

STREET SUPPORT PROJECT

Germany



Local
intervention
pilot

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The implementation of four Local Pilot Interventions has been a fundamental element within the Street Support Project. With a focus on social inclusion and public nuisance prevention, each of the organization partners developed and tested an innovative approach with which to support people experiencing homelessness and/or who consume drugs/alcohol in public space.

The report that you have in your hands is a compilation and documentation of the development, implementation, and evaluation of these interventions. Our intention behind opening up and sharing these processes is double folded.

On one hand, by showcasing these interventions we hope to offer service providers, policymakers and other professionals a body of knowledge that evidences the impact that inclusive interventions have in the life of marginalized communities. Complementing the other Street Support Publications, this report allows professionals to connect more in-depth with other service providers experiences, successes and challenges, and to learn from them.

On the other hand, with these reports, we would like to share with the reader a methodology for the development of inclusive interventions targeting people who experience homeless and/or use drugs/alcohol which is effective, essential and easy to contextualize to local needs.

For more information about the other Local Pilot Interventions, the Street Support Project, or any of its intellectual outputs, please visit www.streetsupport.eu

1. Overview of the situation & description of the target group

The Görlitzer Park in Kreuzberg is a well-known public area in Berlin, and the main meeting point for West African refugees, mainly from Gambia, Mali and Guinea Bissau. The park and its users are confronted with topics of „migration and flight“, „drug consumption and policy“ and „gentrification“ in a relatively small public space.

Most of the young men in the park - our target group for the local action plan of Street Support - are living in a complex and problematic situation. The problems they face are legal, health-related, cultural barriers, poverty, lack of perspectives, consumption/dealing drugs.

The public perception is very often not differentiated; residents, women and families feel insecure at the background of the situation. Skills, resources and talents of the young men are very often unseen by the city population. Processes of stigmatizing and discrimination are boosted by this. Over the years, the conflicts in this public space took place between major population and marginalized groups, recognized as “problematic people“ in the park (also in media).

In June 2016, the working group “AG Görlitzer Park” - in which Fixpunkt is a part - published an action plan¹ based on multidisciplinary professional knowledge and experience of participants (social work, pedagogic, urban development and intercultural affairs) and on ethnographic field studies².

¹ More information: <https://www.berlin.de/ba-friedrichshain-kreuzberg/politik-und-verwaltung/aemter/strassen-und-gruenflaechenamt/gruenflaechen/gruenanlagen/artikel.489464.php>
http://www.pr-gp.de/wp-content/uploads/2019/03/20160523_Handlungskonzept_AG-Goerlitzer-Park.pdf

² More information: <https://www.berlin.de/ba-friedrichshain-kreuzberg/politik-und-verwaltung/aemter/strassen-und-gruenflaechenamt/gruenflaechen/gruenanlagen/hier-ist-jeder-busch-politisch-untersuchungsbericht-goerlitzer-park-2016.pdf>

As expressed in the Mission statement of AG Görlitzer Park, “We are committed to a park for all. Everyone has the right to visit the park. No group may be discriminated; no group may dominate the park”.

2. Aims & specific objectives

The intervention aims to create a public space in the Görlitzer Park in Berlin, which includes also young African men as they are currently perceived as disturbing and threatening due to their social behaviour.

Specific objectives are:

- Promoting accepted social behaviour among young African men in the park
- Influencing the public opinion about the young African men in the park
- Providing professional support towards the young African, in order to reduce drug- and alcohol-related nuisance
- Creating productive activities, which positively effects the situation in Görlitzer Park

The activities of the Local Action Plan are:

- Individual care and support, offered by Fixpunkt staff
- Activation and development of resources in the social and cultural environment of the target group (resources and supporting systems) take place.
- Productive activities of work for young men as peers are generated. Activities produce positive effects on the environment at the park

3. Action plan

Objectives	Activities	Indicators	Bottlenecks/Solution	Timeline
Individual care and support is offered by Fixpunkt staff	<p>Providing social work and medicine in Görlitzer Park by methods: outreach and using mobile vans.</p> <p>Health education regarding drug consumption and organizing reduction and control programs</p>	<ul style="list-style-type: none"> - Social counseling and interaction with socio legal rights authorities for individuals - Culturally sensitive work and successful education on medicine, lead to wide - range of social support. - Target group accepts support - The individual situation is stabilized (e.g. health status, consumption proficiencies) - Frequency and quantity of consumption are significantly reduced - Reflection and self-control on consumption behavior are improved 	<ul style="list-style-type: none"> - Changes in staff (social work or medical staff) / Hire new staff - Police presence in the park ("Mobile Wache") / Agreements with police (longterm arrangements with the local police (Abschnitt 53) and the communal authorities of the district (Friedrichshain-Kreuzberg) - Changes in asylum policy / Organization of legal support - Low-threshold access fails / to bring longtime and efficient methods & techniques for mobile work in the park - Lack of trust / confidence-building measures - Assessment matrix turns out to be too ambitious / try other assessment possibilities 	09/2017 - 05/2019
Activation and development of resources in the social and cultural environment of the target group (resources and supporting systems) take place	Networking	<ul style="list-style-type: none"> - Contribution of external service providers could support the work and open their services to the target group. - Resources in the supporting system are identified and activated - Gaps (missing: night shelters, working possibilities) in the supporting system are pinpointed. 	<ul style="list-style-type: none"> - Service providers do not collaborate / Activities in networking are successful - There are not enough resources / find alternative ways and relationships to service providers to organize support - Lack of funds/ Seek financial sources - There is no determination to support refugees (esp. without papers) / Proposals about required offer to the people without legal status in Germany 	09/2017 05/2019
Productive activities of work for young men as peers are generated.	<p>Individual counselling and support</p> <p>Engaging them in different activities as temporarily breaks and alternatives to their daily life (and potentially criminal activities) in the park / community</p>	<p>Alternatives to criminal activities and "hanging around" in the park are discussed and offered (e.g. by Motivational Interviewing)</p> <ul style="list-style-type: none"> - Alternative employment opportunities are found - Target group participates - Cultural activities are developed (football, art, by interest) 	<ul style="list-style-type: none"> - Alternatives are not accepted/Different individual and group related methods to develop motivations are settled - Service providers do not engage for people of Görlitzer Park/ Activities in networking are successful - Formal permissions are refused by the department of cultural activities /Collaboration with responsible representatives/authorities of the district (Kreuzberg) - Groups do not accept cultural activities/The conflict in groups get regulated to overwind barriers 	09/2017 05/2019

Activities produce positive effects in the environment at the park	Training	<ul style="list-style-type: none"> - Training on rights and obligations within the context of police operations. is offered in cooperation with a lawyer. The target group participates at the training. 	<ul style="list-style-type: none"> - The training is not accepted/ feedback from the target group and the change of the training concept 	09/2017
	Social and harm reduction behavior is encouraged	<ul style="list-style-type: none"> - If it is not possible to stop selling cannabis straight away no minors are addressed by men selling cannabis (by perception of staff, feedback of residents) - Women are treated respectfully - Places are not overcrowded - Reduction in complaints 	<ul style="list-style-type: none"> - Under-age are asked to buy cannabis, women are confronted by sexual approach, men stay in the way/ Sensitizing the group to overcome the situation. 	09/2017 05/2019
	Improving the capabilities of spatial orientation in the city	<ul style="list-style-type: none"> - Specializations on certain places and preparation for a better orientation through orientation games („Stadtteilrallye“). - Participation in games 	<ul style="list-style-type: none"> - Inadequate behaviors are still occurring (witnessed by Fixpunkt, reported from the neighborhood)/Reminders and motivational interviewing to strengthen the will to change behavior 	05/2019
	Further development of Action Plan Görlitzer Park	<ul style="list-style-type: none"> - Active participation in the committee "Praktikerrunde Görlitzer Park" to develop and implement practical solutions for problems - Promoting positive image to the public about the social background and activities of the target group - The public perception is improved. 	<ul style="list-style-type: none"> - The orientation games are not accepted by target group / Feedback from the target group and the change of the game concept - The committee fails/Bi-, tri-, multilateral cooperation with stakeholders has to be done anyway - Stigmatization and discrimination about the young men are still dominating/Change of view by showing talents, backgrounds and skills of the young men; involvement in public discussions about Görlitzer Park and break-up of problem-orientated views and attitudes 	09/2017 05/2019 05/2019

4. Partners involved

MEDICAL SUPPORT		
Medibüro	Office for medical assistance for refugees	Health support for refugees without insurance
Caritas Ambulanz	Medical ambulance for the homeless	- Health and social support - Food, shower and clothes.
Open Med – Doctors of the world	NGO	Health support for refugees without insurance
Several doctors and dentists in the area and in Berlin	General Practitioners, dentists	Health support for refugees without insurance
LEGAL ADVICE		
Refugee Law Clinic Criminal Law Clinic	Lawye Organization	Asylum procedure, Right of residence, Preparation for the BAMF Hearing, Family reunion, Job/apprenticeship/study, criminal law support
Several lawyers	Lawyers	criminal law, residence rights, social law
SOCIAL SUPPORT		
JOLIBA	NGO	Intercultural network in berlin, German courses / training / internships
Schlesische 27/Arrivo Berlin	Working project for refugees	practice workshops in craft: Workshop Course, Specialized Courses in Berlin, language course
Kontakt- und Beratungsstelle für Flüchtlinge und Migrant_innen e.V. (KuB)	Advice center for refugees	a contact point and advice center for refugees and migrants, social counseling, language courses

Bantabaa e.V.	Neighborhood initiative supporting African men who want to stop selling drugs	Bantabaa is Mandinka, a West African language and means meeting place. The Bantabaa Community Project began in 2015 as a meeting point for refugees around Görlitzer Park in Berlin Kreuzberg, an integration project focusing on education and jobs in the catering sector.
Gebewo Beratungsstelle	Advice center for homeless	Counseling for the homeless people
Johanniter Unfallhilfe	Emergency shelter for homeless	Part of the cold aid system in Winter, emergency shelter for homeless: women, men and dogs, medical support
HEALTH SUPPORT		
Drogennotdienst/ Guidance	Drug counseling agency, specialised service for refugees	Drug advice, Consumption reduction program, Guidance App
Fixpunkt projects: Görli Alternative, Pa-SuMi, Mobilix/Test it	Health promotion projects of Fixpunkt	dental prophylaxis and treatment, medical support and treatment, health education courses, individual support, HIV/Hepatitis test for refugees, infection prophylaxis, vaccination Hepatitis A/B (for people without health insurance only), peer support

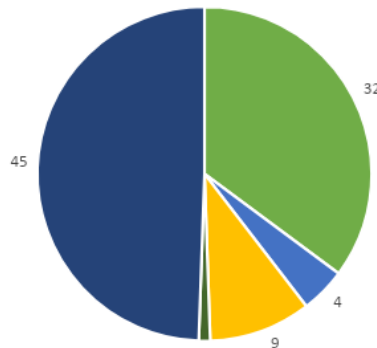
5. Implementation report

INDIVIDUAL SUPPORT

91 people were supported during the reporting period and documented by the self-sufficiency matrix.* Individuals were supported through on-site counselling in the park and language mediation and further linked to care institutions as well as to the care system.

The period of support ranged from a few weeks to several months, with some continuing. The primary language of the consultation was English (n=45). Due to the close cooperation with a multilingual colleague, counselling was possible in Arabic (n=32), Italian (n=4) and Urdu (n=1). Some clients received support in German (n=9).

consultation language (n = 91)

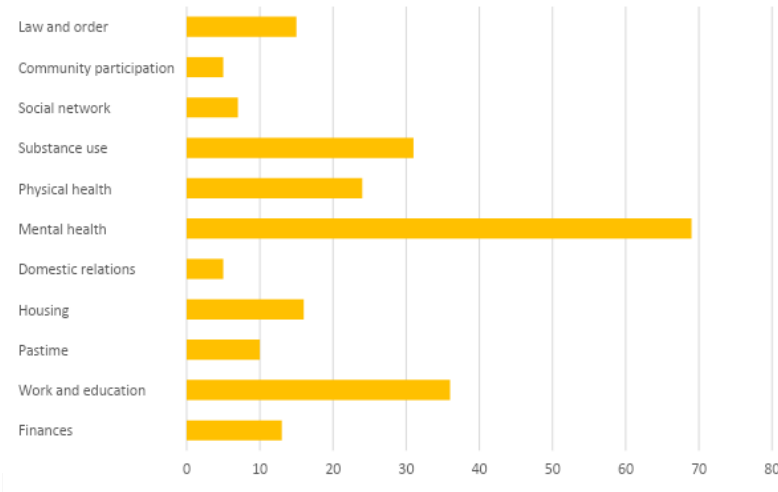


An important access point for support was the medical and social services offered by the Fixpunkt project network (mobile and outreach) in Görlitzer Park. Most of the clients reported mental health support needs due to their flight biography.

Besides, issues of livelihood (finances, housing, work and

education) often played an important role. Consumption of cannabis became a topic of discussion as time passed, as well as alcohol. The following table provides an overview of the different areas that required support:

Areas of support (n = 91)

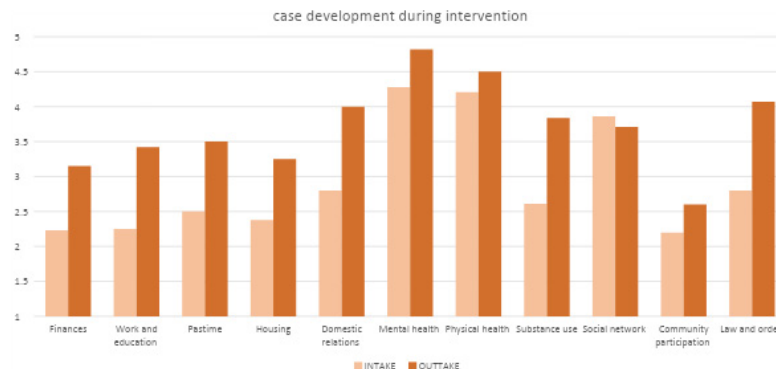


Through professional and tailor-made support services, individual improvements could be achieved in the course of the intervention. To do so, individual situations were assessed, aiming at finding the most suitable support to their needs.

Since participants in the intervention were mainly refugees with no perspectives of stay, overcoming the social barriers posed a great challenge. For this reason, complementary help was needed even after the intervention ended.

In the areas of substance consumption, improvement of physical health, and legal support, the assistance was particularly successful as the following table shows:

* more info: <http://www.selfsufficiencymatrix.org/>



The network of aid organizations has been an important resource in providing clients with related support and their linkage to further help.

During the project, we distributed printed detailed plans of the park's surroundings and the addresses of cooperating partners.

Important partners in this respect were Johanniter Unfallhilfe (emergency shelter), Medibüro, Caritas (health support), Refugee Law Clinic and Criminal Law Clinic (lawyers) as well as the other projects of Fixpunkt in the park.

The role that Peer Project PaSuMi played in this project needs to be specially acknowledged as well. Thanks to their support, it was possible to offer meaningful leisure activities (football, regular group meetings) to partly engage people outside the park. German courses and job and employment opportunities (Bildungsmanufaktur Schlesische 27) also played an important role here. With the support of PaSuMi and cooperating lawyers, it was possible to educate and support the participants of the intervention. For example, by informing them about their rights during police checks at crime-prone locations and arrests.

Complementing the distribution of the park's maps, we offered participants subways plans, and help them getting acquainted with smartphone maps. This proved to be very helpful in helping participants overcome their difficulties with orientation in the city.

MEANINGFUL ACTIVITIES

During the intervention, several cultural activities were organized. A highlight was a football match organized by the Peers of PaSuMi project in which participation was exceptionally high. Also, at the end of the project, we were able to set up a first music activity: instruments are made available, and the first jam sessions took already place.

NETWORKING

Intensive networking activities made it possible to intensify our cooperation with other partners. Successful collaborations were established in the areas of medical care and access to treatment, as well as legal support, access to education and social counselling.

Street Support project also actively supported the establishment of Johanniter's emergency overnight accommodation in Ohlauer Strasse in the area of livelihood security. During the winter of 2018/19, many people experiencing homelessness were successfully linked from the park to the Ohlauer Straße and offered shelter.

During this period, we discussed at the Practitioners Committee the requirements in the care system that we deemed necessary to support our target group. For example, it was suggested to develop in the neighbourhood educational activities on human rights and intercultural understanding. The project Joliba will offer courses in the future.

PUBLIC RELATIONS & ANTI-DISCRIMINATION WORK

The park was the main scenario in which discussions with residents of the neighbourhood took place. The goal was to offer a different picture of the living conditions of the mostly young African population that gathers there.

Aiming at offering a non-stigmatizing and nuanced image of the „dealers“ in the park, the exhibition „Other Homes: Origins and Migration Routes of Drug Seller in Berlin Parks“³ by Scott Holmquist

³ <http://www.andereheimaten.website/home.html>

took place at the Kreuzberg Museum. The artists in this show received intensive advice from our side. As expected, the exhibition provoked controversial reactions in the media, as this was one of the intentions of the artist's group.

It is also important to mention that the project management of the intervention and a young participant from Africa took part in a discussion event of the Rosa Luxemburg Foundation: Drugs, Work and Racism in Public Space⁴.

Next to this, the work of Fixpunkt in Görlitzer Park - including the pilot intervention developed during the Street Support Project - has been presented in several conferences and a neighbourhood feast:

- Akzept Kongress 2018 In Hamburg⁵
- HIV im Fokus 2018⁶
- Guidance Fachtag 2018⁷
- Reichenberger Kiezfest 2019

The work of Fixpunkt has been met with interest among experts in politics and the administration, both on a local and international level.

MULTIPLIER EVENT

On May 3rd the Street Support National Multiplier Event in Germany took place. Participants came from cooperating institutions, administration, universities and voluntary organizations. The focus of the event was on strategies of good practice - public space, marginalization and migration - inclusive strategies and innovative approaches. Many examples of good practice from the medical, social and health sector were presented, as well as the results of the Street Support project and the local project in Görlitzer Park.

⁴ <https://www.rosalux.de/dokumentation/id/38313/drogen-arbeit-und-rassismus-im-oeffentlichen-raum/>
<https://www.rosalux.de/en/news/id/40044/dont-give-money-to-the-gambian-government/>
<https://www.vice.com/de/article/xwkz5q/ich-habe-fur-meine-flucht-meine-seele-geopfert>

⁵ <http://www.akzept.org/up1118/YaphyladamaAfrikComm.pdf>

⁶ <http://hiv-im-fokus.de/>

⁷ <https://drogennotdienst.de/2018/08/01/fachtag-zugaenge-schaffen-huerden-ueberwinden/>



The outcomes of this event can be summarized as follows:

- There is a desire for regular exchange regarding the situation in the public space (both on local and over-regional levels)
- It is important to create common, interdisciplinary and multidisciplinary learning platforms (practitioners, departments, public order, police)
- There is a need to develop a strategy in the Land of Berlin to further improve the situation in the public space (from local good examples to a Berlin wide strategy)
- Concrete agreements on topic-specific cooperation and agreement on further meetings were made.
- It is urgent to improve public relations concerning discriminatory media coverage



- Feedback, suggestions and critical monitoring of the planned improvement measures by the park manager. This concerned, for example, the regular address, dog runs, sports grounds, dealing with parties (1st of May).

Overall, it is noted that cooperation has improved throughout the project and the degree of professionalization and cooperation among stakeholders has also increased. The decline in the number of complaints and criminal offences points is an indication of improvement of the situation

The election of the park council (council of the local residents, an accompanying committee of the civil society for the further development of the park) took place on September 2018. The employees motivated the young Africans to take part in the election and to vote, in which many of them did already. It was particularly gratifying that three people with African roots were elected to the park council⁸.

FURTHER DEVELOPMENT OF THE ACTION PLAN & SUSTAINABILITY

Within the framework of the project, it was possible to participate regularly in the Practitioners' Committee. Active participation took place and a wide variety of topics were discussed.

- Exchange and update on current events and the actual situation in the park
- Transparency and coordination of the different services offered by the various stakeholders
- Advice and coordination on the communication strategy concerning the Görlitzer Park
- Complaints and processing of these by park manager and park runners (a low-threshold order service to address rules).
- Social support in the sense of inclusive measures. More social institutions could be gained for active cooperation. This has improved the supply situation and made more support possible for the target groups.



⁸ <https://www.berlin.de/ba-friedrichshain-kreuzberg/politik-und-verwaltung/aemter/strassen-und-gruenflaechenamt/gruenflaechen/gruenanlagen/artikel/489464.php>
<https://www.youtube.com/watch?v=PhTlRMvRw5I>



The project management was involved in a small working group on the future of social work in the park. The actors exchanged views on the future profile of social work in the park in the sense of a tailor-made offer. Fixpunkt also advised the political leaders in the district in this regard. These efforts have been successful, as the Paul Gerhardt Werk (Kreutzer in the Park) was commissioned with the social work for adults in the park on April 2019.

Besides, the state of Berlin has provided all districts with subsidies for park management, which also speaks for the success of the action plan and the activities in Görlitzer Park.

Further evaluation and an update of the action plan in the park have been suggested but has not taken place yet.

SUSTAINABLE OFFERS AT FIXPUNKT

The offers in the Görlitzer Park of Fixpunkt are designed with a high degree of participation (peer-work and several employees from Africa) and pursue the intensive involvement of the African community.

Fixpunkt has also launched offers and projects to improve support for Africans:

- An application for a peer project that offers young men

short-term interruptions to everyday life in the park and offers peer-supported addiction help and prevention was successful (PaSuMi).

- Since 2019 the project Görli Alternativen (terre des hommes funded) exists. In particular, the aim is to improve legal support. A legally competent person for cooperation is part of the concept („street lawyer“).
- Since 2019, activities to prevent infection have been expanded. Navigation to test offers (HIV, Hepatitis and STI) is possible. Through musical activities: „music & more“, Africans are now offered health promotion outside the park, combining music & public health.

6. Conclusions

Overall, the local pilot intervention has been successful and beneficial, and a truly community-based action: supported by a wide range of actors and tailor-made projects which were adapted to the needs of the target groups. The project network within the Fixpunkt organization was of great value, as well as support by external projects was also important.

The improvement of the situation in the public space in Görlitzer Park could be established through the outreach and mobile work activities in the park. Individual support and community orientation was the only way to build up a trusting relationship with the people from Africa. This was the prerequisite for the creation of a productive working relationship, and its results have been proven by the Self-Sufficiency Matrix instrument.

Complementary services outside the park formed an important supplement and resource, especially in the social vicinity and direct environment. To support people without a secure residence status in Germany and Berlin, solidarity support from civil society is needed.

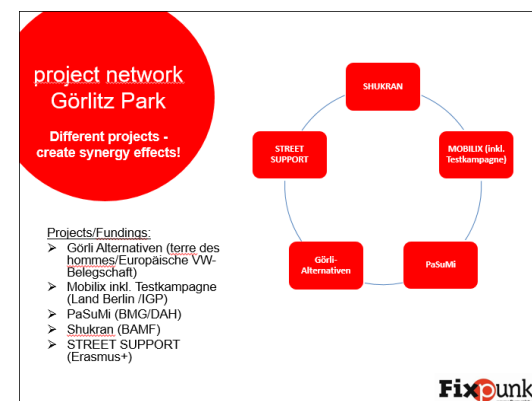
Currently, national state offers are not sufficient. The current asylum law and the orientation of social and drug policy prevent and block an adequate form of support for these target groups. This affects the entire environment of public spaces used by marginalized groups.


In addition to individual support and community work, networking and public relations work were important methods. Exchange in committees was just as important as the support of civil society accompanying processes. Based on our experience, we recommended that local actors cooperate on a binding fundament based on an action plan. Each actor has specific resources and specific tasks according to its profile.

The work in Görlitzer Park is secured and sustainable. Fixpunkt will continue to have a mobile presence in the park several times a week to promote the positive development of the situation. This will take place from 2019, focusing on the following areas: networking in the neighbourhood, empowerment and community work, medical, social and legal assistance and navigation into the care system.

In addition, social work in the park was commissioned by the district office at the beginning of 2019 (organization: Paul Gerhardt Werk), resulting in synergy effects. The supply with premises is improving by the opening of the youth centre Kreutzer.

The Land of Berlin has made funds available to all districts within the framework of a supplementary budget for the area of „park management“. Görlitzer Park serves as a model for this. Fixpunkt will play a constructive role in the implementation and conception phase of park management at the state and municipal level. The expertise of the Street Support project and the local intervention will be available here and represents an important knowledge pool for this purpose.





Drug- and alcohol-related nuisance is an important policy issue in nearly all smaller, medium-sized and bigger cities. Experience and research has shown that this is a pan-European problem which many local and municipal authorities are struggling to address in an effective manner.

A broad range of participatory interventions and prevention activities have been developed to prevent nuisance among youngsters. Intervention, targeting adults however, are limited and mainly based on repressive and sanctionary acts, including arrests, restraining orders and fines. Less is known about inclusive strategies and adult learning opportunities, which provide daily structure and support to this specific group.

The Street Support Project is built on the idea that each person has the potential to learn and to do something meaningful. Adult learning, work and other activities can play a vital role in this context, as long as it is adapted to the specific needs and living conditions of the target group.