



città-IN

Inclusive cities and quality
of public services

- immigrants
- access to services
- inclusion

PROPONENTS

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THE PROJECT

Accessing and using public services can often be challenging for immigrants, presenting a barrier to their inclusion. The città-IN project aims to reduce the obstacles they encounter when accessing public services, particularly in accessing services related to schools, such as enrollment, consultation of registers, and request for canteen service. Through the experimental application of Mediation Grammar, a quality standard for services developed within the H2020 easyRights project focusing on three primary issues: linguistic accessibility, adequacy of information, and actualization of rights, città-IN operates within the San Siro Off Campus space. It provides guidance and assistance for accessing services, offering support to both schools and families while serving as a platform for participant observations.

PARTNERS

Comune di Milano; IC "S. Giuseppe Calasanzio" and IC "Luigi Cadorna" public schools; Parents Association of Istituto Cadorna; Legal Clinic@ San Siro Off Campus; Università degli studi di Milano Bicocca; University for Continuing Education Krems (AT); UNI - Ente Italiano di Normazione; Comune di Palermo; TÜV Thüringen Italia (independent certification body); Paola Regina (lawyer)

CONTEXT

Off Campus San Siro
San Siro neighborhood - Milan

START DATE

October 2023