

Belgium

Welcome to Antwerp App

Level of implementation	Local
Name(s) of implementing institutions	Atlas Antwerpen - an integration and civic integration centre that provides information and support to organisations and newcomers with a non-Dutch mother tongue City of Antwerp
Partners/Supporters	Digipolis Antwerp - an organisation assisting policy makers in Antwerp (and Ghent), specialised in ICT
Main idea behind it, initial situation (why?)	- Combatting the digital divide for newcomers with a different native language, low skilled people or people without digital skills. They need to contact and interact with many organisations, services (online and offline) when they arrive while access is often difficult (no computer, insufficient language skills, etc.); - Providing an alternative to a static document with useful addresses on paper.
Objective (what for?)	- Providing customised information; - Providing up to date information; - Diminishing the digital divide (digital tool custom made for the target group while still being useful for nationals).
Description of practice (what?)	<ul style="list-style-type: none"> - Only available in Dutch and can be installed on a smartphone or tablet; - Provides the newcomer with personally relevant useful addresses of organisations and services in Antwerp, based on the address of the user or his/her current location, saved on their phone, not on a server; - Shows the organisations with an address and a map including one's current location and home address. The list is stored on the phone and therefore also available offline. It is also possible to click on 'plan my route' which allows users to see how to get there; - Gives information and pictures of items that people should bring to the location – from pictures of ID cards, driving licenses and tax papers, to pictures of swimming gear and coins one should bring to make use of the local swimming pool; - Several headers in the app that guide users to detailed information - alarm numbers, living, administration, Dutch, studying, work, health, children, free time, transport and documents; - Information organised in a uniform and simple way, similar to Facebook and WhatsApp, in the colours of the city of Antwerp, language is easy and concise.

	<ul style="list-style-type: none"> - Auditive support available allowing people to hear the correct pronunciation of words, an extra chance to practice their Dutch. - Visual support available - pictures and documents to bring, easy to read logos to increase organisations' recognisability
Managed/driven by	Government, Atlas Antwerpen and City of Antwerp
Time-frame (start/end/ongoing)	Start and funding procedure: September 2016 End: March 2018 Launching the app after pilot phase, Currently ongoing
Stand-alone initiative or incorporated into other initiatives?	Stand-alone
Main target group (nationals, non-nationals - types)	Nationals, EU nationals, third country nationals, asylum seekers/international protection status holders
Promotion	<p>Promotion for this app is made in several ways:</p> <ul style="list-style-type: none"> - Oral promotion seems to be most powerful - used in all social orientation classes (taught in over 30 languages) in which the candidates download the app, learn how to use it; they are encouraged to save their address in the app, in order to find the services located in their vicinity. - Printed promotion (in simplified Dutch) is also used. Flyers and posters can be found at different locations in Antwerp such as city services. - Digital promotion also constitutes an important way to promote the app. The website of Atlas Antwerp promotes the app in their Dutch language section. It explains the functioning, shows screenshots and features a youtube movie. The app is also featured on the Atlas Antwerpen Facebook page. Lastly, a promotion movie is made to use in class situations. This video exists in English, Arabic, Polish and Spanish language versions but cannot be accessed online.
Information provided on legal, practical and procedural aspects of protection against racism/hatred and discrimination	Yes
Methods of language/content teaching	App is promoted and taught during social orientation classes but is free to download and use for everyone.

<p>Accessibility:</p>	<p>Freely accessible, one just needs access to a smartphone, size 34,4 MB, suitable for both iOS and Android.</p> <p>Obligatory: no</p> <p>Research has shown that in every class of social orientation, almost everyone, over 85%, uses a smartphone, for those not having one, 80 tablets are available in Atlas.</p>
<p>Budget, sources of financing</p>	<p>40.000 EUR for the creation of the app and 5 years of technical support, provided by the City of Antwerp and Atlas Antwerp.</p> <p>After the app has been launched, the maintenance costs are to be taken up by Atlas Antwerp. Personnel costs are not included in the budget.</p>
<p>Sources and references (hyperlink(s))</p>	<p>https://www.atlas-antwerpen.be/nl/nieuw-in-antwerpen/app-welkom-in-antwerpen</p> <p>https://www.digipolis.be/</p>

<p>Impact assessment foreseen?</p> <p>How often?</p> <p>By whom?</p> <p>Is the target group involved into the evaluation/impact assessment? If yes: how</p> <p>Methods of impact assessment</p> <p>Indicator based? If yes: please name some indicators</p>	<p>The app is constantly monitored and updated. Once a year, an evaluation is foreseen with the project group and developers. It is never possible to connect personal info to people's activities. Organisations featuring on the app are also regularly contacted for an evaluation.</p>
<p>Which actors of host communities are included?</p>	<p>Social orientation teachers, service providers</p>
<p>Degree of inclusion:</p>	<p>Voluntary/institutionalized</p>
<p>How can racism and xenophobia be countered through this activity?</p>	<p>The Welcome to Antwerp is an app that offers people direction to services they can contact directly, without reference of other organisations. Legal information and information about discrimination, for example, can be found in various locations.</p> <p>'Living' (in Dutch: wonen) provides information on searching for a home, moving, gas, water and electricity, garbage, second hand products, police, financial information and legal information. It guides the user to a bureau for legal aid,</p>

	<p>'woonkantoren' (offering free info on building, renovating, letting and renting and living in Antwerp), a renters' organisation, UNIA (i.e. the Federal Equal Opportunities Centre, in case of discrimination) and the city department in charge of rental mediation. Several of these organisations are relevant for newcomers in cases of discrimination or other legal issues.</p> <p>'Administration' allows users to choose between questions about administration, city services, legal information on residence and taxes. It guides users to a bureau for legal aid, the office in Antwerp in charge of return migration, a social centre for foreigners where free legal counsel might be offered and the CAW, an advisory organisation focusing on migration.</p> <p>In the future, another important contact will be added, namely the Ombudsperson. This is a person one can contact to file a complaint involving the city services of Antwerp.</p>
<p>How can the impact of this practice be measured/made measurable?</p>	<p>For now, only the number of downloads is visible for the developers. In the future, more elaborate user analytics will also be available and a questionnaire will be rolled out in classes in order to see which items are most sought after on the app.</p>
<p>Elements of sustainability</p>	<p>The app is used in many different social orientation classes, when information needs to be sought, people are encouraged to use the app, and store the information that is useful for them. The success of the app can be attributed to the promotion and usage in class. Even when people are hesitant or skeptical at first, they later realise the power and usefulness of the app. Usage at several instances in the 60 hour social orientation course proves to be very fruitful. Besides the social orientation teachers, other employees at Atlas (such as coaches or in Dutch trajectbegeleiding) also inform newcomers about the app. Persons themselves are also encouraged to tell others about the app to increase the exposure.</p>
<p>Elements of transferability</p>	<p>For now the app only exists in Antwerp but other Belgian cities are developing their own. Mechelen, Bruges and Kortrijk for example are working on this with their own developers. However, it could be very well feasible to base future apps on the framework and content of the Welcome in Antwerp app. This would downsize the development costs considerably. The digital developers can assist in the creating of such new city apps. The wireframes exist and just need to be white labelled in order to function as a basis for new apps. So far this has not happened yet. Atlas Antwerp does not seek to sell the app but is open to contact in order to benefit from their digital work and the exploratory research into what users actually need. Besides transferability to other cities, the app can also be used in other instances. An example is prisoners who are about to be released. They can use the app to help them start building up their life outside prison.</p> <p>The developers can be contacted through the RACCOMBAT team for further information if interested.</p>