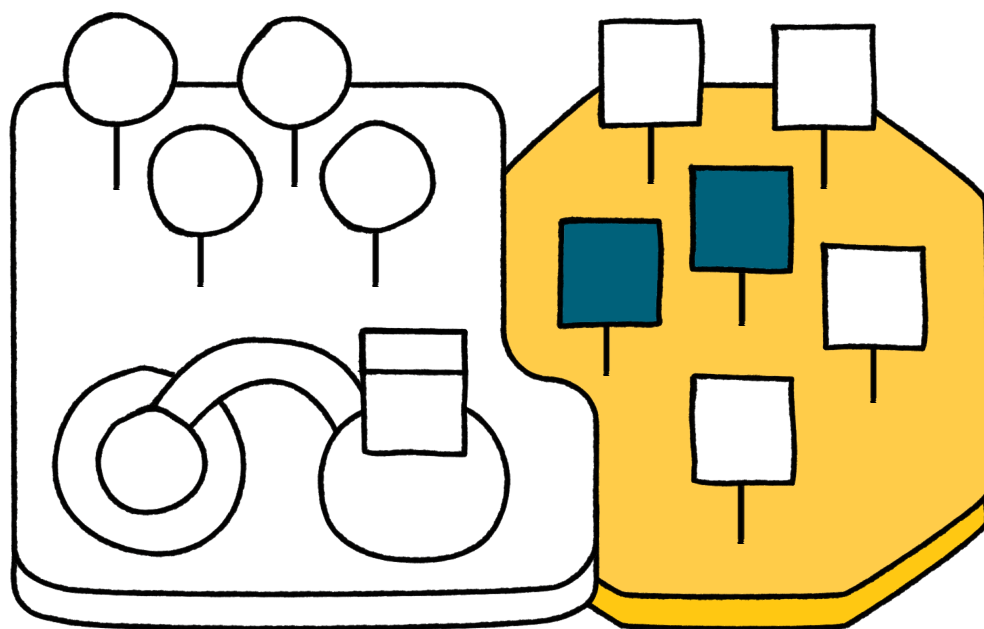


## 31 Triengen

Key people – building bridges to people from a migration background



**Time frame**  
From 2011

**Stakeholders**  
Political executive  
Formal education  
Civil society

**Institutional framework**

**Structure-related quality criteria**  
Collaboration  
Coordination

### The starting point

Key people of various nationalities are being deployed in Triengen to actively support the integration of migrants. This means, for example, that there are key people available for the following language regions: Albanian, Serbo-Croatian, Portuguese, Arabic, Kurdish, Turkish and Aramaic. Key people often gain easier access to people coming from foreign countries thanks to their own cultural background and language skills, meaning they can perform a bridge-building role in promoting integration. They are familiar both with the institutions, lifestyles and cultural features of Switzerland and with the contexts in their home countries. The key people's task is to provide information and motivation to people from a migration background in terms of their integration process and to offer help where needed. Key people are not inter-cultural interpreters and should not be involved in situations where professional interpretation or translation services are required (i.e. disclosure of confidential information, sensitive discussions with parents, etc.).

### Aims

- Supporting and guiding new residents from abroad in everyday problems and finding their feet in society.
- Help in contacting authorities, school, etc., and in filling out forms.
- Providing information on play groups, help with tasks, lunches, childcare, associations, etc.

### Target group

New residents from abroad in the municipality. People from a migration background.

### Costs

The original costs estimate was around 7,500 Swiss francs. The key people now work on a voluntary basis. The only associated costs are for an annual shared meal with the school heads/municipality representatives. There are no upcoming recurring material costs.

### **Project progression**

The project came about between 2011 and 2013 at the initiative of the school heads together with the local councillor with primary responsibility. Following a long development phase and successful implementation, the project later stalled. This was mainly due to shifts in the origins of the migrants, and key people in the project moving away, both on the school side and in the population of Triengen. Certain parameters in the process of registering families with school-age children for the first time also arose in the municipality. An internal evaluation by the school in 2015/2016 led to adjustments and a project relaunch. This meant, for example, that teacher awareness of the service was raised (focusing on the upper school), procedures for registering foreign language-speaking children were adapted in the municipality and school, and the group of key people was updated.

### **Success factors**

- The usefulness of the service and the appreciation of the migrants.
- Facilitation of daily communications for teachers.
- Close collaboration between the municipality, school and agency for the guidance and integration of foreigners (FABIA).

### **Challenges**

Gaining key people from new migration areas.

### **Contact details**

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