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Committee of the Regions

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Consultation on the upcoming Second European Agenda on Integration

Final report

Disclaimer:

This report does not seek to reproduce all the contributions to the consultation on the upcoming Second European Agenda on Integration, but rather to synthesise the main points. The information it contains is purely for illustration purposes. The report does not represent the official position of the CoR or of its administration.

The EU's Assembly of Regional and Local Representatives



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1. Introduction

The aim of this consultation was to provide the European Commission (DG HOME) with input from local and regional authorities with regard to the Second European Agenda on Integration, which is part of the European Commission's work and legislative programme for 2011 and is scheduled to be published in the first half of 2011. The Second European Agenda for Integration intends to build on the framework of the Common Basic Principles on integration, adopted by the Council in 2004¹, and already existing EU instruments such as the National Contact Points on Integration, the European Integration Fund, the Handbooks for Integration, the European Integration website and the European Integration Forum, developed as a follow-up to the first European Agenda on Integration of 2005².

The consultation was carried out by means of a questionnaire prepared by CoR services, seeking input on four main areas related to integration of migrants: (a) general questions, referring to the respondents' experience with the Common Agenda on Integration and their expectations of the upcoming second agenda, (b) the delivery of integration policies at local and regional level, (c) monitoring the results of integration policies at local and regional level and finally (d) identification of "success stories". Responses to the questionnaire could be submitted in any official EU language³.

The consultation targeted actors at the local and regional level, particularly public administrations. It was launched by the Committee of the Regions on 18 February 2011 with a final deadline of 31 March 2011, which was tacitly postponed until 15 April 2011. The Committee of the Regions launched the consultation through two of its consultative networks, namely the Europe 2020 Monitoring Platform⁴ and the CoR Subsidiarity Monitoring Network⁵, but it also contacted all regional offices based in Brussels, associations of local and regional authorities at the regional, national or European level, the coordinators of CoR national delegations as well as other selected stakeholders. The European Commission forwarded information on the consultation to the national contact points on integration and posted a news item on its integration website⁶.

In total, the consultation attracted 47 responses from entities in 11 Member States⁷: the majority of responses – 30 – originated from the local level (municipalities, cities or administrative districts) and 15 from the regional level⁸. The two remaining contributions came from entities, who are not local and regional authorities, the Duero-Douro European

¹ http://www.consilium.europa.eu/uedocs/cms_data/docs/pressdata/en/jha/82745.pdf

² A Common Agenda for Integration - Framework for the Integration of Third-Country Nationals in the European Union, COM (2005) 389 final

³ The questionnaire can be found in Annex I.

⁴ www.cor.europa.eu/europe2020

⁵ www.cor.europa.eu/subsidiarity

⁶ <http://ec.europa.eu/ewsi/>

⁷ Denmark, Germany, Greece, Spain, Ireland, Italy, Latvia, the Netherlands, Austria, Portugal and Sweden - The list of respondents can be found in Annex II.

⁸ The Catalan Parliament and Government (Generalitat) submitted identical contributions.

Grouping of Territorial Cooperation (EGTC)⁹ and the Chamber of Commerce of the city of Drama in Greece. Responses provided data of a qualitative nature¹⁰.

The following synthesis of the replies provided in the 46 questionnaires aims to bring out the broad trends in the responses, to identify common threads, to point out outlying but still interesting views and where possible to highlight "success stories" from individual cities and regions. In order to help cross-reference the responses themselves, the analysis follows the layout of the questionnaire. Where necessary, reference is made to the particular question.

2. Experience with the Common Agenda for Integration and expectations for the future (questions 1.1 to 1.6)

The majority of the respondents acknowledge that the Common Agenda for Integration has provided a reference framework to foster the integration of immigrants in their region (**question 1.1**). It has provided a conceptual framework which has helped identify integration as a two-way process and influenced specific daily efforts to promote integration on the ground. Most of the respondents consider that at political level, the introduction of the agenda has helped steer their reception strategies, while at operational level it has helped set up initiatives in partnership with civil society, the social partners and the private sector. However, some of the respondents mention that the Common Agenda has had a more profound impact, directly influencing regional legislation and strategic activities: regional authorities in Valencia, Catalonia and Murcia emphasise that the Common Basic Principles on Integration have provided the basis for their integration strategies and underpin regional legislation or other initiatives. On the other hand, some responses from Greece point to a low awareness of the Common Agenda on Integration, especially at the local level.

Based on their past experiences, respondents were invited to express their future expectations with regard to the main focus of the Second European Agenda on Integration (**question 1.2**). Managing and capitalising on diversity appears to be an overarching theme. Recurrent topics in the responses are the strengthening of elements of coexistence, integration and social inclusion as drivers for a productive and cohesive society. The need to combat racism and xenophobia is also widely highlighted. Many respondents also acknowledge that integration can be seen through the broader spectrum of inclusion and stress that not only immigrants, but also other vulnerable groups are targeted by their policies. In this regard it is also stressed that

⁹ The EGTC is a legal entity designed to facilitate and promote cross-border, transnational and interregional cooperation. It brings together public authorities from two or more Member States and as such, enables regional and local authorities and other public bodies from different Member States to set up cooperation groupings with a legal personality.

¹⁰ Particular reference needs to be made to the contributions from local and regional authorities in Greece. Since January 2011 the country's administrative structure has changed and some responsibilities for immigration policies have been shifted to the regional level and are coordinated with the municipalities. The national contact point for integration considered the consultation a very good opportunity to identify the state of play and the challenges faced by the regional, decentralised and local administrations after the restructuring. The questionnaire was, therefore, forwarded to all decentralised administrations with a request that it be disseminated to all local authorities within their territories. This generated 13 replies from the local level, which were then compiled into collective responses by the competent decentralised administrations and submitted to the CoR via the national contact point. Both the individual and collective responses were submitted to the CoR resulting in a total of 17 replies. However the questionnaires submitted by the municipality of Rhodes and the decentralised administration of Epirus & Western Macedonia reached the CoR directly.

integration policies should also focus on fostering equality between men and women within the immigrant community.

The need to strengthen the local and territorial dimension of integration is highlighted by the Decentralised Administration of Eastern Macedonia & Thrace as well as the Region of Crete.

A considerable number of respondents focus on education (including language training and the knowledge of the host society) as well as the necessity for (formal or informal) recognition of skills or qualifications obtained by migrants abroad. They identify these aspects as instrumental for the more effective integration of immigrants in the labour market.

Respondents again emphasise here that integration should be considered a two-way process which involves both the host society and the immigrant communities and promotes intercultural coexistence. In this sense, the concept of the strong commitment of the host society is considered important, with references to the need to strengthen migrants' associations in the host community and to involve a wide range of local stakeholders in these efforts, including the social partners and the non-profit sector. This would serve to raise the host society's awareness.

A common theme between respondents is that a productive and cohesive society should be based on non-discrimination, where equivalent rights are accorded to third-country nationals as to the local population. A practical suggestion conducive to a society where individuals are treated equally irrespective of their origins comes from the Valencia region and concerns avoiding segregation of immigrants in education (both in language courses and in the school system).

Some respondents maintain that inclusion of all individuals in society leads to active citizenship but also requires civic integration, i.e. the participation of immigrants in all aspects of society, with a focus on economic, social empowerment and political empowerment. The City of Copenhagen, in particular, calls for integration policies in the future to be modelled in such a way as to "move from the concept of integration to those of citizenship, inclusion, diversity and an intercultural approach".

Local and regional authorities also look forward to the Second Agenda on Integration as an impetus to simplify the administrative procedures for dealing with immigrants. This would be expected to benefit both the immigrants themselves but also public administrations at all levels. A practical suggestion comes from the Decentralised Administration of Attica and consists of setting up "one-stop-shops", which would facilitate contacts between immigrants and the administration.

Responses also echo the need to mainstream integration in many aspects of local policy-making and express the desire that the policy framework introduced by the Second European Agenda on Integration will leave public authorities at the local and regional level enough room for flexibility, by taking into account their different needs, interests and approaches.

In view of the above, the overwhelming majority of respondents look forward to a positive and strong political message in the upcoming Second European Agenda (**question 1.3**). Some emphasise that diversity can be used positively. In fact the municipality of Solna stresses that a multicultural society promotes creativity and social innovation, if its diversity is fully appreciated. Migration is thus seen as an opportunity for development and integration as an important contributing factor by enhancing rights and equality of treatment. Additionally, a number of respondents acknowledge that local societies benefit from immigrants in terms of demographic and economic growth.

The responsibility of all actors and stakeholders in the community – including the immigrants themselves – is highlighted as a decisive factor for the success of integration policies. According to Lisbon, the message in the forthcoming Agenda should promote a local community identity among everybody: "one for all, all for one". In Murcia this approach translates into the statement: "we are all 'us', there is no '*them and us*'". Ultimately, as one respondent interestingly contributes, the Second Agenda on Integration is a step in the process of creating a society where all those involved are jointly responsible and all policies are justified on the grounds of achieving social cohesion; such a society is capable of laying the groundwork for the creation of a "joint meta-identity" bringing together various aspects of citizenship and senses of belonging (Generalitat Valenciana). Solna highlights the political relevance of the Europe 2020 Strategy, particularly the employment target and how it relates to local integration measures.

Many of the respondents have identified aspects of integration that need to be reinforced by means of the Second European Agenda (**question 1.4**). A variety of issues have been highlighted and respondents in many cases also note whether they judge that this reinforcement should happen at the local/ regional, national or European levels (for details, please see the individual responses). The development of local initiatives to promote linguistic competence and access to education is seen as a key aspect in this respect. An effective policy on language training for the integration of immigrants needs to be accompanied by enduring commitment on the part of local and regional authorities to improve social action at schools for immigrant children and descendents of immigrants. As a practical example, there is wide agreement on the importance of training in interculturalism for teachers as well as linking language courses to the social and employment environment of the host society. Respondents also place an emphasis on the recognition of educational and training qualifications as well as skills, a step which facilitates access to the labour market. Access to health, welfare and employment services are also cited as important sectors, where improvements could be welcomed.

Another key aspect that needs to be reinforced is the establishment of a welcoming culture by involving the host society in the integration process, while helping immigrants identify more closely with the host country. In that regard, some respondents underline the need for a legal framework against xenophobia. The need to link immigration and integration policies with development cooperation initiatives is also mentioned.

Finally, some respondents emphasise the need to reinforce migrants' participation in the social and political aspects of community life. In this regard the need to provide the tools to create

effective dialogue and participatory platforms is mentioned by one respondent, while another stresses the necessary political commitment at all levels as a prerequisite for the success of integration strategies.

In the same vein, participants in the consultation were asked to refer to the policy instruments necessary to foster integration (**question 1.5**). Most appear to agree that adequate legislation is needed at the national and regional level and underline that there should be some form of coordination with the European level. The need for flexibility taking into account local and regional specificities is also mentioned. Some respondents suggest the idea of contractual arrangements involving the local, regional and national levels, but also the European level. They underline the need to involve the sub-national level actively in policy-making, while one respondent in particular proposes involving regions (especially those with a larger number of immigrants) in policy-making at the European level, through their participation in the Justice and Home Affairs Council where migration issues are on the agenda.

Mechanisms ensuring the representation of migrants in the host communities' institutions as well as in other interest groups or bodies are also cited as important instruments to achieve higher levels of integration. The establishment of municipal and regional immigrants' committees or mixed consultative bodies, forums and the acquisition of voting rights in local elections are highlighted as examples in that direction. The acquisition of citizenship is also mentioned by a number of respondents.

Once more the need to mainstream the concept of integration in other policies is highlighted: measures concerning language and vocational training courses, facilitating employment and entrepreneurship of people of migrant origin, social inclusion, non-discrimination and contributing to a change of culture in the host administrations are considered important.

Working closely with other stakeholders, such as civil society and the social partners, is also considered a priority. In this regard, one respondent suggests that the role of local authorities in the European Integration Forum should be strengthened. For some, communication and the media play an essential role in the promotion and awareness of integration.

Finally, a number of respondents consider monitoring and evaluating the results of integration policies in accordance with commonly agreed indicators to be a high priority.

In view of the above, respondents voiced overwhelmingly positive expectations of the impact of the Second Agenda for Integration in their daily work (**question 1.6**). Most concur that it would assist them in their efforts to pursue integration objectives at the local and regional level and welcome the perceived flexibility they would have to tailor measures to the particular situations of their territories. In particular, one respondent expresses the hope that the agenda would improve the conditions of integration of migrants in rural areas, thus helping curb depopulation. Prospects of better and more efficient funding for the local and regional level are also mentioned.

Some respondents expect that a stronger focus on the integration of migrants at all levels of governance will contribute to the consolidation of a common immigration policy in the EU.

Respondents from Greece draw a particular link between integration and efforts to curb illegal migration, mentioning that measures contributing to migrants' social inclusion act as an incentive to avoid illegality and seek regularisation.

A number of respondents expect a positive contribution by the Second Agenda in terms of allowing local and regional authorities to create and participate in networks, allowing for the exchange of good practices and the results of monitoring and evaluation. To put it in a nutshell, an improvement of the governance of integration at all levels is expected.

3. Delivering integration at the local and regional level (questions 2.1 to 2.9)

Participants were asked to describe the integration policies pursued within their territory and to refer to the structures through which these policies are pursued (**question 2.1**). The majority of the responses are in line with the preceding section: integration of migrants is viewed as a transversal objective, pursued through a variety of actions aimed at empowering migrants, bringing their skills and competences to the fore, underlining the intercultural nature of modern society, and combating racism and xenophobia.

Responsibility for integration policies varies. According to the replies most cities and municipalities appear to have dedicated bodies (offices, departments or consultative committees and fora). Most responses referring to consultative bodies involving immigrant participation show that these have been recent creations, probably as a reply to the need to ensure immigrant representation in increasingly multicultural cities. This is in most cases a recent development. For example in Greece, Migrants' Integration Councils are being set up at municipal level across the country as a result of the administrative restructuring that took place at the beginning of 2011. A notable exception is Lisbon, where the Municipal Council for Interculturalism and Citizenship (CMIC) has existed since 1993 (see box below).

A consultative body at city level: an example from Lisbon

The Municipal Council for Interculturalism and Citizenship (*CMIC*) has existed since 1993, when it was called the Municipal Council for Immigrant Communities and Ethnic Minorities, and it was an instrument for bolstering immigrant integration policies and respecting different identities, and reflected the city's cultural diversity and national democratic principles. It therefore helped to provide Lisbon with community dialogue and a social and cultural dimension by means of a citizens' platform and taking account of co-responsibility in the promotion of intercultural dialogue.

Today *CMIC*, which plays an important role as the city's consultative body, brings together various associations and promotes their active participation in the city's civic life. Since 2006, *CMIC* has been associated with the Platform on Immigrant Reception and Integration Policies for the Promotion of the Common Basic Principles (*CBP*) on the integration of immigrants.

Since 2008, *CMIC* has also operated in partnership with the [High Commission for Immigration and Intercultural Dialogue](#) (*ACIDI*) on the Health Roadmap for Immigrants, an

initiative of Santa Casa da Misericórdia de Lisboa (SCML). It is intended to raise awareness amongst the immigrant population on issues relating to promoting health and preventing illness, as well as disseminating healthcare resources available from the SCML and other local resources, in order to facilitate access to healthcare for this target group.

At the regional level, integration appears to fall under the responsibility of a wider range of bodies responsible for social inclusion, education, health, culture and justice. Three out of four of the Spanish regions which replied to the consultation, refer to comprehensive instruments called plans or pacts, some of them contractual in nature, involving the social partners, civil society organisations or public authorities from all levels of government. The same regions also refer to immigration observatories in their territories, which are intended to collect data and contribute to monitoring.

Arrangements of a contractual nature from Valencia

The Generalitat Valenciana has an ambitious legal framework on integration, namely a regional law and a regional decree enacted within the context of the national immigration policy and integration initiatives. These provide for the active cooperation of other actors in the synchronisation of efforts to facilitate the integration of migrants. In response, the "Local Pact for Integration" (first of its kind) brings together public authorities from the local, provincial and regional level to create a framework capable of boosting cooperation and providing coherence to the actions developed in different areas for the integration of immigrants in the region. In addition, The "Valencian Pact for Immigration" - an agreement signed with the social stakeholders, trade unions and employers' organisations - encompasses and coordinates initiatives to manage diversity in the workplace and encourage the active participation of immigrant workers in industrial processes. The agreement calls for the active cooperation and coordination of all actors involved to promote basic and vocational training of immigrants as well as intercultural training for professionals in the workplace. All these agreements bring together virtually all the representatives of the social stakeholders responsible in their various areas for effectively integrating immigrants into the host society.

The Regional Ministry of Solidarity and Citizenship has also drawn up the Citizens' Integration Plan for 2008-2011, an innovative instrument for the integration of citizens based on the premise that immigrants, like all vulnerable groups, should not be treated separately from other citizens in any way. Foreign nationals, people living below the poverty line and unaccompanied immigrant minors are among the various vulnerable groups which have been identified as target groups of integration policies in the region. These policies concern measures on education, employment and access to social services – with the ultimate aim of making it possible for immigrants to **participate in** and **contribute to all** spheres of society like any other citizens.

In many cases respondents stress the need to maintain close contacts with NGOs and civil society organisations, in particular migrants' associations, as well as the social partners. In particular the municipality of Solna mentions that it works closely with companies and

organisations with a view to promoting greater integration and diversity and to strengthening corporate social responsibility in the local community.

Most respondents see a direct relation between integration policies and the labour market (**question 2.2**). This is evidenced by policies pursued to facilitate vocational training and acquisition of skills by immigrants, but also through calls of the recognition of education and professional qualifications. Training in the host communities' language(s) is once more cited as an important factor facilitating migrants' access to the labour market. A number of respondents submit that particular efforts are concentrated on improving the employability or boosting the entrepreneurship of migrant women. Extremadura refers explicitly to its efforts to address unemployment among young immigrants. Some cities offer job matching or coaching services, while the City of Heilbronn mentions that the municipal authorities liaise closely with the Labour Agency, so that the policies pursued within the city's territory are geared towards labour market needs.

Integration policies are not pursued in isolation: cities and regions coordinate with other authorities or entities (**question 2.3**). Coordination is both vertical and horizontal, i.e. between authorities at different levels of governance and between authorities at the same level. Contacts are also pursued with non-state actors, such as NGOs and civil society organisations. In some cases cities cooperate and coordinate their projects through specialised European networks. Respondents have mentioned CLIP (European Network for Cities for Local Integration Policies), ERLAI (European Regional and Local Authorities for Asylum and Integration), Eurocities, the Council of Europe's Network of Intercultural Cities, ENSA (European Network for Social Authorities) and the European Coalition of Cities against Racism in this regard. Cooperation with or via other EU institutions and bodies (e.g. European Commission, European Economic and Social Committee, Committee of the Regions) is also mentioned. On the other hand, a minority of respondents point to a lack of coordination and networking.

The participants in the consultation were asked to identify the challenges faced both by migrants but also by public administrations in the course of delivering integration policies (**questions 2.4 and 2.5**). Concerning migrant populations a variety of issues were raised: achieving higher degrees of knowledge of the host culture, its language and institutions, awareness of rights, strengthening access to education and recognition of skills and qualifications, access to health and social services such as housing, providing access to gainful employment and self-employment as a means to counter official unemployment or clandestine work in low-paid and low-skill activities. These challenges appear to contribute to low levels of social mobility within the migrant communities, geographical segregation and eventually ghettoisation and can create the potential for confrontations with the host society. In this regard, a number of respondents refer to the attitude of the host society and identify as a specific challenge the need to establish a culture accepting integration.

Some respondents also mention the host country's procedures and legislation, which in some cases might lead to a legally resident migrant losing his/her regular status for reasons of non-compliance with national legislation. The Region of Crete notes that these situations increase the likelihood of immigrants having recourse to informal employment, i.e. low-skilled

temporary and often uninsured labour, and lead to a “welfare marginalisation” of some migrants.

Developing a shared sense of belonging is identified as a particular challenge, which is rendered difficult by the heterogeneous nature of the migrant communities.

Administrations also face similar concerns. Language is considered a major challenge, especially the provision of information and services in the migrants' own languages. Shortages in human resources, but also lack of specific intercultural skills and knowledge, also seem to impact the way local and regional authorities deliver their integration-related measures.

Difficulty in the identification of specific migrant communities and their associations as interlocutors in the design and implementation of policies is also mentioned as a consequence of the heterogeneous nature of the migrant communities. Ensuring non-discriminatory access to goods and public services as well as being able to openly affirm a city's or region's inclusive policy and belief in a multicultural society are identified as factors leading to an increase in the confidence of the migrant communities in public authorities.

Finally some respondents refer to funding for projects on integration as a particular challenge. In some cases contributions from national authorities have been decreased as a result of the overall economic situation. This has a bearing on the funds made available to local and regional administrations for integration actions.

Most respondents submit that a specific policy is needed in their city or region to guarantee non-discriminatory access to institutions, goods and services (**question 2.6**), some however state that within their territories such a policy does not target only migrants but also other categories of vulnerable individuals. In some cases the obligation to grant non-discriminatory access to institutions, public goods and services is enshrined in laws and regulations. This appears to be the case in Rotterdam, where a central authority has been designated to receive discrimination complaints and to act as a mediator and conciliator. However, one respondent submits that beyond general non-discrimination legislation particular policies are needed to achieve effective equality, while others once more emphasise the need to ensure active citizenship and political participation for migrants.

Respondents were asked to mention projects and initiatives implemented in their territories and facilitating the integration of migrants in the host society (**question 2.7**) and measures particularly targeting the alleviation of poverty, the building of professional skills and the growth of employment and entrepreneurship within the immigrant population (**question 2.8**). A variety of projects were submitted and among the replies there is a strong emphasis on language courses, vocational and occupational training, actions taken in cooperation with migrants where they act as mentors or multipliers as well as measures focusing on young people and women of migrant background. Many local authorities provide information documents to residents in various languages, while others have organised training actions within their administrations in order to build intercultural capacities. Symbolic incentives – such as integration prizes – and the organisation of intercultural events are highly visible

actions designed to foster the active participation of migrants in the host society. A selection of the most concrete actions is set out below:

- In the region of Murcia, the Plan for the Social Integration of Immigrants covers the areas of social inclusion (children, family, women and young people), education and culture, employment and professional training, health, housing, European networks and cooperation as well as legislative implementation and coordination. Municipalities and non-profit organisations, such as NGOs, immigrants' associations, trade union organisations and employers' organisations, are involved in implementing the Plan's activities. The host society participates extensively via various associations. In addition immigrants' associations take part in the Regional Immigration Forum, while in the majority of municipalities there are local immigration fora in which immigrants' associations participate. Actions are carried out at regional and municipal level aimed at reducing poverty, developing professional skills and increasing employment. With regard to promoting entrepreneurship, a special programme is being developed to create companies in Murcia and in countries of origin in Latin America, in cooperation with the Inter-American Development Bank (IDB). Programmes are also being implemented to promote entrepreneurship amongst immigrants from Morocco.
- In the Austrian Land of Tirol a host of programmes is being implemented throughout the territory. These concern general education and qualification training of migrants, language learning (targeting both young people and adults), measures facilitating access to the labour market and strengthening entrepreneurship, measures designed to better equip the administration to deal with diversity, the establishment of integration councils in the various districts, measures facilitating migrants' access to health and welfare services (including actions designed to equip the service providers to deal with people from different ethnic and cultural backgrounds) as well as housing and spatial planning, where the situation and needs of persons from migrant background is taken into account in the allocation of social housing and in the planning of further city extensions. There are also provisions for the position of a "responsible for integration and participation" on housing estates. Furthermore, the Land pursues a number of programmes designed to foster intercultural and interreligious contacts¹¹.
- Catalonia is operating a variety of programmes in the framework of the 2010-2013 Action Plan for Inclusion and Social Cohesion in Catalonia¹². Training courses are promoted by the Catalan Employment Service¹³, and there are also programmes targeting members of reunified families¹⁴. Catalonia has also established a University Qualification Recognition Advisory Service¹⁵, which is open to any person legally resident in Catalonia and in possession of a foreign university qualification. Finally the Generalitat provides

¹¹ See 2009 report on the programme "Integration MIT Zugewanderten in Tirol" http://www.tirol.gv.at/fileadmin/www.tirol.gv.at/themen/gesellschaft-und-soziales/integration/integrationsleitbild/Bericht_Umsetzung_I-Konzept.PDF

¹² http://www20.gencat.cat/docs/dasc/03Ambits%20tematics/06Inclusioicohesiosocial/Pla_inclusio_cohesio/documents/10_08_31_pla_accio_inclusio_2010_2013.pdf

¹³ http://www.oficinadetreball.cat/socweb/opencms/socweb_ca/home.html

¹⁴ <http://www20.gencat.cat/portal/site/bsf/menuitem.cb7c44c1c72cf6b43f6c8910b0c0e1a0/?vgnextoid=a1cac0a63ca55210VgnVCM1000008d0c1e0aRCRD&vgnnextchannel=a1cac0a63ca55210VgnVCM1000008d0c1e0aRCRD&vgnnextfmt=default>

¹⁵ <http://saru.gencat.cat> and <http://www.fstrade.org/>

information sessions to foster entrepreneurship among immigrants through the trade unions¹⁶.

- Galway City Council (Ireland) has introduced an Intercultural Strategy to support the development of integration of all communities within the city by linking community and state activities. The Strategy is managed by the Community and Culture Dept. of Galway City Council and includes actions organised into five broad thematic areas: (a) Promoting an intercultural city, where the city actively seeks to enhance intercultural dialogue and interaction by encouraging and supporting social cohesion. Provision is made for the position of an “Intercultural Ambassador” and the establishment of the Galway City Intercultural Forum. (b) Living together, which creates and supports opportunities for cross-community interaction and participation in all aspects of social, political and community life. This strand includes actions fostering dialogue, the organisation of intercultural events contributing to the sense of common belonging and supporting volunteering and active citizenship. (c) Planning for diversity by introducing diversity into all city policies ensuring non-discriminatory access to public goods and services. (d) Rejecting racism and protecting individuals and communities against racism, promoting awareness of rights and combating conflict and tension. To achieve this, the city is working with the police in order to monitor and deter racially-based conflicts and to inform migrants about their rights. (e) Building an intercultural economy by creating a diverse business community and supporting a diverse workforce.
- The municipality of Solna in Sweden focuses on facilitating the integration of immigrants by introducing an integration perspective and intercultural approach across all municipal activities. The city is proactively involved in corporate social responsibility efforts with companies and organisations. It will step up its non-discrimination efforts in 2011. Opportunities are provided to various people in the city through EU funding. For example the Språksam project is a cooperative scheme between the city's adult education authority and welfare services, through which people with low levels of Swedish are given the opportunity to develop their language skills, with the focus on care, during working hours. The project has been a success. The city also runs a range of youth exchange programmes. Some young people from a non-Swedish background have pointed out that they feel "Swedish" when they visit other European countries through these exchanges. On the social and economic front, the city works specifically with the "*Solna model*", which comprises five elements: coaching, matching, general introduction, company contacts and training. All sections of the Solna Skills Department collectively underpin Solna's work to promote employment and growth. The city regards this model as highly effective and recommends that it be rolled out across Europe. Finally the Regional Development Board is involved in promoting entrepreneurship among people from an immigrant background.
- In Lisbon the Municipal Council for Interculturalism and Citizenship is responsible for promoting studies and debates, through the Municipal Forum on Interculturalism, in order to identify key issues, particularly in relation to the integration of immigrants and Roma, championing equal opportunities for all and reducing the risk of social problems. The Forum provides an arena for debate, reflection and study with a view to increasing knowledge, sharing and quality of the practices of the social players aimed at promoting

¹⁶ <http://www.autonom.cat/> and <http://www.fstrade.org/>

dialogue on immigration, diversity and interculturalism, ensuring participation by the different communities in the Municipality of Lisbon. An intercultural orchestra is being created which will operate autonomously with no financial support from the Municipality, quite simply to provide the opportunity for musically-trained immigrants working in other sectors to pursue their true profession.

- In the City of Heillbron in Germany, work is underway to ensure efficient networking of integration service providers. Information on the services offered is now available in a variety of languages. Low-threshold language courses have been developed as a preparation for integration courses. A further stage of integration courses is being developed with a stronger emphasis on communication to follow up introductory integration courses. Support is provided for training "bridge builders" and "guides", such as parent-multipliers, intercultural counselling organisation intermediaries and mediators. Through this action it is demonstrated that migrants are leading the way. Intermediaries are becoming involved and jointly planning further activities and measures of the integration council in various areas of integration. These activities are also effective in combating poverty and building qualifications and skills in the migrant population. Cooperation with migrant organisations is helping strengthen families to facilitate the school/work transition for young people, while parents are being used as multipliers in training: more than 150 people from different cultures who explain the education system to other parents and offer their services as interpreters for nursery schools and schools with a view to catering better for individual circumstances.
- The German city of Rüsselsheim runs municipal integration courses with the assistance of independent providers. It organises the yearly award of an integration prize and it confers importance on the annual naturalisation ceremony. It has built a network of Rüsselsheim integration tutors and parental support volunteers and provides support for neighbourhood projects and initiatives (cafés for mothers, reading mentors, self-help groups for migrants, etc.). It has conducted work on the harmonisation of language support at primary level, and has undergone an intercultural opening up of the administration by increasing the number of employees from migration backgrounds. In addition, it runs a local and ethnic economy project and the municipal services offer start-up advice for people from migration backgrounds. The district manufacturing school offers work-related and out-of-company training for young people. A special focus is given to careers advice for migrant women.
- The municipality of Athens set up a Migrants' Council in 2009. At present steps are being taken to transform this informal structure into a formal Migrants' Integration Council. The municipality has been pursuing a number of actions aimed at facilitating the integration of migrants into the fabric of the local community. Language lessons are offered to migrant mothers (see success stories for more details), while immigrants and refugees are trained in basic computing skills. The city has organised seminars on intercultural entrepreneurship and has staged information campaigns on health issues particularly targeting the migrant population (e.g. on influenza, breast cancer, etc.). The city has also organised seminars with the aim of fostering active participation by members of migrant associations.

Regions and cities highlight immigrants as the target group for their anti-poverty and integration measures

In December 2010, the European Commission launched a Europe 2020 Flagship Initiative entitled "The European Platform against Poverty and Social Exclusion". The Committee of the Regions welcomed the Commission's multi-faceted approach to this phenomenon and the fact that priority was given to reducing poverty among migrants and ethnic minorities¹⁷. The findings of the survey on this topic¹⁸, conducted by the CoR's Europe 2020 Monitoring Platform and targeted at local and regional authorities, showed that many cities and regions identify the integration of immigrants as a major tool for preventing and reducing poverty locally.

Planning and improving services for resident migrants or with a view to future flows is a task that usually falls to local and regional authorities. In some countries, such as Spain, some aspects of the welfare state (including social services, training, education) are coordinated at the regional level. Relations between the local population and newcomers can be improved through projects promoting an intercultural approach organised by town councils. Slovakia's Nitra Region, for instance, has been involved with other partners in the "OPEN Cities" project, which focuses on how regions and cities can attract and retain human capital and on the social and economic integration of migrant workers.

According to the contributors to the Europe 2020 Monitoring Platform survey, the failure to integrate migrants, one of the groups most vulnerable to the social effects of the current crisis, leads to their social exclusion, which in turn leads to poverty. For some respondents, this issue should therefore be a priority for cohesion policy post-2013. One respondent considered that social inclusion should be tackled in the National Reform Programmes under the Europe 2020 Strategy in a more binding way, focusing in particular on boosting the employment potential of people from immigrant backgrounds. In some cities, particular measures have been taken: in the city of Kavala, Greece, provision has been made for free or low-cost studies for students whose families are either facing serious financial difficulties or belong to certain population groups (e.g. immigrants). Similarly, the city of Bremen has developed projects for supporting people from an immigrant background at school and in higher education.

Finally respondents were asked to refer to the funding sources that helped them finance their projects (**question 2.9**). A mix of public (local, regional, national and EU level – EIF, ESF and other programmes) as well as private funds were cited. One respondent warns, however, that in the context of the current economic situation, national governments are decreasing the amount of funds they are making available for integration. This could jeopardise a variety of actions as well as those co-financed with EU and national funds. Some respondents stress that more effective funding should be channelled directly to the local level, while also calling for

¹⁷ CoR Opinion "The European Platform against Poverty and Social Exclusion: A European framework for social and territorial cohesion", [CDR402-2010](#), Rapporteur: Christine Chapman.

¹⁸ The full report on the survey, summarising contributions from 44 regions and cities, is available at: <http://portal.cor.europa.eu/europe2020/ClosedSurveys/Pages/SurveyEuropeanPlatformAgainstPoverty.aspx>

simplification of financial instruments in support of integration. Rotterdam calls for the identification and removal of practical and procedural obstacles in the processes leading to the receipt of EIF funding. In their opinion this should involve close cooperation with local stakeholders (government, NGOs, migrant organisations) and they suggest undertaking a study into the effectiveness of national programmes.

4. Monitoring integration at the local and regional level (questions 3.1 to 3.4)

Twenty-four out of the total 29 respondents replied that they systematically monitor the results of the integration policies and initiatives pursued in their territories (**question 3.1**).

Respondents cite a number of indicators used for monitoring and evaluation (**question 3.2**). These are both quantitative and qualitative. A short overview of the most common indicators used can be seen below:

<u>Quantitative indicators</u>	<u>Qualitative indicators</u>
<ul style="list-style-type: none">• Demography: number of migrants• Education: levels of qualifications attained in general education and language training, regularity of course attendance, school drop-out rates• Employment and unemployment rates• Housing• Number of volunteer mentors, mediators and intermediaries• Active citizenship: rate of political participation, number of migrant associations, bodies where migrants are represented• Number of actions carried out by the competent public authorities, funds available and rate of budgetary implementation• Number of beneficiaries affected	<ul style="list-style-type: none">• Feedback from migrants and administrations• Quality of life and cost of life• Quality and control statistics of reception schools• Health and access to social services and security• Data from day-care systems• Changes in the attitudes, social norms and skills within the territory• Self-perception of discrimination and/ or integration

Once again, it is worth noting that some regions have developed comprehensive structures and mechanisms to collect and analyse data concerning migration and integration (observatories in Murcia, Valencia and Extremadura, the Hessian Integration Monitor in the Land of Hesse, the Integration Barometer in Copenhagen, the Vienna Integration and Diversity Monitor and the Migration and Information Monitoring Centre of Tirol). Replies to the consultation provided more details on the following systems:

- Extremadura has a permanent observatory for immigration, which is responsible for the monitoring, coordination and continuous evaluation of its integration action plan. The regular evaluation and follow-up reports and an annual evaluation are submitted to the relevant bodies and institutions for consideration (e.g. the Forum for the integration of immigrants in Extremadura and the Follow-up and evaluation committee for the action plan). Each central focus of the action plan for integration and each area for action has its own indicators to ensure that the processes for achieving the results assigned to each objective and area for action can be evaluated, taking into account the impact of the different measures on the target group, and on the general public.

Most of the indicators are quantitative:

- Housing: number of projects submitted or subsidised, quantity of subsidies, number of immigrants provided with information and / or advised, number of immigrants applying for housing subsidised by public funds, number of mediation sessions, etc.

- Employment: number of projects submitted or subsidised, number of training sessions, number of people accessing training, number of immigrant entrepreneurs, number of information campaigns, number of workers who gain employment, number of temporary workers, etc.

- Education: number of immigrants in education, rate of absenteeism, number of copies of informative material published and distributed, number of immigrant parents who are involved in school activities, etc.

- Participation: number of projects submitted or subsidised, quantity of subsidies, number of immigrants enrolled in associations/community activities, etc.

The following qualitative indicators are used: the extent to which project participants are satisfied, and the extent to which people are satisfied with the information campaigns, assessment of joint work between different authorities/organisations on integration programmes, assessment of projects carried out, type and mission of associations in which immigrants participate, level of involvement of education professionals in actions carried out, etc.

- Copenhagen has introduced an integration barometer and uses the following 15 indicators¹⁹:

Goal 1: More successful school-leavers

- Average number of bilingual pupils gaining the basic school-leaving certificate among the 20% of pupils from the weakest socio-economic background.
- Proportion of young people from ethnic minority backgrounds who are taking part in or have completed a youth training course.
- Distribution of monolingual and bilingual students in state schools.
- Distribution of ethnic Danish and ethnic minority children in day-care centres.
- Proportion of children and young people from ethnic minorities completing the compulsory minimum nine-year education cycle.

Goal 2: More at work

- Unemployment among people from a non-western ethnic background.

Goal 3: Greater ethnic mix among municipal staff and managers

- Proportion of managers from ethnic minorities.

Goal 4: More use of municipal facilities

¹⁹ www.kk.dk/integrationsbarometret

- Proportion of children from ethnic minorities who go to nursery school.
- Proportion of children and young people from ethnic minorities who go to after-school activities or the KKFO (after-school day-care centre).
- Proportion of children and young people from ethnic minorities who take part in leisure activities.

Goal 5: A safer Copenhagen for all groups

- Number of areas in need of a significant confidence-building effort.

Goal 6: More sense of belonging to Copenhagen

- To what extent do citizens from ethnic minorities feel included?

Goal 7: Less poverty-induced exclusion

- Proportion of citizens from ethnic minorities who feel excluded because of poverty.
- Proportion of long-term poor from ethnic minorities.

Goal 8: Less discrimination

- Proportion of citizens who experience discrimination.
- Vienna has developed an Integration and Diversity Monitoring System²⁰. The Integration Monitor looks at nine (one + eight) thematic areas: demography, immigration, education, employment and labour market, income and social protection, housing, healthcare, social and political participation, social climate, living together, safety and security. 75 indicators that are suitable for continuous monitoring were defined and classified by criteria based on quality, continuity, objectivity and comprehensibility. It was essential for the development process to clarify whether existing systems collect suitable data and whether there is a need for improved statistical information and instruments. Based on the empirical data at hand the integration monitor shows the level of health, mobility, education, employment, housing, residence permit, participation, etc. for each age group and generation and whether the fact of immigration influences any of the above mentioned areas. The quantitative analysis also examines the reasons for change and continuity. The integration monitor measures the degree of equality of migrant groups and the host society as well as convergence processes and access to and share of social positions, goods and services.
The Diversity Monitor consists of seven thematic areas (one + six) and displays the activities of the City of Vienna in its own sphere of competence. It covers the city's diversity strategy, education (young people and women), employment and entrepreneurship, housing and living together, healthcare and social, infrastructure and services, culture and leisure. The indicators used are primarily quantitative and are gathered as a result of an investigation process in several departments and organisations of the Vienna City Administration that focused on structured interviews with senior officials.
- The German State of Hesse has established the Hessian Integration Monitor²¹, which includes the European core indicators as presented at the 4th European Ministerial Conference on Integration in Zaragoza in April 2010. It is not an evaluation mechanism per se, but allows the assessment of political actions taken and the identification of progress or gaps in policy making. It relies on data from 16 sources. This comprises 40 indicators covering the areas of employment, education, social inclusion and active

²⁰ <http://www.wien.gv.at/integration/monitor.html>

²¹ <http://www.integrationskompass.de/ca/ba/bdw/>

citizenship. The Hessian Monitor goes beyond these core indicators, also taking into account cultural aspects (i.e. religious practice, attitudes, sport) and the dimension of identification (i.e. sense of belonging, well being).

Respondents submit that the results of monitoring are shared with or communicated to other public authorities either within their Member State (at local, regional or national level) or with other European cities through networks that have been established (**question 3.3** but see also reply to question 2.3).

Respondents were also asked to provide an overall assessment of the integration policies pursued within their territories and to identify any impacts on the quality of life (**question 3.4**). The replies given paint a positive picture, although some respondents see improvements only for migrant communities and others caution that it is still too soon to fully assess the results. Nevertheless, a majority of respondents observe an improvement in the economic and social cohesion observed in the local communities. Language learning and vocational training initiatives have improved employability and boosted entrepreneurship. In some cases this has contributed to the emergence of a stable middle class in cities with a considerable migrant population. In others the number of neighbourhoods considered disadvantaged and receiving special support has decreased. An improvement of health indicators has been also observed.

Others refer to the establishment of a stronger sense of community and note that the incidence of conflicts has decreased. They observe more frequent and more active participation by immigrants in the social and political structures of collective life. Many respondents point to the development of a sense of belonging and to the establishment of inclusive identities.

A multicultural and diverse society is perceived as richness. Lisbon notes that the city thus acquires a “human face”, while Solna implies that the wider range of products and services offered as a result of the presence of a significant community contributes to the perception of an increased quality of life.

However, improvements are not seen as a reason for complacency. As the Municipality of Ilion observes, “the challenges and deficiencies of immigration policy at the European and national levels have a direct bearing on local communities; [...] more still needs to be done”.

5. Success stories

Participants in the consultation were asked to contribute a specific integration success story from their territory (**question 4.1**). No indications were given as to what the success story should consist of, so respondents were free to contribute whatever element of their integration policies or activities they considered particularly successful and worth mentioning. Annex III reproduces those “success stories” which have not been mentioned in detail elsewhere in the report.

6. Conclusions

Local and regional authorities pursue their integration measures in cooperation with other tiers of government and private stakeholders ...

From an overview of the responses given to the questionnaires it is apparent that integration is primarily pursued at the local and in some cases the regional level. Local and regional authorities have considerable experience in dealing with immigrant communities and take a whole range of measures to ensure their harmonious inclusion into the fabric of local society.

Integration policies are pursued through coordinated action between the national, regional and local levels, sometimes in the framework of contractual arrangements. When drawing up their specific policies, local and regional authorities rely on national legislation but also look to guidance from the EU such as the Common Basic Principles, the Common Agenda on Integration and the Integration Handbooks as an inspirational framework. This is evidence of a genuine multi-level governance approach ensuring a partnership between the European institutions, the Member States and national, regional and local governments. Other stakeholders also need to be involved. This is particularly true of local non-governmental and civil society organisations, which can act as an interface between public authorities and migrant communities. Additionally, the social partners, and in particular employers, have a critical role to play in ensuring access to the labour market and fair working conditions.

... yet more coordinated effort is needed to ensure migrants' inclusion in all spheres of life.

Despite this, cities and regions still identify challenges in the effort to achieve more inclusive and cohesive societies at the local and regional level, in particular as regards the integration of immigrant communities. Immigrants' knowledge of the host society, its language, institutions and "procedures", the host society's attitude towards immigrant communities and its commitment to their integration still need to be improved. A higher degree of immigrants' participation in all aspects of collective life (economic, social, cultural and political) is also considered necessary. Flexible governance and funding structures for integration are considered essential. Targeted communication efforts and information campaigns can raise awareness and help close the information gap. Finally, the intercultural capacities of local and regional authorities need to be improved.

As integration is a complex process, a cross-policy approach is required ...

The consultation re-affirms that integration is not a policy to be pursued in isolation, but has to be seen as part and parcel of the joint efforts to overcome the current economic difficulties and achieve long-lasting growth and development. Indeed, the Europe 2020 Strategy recognises the contribution of migration to addressing the economic, demographic and competitiveness-related challenges faced by the EU and the Member States. Two of the Strategy's flagship initiatives, the "Agenda for New Skills and Jobs"²² and the "European

²² An Agenda for new skills and jobs: A European contribution towards full employment, COM(2010) 682 final

Platform against Poverty and Social Exclusion"²³ include actions to maximise the potential contribution of migration to full employment, but at the same time emphasise the need to boost integration of migrants in all aspects of society. The process of becoming part of a new society is very complex and requires efforts across a number of areas: access to the labour market, housing, public services (especially welfare and education services), private services (banks, insurance, etc.), the establishment of social and cultural relations with the community, participation in political processes, etc. Seen in this way, integration of migrants is a critical component of the effort to reconcile economic competitiveness with solidarity, social inclusion and cohesion.

... and the Second European Agenda on Integration is expected to provide a sound framework for policy coordination and an inspiration for local actions.

In view of the above, cities and regions see the Second European Agenda on Integration as a further framework for guidance within which they can shape the concrete policies and measures tailored to their particular situations. Through this process the EU can provide a framework for monitoring, benchmarking and the exchange of good practice and experience among the various governance levels and can create incentives promoting good local and regional models. The EU can also foster debate, create space for dialogue and provide the necessary backdrop for combating discrimination and exclusion. This would be in line with the competences given to the EU through the Treaties and would also respect the principles of subsidiarity and proportionality.

Following the adoption of the Second European Agenda on Integration, the Committee of the Regions will continue to be involved in the discussion on integration policy ...

The Committee of the Regions also looks forward to the Second European Agenda on Integration. It would provide a flexible canvas within which the various levels of governance can cooperate in order to achieve concrete results in terms of inclusion and participation. It would also facilitate the exchange of practices and experiences, as well as the cross-fertilisation of ideas.

... and will promote territorial pacts as a means of developing the multi-level governance approach in this area.

The Committee of the Regions would be keen to see a wider application of novel tools, such as territorial pacts, which could be used in the design, agreement and implementation of integration policies in accordance with the paradigm of multi-level governance. Territorial pacts are (possibly contractual) arrangements bringing together public authorities at the local/regional, national and (when appropriate) EU levels. In this context they would provide a versatile framework to implement integration policies, with due regard to each Member State's constitutional arrangements, the distribution of competences as well as the subsidiarity and proportionality principles. Territorial pacts would provide all participants with the

²³ The European Platform against Poverty and Social Exclusion: A European framework for social and territorial cohesion, COM(2010) 758 final

necessary flexibility of means to achieve certain policy goals, while also providing an opportunity to drastically streamline policy instruments and rationalise funding channels and procedures²⁴.

The Committee of the Regions could act as an influential broker in the process of drawing up such territorial pacts and in engaging local and regional authorities, their networks and associations in the process of exchanging best practices and ideas. The direct consequence of this involvement would be to increase the focus on the territorial dimension of integration and to create effective synergies of policy and financial instruments capable of delivering concrete results.

²⁴ Background note to the CoR Bureau on Territorial Pacts and Monitoring Europe 2020 on the Ground, R/CdR 218/2010 item 7a).

Annex I – Questionnaire

Directorate for Consultative Work

Consultation on the upcoming Second European
Agenda for Integration

EUROPEAN UNION



Committee of the Regions

Name of local or regional authority:	
Primary contact person:	
Email:	
Telephone:	

Background

According to article 79 (4) TFEU integration concerns third-country-nationals residing legally in the territories of the EU member states. This includes legal migrants, recognised refugees and in certain cases seekers of international protection, as well as their family members.

Integration can be defined as a two-way process that requires mutual commitment and comprises rights and duties for both the host society and migrants²⁵. This entails a willingness on the part of migrants to assume their responsibility to fit into their host society (by learning the language and accepting the legal system and values of the host society), and a strong commitment on the part of host societies to accept and integrate migrants.

Integration of migrants is not an abstract and self-contained policy, but it needs a holistic approach according to which the design and implementation of policies should take into account a wide range of factors including the economic and social aspects of integration but also issues relating to historical, cultural and religious diversity, citizenship, political rights and the civic engagement of migrants.

²⁵ Cf. Common Basic Principles on Integration

1. General questions			
Please provide brief and concise answers			
1.1 How has the Common Agenda on Integration influenced your daily work?			
1.2 What should be the main focus of the Second European Agenda on Integration?			
1.3 What should be the most important political messages?			
1.4 What aspect(s) of integration policies should be reinforced at respectively the local, national and European levels?	Aspect	Level	Justification
1.5 What policy instruments are necessary at respectively the local, national and European levels?	Policy instrument	Level	Justification
1.6 How do you expect the Second European Agenda on Integration to influence your daily work?			

2. Delivering integration at the local and regional level	
Please provide brief and concise answers	
2.1 What kind of integration policy is pursued within your territory? <i>Please mention which departments and/ or administrative authorities are responsible for the issues you deal with.</i>	

<p>2.2 Are your integration policies related (in any way) to the needs of the labour market on your territory?</p>	
<p>2.3 In your everyday work regarding integration do you coordinate with other authorities or agencies at the local, regional, national or EU level?</p>	
<p>2.4 What are the main challenges faced by third-country nationals in your city or region?</p> <p><i>In answering this question, please consider issues such as immigrants' access to housing, employment, education, health and public services in general, participation in the everyday life of the host community etc.</i></p>	
<p>2.5 What are the main challenges faced by your administration(s) in dealing with immigrants and their community organisations?</p>	

<p>2.6 Do you need a specific policy in your city or region to guarantee that immigrants have access to institutions, as well as public and private goods and/ or services on an equal basis as national citizens and in a non-discriminatory way?</p>	
<p>2.7 What projects or initiatives is your city or region currently operating, which aim at facilitating the integration of immigrants in the host society?</p> <p><i>In answering this question, please consider initiatives or projects concerning (i) introductory and language courses, (ii) strong commitment by the host society and (iii) active participation of immigrants in all aspects of collective life.</i></p>	
<p>2.8 Is your city or region operating projects or initiatives aiming at (i) the alleviation of poverty, (ii) the building of professional skills, and (iii) the growth of employment and the promotion of entrepreneurship in the immigrant population?</p>	
<p>2.9 From which sources are these projects financed (regional, national, EU, public, private, etc.)?</p>	

3. Monitoring integration at the local or regional level		
Please provide brief and concise answers		
3.1	<p>Do you monitor the results of integration policies and/ or initiatives implemented in your city or region?</p> <p><i>Please, answer yes or no.</i></p>	
3.2	<p>What kind of data and/ or indicators do you use to conduct your monitoring?</p> <p><i>Please consider data and/ or indicators within the following indicative policy areas: employment, education, social inclusion, active citizenship²⁶</i></p>	
3.3	<p>Do you share your findings with other authorities or agencies at the local, regional, national or EU level</p>	
3.4	<p>How have your integration policies and/or initiatives affected the overall quality of life in your region or city? Please, provide reasons for your answer.</p>	

²⁶ C.f. Swedish presidency conference conclusions on indicators and monitoring of the outcome of integration policies, download from <http://register.consilium.europa.eu/pdf/en/10/st09/st09248.en10.pdf>

4. A success story from your city or region	
Please provide brief and concise answers	
4.1	Is there a particular success story you would like to share?
4.2	If you would like to share more information (e.g. a website with a description of your activities), please do so here.

Please complete and return this questionnaire by 31 March 2011:

Email: integration@cor.europa.eu

Please try to keep the information provided short and concise.

Privacy Disclaimer The follow-up to your contribution requires the processing of your personal data (name, contact details etc.) in a file. Should you require further information, or wish to exercise your rights under Regulation (EC) 45/2001 (e.g. access or rectify data), please contact the data controller (Head of Unit – Directorate for Consultative Works, Unit 2) at integration@cor.europa.eu. If necessary, you can also contact the CoR Data Protection Officer (data.protection@cor.europa.eu). You have the right of recourse to the European Data Protection Supervisor at any time (www.edps.europa.eu).

Annex II – List of Respondents

Local & regional authorities

Denmark

- City of Copenhagen - Employment and Integration Committee of Copenhagen, Office of Policy Integration

Germany

- The State of Hessen
- District of Waldeck-Frankenberg - Specialist services, Social Affairs in Korbach
- City of Augsburg
- City of Heilbronn, the Office of integration
- City of Karlsruhe - International League, Youth Migration service
- Municipality of the City of Rüsselsheim, Office for Gender Equality and Integration
- City of Wetzlar, Coordination Office for Youth and Social Affairs

Greece

- Decentralised Administration of Attiki
- Region of Crete, DG for Public Health and Social Welfare
- Decentralised Administration of Eastern Macedonia & Thrace
- Decentralised Administration of Epirus & Western Macedonia
- Decentralised Administration of Peloponnese, Western Greece and Ionio
- Alexandroupoli Municipality
- Archanes-Asterousia Municipality
- Municipality of Athens
- Chania Municipality
- Filadelfia-Chalkidona Municipality
- Municipality of Ilion
- Kropia Municipality
- Municipality of Nestos
- Orestiada Municipality
- Municipality of Pagaio
- Municipality of Rhodes, Department of Planning and Development
- Samothraki Municipality
- Soufli Municipality
- Sfakia Municipality

Spain

- Basque Government
- Catalonia - DG for Immigration
- Catalonia - The Catalan Parliament
- Autonomous community of Extremadura – Extremadura Assembly
- Murcia Region - DG for Social Affairs, Equality and Immigration

- Generalitat Valenciana - Ministry of solidarity and citizenship, D.G. for Immigration and Development Cooperation

Ireland

- The Galway Country Council

Italy

- Municipality of Naples
- City of Rome

Latvia

- Riga City Council, Department of Education, Culture and Sports

Netherlands

- Rotterdam, Department for Legal and International Affairs

Austria

- Land Oberoesterreich, Integration Office for the Land Oberoesterreich
- Government of the Region of Tirol, JUFF Department of Integration
- City of Vienna, Department of Integration and Diversity

Portugal

- Municipality of Lisbon

Sweden

- East Sweden Region, Regional Development Council
- Malmo, City office
- Municipality of Solna

Others

- European Grouping for Territorial Cooperation Duero-Douro (EGTC) (Spain - Portugal)
- Drama Chamber of Commerce and Industry (Greece)

Annex III – Success stories submitted²⁷ (question 4.1)

City or region	Success story
Murcia Region	<p>Murcia considers the greatest mark of success of its immigrant integration policy to be the fact that, despite a foreign population of 16%, which in some municipalities is as high as 40%, there have been no situations of conflict, except in certain exceptional isolated cases. Generally speaking, the native population and their new neighbours co-exist peacefully.</p> <p>In Murcia all municipalities carry out integration actions, and there are many associations working for the integration of immigrants. Many of these associations employ volunteers.</p>
Karlsruhe	<p>The Youth Migration Service has organised Intercultural theatre projects with many visitors from 1997 to 2009 and sponsors annual participation in the Intercultural Understanding Fair. According to information submitted, 20% of project participants attend mainstream schools (realschulen, vocation schools or grammar schools). Project participants obtain places in training institutions or universities. Schoolchildren with a migrant background win “<i>Talent im Land</i>” scholarships. Young migrants are willing to share their success stories [see Khuen-Belasi / International Federation (pub.) <i>Ankunft einer Generation (Arrival of a Generation)</i>, Info Verlag 2003]</p>
City of Copenhagen	<p>Copenhagen submits the achievements of the inclusion campaign VI KBH’R’ (<i>We Copenhageners</i>). VI KBH’R is a 3-year campaign now in its third year, which aims to strengthen inclusion and dialogue between the city’s citizens and to highlight and celebrate the city’s diversity. To date, 40 events have been organised, attracting 150 777 participants. 110 projects were supported involving 129 765 participants. The City has cooperated with 186 external stakeholders (companies, associations, etc.). The campaign has had the result of raising awareness of the city’s diversity among 21% of the population of Copenhagen. The campaign’s successful activities continue through the “Bland dig I byen” (<i>Among you in the city</i>) programme. For more information, www.blanddigibyen.dk</p>
Region of Tirol	<p>The Regional Government is organising the exhibition "Diversity at home in Tyrol", which is currently on tour. The exhibition deals with the topics of homeland, identity and discrimination and ensures that the migrant's voice is heard more loudly in discussions on integration. Workshops bringing together artists, migrants and social scientists were particularly successful inasmuch as they offered participants scope for self-reflection and development. For more information: http://www.tirol.gv.at/themen/gesellschaft-und-soziales/integration/vielfaltintiro/</p>

²⁷

This section reproduces the most detailed success stories submitted and not referred to in other parts of the report.

Catalonia	The department of Education has drafted the Local Education Action Plan. The Plan aims to ensure educational success for all pupils and to contribute to social cohesion through equality, intercultural education, fostering of coexistence and use of the Catalan language.
Region of Valencia	<p>The Regional Government points to the legal framework that has been implemented in the region to ensure that newcomers and their rights are respected:</p> <ul style="list-style-type: none">- The actual concept of a new citizen is enshrined in the Law for Integrating Immigrants in the Valencia Region (Law 15/2008 of 5 December); the Outline Plan for Immigration and Co-existence 2008 - 2011; the Valencian Plan for preventing inter-ethnic discrimination, racism and xenophobia (3 July 2009).- Valencian Pact for Immigration, signed in November 2008 between the Regional Government , trade unions and employers' associations; Valencian Local Pact for Integration, signed in May 2009 between the regional government, provincial and municipal authorities; Valencian Farming Agreement for Immigration, signed in April 2010; Valencian Agreement on Integration, signed in July 2010 between the Region and trade unions.- All these agreements bring together virtually all the representatives of the social stakeholders responsible in their various areas for effectively integrating new citizens.- These measures contribute to raising awareness and increasing coordination between actions to be undertaken in order to achieve social cohesion in the framework of a complex society. The measures reflect a major consensus between all the stakeholders involved in the integration of foreigners in the Valencia Region. <p>Another success story submitted by Valencia is Reception Schools. They are a valuable tool for integration, because they make it possible to reduce the learning time for immigrants wanting to reside in the region for a long period. Their voluntary nature offers proof of valuable commitment for those choosing to follow their courses. At the same time, it makes it easier to learn about the cultural aspects of the region in which immigrants have chosen to work, reside and ultimately live.</p> <p>The AMICS network (Mediation Agencies for Integration and Social Coexistence) has also been a success. The network, comprising 103 such agencies in March 2011, covers the whole territory and is of major importance for drawing attention to, identifying and resolving problems arising from immigration. It enables the regional administration to continue this process which operates on a broad geographical basis and to save time. This makes it possible to take more targeted, complex and productive administrative action. The network would not have the effectiveness it has achieved without the inter-cultural mediation programme which involves 37 people</p>

	<p>working on conflict prevention and resolution, as well as providing back-up for immigrants in all their dealings with Valencian society, until they achieve a level of knowledge and independence equal to any other citizen's.</p> <p>Finally the regional government refers to the existence of virtual platforms for integrating immigrants and foreigners in the Valencia Region. Their most important goal is social involvement and passing on information from the group or groups or at an individual level.</p> <p>These tools are also a network of vital importance in themselves for collecting data concerning potential situations of immigrants.</p>
Municipality of Solna	Please see section 3 (under questions 2.6 and 2.7)
Rotterdam	<p>The city has been staging integration debates focusing on intercultural communication.</p> <p>With regard to the allocation of benefits, after a pilot phase in 2010, in 2011 the city introduced a new approach called "Mee® Doen" (Taking Part) based on full engagement. People receive benefits from the municipality not only on condition that they are actively looking for paid employment, but that they also actually undertake an activity while they have no independent income from work: this could be an apprenticeship, training, citizenship classes or voluntary work, and must be at least 20 hours a week. Beneficiaries can make their own suggestions. Finally the administration makes an agreement with each beneficiary based on their talents, knowledge and qualities. Employers are also encouraged to offer people on municipal benefits temporary work experience. Social organisations and bodies are also encouraged to offer unpaid work that benefits society. The programme will be in force in all the districts of Rotterdam in 2014.</p>
Lisbon	<p>The City of Lisbon considers as evidence of the success of its integration efforts the existence of the Municipal Council for Interculturalism and Citizenship – <i>CMIC</i>, the Municipal Forum on Interculturalism - <i>FMINT</i> of the Local Centre for the Support and Integration of Immigrants – <i>CLAII</i>. These are organisational structures for integration and management of diversity, developing cooperation between relevant services and facilitating the exchange of information. The city has also carried out projects through European networks (CLIP, intercultural cities). It particularly refers to the three-year project on Local Integration/Partnership Action (<i>LIA</i> project), and the Centre for Multicultural Resources of the Mouraria Project Unit (<i>CML</i>). The latter works with the Lisboa Encruzilhada de Mundos (<i>Lisbon Crossroads of the World</i>) Office, which in conjunction with the President of the Municipal Council, promotes all work on intercultural dialogue. Finally, the project called <i>TODOS – Caminhada de Culturas</i> concerns one of the oldest central neighbourhoods of the city, Mouraria, and promotes collaboration</p>

	between artists and the resident foreign community, strengthening “links between new and old residents of Lisbon”.
East Sweden Region	<p>The region submits a number of projects as success stories:</p> <ul style="list-style-type: none"> - A project started in 2006 under the European Refugee Fund whereby immigrants were offered healthcare counselling in their own language. Since 2009 healthcare counsellors have been providing this service through the county council with joint financing from the region's municipalities. The healthcare counsellors provide information on prevention of illnesses through a dialogue on health promotion dealing with matters such as diet, exercise, alcohol, tobacco, sex and living together, and children, as well as information on the care system and how the Swedish sickness care system works. - The <i>KFF</i> project (Kompetens för företagen i Östergötland – Business skills in East Gotland) offers vocational assessments in companies to highlight foreign skills. - The PRISA merit portfolio is a tool for mapping knowledge. It has been implemented in partnership with the Migration Board. - Joint regional production of education and career guidance material for immigrant pupils in primary and secondary schools.
City of Malmö	<p>The city provides recruitment training for long-term unemployed people including migrants. This is done in cooperation with a variety of city agencies as well as companies offering job opportunities after up to 20 weeks' training. It also provides a contact service for people who want to meet somebody who has just arrived in Malmö from another country.</p> <p>There are language cafés in various parts of the city, where people can just turn up and chat in Swedish. In some language cafés, people can sit and knit, cook, etc. The cafés are popular and attract immigrants from neighbouring municipalities. But they also provide a unique opportunity for Swedes and immigrants to meet in a normal setting. Participants gain an insight into each others' cultural background, which promotes mutual understanding.</p> <p>Finally the city works with migration-related stress problems, such as post-traumatic stress disorder. <i>IntroRehab</i> is a project at the job centre aimed at new immigrants, and refugees diagnosed with these problems are offered a combination of rehabilitation and integration support. <i>Exigo</i> is a rehabilitation and mentoring project for unemployed people suffering from post-traumatic stress disorder; it offers support and help for people who have become socially excluded owing to psychosocial factors and who are therefore very isolated from the normal labour market. It is also open to migrants</p>
Naples	The " <i>La Gatta</i> " project comprises a mobile street unit working with non-EU female prostitutes offering information, health prevention and protection and help with finding a way out of their situation.

<p>City of Heilbronn</p>	<p>Parents have been used as multipliers in schools and kindergartens. People from more than 25 different cultures were trained across the board and deployed in nursery and primary schools in Heilbronn (a total of more than 100 institutions have benefited). They attend parent evenings, facilitate individual discussions between institutions and parents as interpreters and provide basic information on the education system in the form of courses in schools and pre-schools. Almost 1000 interventions have taken place since mid-2009. 30 people working in this area have acquired further qualifications and are now working as intercultural intermediaries in counselling organisations (interpreting in sensitive counselling situations). Another 10 have qualified as intercultural intermediaries and now work on helping to settle intercultural conflicts. A number of other projects have been supported by this active group of multipliers and applications from new interested parties are constantly being received.</p>
<p>Augsburg</p>	<p>The city has implemented the "<i>Stadteilmütter</i>" (District Mothers) project - a volunteer project for second-language development in children - as well as various mentoring projects. It notes the use and design of the new city library as an open facility for people from all levels of society and all backgrounds as another achievement.</p>
<p>Drama (Chamber of Commerce and Industry)</p>	<p>"Target Work" is a mentoring programme that fosters entrepreneurial spirit among people interested in becoming entrepreneurs and enhances employability. The mentoring activity has established a reliable and effective local job creation mechanism and a multi-level support network for the unemployed or people threatened with unemployment or exclusion. The scheme offers counselling and psychosocial support, the development of social skills, specialised and individualised professional orientation and support for entrepreneurship in particular for women. It targets different population segments: young people, women and minorities. The project is financed by ESF and national funds and involves local companies through their corporate social responsibility schemes.</p>
<p>City of Rüsselsheim</p>	<p>The city's network of integration tutors is very popular, particularly amongst residents from migration backgrounds, who on a voluntary basis support other migrants in their efforts to integrate.</p>
<p>Municipality of Rhodes</p>	<p>The Anadrasi project introduces new approaches and assists in meeting the conditions needed for a common policy in relation to reception services, social protection, and access to the labour market for asylum seekers. Transnational cooperation enhances actions in the following areas: services provided to migrants, successful intervention models, organisation and operation of career counselling services and promotion to the labour market, volunteering, use of new technologies with a view to alleviating social exclusion and ensuring employment opportunities and adequate public services to groups from different cultures.</p>

<p>Municipality of Athens</p>	<p>A programme for teaching Greek to mothers of immigrant children called “My mum learns Greek” is considered particularly successful. What is interesting is the programme’s appeal to the city’s Muslim population (primarily from Egypt, Syria and Bangladesh), which in general is not very open to women’s education. Migrant women who have taken this training acquire knowledge of the Greek language, can integrate more easily into local society and can undertake in a more effective manner the variety of roles they have to perform (raising children who are attending Greek schools, finding work, communicating with local public authorities and bodies).</p>
<p>Municipality of Ilion</p>	<p>The Municipality of Ilion considers that the national programme “Odysseus” has been a great success. This has been an initiative of the Institute for Lifelong Learning and has been funded by national and EU funds. It offers introductory courses in Greek language, history and institutions to EU and third-country migrants living in Greece aged 16 and above. The municipality is also planning to introduce a system providing multilingual online services to resident migrants (including residence permits, legal database, FAQs). This is done in the framework of the implementation of the Social Welfare and Employment Services Information System.</p>
<p>Decentralised Administration of the Peloponnese, Western Greece and the Ionian Islands</p>	<p>In the Municipality of Messina, information is translated into the languages of resident migrants. The Municipality of Movri operates an Office for the provision of social support services.</p>
<p>Decentralised Administration of Eastern Macedonia & Thrace</p>	<p>The Europedirect network in the region undertakes actions aimed to foster entrepreneurship and innovation among young migrants through programmes like PROGRESS. In various municipalities in the region Greek language lessons have been offered free of charge. The teachers were volunteers from the municipalities.</p>
<p>Region of Crete</p>	<p>The region submits the “Employment Perspectives” Programme, which was implemented between 2006 and 2008 and was co-financed at 75% by the ESF. The programme offered training opportunities and access to the labour market to socially vulnerable groups, among other activities. 80 resident migrants benefited from the programme.</p>