



Cross-border co-development

**VINCE - Promoting inclusion
and empowerment digitally**

Tuija Väyrynen

Roberto Felizia

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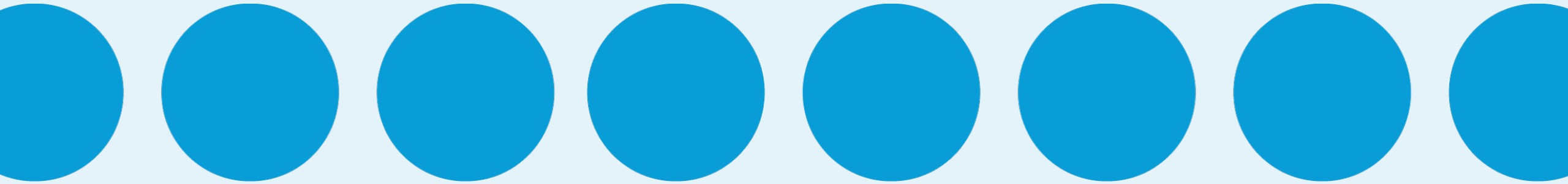
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VINCE



Why cross-border co-development?



Cross-border co-development

- Strengthens collaboration between regional and municipal territorial authorities as well as other partners in bordering regions.
- Aims to tackle jointly identified common challenges developing result-oriented solutions.



Service design and co-creation

VINCE is all about *developing integration services in genuine collaboration with migrants and organizations*, ensuring that solutions truly meet users' real needs.

This participatory approach is central to today's session on co-development.



Projekt partners:

- Turku UAS, Finland
- City of Turku, Finland
- Sateenkaari Koto, Finland
- Refugee Health Center, Region Östergötland, Sweden
- County Administrative Board of Östergötland, Sweden



Co-development fosters not only better digital tools but also deeper mutual understanding

Working side by side—across sectors, languages and national borders—has helped us design services that are accessible, relevant, and grounded in lived experience.

This aligns with the VINCE model, which emphasizes *co-creation with migrants and service providers* to ensure inclusion and maximize the adequacy of digital integration platforms.



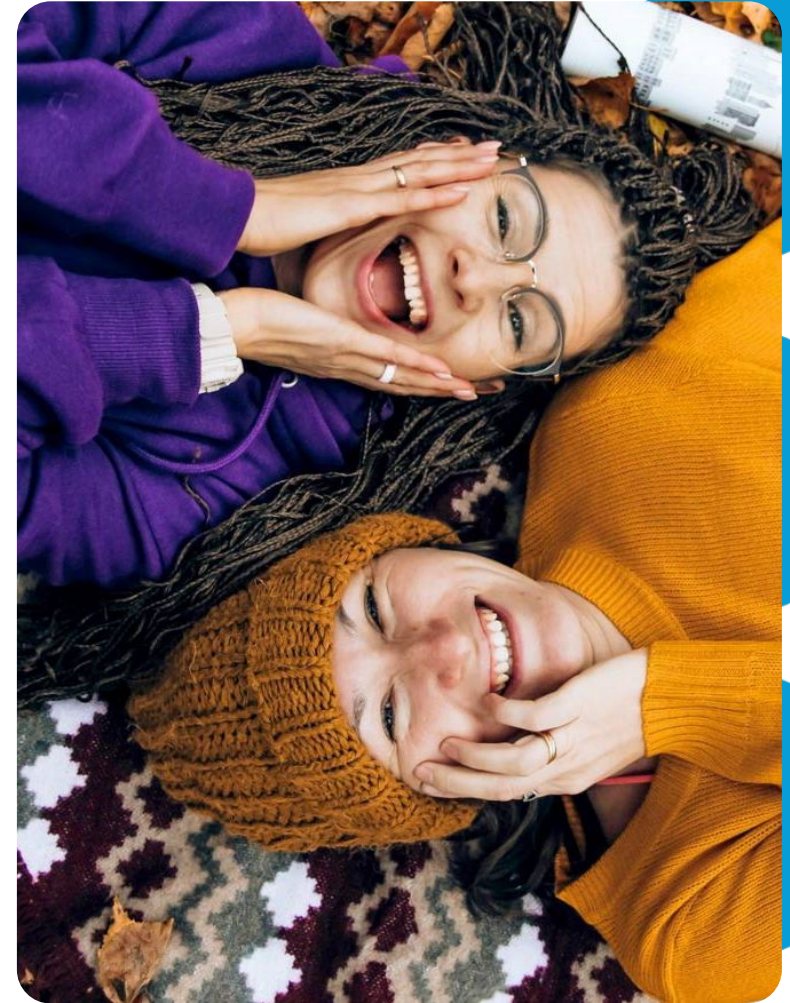
Co-development is powerful not just because of the end-result, but because the process itself.

By involving migrants directly in designing the virtual integration center, we build trust, strengthen community ties, and create services that reflect real everyday challenges.



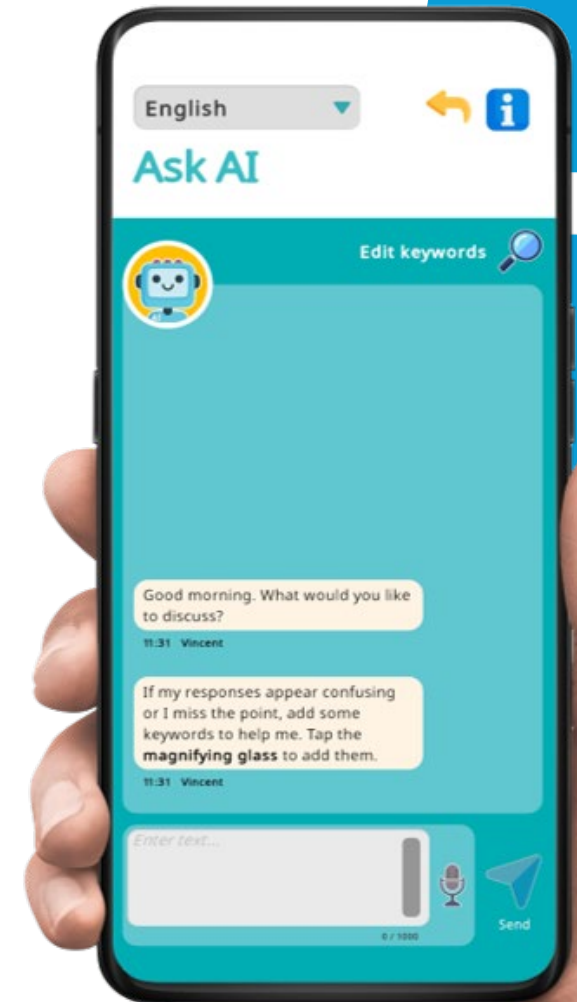
Collaboration across countries, like the one between City of Turku and the Refugee Health Center, enriches this process even further, bringing diversity of insight and shared learning.

Working together has allowed us to blend two perspectives that are highly complementary: Turku's municipal integration structures and FMC's deep, community-rooted understanding of migrant families' everyday realities.



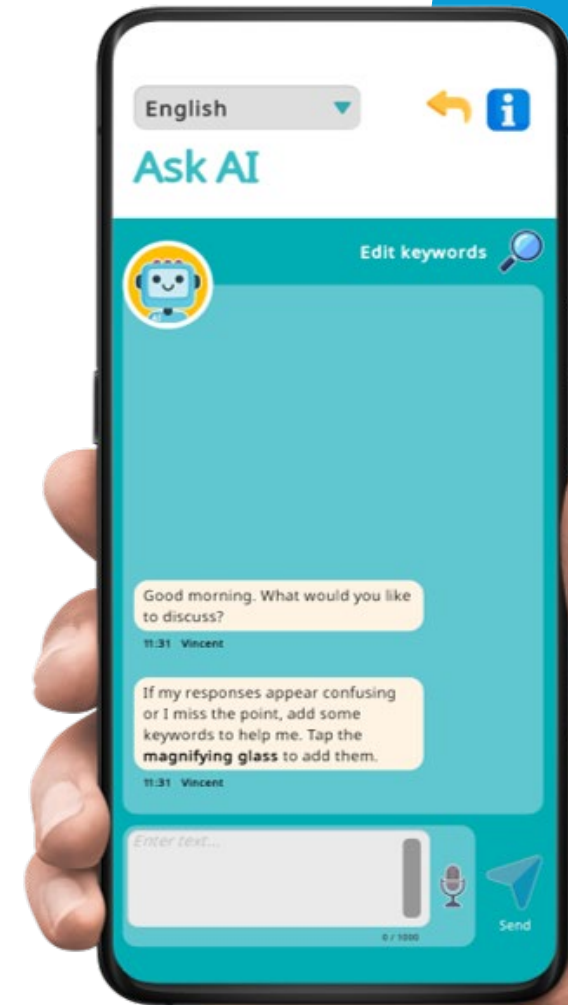
Together we have:

Co-designed service pathways that link digital integration tools with health, family support, and early-stage settlement needs. FMC's practical insights into migrants' first months in Sweden have helped us identify gaps we might not have seen from the Finnish side.



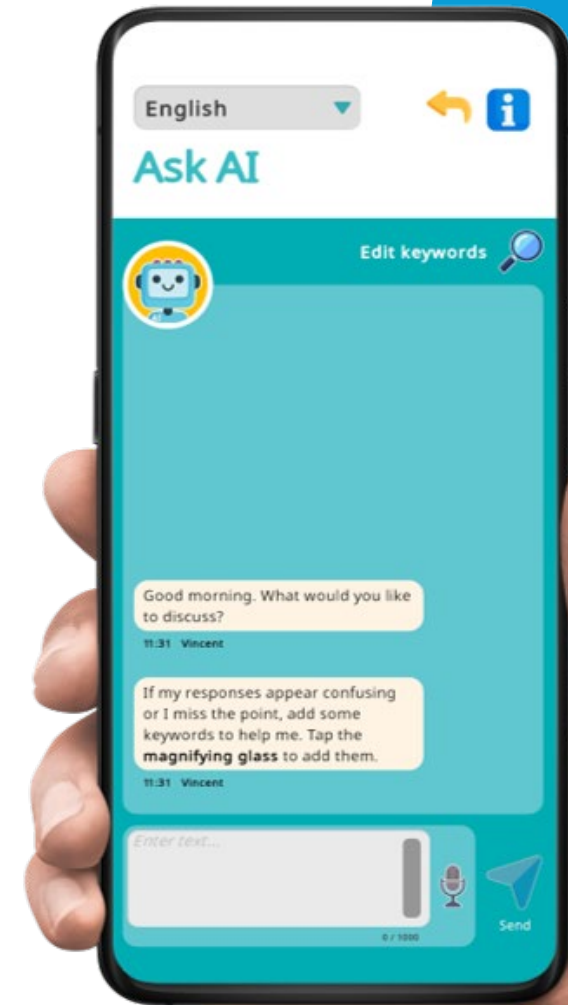
Together we have:

Compared real-life cases and user journeys to understand how migrants navigate parallel systems in different countries. These discussions have led to concrete adjustments in how we present information, structure guidance materials, and support users with different literacy or digital skill levels.



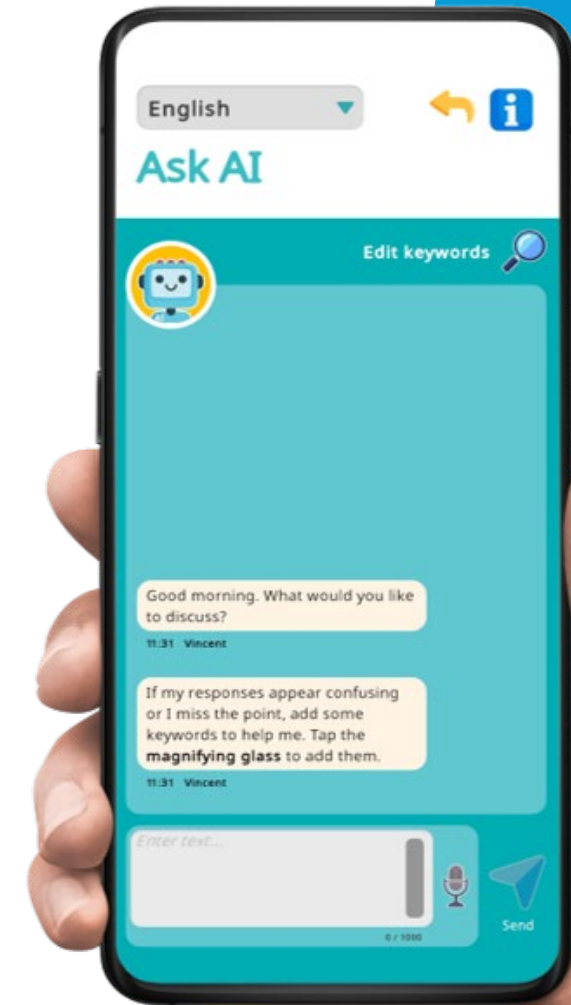
Together we have:

Conducted joint reflection sessions where both teams examined cultural factors, communication obstacles, and shared challenges—such as engaging users who are hesitant, overwhelmed, or unsure about digital tools. These exchanges have shaped our approach to producing clearer, more compassionate service content.



Together we have:

Aligned our methods in working with migrants, especially around participatory design. FMC's experience involving families and health professionals in co-creation workshops has helped us strengthen our own workshop practices in Turku, ensuring we include voices that might otherwise remain unheard.

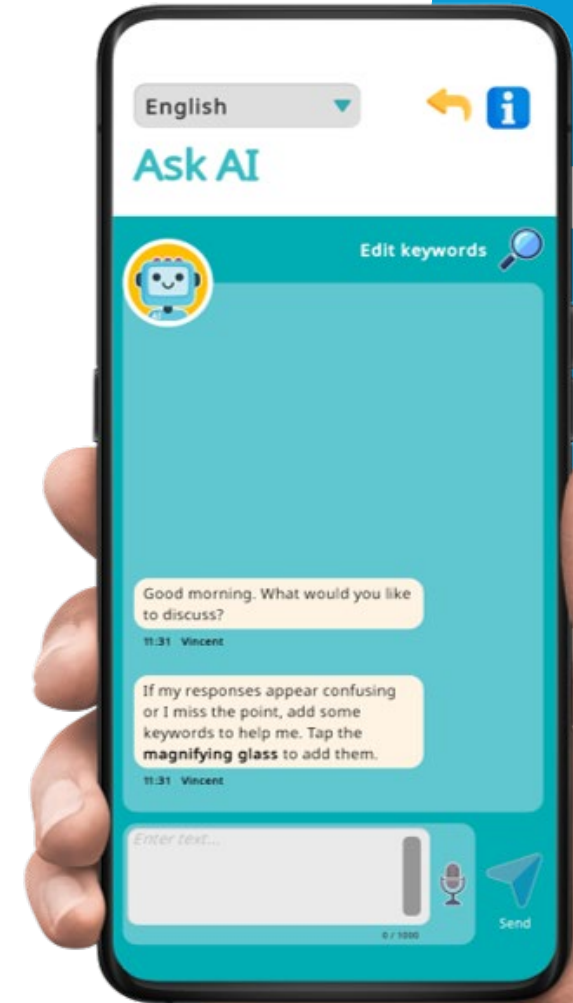


Co-development of Digicoaching in VINCE

Co-development activities were carried out in multiple real-life environments, including integration training groups, clients of guidance services, International House Turku home-parent groups, and joint testing sessions with partner organisations.

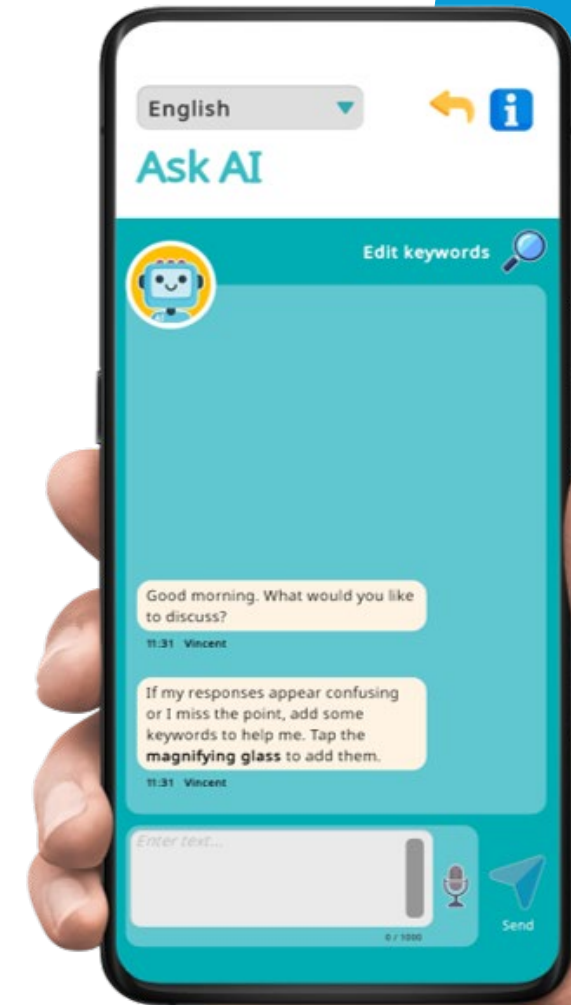
In addition, international co-development took place through testing and training activities with professionals in Sweden.

These varied contexts ensured that digicoaching was shaped by different user needs, levels of digital skills, languages, and service situations.



Together we have:

Enhanced the cross-border perspective of the VINCE platform by ensuring that migration experiences in both Finland and Sweden are reflected in the tools we build. Thanks to FMC, the platform better recognizes differences in administrative processes, service cultures, and expectations—making the application more useful across contexts.



In short:

The collaboration between our organizations has been more than an exchange of ideas—it has been a continuous process of learning from one another, challenging assumptions, and refining the digital integration model together. It illustrates exactly what co-development should be: *shared responsibility, shared creativity, and shared commitment to meaningful change.*



Tack!
Kiitos!
Thank you!

