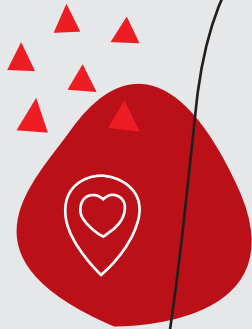
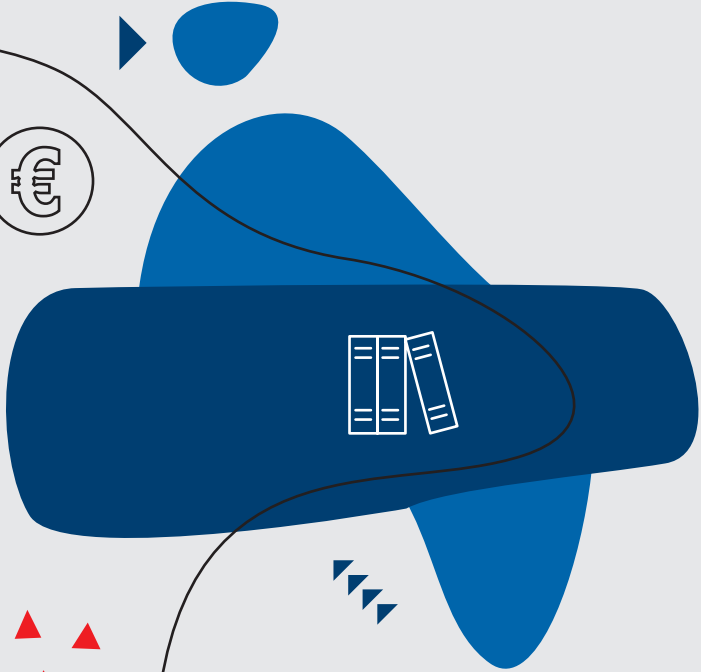
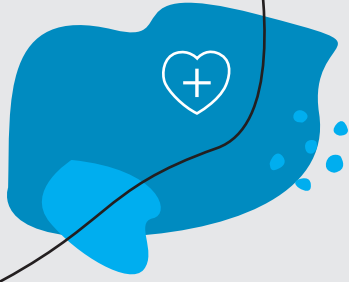
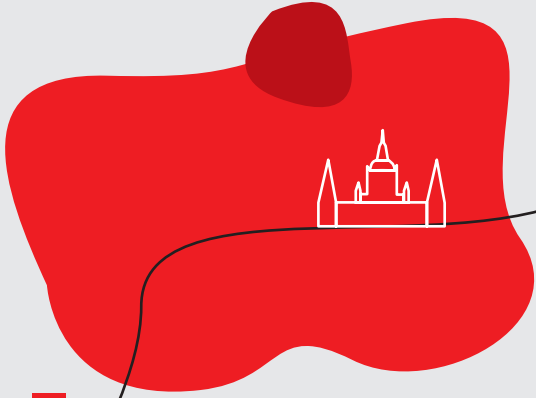




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Strategies, objectives and measures





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Welcome address

The title of the new migration and participation plan, WIR^{2.0}, says it all. Everyone who lives in this city should be able to feel part of this “WIR”, regardless of where they or their parents were born. The strategies and goals presented here thus provide the immigration city of Hannover with orientation on the path to more participatory justice. WIR^{2.0} sets the course for tomorrow and the day after tomorrow. A very important fundamental idea runs through the entire paper: immigration is a self-evident constant of our urban society. Consequently, WIR^{2.0} also takes the entire urban society into consideration, because it is about our coexistence.

We live in a time of crisis and conflict. Already today, the climate crisis has far-reaching impacts on people and the environment, and it is causing an increase in hunger and water crises, especially in the Global South. Added to this are wars and armed conflicts worldwide and unfortunately again in Europe. In the coming years and decades, migratory movements will continue to increase. And not only because of the crisis, but also because the shortage of skilled workers in Germany can only be counteracted by immigration. Consequently, in Hannover we will be faced with the task of welcoming more people to our city. These people not only need our solidarity, but also the opportunity to participate from the outset.

The strategies, goals and measures for migration and participation have been developed in dialogue and reflect the consensus of many parties. Anti-discrimination has been established as a cross-cutting task. But that's not the only issue we will have to be measured by in the future. The standards have been set very high. And the expectations for the implementation of the developed measures are certainly just as high. How can we succeed in creating a framework for dealing constructively with diversity in which potential can be harnessed and there is no place for any form of social exclusion? A framework in which all people can pursue their individual paths in life without discrimination. A framework, then, for our post-migrant reality that ensures participation for all. And this should be regardless of whether a person has just immigrated, is seeking protection as a refugee, is a descendant of immigrants, originates from a binational family or has had family roots in this city for centuries.

I would like to take this opportunity to thank everyone who has contributed to bringing ideas and visions to the WIR^{2.0}. Let us now work together to make our vision a reality.



Belif Onay

Lord Mayor of the City of Hannover

Introduction

Hannover is a city of immigrants. In 2008, we took the right step of paving the way with the Local Integration Plan (LIP). Now, with WIR^{2.0}, we are presenting you with the new catalogue of objectives and measures that will accompany us over the next five years with its 85 proposed measures, taking us great steps towards our goal of a cosmopolitan city that is attractive for everyone. Our goal: to strengthen social participation and social cohesion in our city.

We have already taken a very big step in this direction, one that is unique in Germany: in 2022, we set up a dedicated department for social participation, where we are pooling our resources and doing everything we can to promote development. The department not only deals with the issue of immigration, but also with the areas of living in shared accommodation and flats, as well as social welfare for the homeless.

Furthermore, the department offers counselling to prevent discrimination and supports new immigrants with specific assistance when they arrive. Specific offers of help, social counselling and strategic planning are thus combined under one roof. The realisation of social participation is thus becoming a central task of the city administration. A tall order! WIR^{2.0} has come at the right time and also shows that we in Hannover have taken the right path during the current situation of taking in refugees.

At the same time, WIR^{2.0} draws attention to the fact that immigration is not caused by flight from war and persecution alone. People from all over the world choose our city as their new home because of job opportunities, the search for skilled workers, binational partnerships or a course of study at a Hannover university. We want to reach out to all of them and include them in our vision of social participation. One thing is clear: we cannot achieve social participation through the activities of the administration alone, but only together with the many committed people in this city. This is the DNA of our coexistence in the city – and it takes us from the THEM to the US, from IHR to WIR.



Sylvia Bruns

Head of the Department for Social Affairs and Integration of the City of Hannover



Alexander Koop

Head of the Department for Social Participation of the City of Hannover

The position of the state capital Hannover on migration and participation

The state capital Hannover is an immigration city. The coming together of people from all over, whether from the immediate surrounding area or from other continents, is what characterises our city.

This self-image as a city of immigration has practical consequences that are expressed in the following **guidelines**:

1. Hannover is an open city of diversity and sees migration as a natural part of our societal reality.

2. Everyone in Hannover should be able to live together with equal rights and respect. That is why we strive for equal participation and equal opportunities for everyone in economic, political, cultural and social life.

3. Living together in diversity is a task for the whole of society, and therefore depends on everyone. Living together in diversity also requires values and laws that are binding on everyone. Our constitution and the rule of law provide this common foundation.

4. We want vibrant neighbourhoods where all residents can live together without fear, regardless of their differences.

5. We promote language skills in German and multilingualism in general, as well as other skills that enable societal participation.

6. We fight racism and any other form of discrimination in Hannover.

7. These guidelines, which are based on humanity and the Universal Declaration of Human Rights, are a benchmark for the entire urban society.

In other words, the aim of the migration and participation policy of the state capital Hannover is to promote social cohesion and to ensure that all Hannover residents, regardless of where they or their ancestors were born, can participate equally in various areas of life. A conscious decision to shape the way immigration is handled in this way requires structural changes at the very least in an urban society that did not consciously regard itself as an immigration city until the turn of the millennium. This means that access must be opened up not only at the individual, interpersonal level, but also at the level of organisations and formal procedures. Therefore, it is above all the people who have been part of the urban society for a long time – including long-term migrants and their descendants – who, through their work in associations, organisations, authorities, etc., create the conditions for immigrants and their descendants as a whole to be able to participate on an equal footing.

This also means that terms such as ‘majority society’ or ‘host society’ have little meaning, because long-standing immigrants and their descendants already shape and influence what happens in the city as part of the ‘majority society’. There is no such thing as a unified ‘we, who have always been here’ not shaped by immigration in 2022, nor has there ever been.

The example shows that language creates reality and that terms are not inconsequential. On the contrary, they help shape what can be thought at all. Terms can open up horizons of thought or close them. In this sense, the time of the umbrella term ‘integration’ for everything related to immigration is no longer. As a scientific category, integration remains important and is by no means obsolete. But as a political concept for shaping the way we deal with migration and migration-related diversity in our city, it is so controversial that it has only limited use. However, instead of replacing it with a new umbrella term, this concept attempts to describe as precisely as possible what is meant in each case. The term ‘participation’ is used wherever access to resources and the opportunity to actively shape and influence urban society is concerned. In places where the focus is on changing the composition of the population, the term ‘living together in diversity’ is more likely to be used.

By using it flexibly and precisely, the use of the equally controversial term ‘with a migrant background’ can be minimised. If you want to refer to people who are directly confronted with all the challenges that settling in another country entails, the terms ‘migrant’ or ‘immigrant’ are appropriate.

If we mean the broader group of all people who may not have immigrated themselves, but who have experienced a significant biographical impact as a result of their parents or one of their parents immigrating, it makes sense to speak of ‘immigrants and their descendants’ or ‘people from immigrant families’. If you mean people who are subject to racial discrimination because of their skin colour or other characteristics, you can speak of Black, Indigenous and People of Colour (BIPOC), or of people affected by racism. The category ‘with a migration background’, which is often experienced as exclusion, is not needed here.

The use of the term ‘with a migration background’ or, alternatively, ‘with a migration biography’ can actually only be justified as a statistical tool for measuring systematic barriers to access to goods and development opportunities.

But here, too, it must be checked whether this tool is precise enough. The fundamental dilemma of any anti-discrimination measure – that it must name the supposed characteristic that is used as a pretext for discriminating against people, and that by doing so it contributes to this characteristic becoming a stigma that is passed on, reproduced and thus perpetuated – cannot be resolved at this point.

Regardless of this, it is necessary to work towards reducing the significance of categories such as ‘with a migrant background’, which divide people into ‘us’ and ‘them’, in order to foster respectful coexistence in the city.

Reason for the revision and initial situation

In 2008, a comprehensive concept for shaping coexistence in diversity was adopted for the first time in the state capital of Hannover. It was named the 'Local Integration Plan' (LIP) in reference to the recently developed National Integration Plan. It was preceded by two years of intensive work by many parties within and outside the city administration. The beginnings of the efforts can actually be traced back to a council decision in 2004, in which the administration was instructed to present an intercultural action programme for Hannover.

The fact that numerous migrant organisations were actively involved in the LIP development process was particularly noteworthy. In this respect, LIP can certainly be seen as a kind of turning point in the relationship between migrant communities and the 'established' urban society. This is because participation and communication links were established during this time that have successfully been maintained ever since.

It is also worthy of mention that the final approval by the council on 12 June 2008 was achieved across party lines and unanimously. We have thus actually managed to achieve a broad consensus in the urban community on the topic of migration and participation.

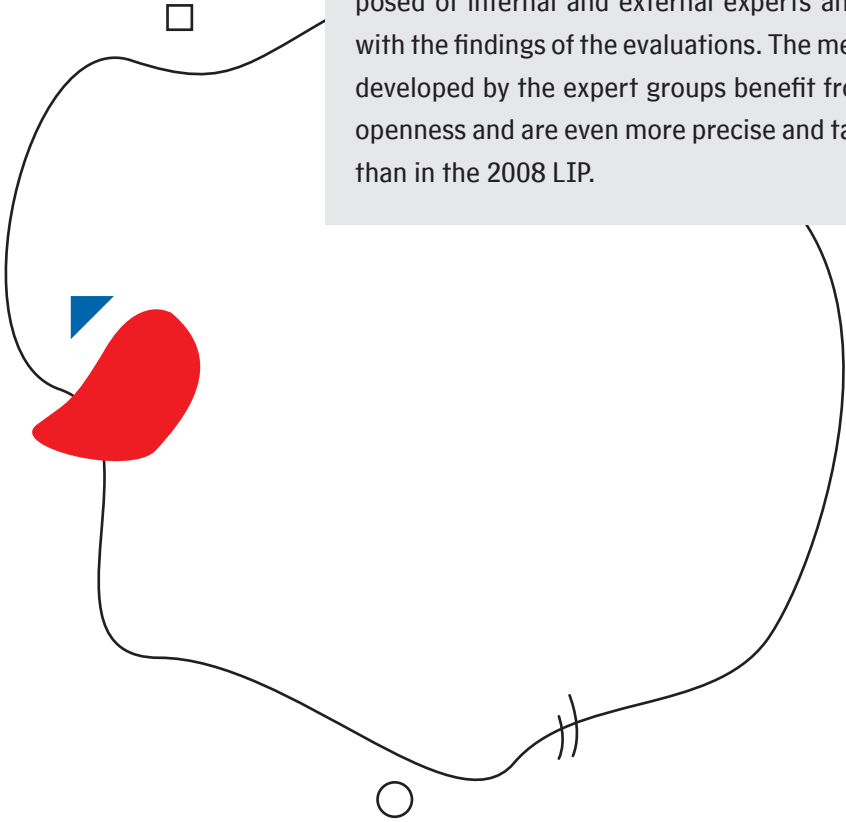
In the twelve years since LIP was published, many projects and measures have been implemented to realise it. Over this period, however, the framework conditions at the municipal, societal and international level have also changed significantly. Today, Hannover is a rapidly growing city – unlike in 2008 – and there is significant immigration again. The overall growth of Hannover's population from 524,000 in 2014 to over 556,000 today is largely due to new migration processes, including internal EU migration and refugee immigration.

However, a revision of LIP is not only urgently needed for this reason; the discourse on immigration in society as a whole has also developed considerably. For some time, there have therefore been specific demands from Hannover's civil society and in particular from migrant organisations to further develop LIP constructively, which can now be taken up and implemented in a city-wide participatory process.

In order to ascertain the current status, two different measures were carried out in 2019 to evaluate the 2008 Local Integration Plan. On the one hand, the Society Fund for Living Together (GFZ) announced its 11th ideas competition under the title 'Experience for the future! Ten years of the Local Integration Plan – What's next?' Eleven individual projects discussed and evaluated LIP from a wide range of perspectives.

On the other hand, an evaluation of LIP from the point of view of the administration was carried out by an externally commissioned institute. The internal administrative review was intended to enable conclusions to be drawn about the quality of the implementation and the effects of LIP. The focus was on the one hand on the presentation of the state of affairs regarding 'Immigration and Intercultural Opening', and on the other hand, the retrospective consideration of the Local Integration Plan of 2008 identified not only strengths but also weaknesses, and drew conclusions from the creation and implementation process as well as from the sustainability of the Local Integration Plan.

In summary, both evaluations emphasise that LIP has had a lasting positive impact on city life since 2008 and that a high level of identification has been achieved. A large number of individual projects were successfully implemented or became part of the city administration's day-to-day business as part of LIP. In addition, the raising of awareness of the topic of immigration within the city administration and the meeting of all parties involved in the process at eye level can certainly be seen as a central consequence of the old LIP. The criticisms of the evaluations related primarily to sustainable implementation, youth participation, controlling and, overall, the participation of the urban community. On this basis, a development and implementation process was developed for WIR^{2.0} that relied on broad participation of the urban community from the outset. The six expert groups and the youth working group WIR^{2.0} post-migrant, which is represented in all groups, are consistently diverse and, above all, equally composed of internal and external experts and work with the findings of the evaluations. The measures developed by the expert groups benefit from this openness and are even more precise and targeted than in the 2008 LIP.



Aim and function of WIR^{2.0}

WIR^{2.0} continues to chart the course of migration and participation policy for Hannover. The aim is to shape and organise how we deal with migration and migration-related diversity in our city. Migration and participation policy at the municipal level encompasses questions of immigration and emigration, but above all the promotion of societal cohesion and the individual participation of immigrants and their descendants.

The goal of the migration and participation policy of the state capital of Hannover is the equal participation of all Hannover residents in (city) societal life. Participation here is always explicitly meant to be active, i.e. as an opportunity to shape, visibly influence and enrich the urban society. In order to achieve this goal, WIR^{2.0} is developing concrete measures in six fields of action. These are worded in such a way that they fall within the jurisdiction of the municipality, but in individual cases they may also point beyond it. It also sets out the framework for dealing with migration and migration-related diversity in Hannover.

Scope and validity

WIR^{2.0} applies to all departments and divisions within the city administration. All areas of the city administration are explicitly responsible for and involved in the implementation of WIR^{2.0}.

Outside of the city administration, WIR^{2.0} seeks to formulate a consensus that will guide all parties in urban society. WIR^{2.0} therefore addresses the urban community as a whole. The task of creating a prosperous coexistence in a city of immigration can only be achieved through the combined efforts of the many.

WIR^{2.0} is intended to set the framework for migration and participation policy in Hannover for a period of five years. Although it will be continuously developed, a review should be carried out after five years at the latest and a reassessment made.

Parties involved, target groups and structural approaches

The city administration is an important stakeholder in the city's migration policy. Its role also involves acting as a coordinator to support the interaction of all parties. This also means networking existing services and stakeholders in all areas related to the topic of migration and participation in Hannover. The state capital Hannover has developed a strengthened organisational structure for the topic of migration and participation in Department III 'Social Services and Integration' by creating a new division called 'Societal Participation'. This will help Hannover to develop into a discrimination-free and diversity-oriented, cosmopolitan city of immigration.

Migration and participation policy is a matter for the entire urban society, its institutions, diverse civil society organizations and political representatives. The district councils and, in particular, the integration advisory boards represent a special interface between civil society and politics. All Hannover residents, whether they have experienced migration actively or passively, are both parties and the target group of WIR^{2.0}. So when we speak of "we" from here on, we mean all people living in Hannover.

It is also clear that not everyone in Hannover has the same needs and opportunities when it comes to realizing an open and equal urban society. There are people living in Hannover who have come a long way and hope for a better life here. There are people living in Hannover who have had their participation and recognition made difficult or denied

for years, decades or generations. There are people living in Hannover who experience racism and are treated as “others” Other dimensions of discrimination can also lead to exclusion and to skills and potential not being recognized and thus not being acknowledged. This results in barriers to participation and hurdles that others do not have to overcome.

The urban society – and with it the administration – is faced with the task of firmly advocating that all people in Hannover can shape their city equally, as well as taking firm action against Hannover residents being discriminated against and marginalized.

The fundamental question of how we create and maintain cohesion in our urban society goes beyond individual well-being. Therefore, the issue is not limited to the individual participation of immigrants and their descendants on an equal basis, but also requires a societal, supra-individual perspective. And here, on the one hand, we are talking about solidarity. It is about making it visible that we, as a city, form a community of solidarity that cannot tolerate social imbalances in the long term. On the other hand, a perspective that goes beyond the individual opens up a view of structural and institutional obstacles and discrimination that stand in the way of equal participation, especially for immigrants and their descendants. The state capital of Hannover ensures that its structures and services are equally accessible to everyone in Hannover.

This applies in particular to refugees, immigrants and their children, the third and fourth generations in immigrant families, BIPoC, as well as immigrants in certain phases of life, age segments and social milieus and different religious affiliations. Particular attention is paid to vulnerable groups such as children and people with physical or men-

tal disabilities. Of course, these defined target groups are not homogeneous in themselves either. Within the group of BIPoC, for example, women in particular may face additional discrimination due to their gender.

The self-perception of those addressed is taken into account in the measures of WIR^{2.0}.

Framework conditions for implementation

In Germany, responsibility for migration and participation policy is divided between the two federal levels (federal/state). The municipalities are part of the federal states, but under constitutional law they have a right of self-government and thus a certain degree of autonomy. The German constitution stipulates that they must be given the opportunity to “regulate all matters of the local community under their own responsibility and within the framework of the law”. In addition, the municipalities have numerous legally assigned state tasks that they perform as local administrative bodies for the federal states. These are essentially the tasks of providing for the public good. For example, the municipalities are responsible for operating kindergartens. They can promote early childhood education in their daycare centers and transfer support programs such as “Rucksack” to the elementary school sector.

Important areas of migration policy, such as the handling of naturalization, residence and asylum law or voting rights for non-EU citizens, are not within the scope of municipal action. As a municipality, the state capital Hannover thus has limited scope for action in the area of migration and participation policy, but it still has a creative influence that it wants to use.

Key figures

As part of the catalog of objectives and measures, a manageable number of key figures are defined for WIR^{2.0} in selected areas. Only key figures for areas in which the municipality has its own responsibility are defined.

Quality assurance and continuous development

The societal work that WIR^{2.0} is committed to does not end with the definition of goals and measures, but rather begins with it. The implementation of the catalog of goals and measures should therefore be thought of as a process. Continuous analysis and transparent reflection is planned for the implementation phase in order to be able to make adjustments and readjustments. The following structure is being developed for this purpose:

Central coordination and WIR^{2.0} board of trustees

The task of internal control is the responsibility of the Department III “Social Affairs and Integration” of the city administration of the state capital Hannover. From here, in coordination with the WIR^{2.0} board of trustees, a constant monitoring of the implementation process and the critical examination of the desired goals and effects takes place.

In addition, Department III, in cooperation with the WIR^{2.0} board of trustees, is working to make WIR^{2.0} and its measures even better known to the broader urban population as part of a communication strategy, and is using public relations work in the city districts to draw attention to ongoing opportunities for participation.

For WIR^{2.0}'s board of trustees, internal administrative and urban society parties, including youth representations and migrant organizations, are appointed to accompany and evaluate the implementation process. It is an advisory body that also exercises a management function.

The involvement of the district councils and integration advisory boards is planned in this context to include asking for their assessments of the imple-

mentation process and for taking up new developments. The WIR^{2.0} board of trustees meets regularly (at least every six months) and discusses the status of implementation.

Regular open reflection meetings take place between the responsible departments and the WIR^{2.0} board of trustees, and the public is also informed about these.

Effectiveness analyses

In addition, scientifically monitored effectiveness analyses are carried out for selected measures from the field of overarching prioritization. The recommendations of the WIR^{2.0} Board of Trustees, which are decided by the International Committee, are included in the selection.

Finance

The goals and measures of WIR^{2.0} must be financially backed. To do this, it is essential to prepare the existing measures of the city administration and the associated expenses and to compare them with the developed catalog of goals and measures.

The “WIR^{2.0} funding program” is being set up to provide financial support for the implementation of the developed goals and measures. The following three priorities are eligible for funding within this fund:

1. micro-projects up to €5,000
2. projects between €5,000 and €50,000
3. innovative municipal projects

The WIR^{2.0} board of trustees makes an immediate decision on the micro-projects to be funded. The WIR^{2.0} board of trustees has the right to propose larger-scale projects and city council projects. The final decision lies with the committees of the state capital Hannover.

Members of the WIR^{2.0} Board of Trustees

Chair: Societal Participation Department

1 seat Department of Human Resources and Organization

1 seat Department of Public Order

1 seat Department of Senior Services / Department of Social Welfare

1 seat Department of Schools / Department of Adult Education / Department of Youth and Family Services

1 seat Department of Economic Development

1 seat Department of Planning and Urban Development

1 seat Department of Culture / Department of Sports, Public Pools and Event Management

2 seats Political Group B90/The Green Party

2 seats Political Group SPD

1 seat Political Group CDU

1 seat Conference of Delegates of the Advisory Councils on Integration

1 seat German Federation of Trade Unions (DGB) Lower Saxony-Central

1 seat Hannover Chamber of Industry and Commerce

1 seat Council of Religions

1 seat Working Group of Independent Welfare Work Hannover

1 seat JobCenter Region Hannover

1 seat Region Hannover

1 seat Working Group WIR^{2.0} postmigrantisch

4 seats for elected representatives of migrant organizations:

- Can Arkadaş e.V.
- Initiative für internationalen Kulturaustausch e. V.
- kargah e.V.
- Generation Postmigration e.V.

Advisory members:

1 seat Lord Mayor's office

1 seat Representative from the scientific community

Overarching priorities

The equal participation of all Hannover residents in (urban) social life requires both a broad range of parties and measures and a focus on the most pressing issues. As a result, measures have also been developed specifically for individual dimensions of discrimination. We want to constructively shape the future of our diverse urban society and set the course for more societal cohesion and against social polarization.

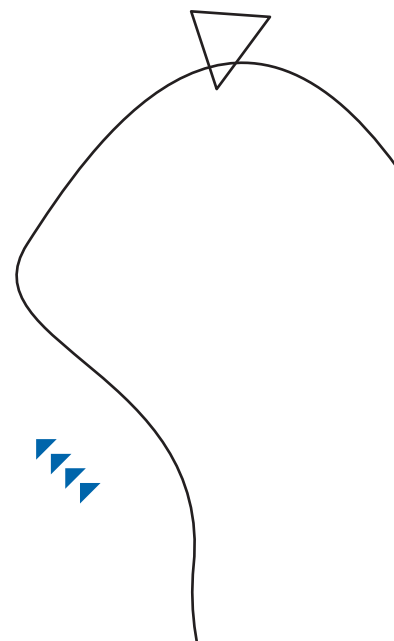
Social cohesion can be described on the basis of several interrelated dimensions. Values such as social justice, appreciation of diversity and satisfaction with one's socio-economic situation are conditions that create the opportunity to identify with a larger community, be it the neighborhood or the entire city, in a spirit of solidarity. The combination of these conditions creates the opportunity to participate in societal and political life, as well as to actively and visibly shape debates and society. In reality, such opportunities for participation are not always a matter of course for immigrants and their descendants, but also for many other groups in urban society.

That is why we want to contribute to equal participation and societal cohesion by setting two overarching priorities in WIR^{2.0}.



1 We consistently promote measures that serve to establish a culture of appreciation and visibility of diversity and work against discrimination in the city of immigration.

All people in Hannover should be able to live their individuality without fear of discrimination. In line with the approaches of the General Equal Treatment Act (AGG), the measures of WIR^{2.0} are designed to prevent or, where possible, actively eliminate discrimination based on gender, supposed ethnic origin or skin color, age, disability, religion or belief, and sexual orientation. Particular attention is paid to the interconnections between these dimensions and multiple discrimination, as well as to structural discrimination.



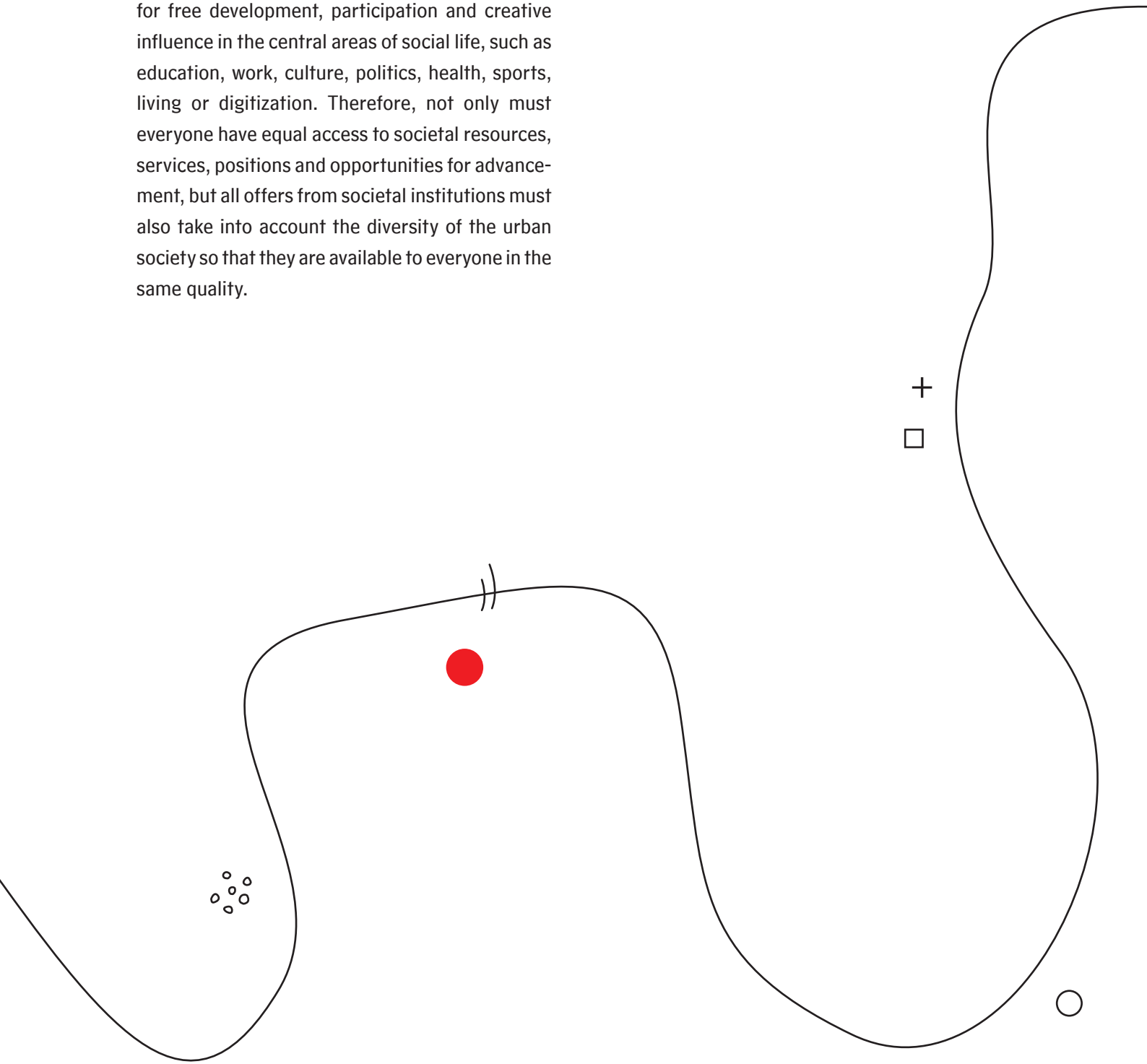


2



We promote the opening and permeability of societal institutions for all people in the city of immigration.

Everyone in Hannover must have the opportunity for free development, participation and creative influence in the central areas of social life, such as education, work, culture, politics, health, sports, living or digitization. Therefore, not only must everyone have equal access to societal resources, services, positions and opportunities for advancement, but all offers from societal institutions must also take into account the diversity of the urban society so that they are available to everyone in the same quality.



Fields of action and cross-cutting issues

The WIR^{2.0} tool comprises specific measures with which we want to achieve the goal of equal participation for everyone in social life. The measures are spread across six fields of action: education, social affairs, democracy, urban life and culture, economy, and city administration and intercultural opening. The following three cross-cutting issues were defined for the development of the measures, and these had to be taken into account in all measures:

Equal treatment

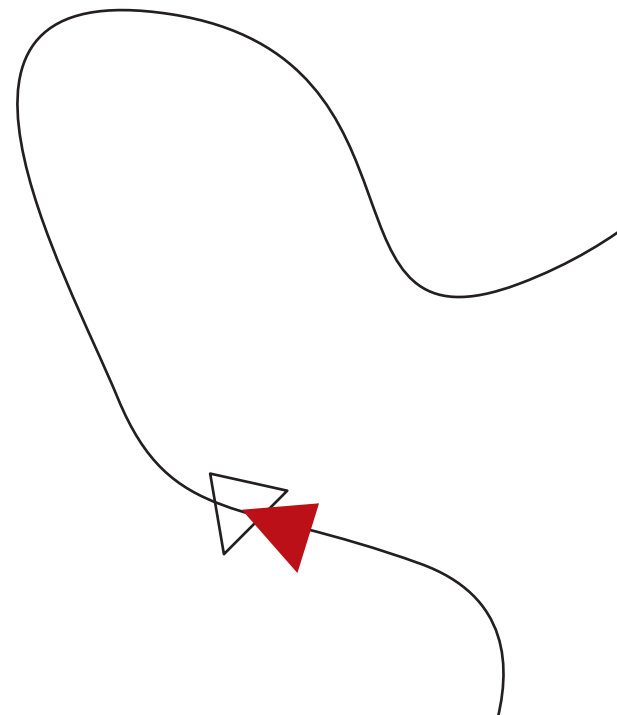
The state capital of Hannover is committed to implementing the principle of equal treatment enshrined in the constitution. Equal opportunities and protection against discrimination are among the essential foundations of a democratic society. Discrimination takes place at the individual, structural and institutional level and has the consequence that those affected find it more difficult or are even denied equal participation in all areas of city life. Beyond the six dimensions of the General Equal Treatment Act and their interrelationships with multiple discrimination, WIR^{2.0} aims to prevent disadvantages, for example, due to socio-economic status.

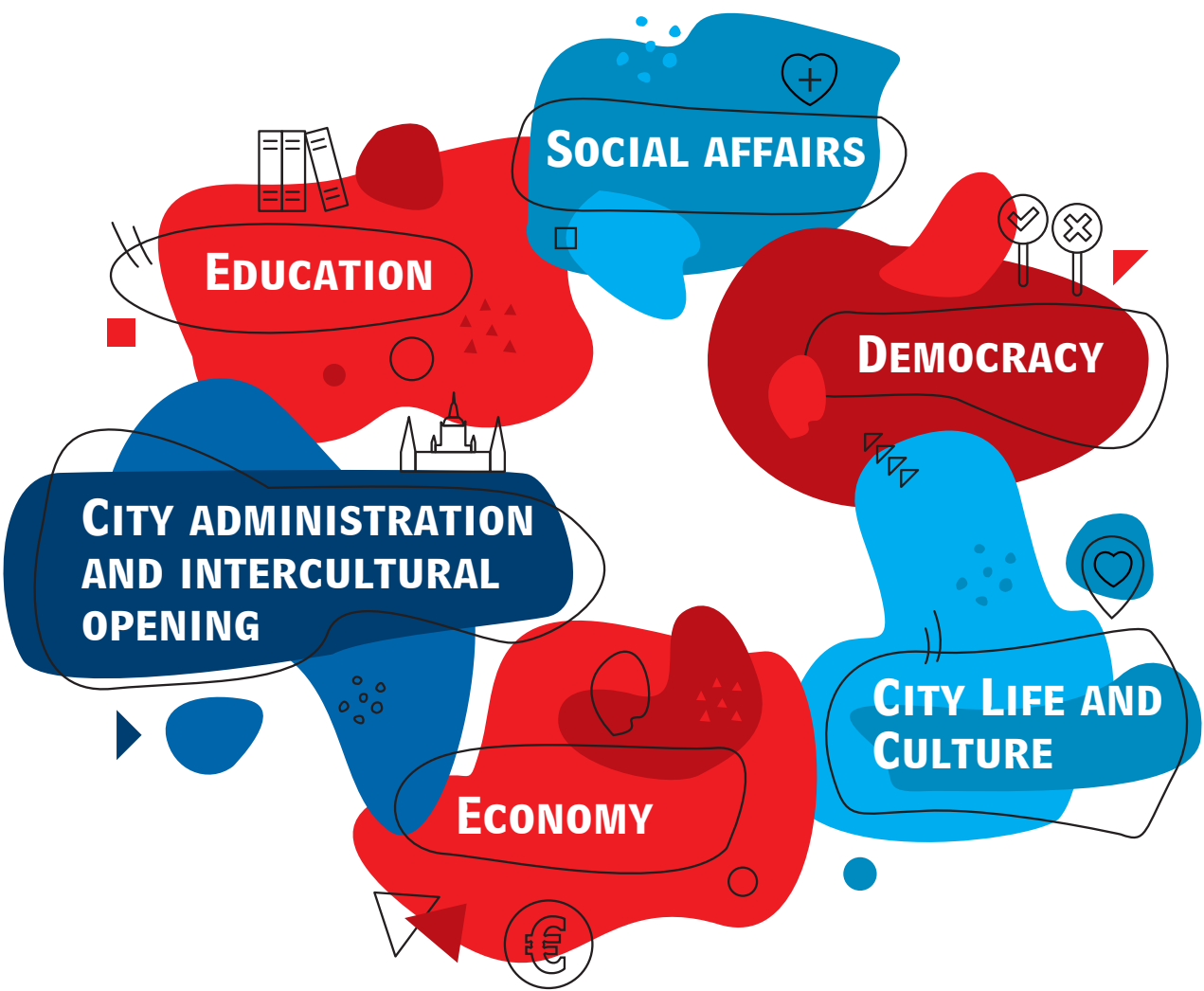
Recognition and promotion of diversity

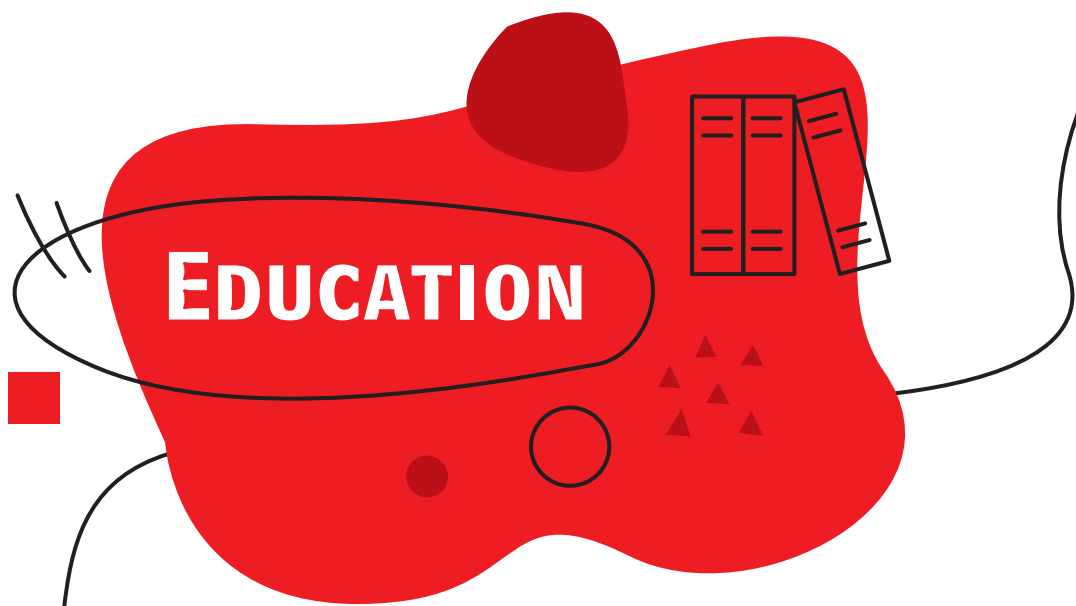
We see diversity as a form of societal potential. In a plural urban society, the visible diversity of lifestyles is the norm – and it is explicitly desired. That is why work on this topic must be given more weight and become more present in the public eye. Structures and processes within and outside of the administration must be reviewed and, if necessary, adapted in terms of diversity.

Target group-oriented communication and conception

To ensure that offers and measures reach as many people as possible, the media and languages used should be tailored to the respective target group in addition to German. Through the target group-oriented use of digital media, language barriers can be broken down and information and offers can be tailored to facilitate access. When developing information and offers, it is also important to always check whether new immigrants are included.







Comprehensive educational opportunities/informal education

Specific educational content such as environmental education, political education, health education, open child and youth work

Access to educational opportunities

**Language education and literacy/
multilingualism**

**Transitions in and
out of the education
system**

Racism-critical and
anti-Semitism-critical
education

**Anti-discrimination work
and violence prevention in
the context of education**

**Digitization and
critical media literacy**

Field of action: education

Education is one of the most important prerequisites for individual development in all phases of life and for active participation in society. However, there are no equal educational opportunities for everyone as long as the educational advancement is shaped by the origin and educational background of the parents. Education still follows a relatively rigid pattern in the standard systems. The transitions between educational institutions, for example, are sometimes an insurmountable hurdle, not only for immigrants. Outside of these formal structures, education is also an informal, lifelong and sometimes unconscious learning process, in which extracurricular learning venues play an important role.

In the field of action of education, the intercultural opening of Hannover's educational landscape is being continued within the scope of municipal possibilities, so that a permeable space for lifelong learning for all – including the young post-migrant generation – is created. Additional support and counselling services are designed to reduce barriers that make access to education more difficult. At the same time, marginalised groups and people affected by discrimination are to be strengthened by increasing their scope for action. To this end, the working group 'WIR^{2.0} – postmigrant' has launched the project 'A-Teams', for example.

The measures developed address important key topics (see graphic) that can be found at every level of education in an ideal educational biography.



Stephan Kaps, former head of the Culture and Design programme area at the VHS Hannover and spokesperson for the field of action of education.

'At WIR in Hannover, we have set out on this path and we must not lose our way. We must continue to question structures and constantly educate ourselves. The VHS can play an important role here, providing content and a platform for associations and initiatives. Lifelong learning is particularly relevant to me. Of course, the foundations of learning are laid early on, but the period after the age of 18 is the longest phase, and it should receive more structural attention.'

Stephan Kaps



Objectives

1. The intercultural opening of the regular systems in the education sector will be continued by...

- ... enabling all residents, regardless of their diversity characteristics such as income, social status or immigration history, to access all educational opportunities, whether formal, non-formal or informal
- ... identifying barriers that impede access to education at an early stage and systematically reducing them
- ... expanding target group-specific, low-threshold counselling services
- ... establishing new distribution channels for educational opportunities.

2. Anti-discrimination work is strengthened in educational institutions by...

- ... introducing and taking into account diversity and protection against discrimination as standard topics in all structures and processes
- ... establishing educational opportunities for anti-discrimination work and violence prevention as an integral part of formal and non-formal / informal education.

3. Language development, literacy and multilingualism are promoted from the outset and throughout the entire educational biography by...

- ... ensuring that educational opportunities are continuously embedded and professionalised
- ... providing greater support for the command of the German language as a key skill
- ... recognising and appreciating the linguistic diversity of Hannover's residents as a resource in all educational institutions and facilities
- ... supporting foreign language learning for all Hannover residents
- ... implementing offers in a barrier-free and needs-based manner, as well as in a low-threshold and target-group-specific way.

4. All people in Hannover are supported in all transitions in the education system and in the transition to the world of work by...

- ... significantly increasing the permeability of the education systems in order to support personal development and reduce possible barriers to access.
- ... designing barrier-free transitions (kindergarten > primary school, primary school > secondary school, school > career/university) and providing individual support through a multi-professional transition management system.

5. A permeable space for lifelong learning is created by introducing and promoting city-wide and district-based educational cooperation between institutions and providers of formal, non- formal and informal education, as well as migrant organisations.

6. Non-formal and informal education are established in a discrimination-critical and diversity-sensitive way by...

- ... strengthening the multipliers in the field of non-formal and/or informal education, including child and youth work, in these topics.
- ... corresponding content is increasingly being provided, particularly in the following areas:
 - a. Health education
 - b. Cultural education
 - c. Political education
 - d. Environmental education
 - e. Interreligious education.

7. Educational offers for critical media literacy and basic media education in accordance with the European Digital Competence Framework are established in formal and non-formal education.



Measures

1. Expansion of municipal advisory structures with regard to initial school counselling and school inclusion

Contact at the administration: Pedagogical Programmes Department / Education Office (40.13)

Newly immigrated and relocated families need initial orientation in the municipal education system in order to find suitable school places for their children. The initial school counselling service at the Hannover Education Office is the central point of contact for these families. It advises new immigrants with school-age children on the range of schools in the state capital and offers guidance on (lateral) entry into the school system. The Inclusion in Schools Information Point (ISI) offers families with children with special educational needs a range of information that complements the initial school counselling service. The information point is a neutral and cross-institutional point of contact for families.

A network of various parties is being established here to support the establishment of contacts with the relevant authorities and to offer advice on the following topics:

- Transitions between educational institutions
- Advice on school types/school selection
- School placement advice specific to the funding priority
- Determining the need for special educational support
- Disadvantage compensation

2. Further development of the family centre approach at primary schools

Contact in administration: School (40) and Youth and Family (51) departments

The development of primary schools into family centres is an important step in ensuring a successful transition from daycare to primary school and thus lays the foundation for the long-term educational success of children.

Synergies are made possible by a cooperation between primary schools and an existing family centre. The experiences from the fields of action 'Opening up to the district', 'Cooperation with parents/families' as well as the knowledge about early childhood educational processes and the development of interests of the individual child are made available to the primary school. This is being tested in a one-year pilot phase at three model

locations in order to gain insights for a possible continuation.

The intensive cooperation between the 'daycare' and 'school' systems has a positive effect on the (learning) development of children after they start school. Particularly effective cooperation measures include the coordination of educational documentation procedures during the transition, the targeted sharing of information on child development and the cooperative development of curricula that span educational levels. Fixed responsibilities and contact persons help to focus education on attachment to people and places.

3. Mentoring programme for immigrant families

Contact in the administration: School (40) and Youth and Family (51) departments

The aim of the mentoring programme is to provide newly immigrated parents with a contact person who speaks their language and has experience with the school system in Lower Saxony from the very beginning. The volunteer mentors provide support with organisational and language difficulties, mainly in school-related matters.

A central coordination office for the mentoring programme for immigrant families will be set up at the LHH. This office will serve as a point of contact for the existing welcome offices at schools and will organise further training for their emp-

loyees. In addition, semi-annual exchange rounds for the welcome offices will be set up to ensure a constant exchange of experiences.

A welcome office at each participating school continues to be responsible for matching families with suitable mentors. Ideally, the mentors have children who attend the same school. For languages that are not frequently requested, mentors can also be requested externally from another source. The mentors receive professional support in the form of regular reflection and further training opportunities.



4. Bridges to Education

Contact at the city administration: Department of Schools, Educational Programmes / Rucksack School (40.13)

According to the Lower Saxony State Education Authority, there are currently around 300 children from Roma families in Hannover of school age, about half of whom are primary school children. Most of the families live in homeless shelters in Hannover.

The project 'Bridges to Education' aims to enable Roma families with pre-school and primary school children to access school, to awaken and strengthen interest in education and to increase equal opportunities in educational processes through cooperative parental work.

This can essentially be done in three areas of activity:

- Language and parenting education: With the help of Romanian-speaking parent guides, a basis of trust is first established with the parents. Language and parenting education is then gradually built up.
- Support services for pre-school and primary school children of Romani families: Parallel to language and parenting education, support measures are also offered in the form of educational support for the children.
- Support for the primary schools involved: The primary schools are supported in their approach to parenthood and in establishing contact between teachers and Roma families.

5. Intercultural school assistant pool

Contact in the administration: Educational Programmes Section (40.13)

Intercultural school assistants are already doing valuable work in some schools, where they are an indispensable part of the multi-professional team of teachers, social education workers and career counsellors. They are the point of contact for pupils, parents and staff in schools. They provide culturally sensitive and expert advice in their native languages on all matters relating to pupils' educational biographies. They also act as intermediaries with other agencies. However, they are not available in all schools. There are also shortages for less common languages.

For this reason, the city provides schools with a reliable pool of intercultural school assistants. This pool lists active school assistants so that schools can access suitable candidates as needed. The school assistants receive ongoing training for their work and regular supervision as needed.

Intercultural school assistants receive fixed-term contracts for their work to enable all parties to plan and work in a trusting manner.

6. Developing support structures for secondary school

Contact in the administration: School Department (40)

Parents and their children are sometimes overwhelmed by the choice of a secondary school and school or career entry. This is especially true if they are unfamiliar with the local education system. The development of support structures for secondary schools is therefore a necessary measure that particularly benefits immigrants and their children.

This measure provides intensive support during the transition to secondary school by setting up services based on the model of the backpack programme (Rucksack-Programm). This benefits both the parents who participate in the parent groups and their children, as well as often the wider fami-

ly environment. It is not uncommon for the qualified parent guides to act as multipliers in their communities.

In addition, young adults support young people from immigrant families in a mentoring programme for pupils during their transition to secondary school. The mentors can be apprentices or students of educational or social subjects who ideally know the Rucksack programme from their own primary school days and now offer support to young people from newly immigrated families.

7. Encourage studying with videos

Contact details for enquiries: Science City Hannover (15.22), Educational Programmes / Education Office (40.13), Family Management (51 F)

Young people from migrant backgrounds are still a minority at universities. This measure therefore aims to encourage young people from immigrant families to pursue academic education by means of short films.

The videos have the following five objectives:

1. explaining the reasons for studying
2. refuting common prejudices against studying
3. providing information about financing studies
4. providing information about support options
5. illustrating that a university degree is possible

The videos are not aimed exclusively at pupils and parents with a history of migration, but the presentation and examples are intended to appeal to them in particular. The videos will be translated into other languages.



8. Language learning chains

Contact in the administration: Subject area Educational Programmes / Rucksack School (40.13)

The project aims to organise all institutions in Hannover that offer German language learning opportunities into a joint network. Through co-operation between the institutions, the network creates a largely seamless, target-group-oriented educational chain for the German language and prevents learners from dropping out of the language learning process.

First, an inventory of language learning opportunities will be made in order to identify duplications and gaps in the programme. The reasons for frequent dropout will be analysed. The gaps in the programme identified in the exchange will be closed by developing additional programmes, e.g. for

target groups that have not yet been reached or have been difficult to reach. Language education programmes should be designed to meet the needs of specific target groups (e.g. a programme for families with small children). The providers agree to work together when planning the courses offered and when organising the transitions when changing courses or providers. The interests of the providers will be taken into account. An overview of the needs-based courses for learning German will be available online.

This way, a seamless educational chain can be created in Hannover's language education.

9. Funding for programmes in the mother tongue

Contact in the administration: School (40) and Youth and Family (51) departments

Maintaining the family language is an important and emotional issue for many immigrant parents, even in the second generation. For the parents, the family language is a piece of home and a link to their country of origin and its culture, to their own parents and grandparents who still live there. Children who were born in Germany should also get to know, experience and develop this bond. For this reason, the LHH is setting up a fund to support the implementation of offers in the language of origin for children.

There are significant hurdles associated with applying for native language instruction at school. This even applies to the primary school level. For

this reason, many migrant organisations are interested in organising their own language courses in the language of origin for their children and combining them with learning about their parents' culture of origin. These offers are currently mostly organised on a voluntary basis, and the teachers also provide their services on a voluntary basis. Some offers cannot be realised at present because there are no volunteer teachers available.

Setting up a fund like this is a great help and support for the associations and signals recognition and appreciation of the linguistic diversity in Hannover.

10. Extra-occupational German courses for apprentices and employees in the care sector

Contact person in the administration: Departments for Seniors (57), Adult Education Centre (43)

In Hannover, many immigrant workers, mostly women, are employed in geriatric care in low-skilled and correspondingly low-paid jobs. They could improve their professional situation by gaining further qualifications. However, access to in-service training in care often remains closed to them – due to a lack of German language skills. This also eliminates the possibility of further qualifications and career advancement, particularly for immigrant workers who have often been working in care for years.

The VHS offers language courses for immigrants with little or no knowledge of German for a low course fee to improve this situation. The aim is to

have the course fees covered and the committed participation of employers in employee training. The language courses are based on the classic shift system and are designed so that they can be conveniently attended by full-time employees outside of working hours. The aim of the language course is to achieve a solid B2 language level.

Care facilities thus have a better chance of counteracting the shortage of skilled workers.

11. Holiday language camps and weekend seminars

Contact in administration: Educational Programmes (40.13)

Immigrant families with school-age children often need language support and are looking for orientation in the municipal education system. In addition, it is not uncommon for parents to have difficulties helping their children with schoolwork. Language skills are strengthened and the basics of

the Lower Saxony school system are taught in weekend seminars and holiday language camps. Democracy education also takes place in the seminars and camps.



12. Promoting skills through qualifications in and through sport / training of multipliers in health education

Contact at the administration: Department of Sports, Public Pools and Event Management (52)

Education and training in and through sports are important ‘door openers’ for the participation of immigrants in (organised) sports and in societal coexistence. Gaining skills in the areas of sports, exercise and health also improves participation in working life and increases the chances of entering the job market.

This measure includes various qualification modules in the field of health education, ranging from sports licensing to further training in health prevention. New formats are being developed to supplement the existing qualification programmes, which will make them more accessible to immig-

rants and take their needs into account. For example, people from inclusion and integration work institutions, schools, day-care centres and cultural institutions can be trained as multipliers in health promotion.

The focus of the training is on imparting knowledge about the relevance of exercise, sport and healthy nutrition, as well as on putting this knowledge into practice.

13. Further training opportunities for staff at all-day primary schools

Contact in administration: School Planning and Pedagogy Department (40.1), Youth and Family Department (51)

As part of the quality offensive for primary school childcare, this measure focuses on the qualification of staff at all-day primary schools.

Training courses are offered on the topics of inclusive all-day primary schools, child protection, gender and diversity-related pedagogy, participation and democracy education for children, and cooperation with parents. Topics such as anti-discrimination and violence prevention are also covered in the training courses. The training courses are offered in-house and across all providers within a

school location. All employees at all-day schools have the opportunity to register for one of the topic-specific training courses.

The joint qualification in multi-professional teams strengthens and better connects the respective school locations. This promotes a sustainable culture of exchange and respectful coexistence in schools.

14. Training opportunities for volunteers / trainers

Contact details for enquiries: Department for Civic Involvement (50.5), Coordination Office for Resident Involvement (18.64), Youth Education Coordination (51.58)

In the field of informal education, there are many people who volunteer their time, but who, for reasons of time or finances, do not always have the opportunity to receive further training for their voluntary work. Following a needs assessment, the state capital is developing a free training course for multipliers in the field of non-formal / informal education.

This training programme can be integrated into the daily commitments of the volunteers. In this way,

the programme contributes to quality assurance and better networking among volunteers, while promoting a culture of learning from one another.



‘The adult education centre offers many services designed to help people settle in. It is a place where people can meet, and the special features of the adult education system mean that it offers many people the chance to obtain the papers they need to overcome bureaucratic hurdles.’

Stephan Kaps



Measures eligible for application for the WIR^{2.0} funding programme

15. International Mother Language Day (IMLD) – a meeting of cultures

Contact details for enquiries: Adult Education Centre Course Programme Division (43.2)

The United Nations established International Mother Language Day (IMLD) as a day to celebrate different mother tongues. This day offers an excellent opportunity to showcase not only the wide range of language and certification options offered by the VHS, but also the diverse cultural landscape of Hannover. Migrant organisations were already calling for an international festival to mark the occasion when the Cultural Development Plan (KEP) was being drawn up.

With this in mind, the VHS (adult education centre) Hannover opens its doors to the IMLD and presents not only its own language courses in the field of adult education but also the cultural diversity of the city. To this end, various migrant organisations are invited to present their work. At the same time, the annual event also offers an opportunity to present partner cities, economic cooperation and the training opportunities offered by the LHH, as well as a chance for international students and newly arrived professionals to make contacts.

16. International Youth Exchange

Contact details for enquiries: Department of Child and Youth Work (51.5)

International exchanges are a core task of child and youth work according to §11 SGB VIII, which currently cannot be adequately fulfilled.

The state capital of Hannover is able to implement an international youth exchange every two years or so with the available resources. Advice from independent organisations that also work in this area is currently only possible to a limited extent. Quality assurance and development of international work in child and youth work is also not possible in a structured way.

By increasing the number of personnel resources, this measure aims to organise international youth

encounters by municipal youth work providers on an annual basis. These should take place in particular in the context of city partnerships and the European perspective. A further goal is to establish an advisory office for independent youth work providers who want to organise international encounters.

Strengthening this area of work has a lasting impact on both civil society engagement in this area and on broadening the perspectives of children and young people.

Recommendations

1. Schools as centres

It is recommended that schools be further developed as central locations in the city districts. In addition to the usual pedagogical tasks, a broad spectrum of counselling and support services should also be anchored in these school centres in the city districts. The services must be as accessible as possible and offer local communities the opportunity to help shape them. The further development of primary schools into family centres is included in this package of measures. The following aspects are also part of the vision of schools as centres:

- Educational stores that are closely linked to secondary schools in the district
- Appropriate premises for family centres and educational stores in schools

2. Free German language courses for immigrants with little or no knowledge of German

It is recommended that the free German language courses financed by the state be further expanded.

3. Hannover Student Union semester contribution scholarship

It is recommended to continue the Hannover Student Union semester contribution scholarship.

4. Supplementary German courses as part of vocational training or a qualification

It is recommended that German courses be considered in conjunction with vocational training or a qualification. In particular, programmes should be developed that explicitly address young women or girls within the group of immigrants from EU-2 states.

5. Further training for employees in anti-discrimination work and violence prevention

It is recommended that the training courses for employees in the city administration and in all educational institutions in the city area be broadened. Employees should be motivated to take responsibility for their own continuing education and to regularly update their knowledge in a wide range of current topics:

- a. Diversity / intersectionality / religious diversity
- b. Gender
- c. Empowerment
- d. Socio-political topics
- e. Participation
- f. Political education

6. Online access to the anti-discrimination office

It is recommended that access to the LHH anti-discrimination office be facilitated and examined to see whether this can be achieved by using online messenger services.



Goals of the youth working group ‘WIR^{2.0} – postmigrant’ for the field of action of education

1. Formal and informal educational opportunities deal more thoroughly with the various forms of discrimination and their interaction, known as intersectionality.
2. Counselling centres and shelters, so-called safe spaces, are expanded for vulnerable groups.
3. Educational institutions open up to offers from (post-)migrant associations and organisations in order to develop further as diverse places of living and learning.
4. (Post-)migrant associations and organisations are also being given the opportunity to participate in the implementation of processes relevant to society (e.g. KEP, WIR^{2.0}, InnenstadtDialog).
5. Volunteer opportunities are being geared more closely to the interests of the post-migrant generation in order to attract them to volunteer work.



Tchadarou Abdoul, student at Leibniz University Hannover and spokesperson for the expert group ‘WIR^{2.0} – postmigrant’

“WIR in Hannover is diverse and we love it! Young postmigrant people are a natural part of society and make great contributions. It is time to move away from a problem-oriented perspective and towards a potential-oriented one, with corresponding approaches. Our diversity is our strength and something to be proud of. At the same time, we must also defend it and protect it against discrimination of any kind. But this also means questioning our own structures, rethinking them and optimising them in a continuous process.“

Tchadarou Abdoul



1. A-teams for action against discrimination

Contact details for enquiries: Subject area: Democratic education, anti-discrimination and against right-wing extremism (56.12)

The project is aimed at students in educational institutions in Hannover and is based on peer-to-peer mentoring for young people who have experienced discrimination. It aims to dismantle existing discriminatory structures and practices within institutions.

So-called A-teams (anti-discrimination teams) offer a low-threshold point of contact at the respective educational institution for students who have experienced racism or anti-Semitism and who can seek advice on these issues from trained mentors. The A-teams consist of students who attend the same educational institution and have been tho-

roughly trained for their advisory role. They work together with the respective management of the educational institution and also seek to cooperate with the professional advice centres of the city of Hannover.

The educational institutions participating in the project are closely supported by the project team WIR^{2.0} AG postmigration / network 'Generation Postmigration'. Furthermore, the A-teams are professionally supported by regular supervision by the anti-discrimination office.

2. District-oriented political education

Contact details for enquiries: Subject area: Democratic education, anti-discrimination and against right-wing extremism (56.12)

In the area of political volunteering, the proportion of people from (post-)migrant communities is very low. There is a lot of potential here that could be tapped through peer-to-peer work to motivate the postmigrant generation in particular to take on political volunteering.

As part of the project, democracy-promoting actions, events and initiatives are being more closely linked to local district centres with the aim of encouraging young people of the postmigrant generation to get involved in local politics, e.g. in the integration advisory boards, and thus motivate them to pursue a political career.

The peer-to-peer approach is used to address and recruit young people, primarily working with multipliers. The multipliers create spaces and discourses in the different districts where young people from different communities come together.

In a further step, district-wide 'youth councils' will be set up, which will work closely with existing municipal committees and boards. They are designed to prepare young people for work in these bodies and to qualify them through workshops on various topics.



3. Day of Diversity

Contact details for enquiries: Democratic Education, Anti-Discrimination and Counter-Rightwing Extremism Unit (56.12)

Schools are a central place for personal development. It is here that different worldviews and values come together. According to research, political education is offered far too little in schools and more multi-professionalism has been called for for a long time. In addition, many (post-)migrant young people struggle with their social roles due to static cultural understandings. It would be an asset for schools, especially in the area of identity formation and transcultural education, if they could work more closely with non-school parties involved in political education.

(Post-)migrant associations therefore present themselves and their work in a fixed cycle on Diversity Day in schools and organise projects or a week of activities there. This gives students access to a range of associations, networks and initiatives. By networking the associations with the respective school, needs-based offers for (post-)migrant young people in schools can also be developed and implemented.

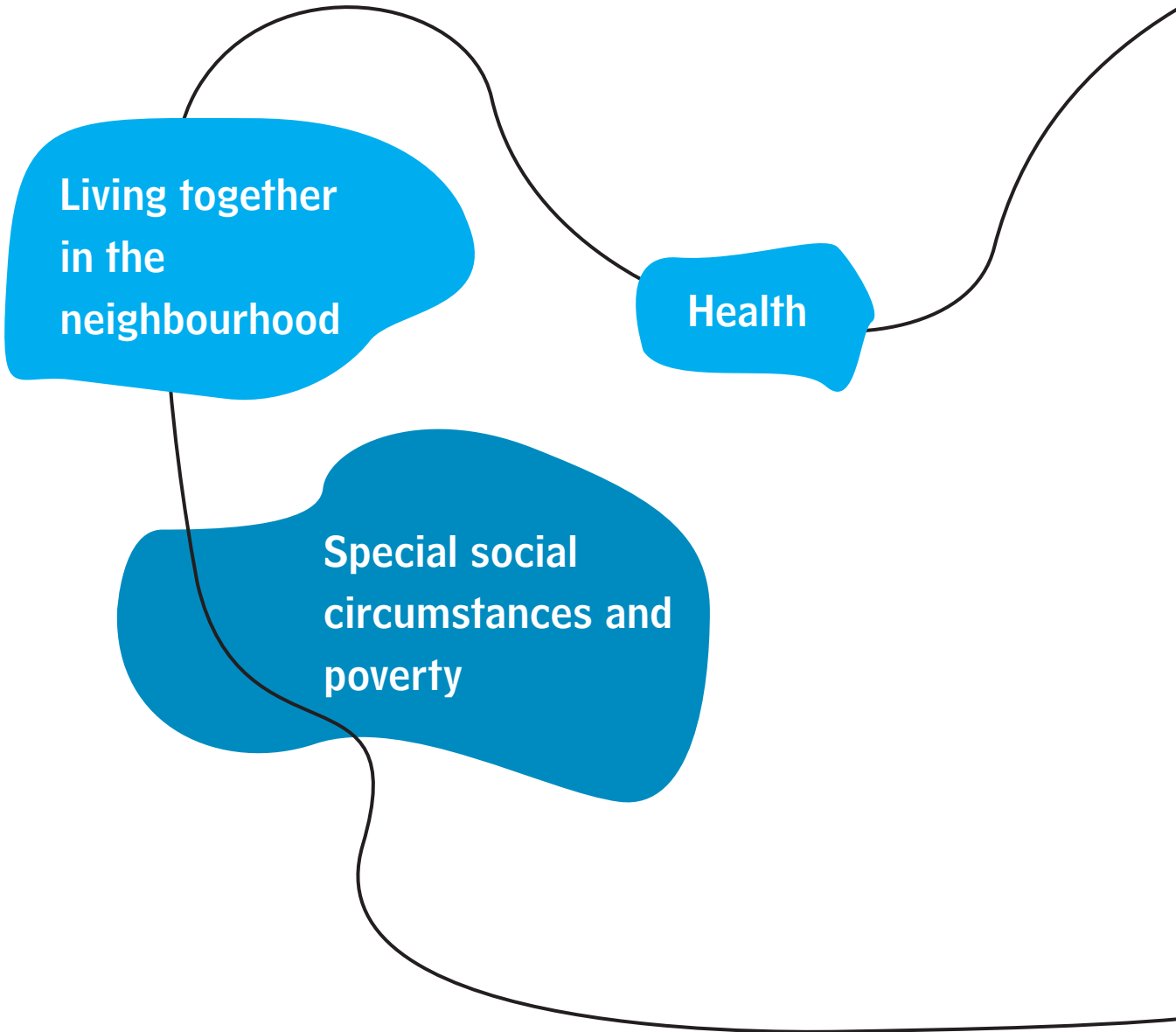
This cooperation between schools and associations shows migration-related diversity as the norm and creates new opportunities for identification.

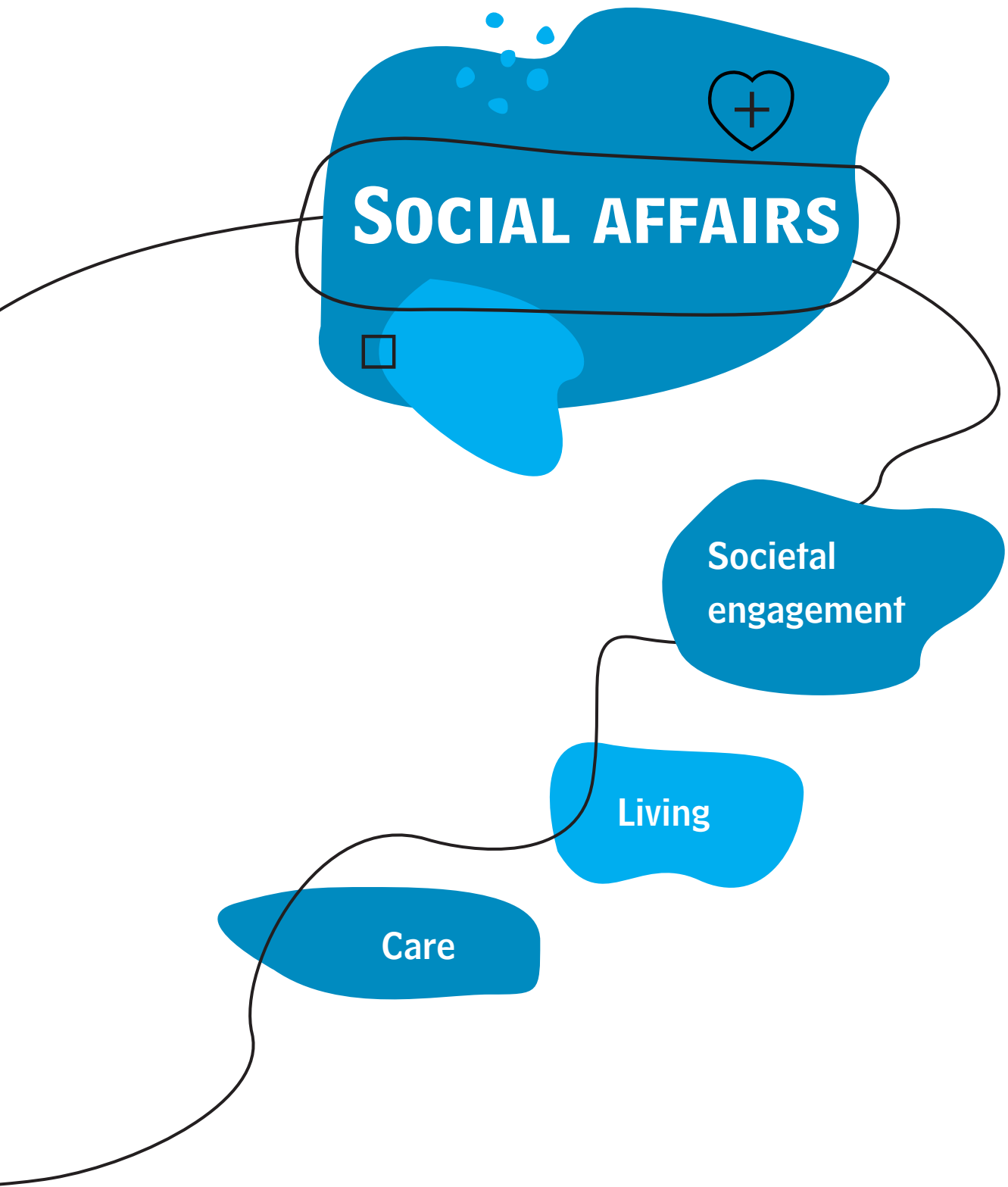


‘People from over 125 nations study, research and work at Leibniz Universität Hannover. The university particularly promotes transnational exchange. It is also a symbol of the dream of educational advancement and the promise of a better future for many young people with a history of migra-

tion, either their own or their family’s, as well as for those from educationally disadvantaged families. Fair educational opportunities are essential for the societal participation of all population groups.’

Tchadarou Abdoul





Field of action: social affairs

Equal participation and access to resources are important prerequisites for actively shaping one's own life and strengthening social cohesion. Everyone who lives in Hannover must be able to participate in this urban society: have access to information and social contacts, benefit from its educational institutions, be attracted by its cultural offerings, be integrated into its labour market, be supported by its authorities and be able to represent their own interests in a self-determined way.

Active participation in societal life initially takes place in one's own neighbourhood. Therefore, many measures focus on decentralised opportunities for local participation. However, equal participation must not end at the boundaries of a neighbourhood. Offers and parties must therefore also network across districts.

As a key form of expression of active, self-determined participation, access to societal engagement must be open to all city residents.

Many people in Hannover are dependent on assistance due to poverty or other special social circumstances. Immigrants and their descendants are more affected by this than the average city population. As everywhere, human dignity and human rights must form the basis for assistance. Only in this way is equal access to the support systems possible. The same applies to access to health care and the care system. The focus here is also on local assistance.

Access to adequate housing for all Hannoverians must be recognised as the fundamental human right that it is. A new expert group will be formed in the future to develop and implement appropriate measures in this area.



Ferdos Mirabadi, co-founder and managing director at kar-gah e.V. and spokeswoman for the social field of action, says,

“WIR^{2.0} should be for the entire urban society. The participation of all people living in Hannover is a prerequisite for successful implementation! Since I myself have a migration history, I have been confronted with the issue of migration and equal opportunities from the very beginning. Equal rights and equal opportunities have always been important to me. We have to ensure that the WIR^{2.0} plan is implemented across the entire urban society. Through certain actions, such as events in the neighbourhoods and better public relations, we can ensure that this concept is known and accepted throughout society.”
Ferdos Mirabadi



Objectives

1. The aim is to strengthen equality and a sense of community in the neighbourhoods by...

- ... ensuring a good, barrier-free quality of life for all residents and acceptance of all ways of life
- ... strengthening opportunities for participation and co-creation and establishing scope for self-organisation
- ... securing the social, cultural, ecological and economic infrastructure in the neighbourhoods
- ... strengthening the flow of information, for example, through multilingualism
- ... implementing integrated approaches in the neighbourhood and the parties involved are better networked both locally and across neighbourhoods.

2. Particular attention is paid to social issues and poverty in the context of migration by...

- ... systematically reviewing and improving assistance and counselling systems in terms of intercultural opening
- ... promoting regional and target group-oriented services for people in particular social circumstances, for example through street work
- ... tailoring social education services in addiction and homelessness support centres to specific target groups, for example, targeted services for women.

3. In order to reduce inequalities, the health and care systems are made more accessible to people with an international background by...

- ... intercultural health promotion, health literacy, and situational and behavioural prevention are also strengthened at the district level
- ... the intercultural opening of the care and health system is promoted and cultural sensitivity, diversity concepts and language mediation are better established
- ... equal access and quality of care, support and counselling for migrant seniors are guaranteed.

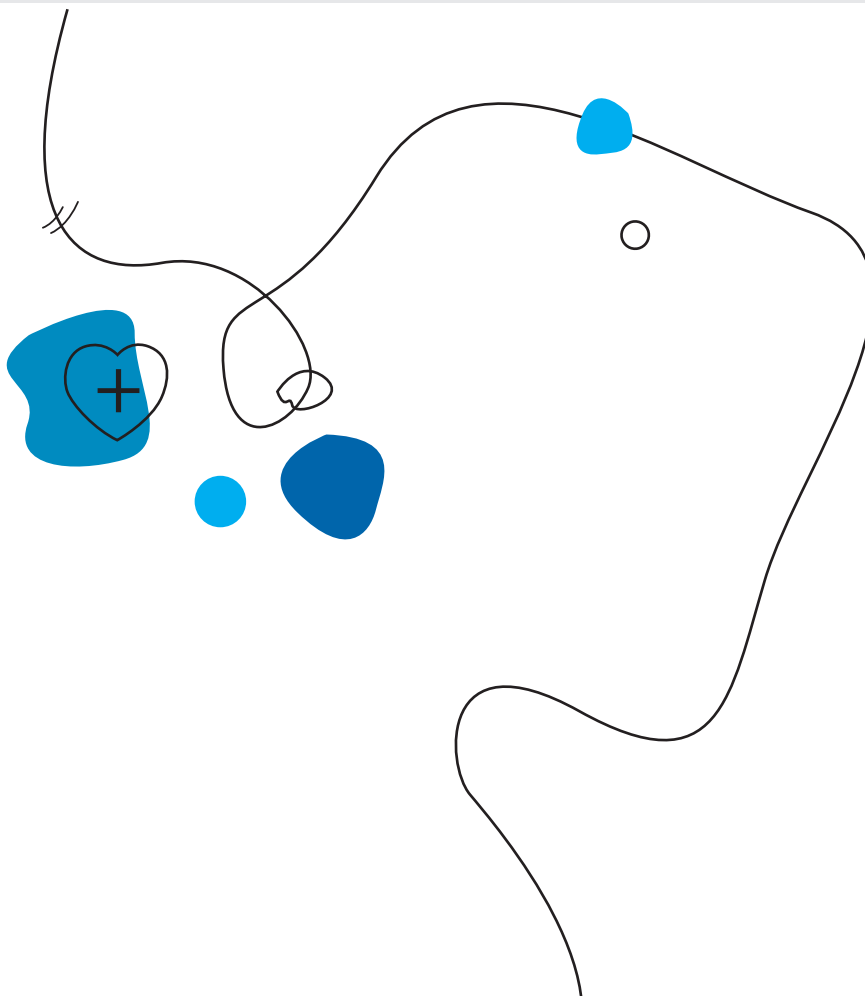
4. Volunteering and engagement for the urban society are particularly strengthened among immigrants and their children by...

- ... committed individuals and organisations from migrant communities are more clearly valued and their visibility is increased, including in the area of non-institutionalised commitment
- ... strategies, measures and projects for the intercultural promotion of commitment are developed and supported
- ... associations and other organisations involved in commitment are sensitised to interculturality and transculturality in cooperation with migrant organisations and projects in this context.

5. Counselling, support and care for Hanoverians are improved in the sense of intercultural opening by...

- ... having the administration systematically reviewing itself in terms of equal opportunities, processes, networks, information channels, access and standard services, as well as integrated working approaches
- ... sensitising politicians and funding agencies to the need for structural development, such as intercultural residential groups.

6. Affordable housing and needs-based, differentiated forms of housing will be more strongly promoted.





Measures

1. ‘Welcome package’: to be further developed

Contact details for enquiries: Residents‘ Services (32.1)

Equal access to quality-checked information in languages that new immigrants speak is still not guaranteed. This contradicts the principle of equal treatment and makes it more difficult for people with limited knowledge of German to both arrive and live together in Hannover.

Therefore, the ‘welcome package’ that every new immigrant in Hannover receives will be expanded to include information on a range of topics. The information will be provided in the languages that the respective persons speak or understand. In addition to general information about living in Germany and Hannover, the following topics should be covered: important or helpful insurance policies, unemployment counselling, advice centres for mobile employees, information on voting

rights, the school system in Lower Saxony (e.g. parental choice of school, the possibility of recognising the language of origin as a second foreign language).

In addition, employees at each citizens‘ office are trained to answer questions from new immigrants competently or to refer them to the right places. The citizens‘ offices can draw on the pool of interpreters for this purpose. The ‘welcome package’ and citizens‘ offices thus take over part of the low-threshold services offered by the migration advice service.

2. More knowledge – fewer barriers. Access to the health system

Contact details for enquiries: City of Hannover Immigration Office (56.1)

A major hurdle in accessing the healthcare system is often a lack of or incorrect information about it. The language barrier is a particularly important factor here.

The state capital Hannover is collecting all the multilingual information on the healthcare system that is already available. This information is being reviewed and compiled into packages, which are then passed on to the relevant sections of the immigrant population via the Rucksack programme, in consultation with the authors. The information

is also included in the ‘welcome package’. Additional distribution channels, especially via new media, are being evaluated and used.

The measure also includes the development of a training course for doctors on the subject of multilingualism. In cooperation with the Association of Statutory Health Insurance Physicians, the extent to which specialist doctors can collect points for such training is being examined.

3. Review of the current situation and needs assessment of services for senior citizens with a migration history

Contact details for enquiries: Hannover Municipal Senior Services (57.2)

Almost a quarter of Hannover’s population is over 60 years old. About a third of these are immigrants or descendants of immigrants.

The Hannover Municipal Senior Citizens Service, together with the MiSO network and other independent organisations, is developing a survey in the city districts to determine the needs of senior

citizens with a migration background and the advisory services available to them. Based on the results, advisory and leisure services will be developed that are more closely aligned with the needs of this target group.



4. Attracting immigrant families to the role of foster parent

Contact details for enquiries: Foster Children and Adoption Service (51.23.4)

The opportunities for foster parenting are not well enough known among immigrants and their descendants. This group currently makes up only 9 per cent of foster families and is thus significantly underrepresented.

The state capital Hannover is therefore increasingly promoting the idea of taking in a foster child among immigrants and their descendants. To this end, both advertising and education on the topic are being intensified. It is important to create target group-oriented advertising media and formats, as well as to use appropriate channels and

methods of distribution. Advertising is supplemented by information events with and at interest groups of immigrants and their children. In addition to language, it is necessary to focus on other aspects that inhibit communication with state institutions.

In order to accommodate the immigrant families and to foster a trusting relationship, the service will in future be offered directly to the target group. In addition, the requirements profile will be culturally adapted.

5. Accommodation for young people between the ages of 18 and 27 who are homeless or have no other place to live.

Contact details for enquiries: Accommodation and living in shared accommodation and flats (56.2)

The dangers of living without a roof over one's head affect many young people, regardless of gender identity, skin colour, origin or sexual orientation. Immigrants and their children are often particularly affected in the sense of intersectionality.

Existing or new apartments in the LHH portfolio are being (re)dedicated and (re)designed as temporary accommodation for young people. Young people at risk of homelessness can stay in these transitional rooms for several weeks or months while they receive social work support in finding

accommodation or resolving their problems, until they can move into a rented apartment or other form of housing.

Furthermore, emergency sleeping and night shelters are being set up for young people affected by homelessness or hidden homelessness who are no longer entitled to be accommodated in youth welfare facilities. Existing emergency sleeping shelters (or parts thereof) are being converted and redesigned accordingly, or new shelters are being created.

6. Innovative and international living and coexistence in initial accommodation

Contact details for enquiries: Hannover City Immigration Office (56.1)

Stable initial accommodation, which serves as a transit point for some of their residents and as a long-term centre of life for others, fulfil an important function for administration and urban planning in the context of the city as a whole.

The state capital Hannover is working with the Institute of Urban Design and Planning at Leibniz Universität Hannover (LUH) to develop a student project with the aim of contributing proposals for improving the quality of life and living conditions of people who live in such neighbourhoods. The residents of the selected neighbourhoods will be

involved in the project as early as possible. The results of the project should be exemplary for other neighbourhoods.

The focus is on qualifying the socio-spatial characteristics of the neighborhood. To this end, students develop architectural and urban planning concepts for adapting the existing structures and/or supplementing them with new buildings. The concepts should be suitable for improving the residents' quality of life and enabling greater participation in (urban) societal life.

7. Anti-racist team coaching in the city council

Contact details for enquiries: Human Resources and Organisation Department (18)

Even people who do not consider themselves racist sometimes display latent racist attitudes or expressions and behaviours. For this reason, systematic anti-racist coaching is being developed and implemented with selected city administration teams as a supplement to existing intercultural training and education. This sensitises city administration employees to latent racist actions and communication.

The main topics are recognising (unintentional) racism or discriminatory behaviour in everyday situations, recognising one's own prejudices and

developing alternative strategies, and reflecting on communication and processes by immigrants and their descendants.

In addition, regular topical exchange rounds are to be established, for example between the Immigration office, the Departments for Social Services and Societal Participation, and migrant organisations.

As one of the city's largest employers, the state capital Hannover is also fulfilling its role model function.



8. Internal training courses offered by the LHH on the topics of homelessness and addictions

Contact details for enquiries: Training and Education Section (18.15)

Homeless people and those suffering from addictions are still heavily stigmatised and excluded by society. Attributions and societal narratives are constantly being renewed and reinforced in the media, but also by politicians and even by the support system.

The municipal employees are taught basic knowledge about the social phenomenon of homelessness and its history, as well as about the topic of addiction. The training course imparts the latest scientific findings on societal exclusion and participation in order to develop an attitude towards

these topics. Building on this, strategies and methods of client-centred communication are taught, along with the basics of participatory work.

The training courses provide LHH employees with a theoretical foundation in the areas of homelessness and addiction, enabling them to think and act in ways that are even further removed from stigmatisation and exclusion. This also reduces asymmetries in the work with those affected.

9. Improving the structure and transparency of activities in Hannover that enable people to participate in society despite experiencing poverty.

Contact details for enquiries: Department III – Social Services and Integration

Immigrants and their descendants are disproportionately affected by poverty; even with the same qualifications and education, their risk of poverty is higher. In order to counteract this, the 'Hannover Way for Perspectives of Children in Poverty' is being further developed with a view to taking special account of the children of immigrants. To this end, a structure is being developed and permanently anchored to control and increase the transparency of corresponding activities.

Internal administrative bodies and control structures, as well as cross-administrative networks,

are reviewed with regard to the following questions: Which structures support the 'Hannover Way' and how is the participation of various parties ensured? Where do strategies, measures and results converge? Where is the discourse on the future 'Hannover Way' anchored? Does it make sense to broaden the focus to include other age groups?

A steering committee is responsible for monitoring and should bundle strategies and measures and make them transparent.

10. LHH policy on immigration from Eastern Europe

Contact details for enquiries: Department III – Social Services and Integration

Immigrants from Eastern Europe and especially from EU-2 countries often face particularly high barriers to participation and are frequently discriminated against in various areas. This ranges from poor living conditions in so-called problem properties to discriminatory reporting in the media.

The state capital Hannover is developing a well-founded and transparent position on the issue of immigration from Eastern Europe. A particular focus is on immigration from Romania and Bulgaria (EU-2 countries). The key points of the position are the protection of the UN Convention on the Rights of the Child, especially with regard to the right to a school education, and the solidarity-based integration of neighbourhoods and districts.

The aim is to develop measures based on this formulated position that enable the target group of

immigrants from these countries to participate equally in (city) societal life.

To this end, the administration, under the leadership of Department III, is forming a working group with equal representation of representatives of municipal agencies and representatives of external parties, including migrant organisations, that are concerned with the issue of immigration from Eastern Europe and in particular from EU-2 countries. The working group will initially develop the policy paper outlined above and subsequently measures to implement the policy in joint practice. The measure improves the medium-term opportunities for participation of immigrants from Eastern Europe.

11. Establishment of a working group on genital mutilation

Contact details for enquiries: City of Hannover Immigration Office (56.1)

The WIR^{2.0} steering group suggested developing a measure on the topic of genital mutilation. A new working group is to be formed to address the issue

and develop measures to protect the health of affected women and provide them with protection.

12. Establishment of a working group on housing

Contact details for enquiries: City of Hannover Immigration Office (56.1)

The experts of the WIR^{2.0} steering group have proposed to examine the topic of housing in the context of migration and participation even more closely in order to identify problem areas and de-

velop appropriate measures. To this end, a new working group will be set up with equal representation of municipal and external experts.



Measures eligible for application for the WIR^{2.0} funding programme

13. Recognising initial accommodation, setting up a pool of 'arrival hosts'

Contact details for enquiries: City of Hannover Immigration Office (56.1)

In urban society and public reporting, districts with a high proportion of immigrants are usually the subject of negative discussion. Often, the structural and general population density in these districts makes challenges particularly apparent. Such so-called initial accommodation needs interfaces of communication with people who, on the one hand, support the organisation of basic needs and, on the other hand, encourage social participation.

To this end, a pool of cross-portfolio 'arrival hosts' is being set up to act as an interface between the housing management and the social space/district. They need to be familiar with the neighbour-

hood-related support systems and be able to explain and fairly discuss with the residents the immediate needs vis-à-vis the housing management and the municipality in the context of the Social Security Codes, etc.

The project first identifies the initial accommodation in Hannover and positively defines its function in the urban fabric on the ground and in specialist circles. Together with a coordination office, a 'round table of housing companies' implements the pool of 'arrival hosts'.

14. Supporting potential self-employed people in initial accommodation

Contact details for enquiries: City of Hannover Immigration Office (56.1)

The opportunity for societal participation is significantly improved by secure employment, but also by secure self-employment. In particular, immigrants and their descendants are often highly motivated to become self-employed. Accordingly, their willingness to take the risk of starting a business is on average higher than in the population as a whole.

In initial accommodation in particular, an early identification of those persons who would like to become economically active is necessary. In these cases, increased support in the form of legal advi-

ce and business and livelihood support is established. In addition, spaces are provided in which potential self-employed persons can try things out. These include storage facilities, workshops, sales areas and the like. Suitable spaces must first be identified centrally before talks and counselling can begin in the initial accommodation and the appropriate settings can be set up in the rooms.

15. Migrant communities support homeless people

Contact details for enquiries: City of Hannover Immigration Office (56.1)

A fair number of the homeless in Hannover have an international background. In order to support their societal integration more effectively, the city has chosen to enlist the help of volunteers from their respective communities of origin.

Once a week, a counselling session in the native language is offered at a central location. In personal, confidential discussions, the situation and needs of those affected are clarified and solutions are sought together. In addition, interpreting services for visits to the authorities can be offered in this context. The volunteers coordinate collection and donation campaigns in their communities and

plan joint festivals as well as food donations as needed. The volunteers act as a link to the communities and can thus involve the clients in activities such as festivals and events.

In addition, the volunteers coordinate the active members of the communities, for example, in providing supportive assistance for mobile care activities. This improves the exchange of information between different communities and the administration.



‘The playground ‘Kinderspielwelten’ in Linden-Nord is a project that was designed and realised by people with a history of migration and the parks and gardens department, with

the active participation of residents, daycare centres and schools. Kargah played an accompanying role in this.’
Ferdos Mirabadi



Recommendations

1. Anti-discrimination work in the guarding of accommodation

When inviting tenders for the guarding of accommodation, it is recommended that emphasis be placed on applicants training and educating their employees in anti-discrimination. Furthermore, it is recommended that further approaches be found to anchor the topic of anti-discrimination more firmly, permanently and bindingly in the guarding of accommodation.

2. Introduction of anonymous medical certificates

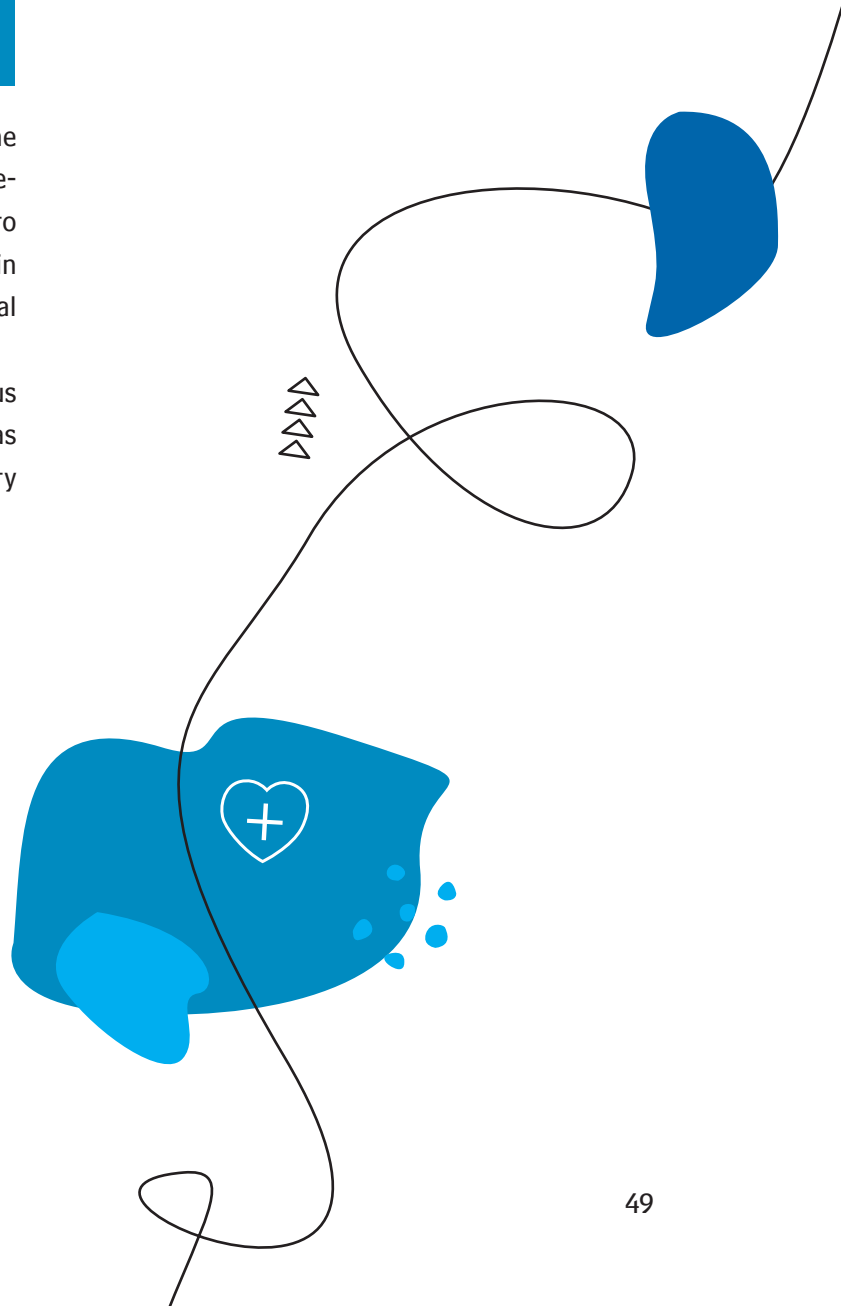
The state capital Hannover recommends that the state of Lower Saxony introduces anonymous medical insurance certificates and issues these to those who (for various reasons) cannot obtain health insurance and thus fall through the social safety net.

In addition, the possibility of obtaining anonymous medical certificates should be publicised in as many languages as possible and through a variety of channels.

3. Continuation of the provision of accommodation in the neighbourhood

It is recommended that the call for tenders for operator contracts for accommodation be reworded to give more weight to relevant experience in the neighbourhood in question.

Furthermore, in the event of a change of operator, it is recommended that the obligation to provide a meaningful and comprehensive handover to the subsequent operator be contractually stipulated.



Objectives of the youth working group ‘WIR^{2.0} – postmigrant’ for the field of action ‘Social issues’

1. Counselling centres and safe spaces will be expanded for vulnerable groups.

Measures

1. Setting up of a working group on ‘Guidance services for young people in benefit communities’

Contact details for enquiries: Societal Participation Department (56)

For young people in communities of need, a gap year after school with voluntary service is a major hurdle for a number of reasons. In order to achieve greater equality of participation here, a working group is being set up with representatives from the

Job Centre and the Employment Agency, which will initially review the advisory landscape in this area as well as existing formal obstacles. The new working group will be led by the Societal Participation department.



Measures eligible for application for the WIR^{2.0} funding program

2. Point of contact for queer people with migration and refugee experiences

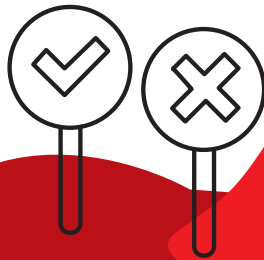
Contact details for enquiries: Municipal Office for Migration Advice (OE 56.13), Commissioner for Sexual and Gender Diversity (OE 18.LSBTIQ)

The current counseling landscape is characterized by major gaps in meeting the needs of queer people with migration and refugee experiences. On the one hand, the lack of sensitivity of some LGBTIQ* counseling centers towards topics such as postcolonialism, postmigrant society, flight, non-Christian religions and identities means that these established queer spaces can become vulnerable spaces. On the other hand, there are counseling centers that, although they have a background in migration work, offer LGBTIQ* counseling in unprotected spaces where, for example, anti-queer groups also take advantage of counseling services.

This measure will therefore establish a central point of contact for queer people with a migration background, offering psychosocial counselling and empowerment. It is run by a queer migrant organization. A contact and advice center in a protected space is needed to protect queer immigrants or queer children of immigrants from queer-hostile people from their own group of origin, as well as to provide a space where they are protected from othering and racist discrimination.

The contact point would be a sign of contemporary, intersectionally designed protection services throughout Lower Saxony.

**Anti-racism and
anti-discrimination**



DEMOCRACY

**Political participation
and voluntary political
engagement**

**Security and
sense of security**

**Promoting education in
democracy and human rights**

Field of action: Democracy

In the field of action 'Democracy', a framework for the consistent application of human rights principles for living together in urban society was defined. All measures work towards increasing active participation in political processes. In the future, a stronger awareness of racism as a phenomenon affecting society as a whole will be created by incorporating perspectives that are critical of racism, in order to reduce institutional and structural discrimination. As a result of the work of the youth group WIR^{2.0} – postmigrant, for example, a study on anti-black racism has been initiated.

Another focus of the measures is on volunteering. It is undergoing a change, particularly among the younger generation, but it continues to be a central link in the cultural, political and social life of our urban society. These changes were therefore taken up and incorporated into the present measures, taking particular account of the interests of adolescents and young adults of the postmigrant generation.

Strengthening democratic and human rights values ensures peaceful coexistence in solidarity in urban society, which is why new formats of political education have also been developed. However, these formats have not yet been conclusively designed, but rather offer a field for experimentation to create access to new target groups. In this way, respectful coexistence should counteract divisive tendencies within urban society.



Konstantin Seidler, Liberal Jewish Community of Hannover. Spokesperson for the field of action of democracy

“The people of Hannover live in a diverse city that could become much more aware of its cultural and individual wealth. Helping people to help themselves and enabling them to actively participate in city life are particularly important to me. The shared realization of the advantages of broader alliances is my aha moment from the WIR^{2.0} process. Cooperation, even when there are seemingly irreconcilable differences on some points, is particularly important for minorities.

The Liberal Jewish Community in Hannover is the largest in Germany. It offers comprehensive social counseling and is thus a driving force behind Hannover's activities to promote participation.“

Konstantin Seidler



Objectives

1. In the field of democracy and human rights education, access to programs and their quality is to be improved by...

- ... the state capital Hannover improving its information structure so that all people in Hannover are given access to the various offers of political education
- ... the transfer of knowledge to strengthen peaceful coexistence based on solidarity being conceptually anchored
- ... an understanding of the diversity of opinions and world views being conveyed and established.

2. The fight against racism and all other forms of discrimination is being structurally strengthened by...

- ... expanding the anti-discrimination work in the state capital Hannover, so that action against discrimination can be taken more consistently and the victims can be offered the best possible protection.
- ... a binding diversity management is established in the state capital Hannover, in order to promote a culture of appreciation of diversity
- ... establishing services in the state capital Hannover that contribute to empowering particularly vulnerable groups affected by racism.

3. The aim is to create a vibrant democracy in our city by...

- ... positively influencing coexistence by promoting political and voluntary engagement
- ... further expanding opportunities for political participation and co-determination in urban society.
- ... structurally strengthening people from (post-)migrant communities in the area of political participation.

1. Further development of the “integration advisory boards”

Contact details for enquiries: Subject area: Democratic education, anti-discrimination and against right-wing extremism (56.12), Area: Council and urban district affairs (18.6)

Hannover strives for a vibrant democracy in which civil society can responsibly shape community life through political and voluntary engagement. In this context, the integration advisory councils have long played an important role, because the strong participation and involvement of local socio-spatial parties is a central part of the state capital's migration and participation policy. A reorientation and upgrading of the integration advisory councils requires a revision and adaptation of the following areas:

- Designation
- Composition and appointment of members

- Duration of membership
- Training courses
- Attendance fees
- New organizational assignment
- Assignment of tasks
- Network

The implementation of the measure is carried out in coordination with the district mayors / district councils. Through further development, the integration advisory councils will be able to contribute even more to a vibrant democracy in Hannover in the future.

2. Concept development: Comprehensive political education in schools

Contact details for enquiries: Subject area: Democratic education, anti-discrimination and against right-wing extremism (56.12)

With regard to education in democracy and human rights, the transfer of knowledge to strengthen peaceful coexistence in a spirit of solidarity is conceptually secured and a comprehensive expansion is sought.

A working group consisting of internal and external experts will be convened. The first step will be to take stock of existing services in schools. In addition, a needs assessment will determine whether a special focus is desired. Each year, we set new thematic priorities based on current societal developments and in consultation with our teachers.

These priorities take into account the cross-cutting issues of WIR^{2.0}: equal treatment, recognition and promotion of diversity, as well as target group-oriented communication and conception.

Once the concept has been finalized, education in democracy and human rights will be offered in cooperation with external experts in the schools of Hannover on a common and systematically structured basis. All pupils and school classes in Hannover will thus receive an offer of political education that is needs-based and oriented towards their lives, starting at primary school age.



3. Action against anti-black racism and discrimination against Roma and Sinti

Contact details for enquiries: Democratic Education, Anti-Discrimination and Right-wing Extremism (56.12)

In the public perception, Roma, Sinti and Black people usually only appear in the context of problems. Their potential for educational, anti-discrimination and cultural work has so far been insufficiently recognised. Time and again, events on the topics of colonialism or antigypsyism are planned without asking representatives of the communities to speak. In this context, they are merely thought of as 'those affected'.

For this reason, regular events will be held in the town hall in the future to combat anti-black racism and antigypsyism, at which experts from the re-

spective communities will have their say. These events will improve networking between the communities, politics, administration and established educational institutions. The aim is to involve associations and representatives from the respective communities more closely in the development of concepts for events and projects on antigypsyism and anti-black racism in the future.

In the long term, the measure will also serve to improve the infrastructure for counselling and educational services.

4. Establishment of a working group on the empowerment of refugees in accommodation centres

Contact details for enquiries: City of Hannover Immigration Office (56.1)

Residents of refugee shelters should be given more say, for example, by setting up an advisory board. This framework also provides a direct learning environment for democratic decision-making processes.

A new working group will develop a concept for this. The organisation and leadership of this new working group lies with the Immigration City of Hannover division.

Eligible measures for the WIR^{2.0} funding programme

5. An independent anti-discrimination office for Hannover

Contact details for enquiries: Democratic Education, Anti-Discrimination and Counter-Right-Wing Extremism Unit (56.12)

According to the Federal Anti-Discrimination Agency, complaints about discrimination are steadily increasing. In order to counter discrimination and racism in Hannover, the LHH is intensifying its public relations work on this issue by expanding the support available to those affected.

In addition to the municipal anti-discrimination office (ADS), qualified anti-discrimination counselling is therefore being set up outside of the administration. This is intended to provide low-threshold and multilingual counselling and support for those affected by discrimination, particularly in

the areas of work, health, education, authorities and administration. This includes the offer of counselling on legal issues, active support in complaints and legal proceedings, and public relations work on behalf of the parties concerned.

The new advice centre thus complements the existing ADS in legal matters and conflicts in which the municipal ADS has limited scope for action.

6. Outreach political adult education

Contact details for enquiries: Democratic Education, Anti-Discrimination and Counter-Right-Wing Extremism Unit (56.12)

Political education for adults can be further developed into a new concept of 'outreach educational work' with impulses from outreach social work. Based on a creative, experience- and play-oriented approach, aim is to enable low-threshold communicative processes, especially in informal contexts. The Institute for the Didactics of Democracy at the Leibniz University of Hannover is involved in developing this basic idea into a viable practical concept.

The result is a completely new way of engaging with participants in an exchange about their questions about politics, but also about their possible unease with democracy as a whole. This concept is being tested both in institutionalised places, such as associations and meeting places, and in open spaces (e.g. supermarket car parks, pedestrian zones) where access to the target group can be achieved. To begin with, local parties are being made aware of the offer and, where possible, trained as multipliers. In addition, a pool of experts is being built up for work in open spaces.



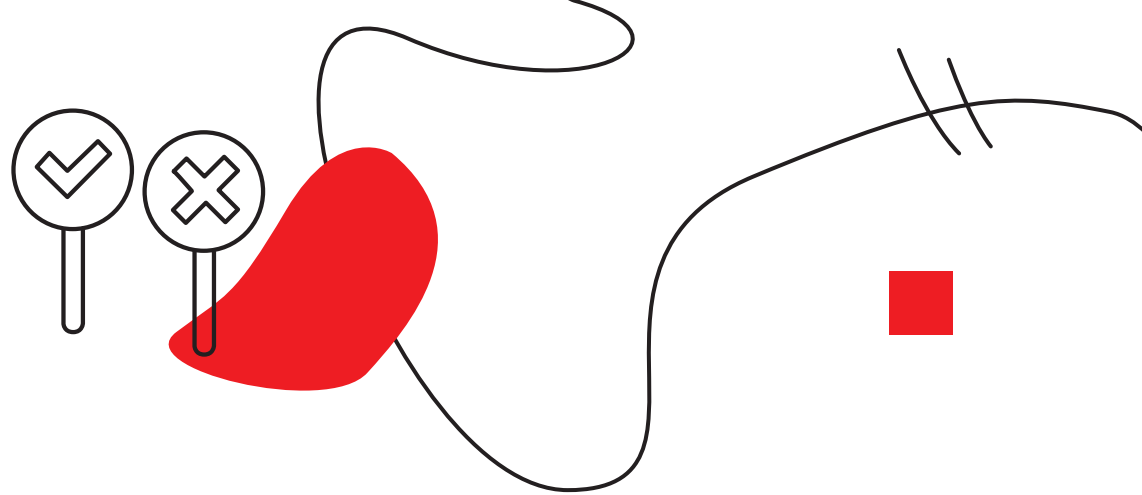
Recommendations

1. Provide accommodation for queer refugees in Hannover

The state capital of Hannover recommends that queer refugees be assigned to Hannover via a direct procedure by the state admissions office in Braunschweig, in order to give them the opportunity to use the existing structures of the local LGBTIQ* community.



'Nanas on the banks of the river Leine'



Goals of the youth working group 'WIR^{2.0} – postmigrant' for the field of action of democracy

1. The quality standards of anti-discrimination work in Hannover will be improved by...

- ... conducting locally representative surveys on discrimination and prejudice in the population.
- ... identifying and analysing the knowledge of groups affected by racism in the urban population.
- ... making the reality of life for groups affected by racism more visible.

2. The goal of a postmigrant society/city is realised by...

- ... meeting the criteria that characterise an immigration city at all levels.
- ... structurally strengthening the representation of the postmigrant generation.
- ... ensuring equal participation in association policy through the structural promotion of diversity.
- ... strengthening the sense of belonging to the district by a more diverse range of possibilities for identification.





1. Study on anti-black racism

Contact details for enquiries: Subject area: Democratic education, anti-discrimination and against right-wing extremism (56.12)

Black people in particular are often confronted with racism in public life, such as in the housing and labour markets, sports studios and the leisure sector. There has been a significant increase in reports of racist attacks in recent years. The state capital Hannover will therefore conduct a study on anti-black racism in Hannover in cooperation with associations from the black community and black experts from academia.

On the one hand, the study will collect representative data on prejudices and racist knowledge

about Black people in the population of Hannover. On the other hand, the reality of life for Black residents, which is characterized by discrimination, will be empirically researched.

The study thus gains new information for anti-discrimination work and aims to make the realities of life for groups affected by racism in Hannover more visible.

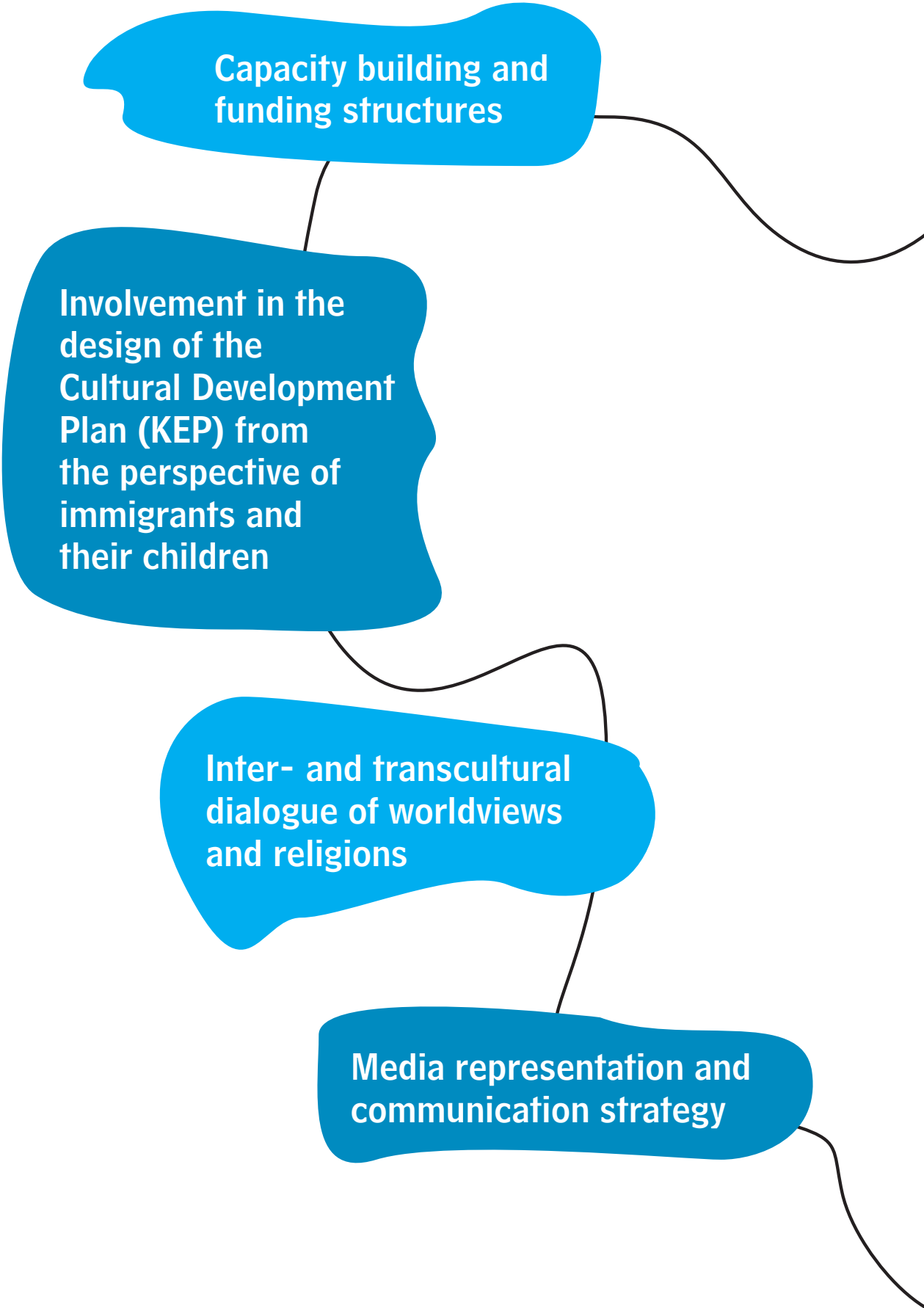
2. Hannover's culture – shape YOUR world! A history of participation and civic engagement in a postmigrant society

Contact details for enquiries: Subject area: Democratic education, anti-discrimination and against right-wing extremism (56.12)

The group of immigrants and their children makes up a third of this urban society (more than half in the case of young people), yet many areas of society still offer no points of reference for them. In particular, young people of the postmigrant generation lack faces, topics and offers that encourage them to see themselves as full members of this society. Currently, most public societal areas in our city do not reflect the diverse composition of the urban population.

A new network is therefore being created that can develop into a postmigrant advocacy group in Hannover. It offers support and legal advice on the

formalities of setting up, organizing and representing your own associations or organizations. A trans- and intermedial content factory addresses societal processes. In addition, a civil society postmigrant expert committee is being sought in cooperation with the district culture department and the youth and family department (House of Youth). The new network offers the entire society of the immigration city of Hannover, but especially young people born in Germany with a history of migration, a platform as a think tank for more participatory justice.



URBAN LIFE AND CULTURE

Doing sports –
enabling exercise

Productive
places of diversity

Field of action: city life and culture

In order to promote equal participation in urban society, the (socio-)cultural, sporting and religious diversity of the people in Hannover must be made more visible. Young people and the descendants of immigrants in particular need to be given more attention.

The measures in the field of action of urban life and culture open up access to art and culture, sports, education and community and promote intercultural and transcultural dialogue. They start where people meet: in the neighbourhood, in the district, in culture and sports, as well as in places of religious communities. They have a structural effect on the media, politics and administration, as well as on committees, associations and organisations.

One focus is on the empowerment of immigrants and their descendants in the various areas of public life. Here, the measures are based above all on the role model function of people with an international history who are already well anchored in urban society. The concept of a postmigrant authors' centre, developed by the youth working group "WIR^{2.0} – postmigrantisch", has been incorporated into the field of action.

Further measures increase the visibility of (post-)migrant life in Hannover. This applies both to those who have been living in Hannover for generations and have helped shape our city, and to those who have only recently become part of urban society.

The measures in this field of action not only create opportunities for immigrants and their descendants to participate and get involved, but also, when the entire urban society works together, new opportunities for everyone in the immigration city to identify with it.



Parisa Hussein-Nejad, Director of the Kronsberg District Centre and spokeswoman for the field of action of city life and culture

'WIR, the people of Hannover, want to grow together. Participation goes hand in hand with equal opportunities. That is why people with limited financial or temporal resources must be included in our deliberations from the outset, with accompanying offers of support. Empowerment and voluntary work in art and culture can touch people, move them and bring them together. To achieve this, participation offers need an accessible and coordinated infrastructure in the sense of clear and transparent networks, accessible locations and user-friendly digital tools.'
Parisa Hussein-Nejad



1. Immigrants and their descendants are given easier access to helping to shape and influence urban society by...

- ... promoting their talents through capacity building and suitable support structures.
- ... linking cultural education, especially for children and young people, with migrant role models.
- ... training multipliers in the fields of culture, religion and sport.
- ... making financial support accessible.
- ... supporting and influencing the implementation of objectives, measures and model projects within the framework of the Cultural Development Plan (KEP) from a (post-)migrant perspective.

2. Social interaction in urban society is strengthened by...

- ... initiating, conducting and networking transcultural and interreligious dialogues.
- ... promoting the teaching of interreligious competence.

3. The visibility of immigrants and their descendants is increased, ...

- ... media skills are promoted in this target group and media publicity is made possible.
- ... opportunities for participation are made more transparent.

4. Public cultural work in the city districts is promoted by providing immigrants and their descendants by...

- ... facilitating access to formal and informal, established and new meeting places.
- ... enabling people to help shape such places more.

5. Sport is used even more as a door opener to participation by...

- ... identifying the needs of immigrants and their descendants in order to increase their participation in sports.
- ... developing new formats for the use of sports facilities that take into account the needs of immigrants and their descendants.
- ... promoting informal sports alongside club-based sports.
- ... offering more qualifications in and through sports.

1. Culture ambassadors in the city districts

Contact details for enquiries: District Culture Department (41.5)

Many funding opportunities in the cultural sector are little known, especially to immigrants and their descendants. Passing on information in this regard is not part of the remit of the established culture guides in the city districts. Currently, it is mainly taken on by people active in the cultural sector from the different communities themselves. Thus, a comprehensive dissemination of information cannot be guaranteed.

With this measure, the state capital Hannover is therefore focusing on the qualification and professionalisation of multipliers in this field. These are trained centrally by the LHH and brought together in a network with regular further training. The new 'cultural ambassadors' then inform and advise

people interested in culture with an international history in the district, providing information on funding opportunities and existing infrastructures for initiatives and individuals.

The cultural ambassadors receive an honorary allowance for any long-term support of those active in the cultural sector. In addition, funds are provided for smaller projects in the districts for those active in the cultural sector. This enables the systematic transfer of knowledge about funding opportunities and low-threshold access to project work.

2. Proof of competence in culture

Contact details for enquiries: Cultural education for children and young people (41.52), KroKuS district centre (41.51.10)

The 'Cultural Competence Certificate' is a recognised qualification programme of the German Federal Association for Cultural Youth Education (BKJ) that offers marginalised children and young people an insight into the work of those working in the cultural sector. The instruction is provided by artists with a history of migration who have undergone a corresponding training course.

This measure makes an important contribution to cultural diversification. More than 60 percent of all children and young people in Hannover under the age of 18 have a migration background or are 'de-

scendants of immigrants'. A large proportion of these young people belong to marginalised groups. The young people trained as multipliers of the cultural competency certificate open up access to art, culture and aesthetic practice for this target group.

The qualification programme is running twice as a pilot at the KroKuS location, is being evaluated on an ongoing basis and will be extended to other locations in the future.



3. Migration history as a thematic focus at the City Archive

Contact details for enquiries: City Archive (41.4)

Showing 'migration stories' creates moments of identification for immigrants and their children. The city archive will therefore collect and make accessible precisely such stories. This measure is also anchored in the Cultural Development Plan (KEP).

To this end, a concept with comprehensible and transparent criteria will be created to determine what (who), when, how and where is shown. In this way, not only the first generation of immigrants is considered. The following generations of the children of immigrants are also influenced by these

stories and can supplement them with their own perspectives. In addition to the individual stories, social-historical content and contexts, transcultural developments, as well as art and cultural techniques related to immigrants and their children, are also developed and presented.

When positive common points of reference are brought into focus, they have a unifying societal effect and enable people to meet as equals.

4. Library holdings and acquisitions

Contact details for enquiries: City Library Department (42)

The city library would like to reach immigrants and their descendants more than it has in the past. Knowledge of the services offered by the city library and the possibilities of the acquisition system represents a form of societal participation.

Immigrants and their children are therefore encouraged to get involved in expanding the libraries' collections by suggesting books to buy. In addition, the project is evaluating the extent to which target groups that have so far been neglected,

such as postmigrant young people and Black Hannoverians, are addressed and represented by the media collection. The aim is also to identify which media could be of interest to these groups and which ones emerge from these groups.

The city library is increasing the cultural, linguistic and media diversity of its collection in order to reflect the diversity of urban society and to reach a broader target group.

5. Media workshop: 'My library on Instagram'

Contact details for enquiries: City Library Department (42)

Libraries are increasingly using social media to make their services more attractive to a young and diverse audience. These have now become an integral part of young people's lives, as they discover the world through their smartphones.

In order to promote the representation of (post-) migrant young people in particular and to show them ways of accessing the library, the state capital of Hannover is holding a media workshop over several days with the involvement of discrimina-

tion-sensitive media trainers and youth self-organisations. In this workshop, young people are taught how to produce media successfully.

As a final project, the workshop participants research and film the municipal library, presenting it in short films from their perspective and in their language. The films produced are published in a prominent place.

6. Increase the diversity of content and images in LHH's press and public relations work and municipal media

Contact details for enquiries: Press and Public Relations (15.3)

The press and public relations department of the state capital Hannover has the task of communicating the work and topics of the city administration to the entire urban society and providing it with relevant information. A diverse composition of employees offers the opportunity for more perspectives, increases the target-group-oriented fulfilment of this task and at the same time ensures participation.

The press and public relations department therefore uses the opportunities offered by internal training courses to address critical perspectives on

racism and issues of diversity when choosing and presenting topics. In addition, ways are being sought to ensure that the relevant job advertisements reach immigrants and their children more effectively in terms of text and distribution channels.

As a result, the media used by the LHH represent the diversity of the administration and the urban population. The municipal media become more attractive for everyone, and the urban population feels better represented and portrayed.



7. Improve multilingualism on the LHH website

Contact details for enquiries: Press and Public Relations Division (15.3)

Even if many immigrants and their children speak German or it is one of their mother tongues, an adequate translation of important information on hannover.de increases the dissemination, comprehensibility and accessibility of the information.

Based on the existing language statistics of the LHH on the accessibility of different language groups, translated information is collected and linked on a separate landing page, similar to the way in which information in plain language is organised.

Regardless of this, care is taken to ensure that the German used in information on opening hours, city services, cultural events, participation processes, city-wide events and, in particular, current affairs is as simple and easy to understand as possible. Specific official jargon is only used as a supplement or is explained immediately.

This makes the information easier for all residents to understand, regardless of their background or language skills.

8. Promoting diversity in citizen media

Contact details for enquiries: Human Resources and Organisation (18)

Immigrants and their descendants often face major hurdles when it comes to accessing professional media production. The state capital Hannover has the opportunity to create and open up access to the field of media through cooperation and funding.

The LHH already supports citizens' media in Hannover. In the future, funding will be linked to the mission of reflecting the diversity of urban society

in its workforce and programming, as well as promoting equal treatment. The funding requirements will be supplemented by appropriate specific criteria. With regard to existing training collaborations and the funding of internships, immigrants and their children will be specifically addressed in announcements in the future.

9. Care work by religious communities should be made visible

Contact details for enquiries: Immigration Policy Section (56.10)

The major Christian religious communities in Hannover are well known for the care work that takes place in their welfare institutions. But other, less established religious communities also provide care work. However, this usually remains unseen and is not publicly subsidised.

Religious associations of immigrants and their descendants, as well as religious communities that are less established, are therefore going into the city districts together to make the care work they provide visible. To this end, an intergenerational round table on 'Care work in religious communities' is being set up to plan joint initiatives in the

city districts and neighbourhoods with the involvement of the state associations of the religious communities. Non-religious organisations that are active in care work locally can also be included. The idea is to establish cooperation between religious communities, family centres and district cultural institutions.

Making this work visible, especially in family centres and district cultural institutions, means more recognition and appreciation for immigrants and their children.

10. Regular dialogue between the City of Hamburg and religious communities

Contact details for enquiries: Immigration Policy Section (56.10)

Religious communities have a fundamental influence on social peace and cohesion in the city. They can strengthen social engagement and acceptance of other people. On the other hand, however, they can also be misused to create societal divisions. Representatives of the state capital Hannover therefore meet with all religious communities, some

of which are represented by the Council of Religions, at regular intervals, but at least twice a year. The aim is to provide information on current issues, problems and developments and to engage in an intensive exchange on offers in the field of migration and participation.



11. Open spaces and productive places of diversity

Contact details for enquiries: City of Hannover Immigration Office (56.1)

Open spaces for experimentation and temporary use are an integral part of a sustainable city in which residents enjoy living. A new productive place of diversity offers many, especially postmigrant young people, the opportunity to try things out, to network, to participate and to actively shape their own community.

The state capital of Hannover is therefore particularly committed to supporting postmigrant young people in creating new productive places of diversity. To this end, a working group has been set up, with equal representation of LHH employees from the cultural office, the 'Immigration City Hannover' department and external parties. When appointing the working group, the age structure of the target group in question is taken into account.

The working group develops ideas and concepts for new productive places of diversity, offering space for art and culture, voluntary work, self-organisation and the possibility of economic experimental spaces. The experiences and results of the inner-city dialogue, among other things, will be drawn upon for the conception.

In addition to the conceptual work, the working group is creating an overview of possible locations and developing utilisation concepts with the relevant administrative bodies. The overview can be used to create an open space map or similar concepts.

The LHH supports the creation and maintenance of a new productive space with an empowerment approach.

12. Coordination centre for exercise, sport and nutrition in the city districts

Contact details for enquiries: Participation through sport department (52.21)

'Education and training in and through sport' are important door openers for participation in organised sport. Experience shows that the targeted approach and qualification of key persons increases the participation of immigrants and their children in sport and exercise and that the needs of this population group are more likely to be taken into account.

The already planned coordination centre in Sahlkamp/Vahrenheide therefore takes up the topics of exercise, sport and nutrition with a particular focus on health aspects and anchors them sustainably

ably in the relevant districts as part of outreach work. New ideas are discussed openly and with broad participation, and made accessible in a resource-oriented way to target groups that have so far hardly been reached. The coordination centre also takes on the task of arranging targeted training opportunities in the field of sport, exercise and health, and also provides targeted support for informal sports formats such as midnight sports or the Street League.

The long-term goal is to set up corresponding coordination centres in all city districts.

13. Sport in the Park – the whole of Hannover is a sports and cultural space for everyone

Contact details for enquiries: Participation through Sport Section (52.21)

The 'Sport im Park' (Sport in the Park) format is predestined to use sports and exercise as a medium for people to meet in public spaces and to encourage participation. The existing concept is being expanded to appeal to even more immigrants and descendants of immigrants.

In addition to sports and exercise, the programme also includes cultural and social activities and projects. In this way, Sport im Park connects different areas of life and also reaches those residents of the district who are not attracted to public sports. The LHH also networks multipliers who

bring Sport im Park to the neighbourhoods. By specifically addressing migrant organisations and multipliers with a history of immigration locally, immigrants and their children in particular are reached.

Because the measure takes place in public spaces, it makes an important contribution to people's sense of identity with the neighbourhood and urban society, and thus supports participation processes.



Measures eligible for funding under the WIR^{2.0} funding programme

14. Cultural dialogues of a postmigrant society

Contact details for enquiries: Department of International Culture and City Twinning (41.14) and the Department of District Culture (41.5)

In recent years, the need for a comprehensive event concept has been repeatedly expressed, one that involves all generations in the immigrant families and discusses their current discourses throughout the city. Previous event formats or selective bi-national cultural days do not meet this requirement.

Existing formats are being evaluated as part of a broad participatory process involving urban society, the administration, migrant organisations,

postmigrant associations and cultural workers with international histories. A new event concept is being developed on this basis.

The participatory approach in the conception of new formats increases the visibility of immigrants and their descendants, thereby showing the diversity of Hannover as a city of immigration.

15. Various cultural networks and structures in the authors' scene

Contact details for enquiries: Cultural Office (41.1)

Immigrants and their children are underrepresented in the literature scene, both as parties and as an audience, as well as in terms of content with their perspectives and insights.

The LHH and, more specifically, the Cultural Office are therefore committed to diversity and networking among cultural workers and are keen to become better known in postmigrant communities as well. In addition, access to the local authors' scene is to be facilitated for members of marginalised groups. When it comes to new networks and structures with which the cultural office works together or which it promotes, efforts are made to ensure that these reflect the diversity of urban

society in terms of structure, personnel and conception. One possible starting point for this is to create safe spaces for culturally creative people with a history of immigration within the networks and structures.

Existing initiatives that match the profile or want to work towards it can contact the culture office and benefit from its networks.

The creation of diverse cultural networks and structures has diversified the Hannoverian authors' scene. In addition, immigrants and their descendants, as well as the literature they produce, are becoming more visible in urban society.

16. Urban cultural centres of diversity

Contact details for enquiries: City Library Department (42), District Culture Division (41.5)

So far, municipal services such as libraries and district centres have not reached enough immigrants and their descendants. The state capital of Hannover would like to diversify, publicise and consolidate corresponding services and locations. To this end, non-commercial 'third places' are being created in the city districts, incorporating existing spaces. 'Third places' are understood to be staged living spaces in which people spend time outside their own homes or the world of work. In regular network meetings, 'third places' are joint-

ly conceived and planned in order to make the urban and non-urban offerings better known through multipliers, to further diversify the offerings and to address new target groups. In doing so, it is important to recognise, reflect on and balance the imbalance of knowledge and resources between professional and voluntary parties. Participation formats are organised together.

Training courses for employees in the relevant institutions will establish a sound knowledge of how 'third places' work and function.



Objects of the youth working group ‘WIR^{2.0} – postmigrant’ for the field of action of city life and culture

1. The objective of a postmigrant society/city is achieved by...

- ... meeting the criteria that characterise a city of immigration at all levels.
- ... structurally strengthen the representation of the postmigrant generation.
- ... ensure equal participation in the association’s policy through the structural promotion of diversity.
- ... strengthen the sense of belonging to the district by offering a more diverse range of opportunities for identification.

2. Counselling centres and safe spaces will be expanded for vulnerable groups.

3. (Post-)migrant associations and organisations will also be able to participate in the implementation of societal processes (e.g. KEP, WIR^{2.0}, Innenstadtdialog).

1. Postmigrant Author Centre

Contact details for enquiries: Subject area: Democratic education, anti-discrimination and against right-wing extremism (56.12)

Authors from postmigrant communities are under-represented in the literature scene, both as parties and as an audience, and also in terms of content. In order to better reach and address them, opportunities for identification such as a postmigrant authors' centre are needed.

The founding of a postmigrant authors' centre as an association aims to provide postmigrant authors in the city with a place to write, meet, exchange ideas and network, as well as to take part in training courses and promote young talent. With the support of the LHH's cultural funding, the association aims to provide members of marginalised groups with access to the local authors' network and also to create safe spaces for authors within its range of workshops and writing work-

shops. Likewise, the literary offerings in the city are to be diversified by making the work of postmigrant authors known in the literary scene. In order to break down current structural barriers through new postmigrant concepts, the board of the association must be composed of diverse members.

On the one hand, a postmigrant authors' centre ensures visibility, identification and diversity of perspectives. On the other hand, it sets a positive example for structural changes in the cultural sector.



‘District festivals, central meeting places, parks, squares and major city events are gateways to Hannover as a community. Cultural offerings in city life often give many people who have little connection to urban society the opportunity to participate for the first time. They may discover an interest in

wanting to participate more. Helping to shape and decide leads to us seeing ourselves not only as residents of this city, but also as part of this community, walking the WIR^{2.0} path together.’

Parisa Hussein-Nejad

**Small and medium-sized
business creation and
entrepreneurship**

Local economy

ECONOMY



**Integration in the labor market
(promotion of the education
system, qualifications,
employment promotion)**

Internationalization

Field of activity: Economy

Hannover's economy is an important factor when it comes to migration and involvement in the life of this city. Only those who are financially secure can fully integrate into society and participate in shaping it.

For young people, the beginning of professional training is crucial for their further life path. However, there should also be opportunities for good qualifications and career progression for career changers, regardless of background, language skills and age.

In addition, the successful entrepreneurial stories of migrants and their descendants show how the diversity of a city community revitalizes the economy. Highlighting such stories and their protagonists displays entrepreneurial diversity and creates role models for other aspiring entrepreneurs. Providing accessible opportunities, such as temporary sites to test their own business ideas, supports future entrepreneurs in their endeavors.

To support Hannover's economic attractiveness, it is also necessary to attract investors and "smart heads" to the city. To make it easier for international professionals and entrepreneurs to settle in, the Guidance Portal provides important information about living and working in the city. In order to ensure a non-discriminatory corporate and working culture that values diversity, a network of diversity-oriented human resources strategies is being created, in which the Municipality of Hannover is playing a leading role together with other participants.



Sylwia Chalupka-Dunse, Project Manager for SME and Entrepreneurship Creation, Hannoverimpuls GmbH. Entrepreneur. Speaker in the field of economy:

“WE in Hannover live and love diversity! It is important to me to support the entrepreneurial activities of migrants and their descendants: people with a migration background tend to start their own businesses, they bring interesting ideas and perseverance, which allows them to make a significant contribution to start-up projects and the economic development of Hannover. My department for small and medium-sized business and entrepreneurship creation in the Hannoverimpuls project at the Centre for Economic Development has been supporting people with a migration background for many years with consulting and coaching. Here, we value and support diversity.”
Sylwia Chalupka-Dunse



1. For migrants, their children and people with refugee experience, access to the labor market will be improved by...

- ... creating greater transparency on existing projects and organizational support structures.
- ... removing structural barriers.
- ... demonstrating the value of diversity to the regional economy.

2. The local economy is strengthened with a focus on migrant-founded businesses by...

- ... increasing the visibility of successful immigrant-owned businesses.
- ... emphasizing the benefits of networking for all participants.
- ... strengthening the orientation of counseling services towards people with migration background and ensuring their accessibility.

3. The number of entrepreneurs with a migration background, especially women entrepreneurs, will be increased by...

- ... increasing opportunities for advice on business creation for people with a migration background and transparency of existing organizational support structures.
- ... to increase the visibility of successful entrepreneurs with a migration background in the city community.

4. The proportion of people with a migration background in professional training will be steadily increased.

5. In the field of internationalization, Hannover will be presented as an attractive location for the employment of international specialists, students and investors by...

- ... offering individualized support tailored to each target group.
- ... strengthening existing processes that have shown themselves to be best practices in this field.
- ... providing knowledge management on existing projects.
- ... strengthening cooperation with migrant organizations.

Measures

1. Contributing to voluntary structures that support occupational retraining and professional training of young people with a migration background

Administrative contact: Employment Promotion Office (50.4)

For several years, volunteer mentors and “bridge builders” have been helping young people make the transition from school to professional training. In practice, especially with the COVID-19 pandemic, a matching problem has emerged: young people in need of support often cannot find their way into volunteer structures or are less likely to approach them.

This measure aims to contribute to the volunteer support of occupational retraining and professional training. Under the leadership of the Municipality of Hannover, a working group will be set up to better match volunteer offers with the needs of young people and to provide professional support.

2. Public campaign: “We’re already here!”

Administrative contact: Employment Promotion Office (50.4)

Many businesses in Hannover are suffering from a lack of skilled workers and are in need of qualified specialists. They are also often looking for new manual workers. The target groups of migrants, including those with temporary residence status, are very rarely considered for these positions for various reasons. However, there are many migrants living in Hannover who are willing to retrain, learn a new profession, or work as skilled manual workers.

Through the public campaign, recruiters, mentors and employees of businesses will be informed about the potential of migrants as a labor force. The campaign will include the placement of posters and banners in various public places. It is planned and implemented in cooperation with employers’ associations, chambers and guilds. This measure allows the Hannover economy to directly counter the shortage of personnel.



3. Creation of a working group to improve the situation of manual workers in the low-wage sector

Administrative contact: Municipal Migration Advisory Office (56.13)

An expert working group on exploitation in the low-wage sector will be set up under the leadership of the Municipal Migration Advisory Office. The working group will also work on identifying

ways out of unstable labor conditions, thereby contributing to improving the situation of manual workers.

Measures eligible for funding under the WIR^{2.0} funding programme

4. Diversified Human Resources Strategies Network

Administrative contact: Human Resources and Organization Office (18)

Numerous studies and the experience of the advisory work of the Federal Anti-Discrimination Centre show that people with a migration background, older job applicants and women with children are often discriminated against in hiring or promotion. Their chances of getting an interview or promotion are much lower, causing qualified people to lose out on job opportunities and career advancement. Therefore, a new network will be created to develop and implement diversity-focused human resource strategies to prevent discrimination in hi-

ring and promotion and to support diversity in organizations. By sharing experiences between human resources professionals and learning best practices in their operations, synergies are created at all stages – from recruitment to long-term employee retention and development.

The Municipality of Hannover promotes the establishment of this network and initiates discussions and the development of specific measures on various issues.

5. “Test site” / retail space opened for a temporary period (pop-up shop or pop-up store) for entrepreneurs in the gastronomy field

Administrative contact: Economic Development Assistance Office (23.3)

Many aspiring gastronomy entrepreneurs lack the financial resources to develop and test their products before going to market. Not everyone can afford a professional, certified and sanitation-approved kitchen to start with. Therefore, a test kitchen where products can first be finalized and tested by potential customers is a perfect solution. The creation of such a test kitchen will both streng-

then the local gastronomy industry and provide a safe testing site for new entrepreneurs. On the other hand, it will create a new space for open exchange where guests can test new ideas and, if they wish, contribute to their further development. Finally, Hannover will be able to showcase the diversity of its gastronomic sector.

6. Rewarding migrant businesses

Administrative contact: Economic Development Assistance Office (23.3)

Companies founded by people with a migration background are playing an increasingly important role, especially in terms of their contribution to the national economy. The organizational structure of immigrant companies has changed over the past two decades. Half of the businesses are in the service sector, and most of them are involved in so-called “smart” services such as IT, finance, law, healthcare, and research and development. This shift has not yet been widely recognized in society. The image of catering and simple service companies is still prevalent. However, the problem is not

just a lack of awareness of these changes among the general public. Migrant businesses are also rarely represented in economic networks and business bodies.

The award aims to counteract this distortion of perception and open the door to entrepreneurial networks for immigrant entrepreneurs. Successful entrepreneurs gain recognition and open up to the community. This creates role models and motivates other people from migration backgrounds to start their own businesses.



7. Internet portal “One-Stop-Shop” (one-stop principle, mechanism of providing services to the population and business, when all services are provided in one place, starting from filing an application to issuing the results of the decision of the executive or other body) for international specialists and students.

Administrative contact: International Affairs Office (15.23)

Cities compete globally for resources, investment and talent. It is important to attract investors and “smart heads” to Hannover to stimulate new economic opportunities and innovation. There are already several web portals that provide information about Hannover and how to get a job in the city for international professionals and students. However, the information on these sites is often too detailed, making the process of getting started and finding the right information and contacts long and time-consuming.

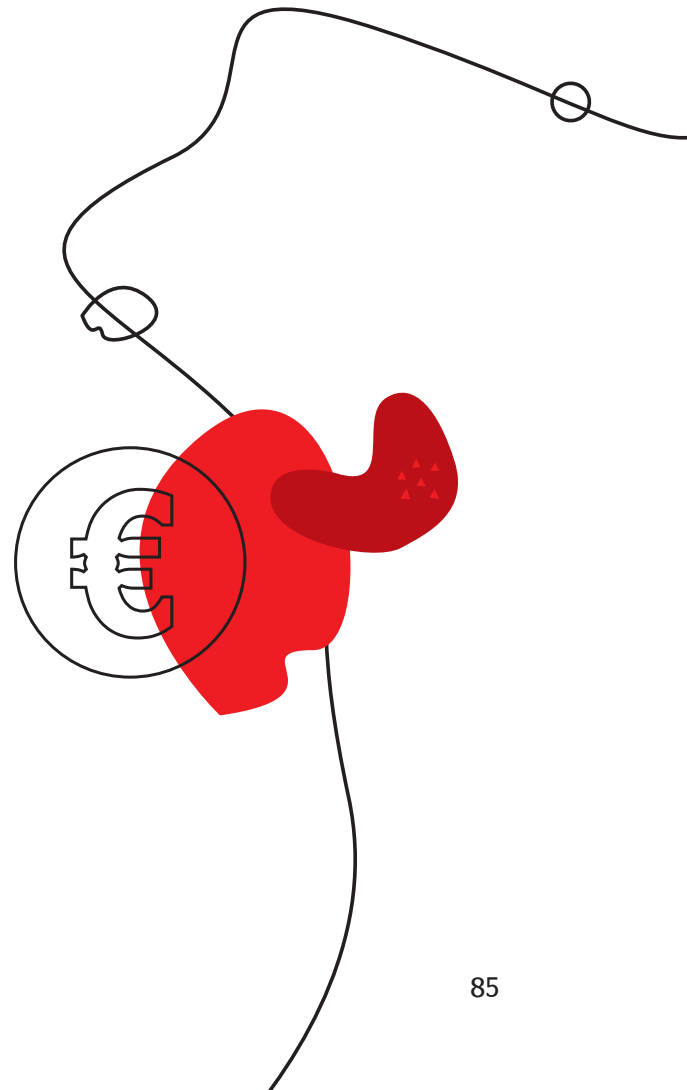
This measure creates transparency and clarity and offers an attractive virtual gateway to the city and

region of Hannover. The portal is designed for international professionals and their families, as well as researchers and students. It is being developed in collaboration with key players in the region, including the Region Hannover, the Alliance of Professionals, immigration services, Hannoverimpuls, the Chamber of Commerce, universities and immigrant organizations. By bringing together key information, the portal will facilitate successful integration in Hannover and simplify the necessary administrative formalities.

Recommendations

1. The Office for Foreigners facilitates the establishment of small and medium-sized businesses and investments in Hannover

It is recommended to expedite the procedures for approval of international investments, establishment of companies and opening of new businesses by foreigners at the Office for Foreigners. Close cooperation with the Hannover Region’s Economic and Employment Promotion Agency, especially the Hannoverimpuls GmbH project, should be maintained.



**Professional
training**

**Professional development
and further education**

**Human resources
management**



CITY ADMINISTRATION AND INTERCULTURAL OPENNESS OF THE ECONOMY

**Intercultural development
of organizations**

**Multilingualism /
language mediation /
translation**

Field of activity: City administration and intercultural openness

The intercultural openness of the city administration was already a central part of the Local Integration Plan 2008. On this basis, the WIR^{2.0} project is taking the following steps as the city government, as an employer and service provider to the city community, continues to face two major challenges.

First, the composition of the city community should be reflected in the team of workers and employees of the city administration. Therefore, a number of measures are aimed at providing access to professional training and a strategy for attracting personnel to the Municipality of Hannover, as this is where the composition of the city's workforce is decided in the medium and long term. Also, new internal qualification tools for existing employees with a migration background should open up salary categories in which these employees are still underrepresented.

Second, city services must be provided to all Hannover residents with the same quality, as required by the constitutional principle of equality. To reinforce this goal, there is an emphasis on "Intercultural Development of Organizations". This is reflected, for example, in future guidance on intercultural openness for specialized offices, and in the new "Multilingualism" service instruction for a more proactive approach to language diversity brought about by migration. Further steps are planned to improve the digital accessibility of information and to establish an "Open Door Centre" (for refugees).



Matthias Görn, Head of Human Resources and Organization Office, Municipality of Hannover

“The WE project in Hannover combines what makes our city attractive and livable.”
Matthias Görn





1. The city administration meets the needs of a migratory society by...

- ... provision of services to all residents with the same quality.
- ... a gradual approach to the goal of an administration free of discrimination.

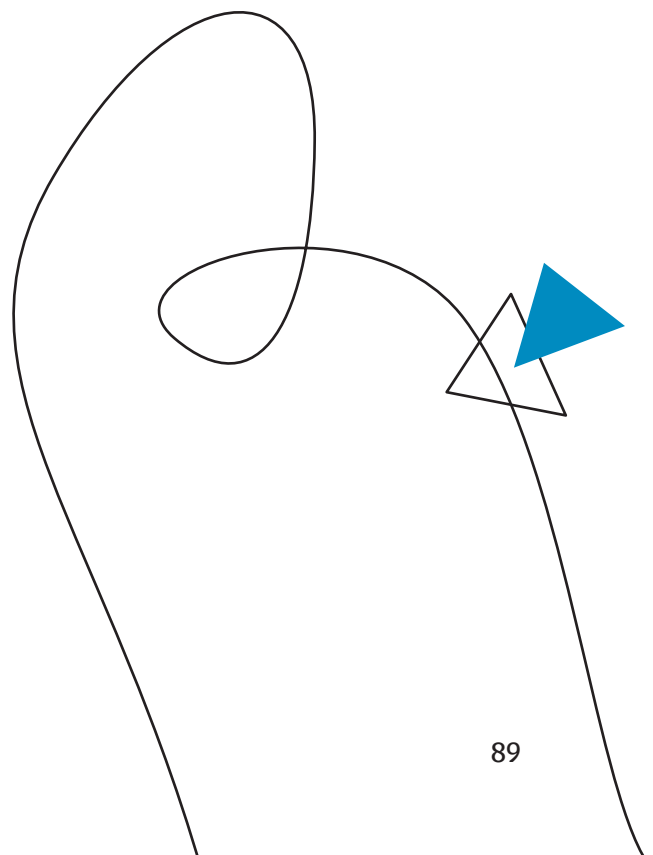
2. The state capital of Hannover fulfills the requirements for an employer in an immigrant society by respecting the...

- ... constitutional principle of equality in employment.
- ... development of openness.
- ... equal access to career development opportunities.



“Today, the new city hall is an important meeting place for people from different cultures and a platform for exchanging experiences. The history of our city is also the history of migration. Migration and involvement in prosperity are opportunities for the development of our society. As an employer, we want to set a positive example”.

Matthias Görn



1. Increase the proportion of students from migration backgrounds to an average of 30 percent of each entering class

Administrative contact: Professional Training and Professional Development Office (18.15) and all training units and businesses

Currently, the proportion of students with a migration background varies greatly depending on the field of study. For example, it is very high in training for caregivers, and conversely, it is very low among gardeners.

In order to sustainably maintain an average of 30 percent in more than 30 professions, a public campaign will be launched to make young people from immigrant families aware of the various education and professional training opportunities in the Municipality of Hannover. To this end, young employees of the Municipality of Hannover will be selected as role models who will share their training experiences through various media. Personal con-

tact will also be established with parents of potential learners and students, as well as with migration organizations.

In addition, measures to remove barriers to training will be developed and proposed to support the application process. For example, targeted measures will be put in place to prepare potential candidates for training process and training facilities. Achievement of the goal will be evaluated annually on December 31 by analyzing training statistics.

2. “Dare to Qualify” (encouragement for higher qualification)

Administrative contact: Guidance and Recruitment Office (18.11), Personnel Development Office (18.13), Professional Training and Professional Development Office (18.15)

Despite the growth achieved in recent years, employees with a migration background are still underrepresented in the Municipality of Hannover. The aim of this measure is to gradually increase the proportion of employees with a migration background and at higher pay levels.

For many years, the Municipality of Hannover has motivated its employees to improve their qualifications through information activities (“Dare to Qualify”) by involving employees who have successfully completed training, especially in the programs “Level I Employee Training Course” and “Assistant (Helper) Course”.

Now, employees with a migration background will be further encouraged to take advanced courses such as the “Level II Employee Training Course”, Master’s in Management programs, “Incentive Group” programs, and A 14/E 13 qualifications. The plan is to hold at least one additional activity per year emphasizing different areas other than the “Employee Training Course”. This will create the conditions for a significant increase in the proportion of people with a migration background in high-skilled jobs, at least in the medium term.



3. Setting targets to increase the proportion of employees with a migration background by the end of 2026.

Administrative contact: Human Resources and Organization Office (18)

For each of the six employee groups, a baseline was established for the proportion of employees with a migration background and expected age-related separations through 2026. Targeted job fill quotas for workers with migration backgrounds for 2022-2026 have been established for projected vacant positions. The target was calculated separately for the field of professional training (see Measure 1).

- For all employees: baseline – 15%, target – 17%. To achieve this goal in five years, 30% of all new jobs must be filled by people with a migration background. Accordingly, the target proportion for all new hires is 30%.
- Managers: baseline – 2.8%, target – 6%. Required hiring rate: 10% for all vacant office head positions, 20% for unit heads, and 30% for office managers.
- Group of “Medium level” positions: baseline – 12.3%, target – 16%. Required hiring rate: 30%.
- Group of “Senior level” positions: baseline – 7.7%, target – 9%. Required hiring rate: 20%.
- Group of “Top level” positions: baseline – 4.2%, target – 6%. Required hiring rate: 10%.

Since it is planned to interview all employees about their migration background (see Measure 4), the baseline data may be revised.

4. Identifying the number of employees in the Municipality of Hannover with a migration background through a voluntary survey and a permanent record of each new hire

Administrative contact: Human Resources and Organization Office (18), Statistics Office (18.04), Human Resources Planning and Control Office (18.10)

Currently, the Municipality of Hannover only considers whether employees have foreign citizenship and/or were born abroad. The place of birth of employees' parents is not recorded. Consequently, the actual number of employees with a migration background is higher than the currently registered "quota with migration history" and this measure aims to determine it.

The measure consists of a first one-time component and an ongoing second part:

- The Statistics Office of the Municipality of Hannover will conduct a one-time survey of all employees regarding their migration background. The survey will be voluntary, confidential and as simple as possible (yes/no questions). To ensure a high response rate,

this measure will be accompanied by motivational messages from the mayor, department heads, and GPR (the central body for employee representation in German state and municipal institutions) explaining the purpose and importance of the survey. At the same time, all managers will be called upon to support the survey.

- In the future, migration background information will be voluntarily requested for each new hire to maintain and update the one-time survey data (permanent record).

This measure aims to create a more reliable database as a basis for increasing the proportion of employees with a migration background.

5. Public campaign within the framework of updating the Municipality of Hannover's career portal and strengthen its social media presence

Administrative contact: Public and Press Relations Office (15.3), Human Resources Planning and Control Office (18.10)

Often, potential candidates are unaware of the wide range of tasks performed by the Municipality of Hannover. This, as well as the city's apparent efforts to increase the proportion of employees with a migration background at all levels of the city administration, should be more actively represented and promoted.

The public campaign aims to make the Municipality of Hannover a more attractive employer for people with a migration background. The city administration is already positioning itself as an em-

ployer with the motto "Our diversity is our strength" on the human resources portal of the Municipality of Hannover (www.karriere-stadt-hannover.de). As part of the redesign of the human resources portal, the Municipality of Hannover will be more actively promoted as an attractive and diverse employer.

The same goal should be pursued by strengthening the presence on social networks. Theme weeks are seen as a possible addition to the public relations campaign.



6. Defining requirement profiles for intercultural communication and diversity skills

Administrative contact: Human Resources and Organization Office (18) and the “Diversity” networking group

As an employer, the Municipality of Hannover is open about its commitment to diversity in its employment practices. This is reflected in the prescribed wording and the encouragement of candidates with a migration background to apply. However, it is up to each commission to decide how and to what extent diversity and intercultural competences are taken into account in specific staff appointments.

The profiles of intercultural and diversity competence requirements will be clarified and made mandatory for the Municipality of Hannover. These

requirement profiles will form the basis for selection procedures for jobs and training positions, as well as for access to qualifications for promotion and other programs such as leadership training. This measure will impact key hiring and promotion procedures at the municipal institutions of Hannover.

The measure is directly linked to the WIR^{2.0} cross-cutting theme of “Celebrating and Promoting Diversity”.

7. Implementing the “Intercultural Openness” guide as a handout for all city departments, including a self-assessment

Administrative contact: Human Resources and Organization Office (18)

Removing barriers to access and promoting equal opportunities in the city administration by further developing intercultural openness is a requirement in all fields of activity. To this end, a guide is presented to help managers initiate practical processes of intercultural openness in their offices. Employee initiative in using this guide is also encouraged.

The goal is to change the way in which existing resources and related structures and processes are used so that the office can provide the same quality of service to all the city’s residents. The focus is both outward – on offerings and customer interactions – and inward – on internal organizational structures. In both cases, special attention is given to employees and clients with a migration

background. The guide takes the individual step-by-step from an initial self-assessment to the implementation of a specific action plan, followed by an evaluation.

Self-assessment provides the first impetus by allowing offices to self-assess their “migration competence” (analysis of the current situation). This means that they are testing their ability to act competently in society under the influence of migration.

Use of the guide and self-assessment is strongly encouraged for all offices, but remains voluntary. Incentives include sharing formats for all participating offices and non-monetary awards for examples of best practices.

8. Anonymous and voluntary survey of all employees of the Municipality of Hannover about their experiences with discrimination

Administrative contact: Human Resources and Organization Office (18), Statistics Office (18.04), Human Resources Planning and Control Office (18.10)

The number of formal internal complaints of discrimination in the municipal institutions of Hannover is low. However, there is general agreement on the disputed issues that this does not reflect a low level of actual discrimination, but rather demonstrates high barriers to filing a formal complaint under § 13 of the AGG (General Equal Treatment Act).

An anonymous and voluntary survey of all employees in the municipal institutions of Hannover will be conducted to clarify the situation. The survey will be conducted in an online format and will remain anonymous. To reach employees without computer access, the survey is announced with the payroll notice and customized for mobile devices. The survey takes into account all six diversity aspects listed in the AGG (General Equal

Treatment Act) and is developed in cooperation with the AGG (General Equal Treatment Act) Complaints Commission of the municipal institutions of Hannover. The survey and data analysis will be carried out by the Statistics Office of the Municipality of Hannover. The survey will touch on personal experiences, with participants self-assessing what they consider to be discrimination.

To ensure maximum response, this initiative will be accompanied by motivational messages from the mayor, department heads, and the GPR (a central employee council that operates in public institutions and large organizations in Germany) explaining the meaning and purpose of this survey. This measure aims to uncover hidden cases of discrimination in the workplace and also raises awareness among employees.

9. Establishment of a working group “Future Diversity Strategy“

Administrative contact: Human Resources and Organization Office (18) and the “Diversity” networking group (network for the exchange of experiences)

Based on the different fields of activity, measures were developed for the future diversity strategy in the municipal institutions of Hannover, which had similar goals but offered different ways of achieving them. Therefore, it is planned to create a new working group that will re-analyses certain aspects of diversity from the perspective of the current

situation and present a unified recommendation to the management of the administration. The organization and leadership of this new working group is the responsibility of Human Resources and Organization Office, in coordination with the “Diversity” networking group.



10. Introduction of the General Service Instruction (GSI) “Multilingualism”

Administrative contact: Human Resources Law Department (18.2)

The General Service Instructions govern matters of fundamental importance to the entire city administration. There is no general municipal policy on how to deal with multilingualism, so for now it is up to the discretion of each case and each perspective whether to support multilingualism or leave it unaddressed.

Based on the principle of the prohibition of discrimination on the basis of language enshrined in the Basic Law, the GSI “Multilingualism” instruction should regulate the treatment of actual multilingualism in the city community and administration on two levels:

- Language as a means of communicating with residents.

- Language as an interpersonal working tool for employees.

These aspects apply to both oral and written forms.

This means allowing the use of languages other than German in all official contacts with residents, as well as the freedom for all employees to use native languages other than German in interpersonal communication.

The Municipality of Hannover also sets quality standards for interpreting and translation, and actively promotes language learning for its employees.

11. Translations of municipal forms are available online

Administrative contact: Personnel Development Office (18.13), Digitalization Working Group (Department I)

In order to carry out its tasks, the city administration needs a large number of forms, which are usually only available in German. Making each of these forms available in ten or more languages would require excessive resources.

Instead, all forms that are frequently needed in other languages will gradually be provided with a QR code that will redirect users to a web page with the required form in multiple languages. In this way, users have access to a version in their native language that helps them understand what data they need to enter and in which field. Existing forms will only need to be updated with a QR code once. Adding new languages later does not require

changes to the paper version.

Due to the large number of forms and the diversity of languages, this is a long-term task that can only be accomplished gradually. In the first stage, the most frequently used forms for registration and re-registration in the Migration Office will be added.

12. Promotion of written German among students of vocational schools in the city

Administrative contact: Human Resources and Organization Office (18.1)

The Municipality of Hannover offers training in many technical, craft and other professions for which dual education system is the standard. This means that students work in the city while attending vocational schools where they learn the theoretical basics. However, the vocational school system is not designed for differentiated education and focuses on students with an initial high level of written German. A good command of written German plays a crucial role in this theoretical part of the training.

Students who cannot make full progress for this reason, for example if German is not their first language, may lose touch with the curriculum and

fail in their learning, even if they perform well in practice.

The public education system does not provide extra hours of language support for students, and teachers usually do not have specialized knowledge in teaching German as a foreign language. To ensure success in vocational schools for all students in the city, the Municipality of Hannover wants to invest in language training.

For this purpose, a special supplemental program is designed to develop the written German language skills necessary for professional theory. This may include the introduction of additional internal “academic days”.

13. Introduction of the “Integreat” multilingual app

Administration contact: Hannover City Immigration Office (56.1)

“Integreat” is a mobile app that provides city information in multiple languages. It targets new migrants in Hannover in the early stages of their adaptation. The app is aimed at migrants for work and education, as well as refugees. Most migrants have mobile devices, so collecting information optimized for use on smartphones ensures wide accessibility.

The app was developed as an open-source product in collaboration with the City of Augsburg and the University of Munich. It is now a proven information platform used by more than 60 municipalities.

Using the solutions of other cities is not only allowed, but encouraged, making it easier to create content. Since the platform and app do not need to be developed from scratch, the main challenge is to provide new migrants with information and keep it up to date. The existing six-language brochure “First Time in Hannover” will be used as a starting point.

Further development of the app is planned with the possibility of making an appointment at the presented counseling centers and city services.



14. Portal of migration and involvement from the Municipality of Hannover

Administration contact: Hannover City Immigration Office (56.1)

On the Internet, information about existing organizational structures and projects, funding opportunities, and opportunities for knowledge exchange and networking on migration and integration issues in Hannover is presented on scattered platforms, making it difficult for users to find it.

Therefore, a central online platform will be created to serve as a guide on the topics of migration diversity, immigration, involvement and diversity in Hannover. This migration and involvement portal will be designed with user-friendliness in mind to

provide up-to-date information for different target audiences.

The concept of the online portal will be linked to initiatives such as the “Integreat” app (see previous measure) and the “One-Stop-Shop” online portal (one-stop principle, a technology for providing services to the public and businesses, whereby any service is provided in one place, from the submission of an application to the issuance of the results of a decision by an executive or other body) for international professionals and students (see Measure 7 in the economic field).

15. The “Open Door Centre” project

Administration contact: Civil Status and Citizenship Registration Office (32.3), Hannover City Immigration Office (56.1)

Special “refugee and asylum teams” have been established in many migration services throughout the country, as the legal regulation of the right to asylum is a complex and different issue from the law on residence and requires a qualified approach. In this case, the specialization is complemented by social counseling skills. The “Open Door Centre” will be a common place where people who have become refugees can get advice and support on key issues related to integration and adaptation in Hannover. The goal is to provide a consistent and organized process for their arrival in the city.

The process begins with the first personal meeting at the “Open Door Centre” immediately after allocation by the Federal State Reception Centre (for refugees, resettles), where, for example, the regis-

tration at the place of residence in Hannover, the processing of the temporary residence permit, the provision of an accommodation and the joint filling out of the application for social benefits take place. Also at this meeting, five follow-up visits can be scheduled for other necessary tasks.

A specialized team also handles other client issues (job search, change of residence, birth registration, change of social benefits). The minimum staff of the Centre includes a team leader with an E10 qualification, six employees with an E09a qualification and three social educators with an S12 qualification for counseling refugees, who will not be involved in other mandatory tasks.

Activities with the opportunity to apply for the WIR^{2.0} funding program

16. Additional Level II Employee Training Course with support training and mentoring

Administrative contact: Human Resources and Organization Office (18), Professional Training and Professional Development Office (18.15)

The goal is to reflect the diversity of the city community in the staff of Hannover municipal institutions, which has not yet been achieved. Employees with migration backgrounds are particularly underrepresented in middle and top management positions. Increasing the number of hires with migration backgrounds will not achieve the goal quickly.

As a result, an additional Level II Employee Training Course will be offered to provide more opportunities for career advancement. This course is accompanied by special pedagogical support: during the training, participants are supported by a mentoring program as well as specialized support in economy, mathematics, law and science. In ad-

dition, a voluntary course is offered prior to the start of the training to refresh knowledge of the fundamentals of the Level I Employee Training Course. As a result, not only is the quantity of professional development increasing, but so is its quality.

The target audience is mid-level employees, primarily those with a migration background. As part of this measure, more employees from migration backgrounds will be able to get the support they need to develop their skills and move into more senior positions.



17. Standardization of translation services and creation of a qualified internal pool of translators

Administrative contact: Personnel Development Office (18.13)

At present, there is no regulated procedure for the performance of official translations without the involvement of commercial contractors. Requests for translation are sent to the Administrative Translation Service (18.13), which refers them to internal translators or the Ethno-Medical Centre.

This measure involves expanding the capacity of the Administrative Translation Service by adding the sector of qualified translation services. To this end, the existing language and intercultural skills of the employees will be professionalized through a new training program, and the work of the administrative units and internal interpreters will be made as legally sound as possible.

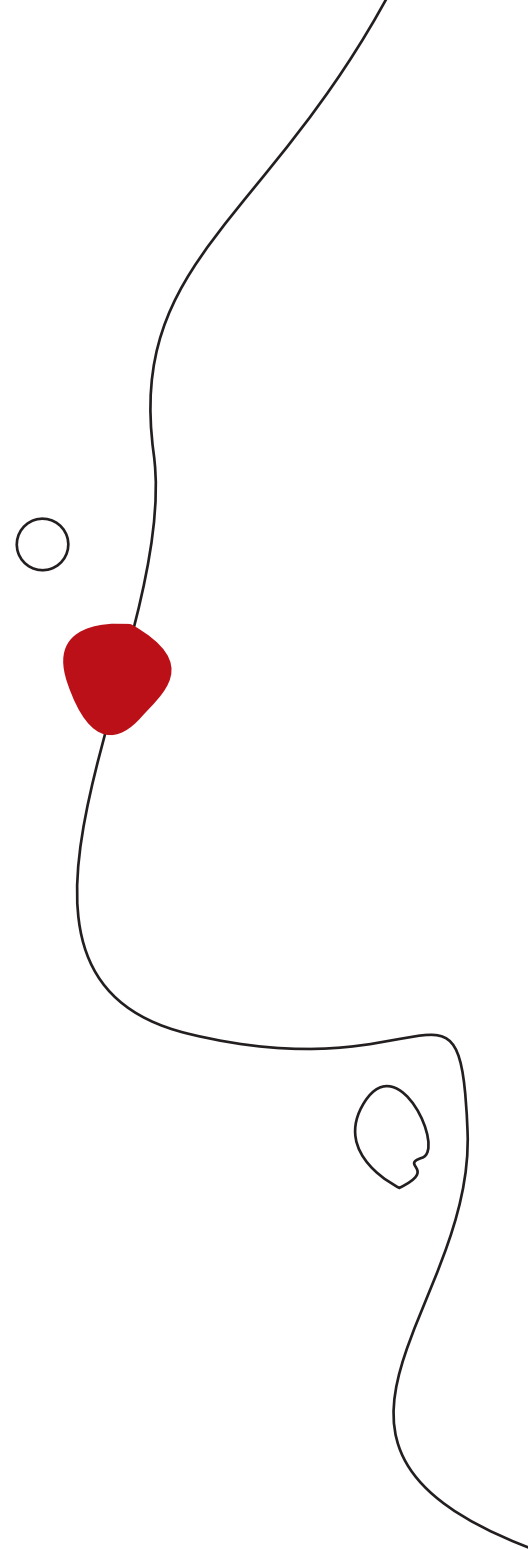
The training of future internal translators will be structured as a group qualification, similar to the training of administrative translators. It will include a mandatory level of linguistic and professional competence, as well as components such as knowledge of administrative procedures and requirements for translation services.

The expected result is the acceleration of administrative processes through increased professionalism and utilization of internal resources of employees. In the long term, this measure will also enable the implementation of the Regulation (EC) No. 883/2004 (in particular Article 76, No. 7), which has not yet been implemented.

We stick together

The principles, goals and specific activities outlined in this document are the tools by which we strive to implement a common dream.

Our dream is a society where respect, trust, equality and unity are the basis for living together and where discrimination has no place. Each and every resident of Hannover can seamlessly become part of our common “We”. After all, our diversity is our strength.



Annex

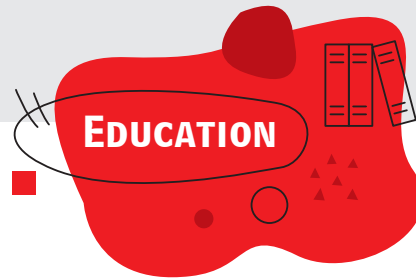
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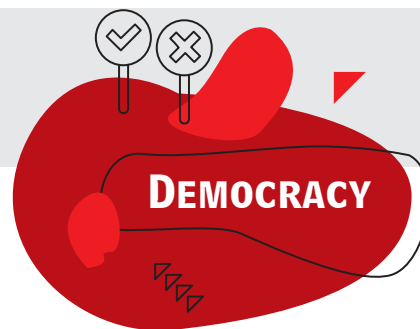
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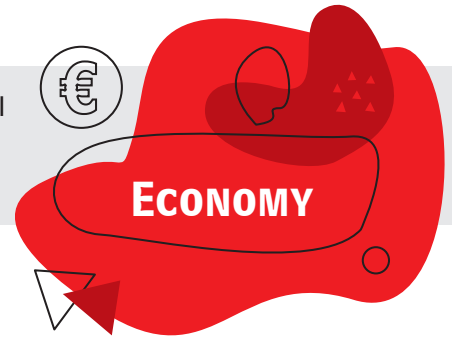
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