**Background**
Multi-cultural models of society have tried to educate migrants and newly formed minorities to use health services ‘appropriately’. As diversity diversifies, such attempts to adapt existing models fail more obviously. Rather than attempt to change newcomers, a radical response would be to adapt services to users’ needs. Greater accessibility and transparency of services for newcomers benefits other social groups and promotes population-wide equality.

How formal services are integrated with informal resources in diverse settings is little understood. Studies have tended to focus on specific groups rather than a whole population of a superdiverse neighbourhood.

**Aim**
To map two diverse neighbourhoods in four countries to find how residents put together the everyday support and healthcare they need from official and informal sources.

**Settings**
Germany, Bremen – Gröplingen and Neustadt

**Methods**
*Street mapping* – walking the neighbourhoods, divided into sectors, noting and observing features and services that are health related.

*Interviews* with a diversity sample of service providers and users about reasons for help-seeking.

*Survey* of neighbourhoods to identify patterns of use across localities and across countries, by dimensions of superdiversity.

**Innovation**
Analysing views of official services alongside use of informal support, including trans-national, internet and social media.

Portugal, Lisbon – Lumiar and Mouraria

Sweden, Uppsala – Gottsunda and Sävja

UK, Birmingham – Edgbaston and Handsworth
resources.

Describing the dimensions of a superdiverse population, including ethnic group, language, religion, legal and migrant status.

Integrating local detail from four countries and welfare regimens.

**Challenges**
Multi-dimensional local comparisons
Mapping of complexity
Superdiversity as framework to analyse effects of being:
- newly arrived in a minority
- discriminated against poor
- excluded from employment
- housing
- education

Case studies of good integration of formal services and informal help.

Descriptions of dimensions of diversity across European settings.

**Publication**
‘Understanding healthcare practices in superdiverse neighbourhoods and developing the concept of welfare bricolage. Protocol of a cross-national mixed-methods study’
2015 Phillimore et al.
*BMCH International Health and Human Rights* 15:16
[http://www.biomedcentral.com/content/pdf/s12914-015-0055-x.pdf](http://www.biomedcentral.com/content/pdf/s12914-015-0055-x.pdf)

Further details
[http://www.birmingham.ac.uk/generic/upweb/index.aspx](http://www.birmingham.ac.uk/generic/upweb/index.aspx)

**Outcomes**
Interactive updatable mobile app mapping key local resources.

**Meeting everyday needs in Germany, Portugal, Sweden, UK**

Hannah Bradby, Amina Jama Mahmud, Sarah Hamed

Sociology Department, Uppsala University, Sweden
[https://hannah.bradby@soc.uu.se](https://hannah.bradby@soc.uu.se)

Health services:
diversity and bricolage