

Inclusive Entrepreneurship workshop series

# Migrants and refugees

**20 April 2022**

by LIAISE - Linking Incubation Actors for Inclusive and Social  
Entrepreneurship

**Recording: [Click here](#)**



# Better Incubation

Innovation Ecosystems for Social Change



Better Incubation aims to **kickstart an eco-systemic change** bringing incubation and business support services **closer to the whole of society** to promote entrepreneurship and self-employment as means to create jobs, develop skills and enable unemployed and **underrepresented people** to fully participate in society and the economy.

<https://betterincubation.eu/>



Better Incubation is powered by LIAISE - Linking Incubation Actors for Inclusive and Social Entrepreneurship project.

LIAISE has received financial support from the European Union Programme for Employment and Social Innovation "EaSI" (2014-2020) under Grant Agreement n° VS/2020/0374. This document reflects only the author's view and the Commission is not responsible for any use that may be made of the information it contains.



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A two-year programme (2021 – 2023) powered by the **LIAISE** project.

Funded under the EU **Programme for Employment & Social Innovation**.

Foster **inclusive & social** entrepreneurship in Europe by **mobilising & empowering business support organisations** to support social enterprises & people from underrepresented groups to grow their businesses and work opportunities.

## CONSORTIUM PARTNERS



The **European Business and Innovation Centre network** is the leading pan-European association of business support organisations.



**Impact Hub** is one of the world's largest networks focused on building entrepreneurial communities for impact at scale.



**European Venture Philanthropy Association** is committed to be the prime supporter and convener of the community of investors for impact in Europe.



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# WHAT DEFINES OUR COMMUNITIES OF PRACTICE ?





# Better Incubation

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## Our deep dive workshops create space to discover how to make your incubation services and programs more inclusive and supportive of entrepreneurs from underrepresented groups

1. **Inspire** with best practices, perspectives and insights related to inclusive entrepreneurship
2. **Connect** with like-minded peers, with whom you can learn from and collaborate with
3. **Enable** the modification of services using knowledge and methodologies that can be implemented with your teams



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## Introduction to Inclusive Entrepreneurship, 29 March



**Migrants and refugees**, 20 April



**Women**, 10 May



**Youth**, 31 May



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## Migrants and refugees deep dive, 20 April

**Learnings from our Community of Practice:** Sharing research on barriers & solutions, best practices & co-designed approaches

**Entrepreneur & Practitioner Panel:** Exploring the experiences & challenges of migrant entrepreneurs & BSO responses

**Spotlight:** Considerations for working with Ukrainian refugees, with examples of practical innovations & responses

**Reflection & application:** Throughout, we will identify implications for your own incubation services & support programs





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## Introducing our Co-Hosts



**Mariama Njie**

Social Enterprise Manager  
Coventry University Social Enterprise,  
Enterprise Hub, UK



**Hrishabh Sandilya**

Co-Founder & Head  
Project Phoenix  
Cyprus



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## Housekeeping

- Update username to include name, organisation and city
- Microphones on mute, videos on
- Raise hands or write in chat for questions/contributions
- Help create a space where we feel safe, seen and valued

## Reflection and harvesting

- Take note of what you are learning and your ideas for action
- All workshop materials will be shared in a follow up email



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**Better Incubation: Migrants and refugees**

# How have we journeyed? *Faces Places*



**Better Incubation: Migrants and refugees**

# **Learnings from our Community of Practice**



## How we went about our work

- CoPs comprised of migrant entrepreneurs, BSOs, experts and practitioners
- Kickoff bootcamp, monthly meetings, journaling, sharing and prototyping
- Initial research phase in which CoPs analysed the state of incubation through a collection of best practices and a concerted effort to understand barriers
- Second phase - observatory - the CoP acted as sounding boards, monitoring and supporting BSO pilots - with invited experts
- The groundwork has been laid for the generation of policy insights foreseen for the third phase of the project - the Thinking Lab

## Recommended piloting elements by program stage

### 1. Designing a social entrepreneur support program

Co-create the program with the target group

▶ Read more: [MiFriendly Cities](#)

### 4. Delivering the right program support

Provide meet-up possibility ▶ Read more: [Business MeetUps](#)

Strong support for basic skills, language (English) first of all ▶ Read more: [Project Phoenix](#)

Trainings possibly to be provided by participants from target group

### 2. Scouting for program participants

Connections with on-field organizations that perform the participants selection

Team member that is involved in the target group's entrepreneurial community

References from other entrepreneurs or mentors part of the target group

### 5. Connecting participants to supportive people

Role of the mentors: strong relationship with mentees ▶ Read more: [Co.Lab](#)

Connect with those who had similar experiences

Involve a network of stakeholders of mentors, advisors and already integrated migrants/refugees

### 3. Selecting the right participants

Legal status (unfortunately!) - if not applicable, don't just reject but provide additional information and legal support on how to get the right status / provide free opportunities for them to engage.

Diversity

Entrepreneurial attitude and spirit

Language (B1 level should be enough to start)

### 6. Facilitating access to capital for program participants

Access to seed funding

Best Practise: [Livelihoods Innovation through Food](#)

## Understanding the Barriers

Cultural Isolation	Lack of Access to Capital	Lack of Flexibility
Legal Status	Lack of Safety Net	Mental Health Challenges
Access to Market Knowledge	Limited Customer Base and Growth Options	Documentation Support for Bureaucracy
Racism	Being a Woman	



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## Summary of Findings - Feedback from the COP - Learnings so far

- Flexibility and individualised support
- Diverse and effective outreach and recruitment
- Language and adapting materials to make sure they can be understood
- Working with legal status and citizenship - ensuring response is situational and effective



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# **Entrepreneur and practitioner panel**





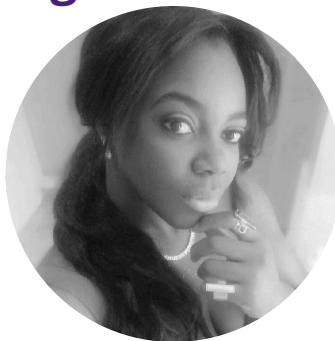
## Supporting migrant and refugee-led businesses - Post Covid Challenges

**Giulia Berti**

Program Manager  
Impact Hub Belgrade  
& formerly Impact Hub Istanbul

**Mariama Njie**

Social Enterprise Manager  
CUSE  
UK

**Imo Ekanem**

Creative Entrepreneur  
Italy

**Maureen Chacholiades**

Cameroonian Restaurateur  
& Community Steward  
Nicosia

## Impact Hub Istanbul's pilot programme



### Crave Home

An online home-cooked food ordering and delivery platform that connects users with certified local home cooks. It had a proven business model in Lebanon.

*“Istanbul is a wider and more complexed market in terms of demographics, culture and customers personas. Our challenge is to develop and adapt a product market fit” - Aya Anani, Founder at CraveHome*





Spotlight on  
**LUC NGOLO KONE**  
Founder AKWABA  
CIC

“ I KNOW NOW THAT I HAVE ALWAYS  
BEEN A SOCIAL ENTREPRENEUR”

**Akwaba's unique combination of Ofsted registered childcare provision and tuition provides a safe setting for you kids to stay, learn and play!**

Luc, a maths teacher who resettled to the UK in 2012 from the Ivory Coast, took part in our Evolve Social training programme as part of the MiFriendly cities project.

Inspired by his own experiences as a refugee, he wanted to create a service for people moving to the UK to help families to settle and integrate into the education system.

**Our services include:**

**Breakfast Club, After School Club,  
Holiday activity Club, Homework  
provision and Curriculum support  
services**



**Better Incubation: Migrants and refugees**

# Spotlight session on Ukraine



## Working with Ukrainian refugees: insights & innovations



**Masha Volynsky**

Coach, Therapist & Former Coordinator  
of the Consortium of Migrant-Assisting  
Organisations, Prague



**Vlad Craioveanu**

Managing Partner & Co-Founder  
Impact Hub Bucharest



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## Refugee needs

- Living with trauma of war
- Support family
- Keep busy

## Takeaways for employers

- Provide chances to grow, understanding long-term potential pitfalls
- Make support available without forcing it
- Understanding the post-communist upbringing in a post-Maidan world



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# Reflections and next steps





## Final reflections

1. What are your **learnings** from this workshop today?
2. How will you **apply** the learning back at your organisation / What will you **modify** in your incubation services & support programs? (**Action!**)
3. Do you have any additional innovations or best practices to **share**?







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## Resources shared during this workshop:

- [Collection of Best Practices in Inclusive Entrepreneurship Support Programmes](#)
- [CARES Poverty report](#)
- [Research Report on the Incubation Services for Migrant Entrepreneurship](#)
- [MiFriendlyCities resource page](#)



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Sign up: <http://betterincubation.eu/better-incubation-inclusive-entrepreneurship-workshop-series>

Reach out: [info@betterincubation.eu](mailto:info@betterincubation.eu)