

GOOD PRACTICES FOR INTEGRATION OF THIRD COUNTRY NATIONALS AT LOCAL LEVEL

INTEGRATION OF THIRD COUNTRY
NATIONALS THROUGH URBAN
PARTNERSHIPS - INTEGRA



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EMPLOYMENT



Skills Matching (Netherlands)

Migrants are less likely to be employed and more likely to be over-qualified for their jobs than native-born people. There is also often a mismatch between the migrants' skills and the local job market needs. The municipality of **Amsterdam** signed a contract with an interim and recruitment company to better understand candidates' aspirations and capture their previous experience. This information is then made available to local companies.

(Source: Working together for local integration of migrants and refugees - OECD Factsheet)

Social Inclusion Through Vocational Training (Croatia)

The **Croatian Red Cross** in partnership with Open University Zagreb, Croatian Law Centre, Centre for Social Welfare Zagreb, Centre for Social Welfare Kutina implemented a project with the objective of reducing the social exclusion of beneficiaries of international protection by developing and strengthening social skills and increasing employment opportunities.

(Source: <https://www.hck.hr/novosti/socijalno-ukljucivanje-azilanata-kroz-strucno-osposobljavanje-zivotne-vjestine/3509>)

Meeting Employers and Migrants (Bulgaria)

In February 2017, Caritas Sofia, BRC, the Council for Women Refugees in Bulgaria, the International Organization of Migration and Cooperation for Voluntary Services (CVS) Bulgaria organized a mini labor skills fair, where 100 refugees met with representatives of six employers and HR agencies. Every refugee participant received a folder with information in their native language about his/her basic labor rights and obligations as well as an individual schedule for interviews. The initiative facilitates the communication between employers and refugees and better alignment of the demand and supply of skilled workforce.

(Source: <https://caritas.bg/en/>)



Bee My Job (Italy)



Bee My Job is a social agriculture project, created by the "Associazione di promozione sociale Cambalache" in Italy. It aims to train asylum seekers and refugees in the profession of beekeeper. It promotes social inclusion and active citizenship through environmental and ecological awareness. *Bee My Job* has

developed into a network with partnerships in several Italian regions and the support of partners as the UNHCR, La Venenta, the Piedmont Region or Caritas Italiana.

(Source: <http://www.beemyjob.it>)

Agricultural Cooperative for Asylum Seekers in Ormea (Italy)



The municipality of Ormea, a small town in Italy, in collaboration with the region of Piedmont, UNHCR, and the Laboratorio d'innovazione sociale among others, created an agricultural cooperative for asylum seekers. Through the cooperative, asylum seekers work on environmental restoration (such as maintaining riverbeds) and various agricultural activities. The project employs nine asylum-seekers.

(Photo: Archivio Comune di Ormea)

Source: <https://www.formazione-migliora.it/ormea-la-soluzione-dellamministrazione-comunale/>)

Bread Houses Network - Inclusive Community Bakeries (Bulgaria)

Bread House became an independent social enterprise - a community bakery - in 2014. The Bread Houses Network - BHN is an organization that has innovated methods of community learning by blending bakery with various art forms. They have proven to be effective forms of art therapy for trauma survivors, career guidance, team building, education and so on. Many of the "Bread Therapy" activities include migrants and refugees, and take place in Sofia and other Bulgarian cities.

(Source: <http://www.bread.bg> - <https://www.breadhousesnetwork.org/about-us/>)

RE-LAB: Start up Your Business

The RE-LAB project is an initiative of the organization International Training Center / International Labor Organization (ITC-ILO), which addresses the needs of refugees beyond emergency aid, such as job creation and access to finance. The project seeks to promote entrepreneurship among refugees by providing them with the necessary skills and tools to develop and implement their entrepreneurial ideas through training, mentoring and financial support.

(Source: <http://www.ideatua.it>)

The Danube Region Information Platform for Economic Integration of Migrants (Slovakia)



The Danube Region Information Platform for Economic Integration of Migrants (DRIM) has established an interactive web platform aimed at migrants and integration stakeholders across the Danube region. The project objective is to support migrants' economic integration and access to information. It enhances the capacity of public institutions in promoting fair access to employment, work and skills enhancement. DRIM collaborates with the Organization Institute of Ethnology and Social Anthropology and the Slovak Academy of Sciences.

(Source: <http://www.interreg-danube.eu/approved-projects/drim>)

Migrants Recruitment Platform (Germany)

In Berlin, the centre of tech start-ups in Europe, and an IT teacher from Aleppo has co-founded with a Norwegian entrepreneur a recruitment and enterprise platform called MigrantHire. It holds workshops and provides guidance to those seeking to establish their own businesses; internationals comprise one third of workers in Berlin's start-ups.

(Source: *Working together for local integration of migrants and refugees - OECD Factsheet*)



EDUCATION



Master's Programme in Social Work with Refugees and Migrants (Bulgaria)

Sofia University has introduced a new Master's program *Social Work with Refugees and Migrants*. It is the first of its kind in the country and is offered by the Faculty of Pedagogy, with the support of the UN Agency for Refugees (UNHCR). Its main goal is to prepare future specialists to work with refugees and migrants in the areas of housing, health, education, social and cultural orientation, psychosocial support, etc.

(Source: Sofia University <https://www.uni-sofia.bg/>)

Growing Together – Immigrant Empowerment as Local Citizens and Educators (Multi-country)

This international project involving municipalities in Portugal (Odemira City Council), Spain (Ajuntament de Lleida) and Italy (Comune di Follonica) aims to contribute to the integration of adult immigrants and their children in a dynamic and intercultural society in which they actively participate in the educational process of their children. The project focuses on the non-formal education of migrant adults whose children attend local schools in the municipalities participating in the project, with the aim of increasing the participation of migrant parents in schools and in the community.

(Source: <https://projectgrowingtogether.wordpress.com/>)



Open Learning Initiative Weekend Program at Central European University (Hungary)

The Central European University (CEU) in Budapest implemented the Open Learning Initiative Weekend Program (OLive-WP) with the aim of helping refugees and asylum seekers to contribute to Hungarian society. OLive-WP offers English classes at various levels, academic courses to help prepare students for university, and a series of other courses designed to teach professional and advocacy skills so that refugees and asylum seekers in Hungary can participate in the debate on the terms of their integration. This program aimed at providing refugees and asylum seekers with the necessary tools to integrate into an academic field or the labor market.

(Source: <https://olive.ceu.edu/>)

CULTURAL PARTICIPATION



Volunteer Center Osijek (VCOS, Croatia)

The Volunteer Centre Osijek has expertise in organizing volunteer programs during the “refugee crisis” and carrying out activities with asylum seeking families, children, elderly, disabled and unaccompanied minors in the reception centers. Volunteers are helping refugees



and migrants in reception centers to have a dignified stay through a variety of social activities targeting small children's early education and socialization, primary school education support, social networking in the community, women's empowerment, cultural and social orientation and exchange. Additionally since 2015 VCOS, supported by CARE International has distributed significant humanitarian aid.

(Source: Volunteer Centre Osijek, www.vcos.hr)

Okus doma - Taste of Home (Croatia)

Okus doma - Taste of Home, organized by The Centre for Peace Studies, is a culinary project that brings together groups of refugees with specific culinary and gastronomic skills in the city of Zagreb. It aims to create the conditions for their economic emancipation in the context of their social inclusion and integration in Croatia. The project was implemented with the support of the European Commission and the Heinrich Boll Stiftung.

(Source: <https://www.okus-doma.hr/en/info/o-nama>)

Festival of Solidarity in Sofia (Bulgaria)

Caritas Sofia and MultiKulti Collective in cooperation with other civil society organizations organize a festival of solidarity, to celebrate empathy, mutual understanding and tolerance. The festival offers a series of events such as movie screenings, concerts, discussions, workshops, storytelling, culinary experiences and more. For example, a knitting workshop, where a team of refugee women were helping people to rediscover this forgotten skill; a farmer's market and degustation, where HranKoop (FoodCoop) Sofia and chefs from the migrant communities provide an opportunity to taste Bulgarian and foreign flavours and to buy high-quality food products.

(Source: <https://multikulti.bg/1675>)

Festival of Diversity in Košice (Slovakia)

K 13 is the main organizer of **the Diversity Festival**¹⁷ (**Festival Rozmanitosti**, held annually in the beginning of October). Through music, dance, theatre, living libraries, exhibitions, film screenings, art workshops and other artistic forms, the city's residents learn about different



habits, traditions, values, and life. The aim of the festival is to contribute to understanding differences and increasing tolerance in society. Each year the festival offers an insight into sensitive topics of society through art. Its culmination is the *Soup Festival*. Minorities represent the best of their cultures, their cuisine, especially traditional soups.

Photo by Tibor Czitó

RŮZMĀNITOST

Documentary Film Festival: One World, Looking for Home (Czech Republic)

For the past eighteen years, the local NGO People in Need (Prague) has organized the International Human Rights Documentary Festival, *One World*, in Prague and 33 other cities, focusing on the refugee crisis. One of its main objectives is to inform the Czech society about the current world situation and controversial issues surrounding integration and to raise awareness about human rights and minorities.

(Source: <https://www.oneworld.cz/2019/2016/>)

Exoduses - Theatre workshops for intercultural and intergenerational dialogue (Italy)



Exoduses is a project of theatre workshops for and with young people from all over the world. Carried out by the Teatro dell'Argine – Cooperativa Sociale in San Lazzaro di Savena (Bologna), it aims at intercultural, intergenerational dialogue and active citizenship. *Exoduses* is a theatre that is enriched by the contribution not only of artists, but of all people. This creates a space for exchange and dialogue.

(Source: <http://teatrodellargine.org/site/lang/en-EN/page/45/project/34#default>)

CITY GOVERNANCE



Guide for municipalities to work with refugees and migrants.



The guide, developed by the Bulgarian Red Cross,¹ targets municipalities and aims to provide information and guidance on the process of integration of beneficiaries of international protection. The Guide offers practical step-by-step instructions on the preparation and implementation of integration agreements between a given municipality and a beneficiary of international protection. The document outlines the responsibilities of each party (the Municipality and the procedural steps that municipal officials need to follow in order to facilitate the social, health care, labor market integration needs of beneficiaries of international protection). It is in Bulgarian and is intended for municipal officials as a reference material.

(Source: <https://ec.europa.eu/migrant-integration/librarydoc/handbook-on-refugee-integration-in-bulgarian-municipalities>)

The City of Prague Website and Mobile Application (Czech Republic)

The City of Prague has created a website specifically for foreigners living in Prague (www.prahametropolevsech.eu), which helps them gain information about the basic services offered by various public institutions, city functions, available services and more. To make communication with migrants/foreigners more efficient, the City has also supported the creation of a mobile app – *Praguer* – which offers practical information about life in Prague. An

¹ Наръчник за интегриране на лица с предоставено убежище или международна закрила в общините, *Bulgarian Red Cross, 2017.*



information booklet *Prague is Our Home* is also available and is very helpful primarily for newcomers.

Intercultural services financed by the City of Prague are currently offered by the Integration Centre Prague. To tackle the issue of the language barrier of migrant children at schools, the City of Prague has decided to systematically and financially support student education, by selecting one school in each city district which offers extra hours of Czech language lessons for them. The network of selected schools contributes to a faster adaptation of the students with a different mother tongue.

SPRAR Initiative (Italy)



Law No 189/2002 introduced the *Protection System for Asylum Seekers and Refugees* (Sprar). It is a network of local institutions that implement reception projects for forced migrants by accessing the National Fund for Asylum Policies and Services, managed by the Ministry of the Interior and provided under the Government finance law. The primary objective of SPRAR is to provide support to each individual

in the reception system, through specific individual programmes to protect each guest and facilitate their economic and social integration. SPRAR is not a simple distribution of food and housing services. It provides asylum seekers and refugees with clothes, bed linens, pocket money, meals, lodging; linguistic and cultural mediation, language training; guidance and access to local services, professional training, housing assistance, social inclusion, psychosocial health and legal protection. In July 2018, 877 Sprar projects were funded: 681 "ordinary" for adults, 144 for unaccompanied minors, 52 for people with mental illness or disability. They engage 754 local authorities project holders: 653 municipalities, 19 Provinces, 28 Unions of Municipalities, 54 other bodies. Sprar projects involve in total over 1,200 towns and 35,881 beneficiaries (31,647 ordinary, 3,500 for unaccompanied minors, 734 for people with mental illness or disability).

(Source: <https://www.sprar.it/progetti-territoriali-3>)

Public Procurement in Support of Integration (Italy)

Reggio-Emilia has a supplier-diversity programme with a dedicated manager. Relevant measures are included in the performance reviews for members of the buying team. Information about the programme is disseminated through all the municipality's strategic communications means. (Source: *Working together for local integration of migrants and refugees -OECD Factsheet*)



One-stop Shop for Migrants (Slovakia)

Since May 2018, a one-stop-shop free advisory helpdesk in Bratislava-Rača. The Helpdesk is also a key partner of local businesses in communicating with third-country nationals. The staff of this centre speak many foreign languages and offer introductory advice in connection with applications, administrative procedures and decisions on residence permits for foreign citizens. (Source: <https://www.raca.sk/one-stop-shop/>, <https://www.raca.sk/raca/>)

Social Public Procurement (Spain)

The city of Getxo in the Basque region of Spain has a dedicated team for managing social clauses in public contracts. It includes not only procurement officers but also experts on gender equality and migration. Contracts developed by the team have included clauses designed to promote the employment of people who have a disadvantaged position in the labour market. In individual cases they have included clauses related to intercultural integration. The first step taken by the city is the adoption (and implementation) of strategies that facilitate positive cross-cultural encounters and exchanges, and promote the equal and active participation of residents and communities in the development of the city, thus responding to the needs of a diverse population.

(Working together for local integration of migrants and refugees - OECD Factsheet)

Open Cities (Norway)



The Norwegian capital's campaign 'Oslo Extra-Large' (OXLO) not only rejects an inward-looking defensiveness but embraces the influx of humanity from more than 150 countries which has changed the face of the city in a generation. Its business-

development agency, Oslo Business Region, launched an OXLO Business Charter at the Global Mobility Forum in the city in 2013.

(Working together for local integration of migrants and refugees - OECD Factsheet)