective information infrastructure for migrants throughout the Danube region, with corresponding improved capacities of public institutions ensuring smoother integration and through that social change.

1.4. Our task

Within the WP4 the main tool of DRIM will be tested in pilot actions by 4 different PPs in 4 different settings as well as implemented into public institutions through documented learning interactions. The core activities of this WP focus around the further improvements and launching of DANUBE COMPASS. In the first activity architectural blueprint of the DANUBE COMPASS will be created on the basis of which the beta version will be set up and evaluated. This version will then be used at pilot implementation sites: Zagreb, Ljubljana, Graz and Munich (by CMS, ZZRS, CARITAS and RAW). The pilot action will be monitored by these 4 PPs and subsequently peer reviewed by

all PPs. On the basis of peer reviews possible shortcomings will be eliminated and a Handbook for transnational use of DANUBE COMPASS will be prepared.

1.5. Our know-how transfer and valorization

The prepared handbook will serve as a step by step manual how to transfer the tool devised in DRIM to territories outside Danube area. In the following activity the DANUBE COMPASS will be adjusted to transnational use. The content will be translated from the local language to English and three more languages selected by the individual PP. The final version of the tool will be prepared and put online in a form that will be adjusted also for smart phone users. In the concluding activity, the main target group will be reached through train-the-trainer course and training sessions in 8 countries on the use of DANUBE COMPASS.

1.6. Our countributions

As the DANUBE COMPASS will be tested, monitored and peer reviewed in four locations (Zagreb, Ljubljana, Graz and Munich) by 4 different PPs, it will have significant results that help us achieve the transnational objectives of the DTP programme. The output contributes to the 2nd project specific objective "Advancing mutual learning through TN info platform pilot test and implementation" by testing the usability of the tool in the real-life setting and enabling adjustments of the tool for its use in transnational context (this refers to Project Objective 28- No of pilot actions for strengthening institutional capacities and supporting transnational multilevel governance).

1.7. Our methodology

For the four PPs implementing the pilot action (RAW, ZRSZ, CMS, CARITAS) the activities of DRIM most closely align with their short-term plans of establishing information infrastructure for migrants in their respective territory. Through the pilot action they will gain first-hand experiences on how to set up the basis for this kind of infrastructure and what possible obstacles they may encounter. This will be a valuable asset in implementing and developing their activities for migrants' economic integration further and to transfer knowledge on this to other interested parties. Furthermore, through the documented learning interaction (train-the-trainer course training sessions) and the knowledge transfer to public institutions will take place that will ensure the promotion of DANUBE COMPASS info tool and raise its visibility and awareness of the importance of migrants' equal access to information.

Each partner will test all categories comprehensively of the Danube Compass in local language and/or English version in 4 different settings. This means that each partner has to design an appropriate pilot testing setting for each of the four target groups (1. Local public Authority, 2. National public Authority, 3. Sectoral Agency, Interest Groups including NGOs, 4. Migrants) in in each location of the piloting partners (Ljubljana, Zagreb, Munich, Graz). Furthermore all piloting partners will be organizing and hosting a 2 days peer review with other project partners and/or associated partners in order to get recommendations for improving the Danube Compass.

1.8. Our learning and innovation potential

Through the experiences gained in the pilot action the Consortium will learn how the transnational tool is localized, that is how it is used in real-life settings with different institutional and policy context as well as different levels of public institutions' capacity and innovation potential. Based on these experiences the Handbook for transnational use of DANUBE COMPASS will be prepared detailing the steps to be taken, the challenges to be overcome as well as the good practices from DRIM pilot action. These guidelines will enable the knowledge gained in DRIM pilot actions to be transferred to other territories as well to other sectors of integration. Also, the TN character of the train-the trainer course will allow its transferability to other settings.

2. STEP-BY STEP GUIDELINES FOR PILOT ACTION FOR HOSTING PARTNERS

Testing DANUBE COMPASS information platform DANUBE COMPASS beta version will be in this activity tested in situ in four locations: Graz, Ljubljana Munich and Zagreb. Following the **guidelines for the pilot action** all four Project Partners will plan, perform and evaluate pilot actions in their respective territories. During this process, that will last 4 months (November 2017-February 2018), they will carefully prepare Activity Logs (see template annexed) in order to **monitor the process of pilot implementation (and making it easier to be followed by other partners later on in the dissemination stage) aiming to improve the usability** of the tool, especially in terms of its achieving the projects' specific objectives, its **users-friendliness and technological capabilities**. Be aware to fill the activity log for each step of your activities in order to make the process transparent (see template activity log).

1. **Define the basic information for each pilot action setting by using the info-sheet**

First think of your four target groups (which organisations do you want to involve related to each setting), name them and describe your to-do list in order to realize your tasks chronologically within the time given (1 info-sheet per target group, see template annexed).

2. Arrangements for logistics, defining the time frame of testing

Contact your target groups and convince them of taking part in the pilot testing, ask them for their availability and possible commitment so to define the most suitable location, format, dates and duration of the pilot testing phase.

3. Analyzation of the specific target groups' need and expectations, creation of synergies for PR and communication activities

Once you know who is going to participate, make a personal meeting or interview with them in order to find out what is their main motivation, needs and expectations towards the project. Ask them if they are interested in "spreading the news" by being part of our newsletter community or send them flyers to be shared in their offices. We should invite them to be cooperation partners also for our PR and communication activities, so we can increase already the awareness about the DC (see template annexed). Please consider the publicity elements like posters and flyers. The roll-up can also be sent by post in order to be used in during the evaluation of the Pilot Actions.

4. Preparation and design of the tailored Pilot Activity content and implementation tool

Once you have completed the steps above, you are ready to "design" in detail each pilot setting. There are many possibilities in formal or non-formal[1] environments; you can organize it for example as a treasure-hunt or a game in order to make it more attractive for your target groups. You can also think of combining it with a topic-related event or a workshop in order to increase the number of participants. It is very important to have face-to-face experience. Online questionnaires or quiz is just recommended as additional tool to increase the number of pilot testers. You are free to choose your preferred method as long as you can guarantee meaningful feedback and results by involving a maximum number of test persons from your target groups that will help to improve the comprehensive version of the DC. All observations will be **recorded and reported to other partners**.

According to the application form; we need to reach 14000 migrants during the project, the Pilot Action are the perfect setting to reach migrants on one hand; and to obtain feedback from the Danube Compass, on the other.

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[1] You can find tools to develop the PA through non-formal methodologies here: www.salto-youth.net/tools/toolbox/

5. Documentation, evaluation, procedure and feedback

The hosting partners will prepare activity logs that serve as protocols for each step to be easily followed by others partners and to make the process transparent and visible. See an example of activity log in Annexes.

The activity logs are our main tool for documenting the process. Furthermore in order to prove that your pilot action has been realized you need to prepare the following:

- Invitation e-mail
- Agenda/plan for the pilot activity´s implementation
- Participants list (with signatures if possible)
- Photos
- Feedback forms (use the communication material template to respect the publicity requirements of DRIM)
- Summary of each setting including date, location, number of participants and main findings.

One of your pilot settings will be recorded as audio-visual material; if possible this should be combined with the peer review.

The partners carrying out the Pilot Actions will be hosts for the reviews. Review Activity shall consist of two days programme of visit (see suggestion for programme structure below).

During the Peer Review, the Host Region has the main obligation to ensure the smooth running of the Programme. In addition, it is very valuable for the Peers if the hosts share their expectations and draw their attention to potential specific topics of interest.

At least **3 weeks prior to the Peer Review** the Host Region should provide the Peers with a detailed Programme of the rundown of the 2 days visit. The Peer Review Team will then familiarize with the proposed schedule and ask for additional information if needed.

The Peer Review should be organized with a duration of 2 days (arrival day – introduction and piloting evaluation and feedback and farewell day-summarizing the main findings, defining next steps for improvement). It is very important that you plan the dates for the Peer Review in order to combine a real pilot setting with the reviewers of other partner organization, so they can see the pilot action being implemented "in situ" which will give significantly better insight and help to improve the quality of the recommendations. The respective partners will organise **Peer Reviews**,

during which **Pilot Action implementation will be evaluated by at least 10 Peer Reviewers**. Each Project Partner will visit at least two pilot action locations and prepare a report on each location.

6. Know-how transfer, handbook preparation

On the basis of these recommendations a **handbook** will be prepared on **how to set-up tool for transnational use** with the aim of making the tool transferable to other territories or sectors. Finally, based on AV material recorded during the course of pilot actions **four short AV documentations of pilot action** will be made and put on the information portal.

Additionally, the project sustainability is been constantly pursued through the commitment and involvement of additional decision makers and local stakeholders´ networks and through the development of a Handbook ads part of a broader transferability plan.

3. ADDITIONAL INFORMATION FOR HOSTING PARTNERS

- It is definitely of high interest for the Peers to receive a list of useful links and internet connections. To facilitate the understanding of these areas, the Host Region should provide the Peer Review Team with background material in English. Bear in mind it is not as important to translate the whole document, but rather to provide relevant information and short summaries.
- It is important that the Host Region remains focused when sending additional data to the Peers. The aim is not to send "as many pages as possible" to the Peer before the Peer Review, but to give them the important background information about the Host Region.
- Respect the order of scheduled meetings.
- Provide the reviewers with as much information as possible
- Send the Peer Review Programme at least 3 weeks prior to the event.
- Do not plan too many visits (use time efficiently, given the short nature of the peer visit).
- Organize promotion events, press conferences etc. to foster visibility of the Peer Review. It is suggested that each Peer Review is organised according to the schedule set out below:

	Day 1	Day 2
9-13	Arrival of the partners	o On site visits pilot testing activities & AV material recording (if needed) o PR and Press conference; interviews o Evaluation and Feedback o First findings and recommendations o Closure of the Peer Review
13-19	o Introduction of the Host Region and presentation of logistical aspects o Storyboard for AV recording, instructions o On site visits pilot testing activities & AV material recording	Departure of the partners
20-22	Networking dinner with stakeholders and cooperation partners	

- The Host Region will prepare a practical info-pack including suitable places for accommodation as well as useful information about the city and where the meetings will take place.
- The Host Region should take care of transfers during the Peer Review Activity
- Meals should be arranged by the Host Region

4. INFORMATION FOR REVIEWING PARTNERS

The Transnational Review Teams will consist of 2 or 3 Experts in the field of migration, IT-solutions and/or public management or any thematic field of expertise related to the DRIM project. The Experts acting as Reviewers could be:

- PPs Staff
- External experts
- Associated partners

Project Partners must refer to their own budget in order to decide among internal or external experts. The Transnational Review Team should:

- Analyse the info and preparatory materials such as the Country Profile as well as the preliminary activity logs and other additional information provided by the Host Region before starting the Transnational Review activity.

- Produce a Report with main findings and a series of recommendations on how to improve the implementation of the DC in the host region.

- Apply the acquired knowledge and experience on his/her own country's situation and put the lesson learned into practice whilst implementing the national DC.

Send the Final Transnational Review Report to GS (office@gainandsustain.eu) maximum 4 weeks after the peer review.

Each Transnational Review Team has a coordinator member who will elaborate the Transnational Review Report. The Transnational Review Coordinators have the role to collect all feedback forms and main findings and summarize them in the Transnational Review Report. With this method we can enhance the learning outcomes for transferability and enhance the mutual involvement and transnational added value. The nominated organization has to send the report to GS for the further elaboration of the handbook.

These reports will be then analysed in order to **prepare recommendations for adjusting the tool for transnational use** (i.e. to be used in all partner countries and in languages that are needed in particular country). Further instructions and templates for the peer review can be found below in the annex.

Peer Review is supposed to be a friendly audit and should take place in an atmosphere of mutual learning, understanding and trust. After the Peer Review, the Peers will prepare Reports with recommendations on the basis of which the national implementation of the DC info tool can be developed or adjusted, as well as provide information on the following main points of interest:

- Gained experience
- Lessons learned
- Highlights
- Missed links
- Recommendations and steps for further activities etc.

All Peers should be actively involved into the process of elaboration of the report. For each Peer Review of Pilot Action, one partner has been selected to coordinate the elaboration of the Report. The team of Reviewers will jointly produce a Transnational Peer Review Report to be handed over for a clarification round with the Host Region and GS maximum 15 days after the review activity had taken place.

This Report will focus on regional existing strengths and weaknesses and suggest recommendations for elaborating further mechanisms to improve the quality of our transnational output.

The members of the team may choose to take responsibility for preparing the different sections of the report, as they will be working at a distance – the Transnational Review Coordinator will be responsible for arranging the process, and collecting the different parts of the Report. However, they should still reach consensus on the contents of the Final Report.

The Host Region should send any comments back to the Peer Review Coordinator by the end of a one-week period. The Peer Review Coordinator should send the final report to GS maximum 4 weeks after the pilot action had taken place. The Report must be produced in English.

The Transnational Peer Review Report will be produced according to the following schedule:

Pilot Action	Week 1	Week 2	Week 3	Week 4
Who	Transnational Review Team	Transnational Review Coordinator	GS and Host partners	Transnational Review Team
What	Writing a Review Report and sending it to the Transnational Review Coordinator	Collecting and summarizing all the information. Send it to GS and Host partners	Review the Report for any factual inaccuracies or misunderstandings. Send it back to Reviewing Partners and Transnational Review Coordinator.	Incorporate the Host Partner suggestions and produce the final report

Additional suggestions to the reviewing Partners

- Help the host in respecting the calendar/schedule (e.g. be punctual for scheduled visits and meetings) and in improving the impact and quality of the DC.
- Be and open and sensitive listener.
- Reflect on how to transfer interesting inputs into your own territorial context.

5. SCHEDULED PILOT ACTIONS AND VISITING PARTNERS

Date	29th-30th November 2017	14th-15th December 2017	24th-25th January 2018	13-15th February 2018
Location	Ljubljana	Zagreb*	Munich	Graz
Host	Employment Service of Slovenia	Center for Peace Studies	City of Munich	Caritas Academy of Diocese Graz-Seckau.
Transnational Review Team	o Gain&Sustain o Research Center of Slovenian Academy of Science and Arts o Center for Peace Studies o SPF Group o City of Munich	o Gain&Sustain o Research Center of Slovenian Academy of Science and Arts o Center for Peace Studies o Employment Service of Slovenia o Lawyers Committee for Human Rights o Central Transdanubian Regional Innovation Agency o Caritas Academie Diocese of Graz-Seckau.	o Gain&Sustain o Research Center of Slovenian Academy of Science and Arts o Center for Peace Studie o Institut of Ethnologic, Slovak Academy of Science o Caritas Academie Diocese of Graz-Seckau.	ALL PARTNERS
Transnational review coordinator	o SPF Group	Central Transdanubian Regional Innovation Agency	o Ethnologic, Slovak Academy of Science	o Lawyers Committee for Human Rights

6. ANNEXES

a. General Information about the Transnational Review Team (add more Peer Experts if needed)

Transnational Review Team	
Host Region	
Contact Person	
Address	
Telephone number	
Email	
Fax number	
Date of review	
Date of delivery of final report	
Transnational Review Coordinator:	
Name	
Region	
Position	
Address	
Telephone number	
Email	
Background/Field of expertise (internal or external)	
Peer expert 1	
Name	
Region	
Name	
Address	
Telephone number	
Email	
Background/Field of expertise (internal or external)	
Peer expert 2	
Name	
Region	

Name	
Address	
Telephone number	
Email	
Background/Field of expertise (internal or external)	

b. **Template for Feedback form of the Danube Compass (for partners performing Pilot Action)**

Main aspects of Danube Compass

	Quality of the content	User-friendliness			Quality and effectiveness of the pilot action setting	General satisfaction	Comments
		Language	Layout	Intuitive			
Arrival and Stay							
Work							

Learning local language							
Education							
Everyday life							

Health							

Other aspects of the Danube Compass (for partners performing Pilot Action)

Technical issues	
Main findings	
Identification of transferable elements to my country	
Recommendation/advice	
Other comments, suggestions…	

c. WP4: Pilot Action Info-Sheet[2] (for partners performing Pilot Action)

Project Partner name Contact information		
Location		
Title of Pilot Action		
Focus/Target group(s) (A. Local public authorities; B. National public authorities; C. Sectorial Agencies, NGOs advisors/consultants for migrants; or D. Migrants involved strategic partners)	**Who and how many?**	**Comments**
Short description of each pilot action related to the specific target group (A or B or C or D) to be implemented including how stakeholders will be involved, main goals, elements of sustainability, possible synergy effects for PR and transferability		

[2] 1 Info-Sheet for each Target Group (A,B, C, D) has to be completed separately!

http://www.interreg-danube.eu/drim

elements Formal or non-formal? (max. 500 words)		
Planned activities with tasks and to-do list including timetable (add more lines if necessary) *Please keep in mind the planned timeframes/ milestones of the AF (earliest start in October 2017 and finish by February 2018)*	**Name of the action**	**Timing (until is finished)**
	Task 1	**XXX**
	Task 2	**XXX**
	Task 3	**XXX**
Risk management		
Expected results (please include also sources of verification)		

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Project co-funded by European Union funds (ERDF, IPA)

d. Template of activity log (for partners performing Pilot Action)

Date of the activity	
Name of the person guiding the activity	
Type of activity	
Subject	
Conclusions	

e. Template of Feedback form of Danube Compass (version for users)[3]

Please answer this questionnaire according to your experience with the Danube Compass:

- Please rate the following aspects of the Danube Compass

	Strongly disagree	I disagree	Neither agree or disagree	I agree	I strongly agree
Overall, I am satisfied with how easy to use the Danube Compass is set up.					
It was easy to learn how to use it.					
It was easy to find the information I needed.					
The organization of the information is clear and intuitive.					
The layout is pleasant.					
It contains the information that I expected.					
The information wording is concise and clear.					
I find the Danube Compass useful to solve my questions.					

- Do you have any other comments and/or suggestions on the Danube Compass?

- How did you get to know to know about the Danube Compass?

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[3] Feel free to add other aspects that you find important or interesting.