



EMN Ad-Hoc Query on Support networks for newly arrived migrants

Requested by Eike LUIK on 13th July 2016

Integration

Responses from Austria, Belgium, Blocked / Unknown, Croatia, Czech Republic, Estonia, Finland, Germany, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Portugal, Slovak Republic, Slovenia, Spain, Sweden, United Kingdom, Norway (22 in total)

Disclaimer:

The following responses have been provided primarily for the purpose of information exchange among EMN NCPs in the framework of the EMN. The contributing EMN NCPs have provided, to the best of their knowledge, information that is up-to-date, objective and reliable. Note, however, that the information provided does not necessarily represent the official policy of an EMN NCPs' Member State.

Background information:

In order to support the successful adaptation process of newly arrived migrants and to guarantee the success of various migration related policies (e.g. talent policy, Welcoming programme etc.) Estonia is currently in the process of designing an institutional cooperation network that brings together various stakeholders (private, public and third-sector actors) in order to create sustainable support network(s)/system of immigrant settlement and adaptation.

The necessity to develop a support network/system stems from various bottlenecks in migration and integration process, e.g. difficulties and relatively high costs of retaining and recruiting foreign talents, skilled workers, students; lack of institutional cooperation; irregularity in service provision and/or duplicating services etc.



The support network should take into account the capabilities of various stakeholders, the number of foreigners coming to Estonia, their needs for support in the adaptation process and it should clearly distribute the roles of different institutions. Therefore, in order to advance a sustainable, comprehensive and effective institutionalized collaboration in providing the support and access to necessary services of settlement and adaptation, we turn to the best practices of other Member States.


IQ Network in Germany (link to homepage <http://www.netzwerk-iq.de/network-iq-start-page.html>) can be considered as an illustrative example of such support network.

Questions

1. 1. Are there any similar institutionalized / centralized immigrant support network(s) developed on state, regional and/or local level in your respective Member State?
2. 2. 1. If yes, please explain through a representative example which stakeholders form the support network(s) of immigrant settlement and adaptation at state, regional and local level.
3. 2.2. What are the priority areas of such support network(s) (counselling, intercultural training, language training etc.)?
4. 2.3. How is the support network(s) being funded?
5. 2.4. Are there any respective strategical documents regarding migrant support network(s) concept and functioning?

Responses

	Country	Wider Dissemination	Response
 	Austria	Yes	<p>1. Regarding integration for foreigners, we can only report for the federal level: „Integration“ was stipulated for the first time in the Federal Ministries Act 2014 and the responsibility was put to the Federal Ministry for Europe, Integration and Foreign Affairs (FMEIF) Administrative structure / structural setting: • Establishment of an independent Expert Council for Integration in 2010 (then at the FMoI – now FMEIF) • Formation of an Advisory Board on Integration (enshrined in the Settlement and Residence Act (NAG), § 18) • Creation of a separate Integration Department at the BM.I in January 2011 – responsible for integration co-ordination and promotion • Establishment of a State Secretariat for Integration in April 2011 – Ministry 2014 as mentioned above • Establishment of an Integration Directorate General on 1 June 2013 (GD VIII, Integration)</p> <p>2. As mentioned, an Advisory Board on Integration was established in October 2010, essentially along the lines of the NAP.I (see below); the boards office is within the GD VIII, Integration, in the Federal Ministry of Europe, Integration and Foreign Affairs; thus representatives of Federation, Federal Provinces, Associations of Local Authorities and Cities, the Social Partners, as well as NGOs and the ÖIF (see below) are delegated. Secondly, the “Austrian Integration Fund” (ÖIF / AIF) aims at providing language, professional and social integration of asylum beneficiaries and migrants on the basis of their respective rights and obligations in Austria. The integration centres of ÖIF in Vienna, Upper Austria, Tyrol and Styria and Carinthia provide services all over Austria – i.e.: • Counselling of new immigrants • Organising workshops for new immigrants and authorities • Counselling with issues related to integration, in particular in the areas language, education and employment • Networking with key players on all levels of responsibility • Project implementation (e.g. mentoring for migrants) • Factual and background information on integration and migration • Contact persons on site on the subjects Integration Agreement and European Funds</p> <p>3. The main topics are: • Linguistic integration: German as basis • Social integration: Rule of law / principles & commitment for Austria • Job-related integration: with support & demand to success</p>

			<p>4. Out of the federal budget.</p> <p>5. Yes, the National Action Plan for Integration (NAP.I) – Main objective is: Understanding social diversity as a chance and making better use of migrant’s skills – „Integration through achievement“. In 7 fields of action the challenges, principles and objectives are defined: • language and education • work and employment • rule of law and principles • health and social issues • intercultural dialogue • sport and recreation • living and the regional dimensions of integration Since last Year the NAP.I was supplemented with the “50 Points of Action for Integration of those entitled to asylum or eligible for subsidiary protection in Austria”, for integrating persons entitled to asylum or subsidiary protection quickly and enabling them to make a living as soon as possible; measures on all levels are required, however without releasing refugees from their responsibility. For further information please see our website: http://www.bmeia.gv.at/en/integration</p>
	Belgium	Yes	<p>1. No, there is no institutionalised / centralised support network in Belgium that would deal with the entire migration and integration chain. There is a clear distribution of responsibilities between the federal level and the regional level, and there are a number of agencies / authorities that have different tasks concerning migration and integration. Regarding specific migration-related issues, specialised networks, task forces and co-operation structures have been established. Since they deal with particular aspects of migration and integration policy, they cannot be regarded as "migrant support networks" in the sense of this query.</p> <p>2. The co-operation structures that have been established in Belgium involve different actors at various levels (state, regional, municipal, private). Some examples: Some Flemish provinces and cities started ‘Refugees Task Forces’. The aim is to create a platform where different partners can coordinate their actions. In addition to this coordination function, an important role exists in informing the various organizations and the civil society and the co-creating of actions. These platforms focusses on the integration of newcomers, including through facilitating language training, housing, and guidance to the labour market. At city level The city of Ghent started a Task Force Refugees at the end of august 2015. Purpose of the Task Force is to join forces together with city services, the Public Social Welfare Center, partner organizations, the University of Ghent, the civil society and volunteers to take coordinated and broadly-supported decisions to address the challenges facing the city. Within this Task Force, three</p>

			<p>working groups are active: • Working Group Reception: follow-up of all matters regarding the reception of asylum seekers; • Working Group on Integration: working on integration matters once people have received international protection; • Working Group on Volunteers and Awareness: ensuring the joining of forces within the civil society in Ghent. At provincial level The Province of West-Flanders also established a Task Force Refugees after a new temporary reception center (300 reception places) opened up in one of its cities in October 2015. Partners in this provincial task force refugees are, besides the Province of West Flanders, also the Agency for Integration and Civic Integration, Center for Basic Education (adult education), the Learning Shop, the Flemish Public Employment Service, the Union of Independent Entrepreneurs (Unizo) and the Flanders' Chamber of Commerce and Industry. The purpose of this Task Force is the integration of newcomers through language training and facilitating access to the labour market. Very important in this project is the link between language and work, for example by organizing language courses in the workplace and the development of a 'welcome-module' (the intention of this module is that people feel welcome, acquire a first knowledge about a number of topics within the society - health care, eating and drinking, documents and services, ... - and get a first language course enabling them to express themselves) At the regional level of the Flemish government On 04/09/2015 a Ministerial Committee for Refugees and Asylum Crisis was launched by the Flemish government. The crisis requires a coordinated approach at all policy levels. Flanders is responsible for, among other, housing, education, labour and welfare, public health and family: matters relating to the needs of refugees. The Flemish Government therefore established a Ministerial Committee on Refugees and Asylum Crisis, to ensure the coordination of policy between the competent ministers. The Committee will identify all available data, monitor events, conduct investigations and take appropriate measures in the policy areas concerned. The Ministerial Committee is chaired by the Minister-President of the Flemish Government and consists of Vice-Minister-Presidents of the Flemish government in charge of education, integration and housing, health and employment. The Flemish Government adopts therefor the establishment, duties, composition and functioning of the ministerial committee so that a timely, accurate and coordinated response can be given to the challenges that arise and the appropriate action can be taken. At the level of the Federal Agency for the reception of Asylum seekers (Fedasil) Fedasil has concluded a number of cooperation agreements and memoranda of understanding in the last year (or is busy to develop them at the moment): • With the Flemish Public Institution for Help and Advice on Child Welfare in the beginning of 2016: the agreement will make it possible to better match the service provisions of the Public Institution for Help and Advice on Child Welfare and Fedasil, so</p>
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		<p>that families with children under 6 years in the reception centers for asylum seekers are supported as well as possible and the parents are involved as actively as possible in the education and health of their children. A similar agreement will be concluded with public institution for help and advice on child welfare responsible for the French speaking Community in Belgium. • With the Flemish Public Employment Service (VDAB): In July 2016 the Flemish Minister for Employment and State Secretary for Asylum Policy and Migration signed a letter of intent to establish a structural cooperation between the Flemish Public Employment Service and Fedasil. With this letter of intent they also kick-off the communication campaign of the Flemish Public Employment Service that wants to make its services directly known to newcomers and refugees. The Flemish Public Employment Service launches its campaign in the Flemish reception centers to help asylum seekers find work. The Flemish Public Employment Service sees work as part of integration. To this end it has already launched the action plan "Integration through work" last year, in which is being moved away from the linear path to employment of refugees and newcomers to a faster activation. To make this accelerated activation possible, the Flemish Public Employment Service has in a short time taken a number of specific actions to ensure a continuous service (including additional recruitment and training of mediators, increased use of language trainings and expansion of existing mechanisms relating to workplace learning). In the framework of the accelerated activation the guidance of refugees and newcomers towards the Public Employment Service occurs largely by its partners: Public Social Welfare Centers, the Agency for Integration and Civic Integration, reception centers and local reception initiatives. The communication campaign that the Flemish Public Employment Service is launching aims to speak to refugees and newcomers directly about its services. Initiated by the Flemish Public Employment Service cooperation agreements are now concluded: Fedasil, the Integration and Civic Integration Agency, the Association of Flemish Cities and Municipalities (VVSG) and the Flemish Ministry of Education and Training. The aim of these collaboration agreements is the accelerated activation and to include all these partners in the story of „Integration through work“. The communication campaign of the Flemish Public Employment Service consists of many tools that the Service has developed according to the needs of the target group. For example, partners who guide refugees and newcomers towards the Public Employment Service can use include leaflets in different languages, online videos about the services of the Public Employment Service (also in seven different languages (https://refugee.vdab.be or https://refugees.vdab.be), information on the website (www.vdab.be/vluchtelingen), appointment cards, etc. Through an online "You Can Book Me" - system, refugees and newcomers receive directly a</p>
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			<p>date, time and place for an appointment. In this way a quick intake, screening and counselling or mediation towards work is guaranteed. • With the Centers for Basic Education and the Centers for Adult Education The Centers for Basic Education organise various courses and training programmes. They have a specific offer “Dutch for non-native speakers”, where students learn to understand, speak, read and write Dutch and how to use Dutch in everyday situations. All courses are at primary school and first grade of secondary education level. Adult basic education is available to all low-literate non-Dutch speaking adults. The adult basic education centers offer a customized trajectory adapted to the participant. Following a course involves costs that are difficult to be paid for by the beneficiary of reception, including course materials, transportation, child care, etc. This partnership provides a framework for regional cooperation between the reception centers run by Fedasil or by the reception partners with the Federation of the Centers for Basic Education. This partnership is in addition established to harmonise the pricing policy. • UNHCR In February 2016 UNHCR launched a working group on integration of beneficiaries of international protection with the actors involved in the reception and integration of asylum seekers and beneficiaries of international protection. The main themes are housing, employment, education and family reunification. Discussions on priority integration areas in Belgium, including Housing Employment Family reunification Citizens’ initiatives Coordination of the work on integration At entrepreneurial level • In September 2015 the Federation of Enterprises in Belgium and its sectors decided to bring employers, NGOs and government players around the table to study what they could do to address the refugee issue and to establish a Taskforce on the “Refugee Crisis”. Since then, there were numerous meetings held in the three regions of our country where different projects were put in place. There were also visits to the Red Cross reception centers organized under the leadership of Agoria (Agoria brings together and defends the interests of companies in the technology industry. With 1,700 member companies, Agoria is the largest sectoral employers’ federation in Belgium). Another creation is a FAQ written by Febelfin, which offers a guidance to the basic bank services available to refugees and asylum seekers. There were also strong links forged with the public employment services. This cooperation should lead to the publication of a practical guide for employers to link job seekers and job opportunities together. The Taskforce on the “Refugee Crisis” launched an action plan and presented a mission statement with the labour market integration of refugees as the main objective. The Action Plan contains 14 specific proposals and actions that participants commit themselves to. Ranging from the proposal to shorten the deadline for access to the labor market, to competency screening and organization of training and education to delivering</p>
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			<p>meaningful logistical support and supplies. • Oksigen Lab (which offers coaching to Social Entrepreneurs, performs international research on Social Entrepreneurship and offers a wide range of services to support organizations in strengthening their societal impact) launched a call for social entrepreneurs working on solutions for problems faced by refugees coming to Europe.</p> <p>3. Generally speaking, the co-operation structures that have been established in Belgium each focus on special aspects within the overall goal to improve the integration of newcomers: reception, housing, education, language and civic integration, health, employment, ...</p> <p>4. This question cannot be answered in general terms. Inter-agency co-operation may be funded from the respective agencies involved, or, when they are tasked to carry out a specific project, by the state, and sometimes with EU-funding.</p> <p>5. Except for the 14 points action plan of the Tasforce on the Refugees Crisis and the note of the Flemish Government regarding the setting up of the Ministerial Committee for Refugees and Asylum Crisis, the Belgian EMN Contact Point is not aware of other strategic document.</p>
	Blocked / Unknown	Yes	<p>1. There is no such institutionalized/centralized network for all categories of immigrants newly arrived in France. However, it is worth noting that newly arrived immigrants have access to support and various devices enhancing their adaptation/integration in France thanks to the Republican Integration Contract (Contrat d'Intégration Républicaine / CIR) and a significant network of associations that organize linguistic trainings and support for accessing to rights. The French Office for immigration and integration (Office français de l'immigration et de l'intégration - OFII) is in charge of the CIR. It is a mutual undertaking between the Government and the newly arrived migrant allowed to stay in France and willing to settle permanently. The migrant commits to attend the training sessions in order to increase his/her autonomy and his/her insertion within the French society. The CIR gives access to various devices, among others a compulsory civic training and a linguistic training depending on the level s/he has when speaking French. The CIR marks the beginning of the migrant commitment in the reception and integration path in the French territory, it includes: - a language proficiency test on the OFII platform in order to evaluate the initial level; - an individual meeting with a social interviewer from the OFII in order to carry out an individualized diagnostic of needs and to present the administrative, social and professional procedure that are to be taken, or even to help access local public</p>

			<p>services to facilitate the integration; - a one day civic training on knowledge of the French society, understanding, internalizing values and the Republic institutions as well as rights and obligations related to living in France in order to prepare the Republican integration within the French society; - a one day training on the thematic “living and accessing the labor market in France”. The aim of this training is to enable the user to acquire useful information on the main steps to take part of the settlement in France. They are aimed at facilitating the orientation towards local public services and to enhance the beneficiary’s autonomy on the French territory. This training is divided into six axes: settlement in France, access to health services, to social benefits, to education and schooling, to employment and to housing; - and a linguistic training which duration is determined according to the migrant’s needs in order to reach, within the year following the signature, the A1 level based on the Common European framework for languages. Other interesting networks: The French Euraxess network (association since 2013). This network is aimed at welcoming foreign researchers in France. It also contributes to the scientific attraction of the country and its influence at the international level. Euraxess France offers a free and personalized assistance to the international researchers and their families to:</p> <ul style="list-style-type: none">• Prepare their stay: assistance on entry, residence and work procedures (visas, work permits, residence permits)• Help them settle in France: assistance in finding accommodation, health cover, bank account...• Help them with the daily administrative procedures: social security, family benefits, taxes, pensions...• Facilitate integration: French language classes, cultural activities, sports, children schooling... <p>Euraxess also produces a report on the challenges they face regarding reception of international researchers. This network is financed by the European Commission. At the local scale, various networks of associations or independent associations often take action for immigrants, newly arrived immigrants, refugees or asylum seekers. They are supported by public funds provided by the State and local authorities. On territories, the Prefect coordinates actions financed by the Ministry of the Interior and the Ministry of Urban Affairs. Private initiatives: some informal networks have been implemented in the private sector such as the “Cercle Magellan” and the “CINDEX” that gather companies of international dimension to discuss international mobility-related issues. However, these networks are not centralized nor institutionalized. They contribute to improving reception of international workers in France by communicating French authorities with proposals for improving the legislation or reporting difficulties in applying certain provisions. Business France is an agency under the supervision of the Ministry for the Economy and Finance and the Ministry of Foreign Affairs and International Development whose main mission is to support the international development of companies and to improve the French</p>
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			<p>attraction. In this framework, it holds the mission to inform and support foreign investors in France. Business France facilitates the implementation of foreign companies in France and, de facto, assist them in their business undertakings. Through these activities of promotion of the French economy on an international scale, business France improves reception conditions of talented foreigners.</p> <p>2. For the CIR: stakeholders are the Ministry of the Interior (the Directorate for the reception and the support of non-nationals and for the nationality - DAAEN), the OFII and entities providing public services which organize the trainings (these entities are selected by the DAAEN and the OFII through a public tender). Aside from the CIR, the whole territorial network of the State, under the supervision of the Ministry of the Interior, provides support to associations.</p> <p>3. Regarding the CIR: The overall objective is to promote the newly arrived migrant's autonomy and integration within the French society through civic and linguistic trainings and to enable access to rights. Further information regarding trainings: • The civic training is compulsory and consists of two six-hour modules. One is held on French institutions and on the values of the French Republic while the other focuses on French society, everyday-life in France and access to employment. At the end of the civic training, an individual statement on attendance is delivered by the organization. The OFII is informed of the delivery. • The linguistic training: If the alien obtains results below the A1 level (Common European framework for languages) at the test on proficiency in French, a linguistic training is prescribed. At the end of the training, the organization delivers a certificate of attendance specifying the number of hours of attendance and results obtained at the tests (assessment of attendance and improvements made by the newly arrived migrant).</p> <p>4. In the framework of the CIR and other activities related to the republican integration path, the State provides funds of almost 130 million EUR.</p> <p>5. For each compulsory module of civic training (cf above), the Ministry of the Interior has created a teaching pack to be used by the entities providing the trainings on the national territory. This teaching pack is made of various documents which frame the content and the organization of each training. For each linguistic module, the Ministry of the Interior had defined thematic prescriptions to be followed by the training entities in the same way all around the national territory.</p>
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	Croatia	Yes	<p>1. No. Although in April of 2013 Croatian government has established the Standing Committee on the implementation of the integration of foreigners into Croatian society in the Office of Human Rights and the Rights of National Minorities. The Standing Committee has developed an Action Plan to remove obstacles to exercise individual rights in the field of integration of foreigners in the period 2013 – 2015. However, both the work of the Standing Committee and the Action Plan emphasis largely on integration of asylees and foreigners under subsidiary protection as the most vulnerable groups of foreigners, while generally do not provide measures for other categories of foreigners that also need help in integration. Furthermore, recently the Committee in May 2016 has developed an Operational Plan to implement the obligations of the Republic of Croatia in the European program of resettlement and relocation of third country nationals or stateless persons who meet the conditions for approval of international protection.</p> <p>2. N/A</p> <p>3. N/A</p> <p>4. N/A</p> <p>5. N/A</p>
	Czech Republic	Yes	<p>1. As regards immigrants: At the regional level there is a network of the regional Centres for the support of integration of foreigners, which cover 13 out of 14 regions of the Czech Republic. These Centres support the integration of immigrants through office-based and field consultancy, Czech language courses and social and cultural orientation courses, interpretation, assistance, multicultural and community activities etc. As regards beneficiaries of international protection: For holders of international protection there is a State Integration Programme. For the new principles of the programme please see Part C. in the attached document. The State Integration Programme, which covers the main integration areas, is aimed at assistance for beneficiaries of international protection (in the form of asylum or subsidiary protection) in order to facilitate their integration into the society. The history of the programme goes back to 1993. Since then, it has been updated several times – the main goals have remained the same though. It has been legally based in the Act No. 325/1999 Coll., on Asylum, as amended. Each beneficiary of international protection may apply for the programme on the basis of the application submitted after the positive decision on granting international protection is</p>

made. The participation in SIP is voluntary. New concept of SIP was approved by the Government on November 20, 2015. It responds to the anticipated increase in number of authorised persons in the programme, i.e. to spontaneously incoming refugees and persons in the context of resettlement and relocation programmes. It covers the areas of Czech language courses, facilitation of the access to the labour market, assistance with housing, education and vocational training. Each participant of SIP is provided with an individual integration plan which is prepared together with the provider (or subcontractor).

2. As regards immigrants: The integration policy of the Czech Republic is formed at the state level. The responsible body for immigrant settlement and integration is the Department for Asylum and Migration Policy of the Ministry of the Interior of the Czech Republic. On the regional level the integration process is ensured by the Centres for the support of integration of foreigners, which is a new integration tool supported by the Ministry of the Interior. The Centres closely cooperate with NGOs. At the local level the Ministry of the Interior has developed a successful programme of the integration projects for municipalities. Municipalities of cities or city districts can apply for a donation (90%) for implementation of various projects focused on the support of local integration of immigrants. In 2016, 15 city districts are involved in this programme and are implementing own local projects. As regards beneficiaries of international protection: The services under the State Integration Programme are provided by a general provider of integration services. It is an NGO with a nationwide coverage. The general provider can further contract other suppliers of services (in practice NGOs). The general provider has a framework agreement with the Ministry of the Interior.

3. As regards immigrants: • Integration Centres operate in large regional cities and they offer services such as information centres, libraries and computers with free internet access, counselling, and courses. Other offered services (offered by different actors) include: • Counselling (advice, consultation and information on the legal, social and work issues). • Educational seminars (courses and seminars, which aim to raise awareness of Czech culture and improve orientation in the new environment). • Intercultural workers (accompaniment to the authority's office or institutions, dealing with employers, mediation between the community and the majority, support of the creation of a new home in Prague, assistance of an interpreter). • Consulting and seminars for teachers working with pupils-foreigners. • Intercultural competence training for officials. • Czech language courses for children and adults. As


			<p>regards beneficiaries of international protection: Priority areas include the spheres of housing, employment, education, language training, assistance in social and health issues.</p> <p>4. As regards immigrants: Centres for the support of integration of foreigners are mainly financed from Asylum, Migration and Integration Fund. As regards beneficiaries of international protection: The State Integration Programme is funded from the Czech state budget and also by the AMIF fund from which the money goes to the relocated and resettled persons.</p> <p>5. As regards immigrants: Principles of the Policy for the Integration of Immigrants-In Mutual Respect. This material was approved by a Resolution of the Government of the Czech Republic No. 26 of 18 January 2016. As regards beneficiaries of international protection: Principles of the State Integration Programme – see the file attached to this ad-hoc query.</p>
	Estonia	Yes	<p>1. No, but Estonia is currently in the process of designing an institutional cooperation network that brings together various stakeholders (private, public and third-sector actors) in order to create sustainable support network(s)/system of immigrant settlement and adaptation. At the moment we have only sector based networks (adaptation programme has its own network and talent policy its own etc.), but there is no central approach to migrants adaptation.</p> <p>2. N/A</p> <p>3. N/A</p> <p>4. N/A</p> <p>5. N/A</p>
	Finland	Yes	<p>1. Not in exactly the same sense as mentioned in the background information. The immigrant integration services determined in the national law are mainly channelled via Public Employment and Business Services. However, municipalities also have legal responsibility to provide integration services for those migrants who are not seeking employment (e.g. stay-at-home parents). Early phase integration services specifically intended for newly arrived immigrants include: o guidance and advice</p>

for immigrants o an initial assessment o an integration plan o integration training. The purpose of the initial assessment is to find out what type of services could best support the person's integration and employment in the light of his previous experience and know-how. The integration plan will specify the services to support integration and employment. Integration training will give skills that will help the person to get into working life or further education and training. Integration training will also build up civic, cultural and other skills that will support integration in Finland. The Ministry of Economic Affairs and Employment runs also a website Enterprise Finland that provides extensive information about initiating a business or becoming an entrepreneur in Finland. There are also non-governmental web sites, e.g. Infopankki, that provide information on working, studying, and living in Finland for migrants. Most bigger cities also have their own service centers aimed for easing migrant integration (see e.g. Migration Info Center Mainio in Tampere).

2. On the state level, the Ministry for Economic Affairs and Employment has the main responsibility to organize and coordinate immigrant integration. On the regional level, integration services are coordinated by regional Centres for Economic Development, Transport and the Environment, while the execution of the integration services is the responsibility of the Employment and Economic Development Offices and the municipalities (for local service centres see e.g. Virka-info in Helsinki, Migration Info Center Mainio in Tampere). NGOs participate as cooperating partners. (See answer 1 above.)

3. Early phase integration services specifically intended for newly arrived immigrants include: o guidance and advice for immigrants o an initial assessment o an integration plan o integration training. The purpose of the initial assessment is to find out what type of services could best support the person's integration and employment in the light of his previous experience and know-how. The integration plan will specify the services to support integration and employment. Integration training will give skills that will help the person to get into working life or further education and training. Integration training will also build up civic, cultural and other skills that will support integration in Finland.



4. On the state level, the Ministry for Economic Affairs and Employment has the main responsibility to organize and fund the services for immigrant integration. On the regional and municipal level, integration services are coordinated by the Centres for Economic Development, Transport and the


			<p>Environment and provided by the Employment and Economic Development Offices and the municipalities.</p> <p>5. Municipalities have a legal obligation to draw a municipal integration plan for the municipal governmental term that lays out the strategies for integration and multicultural relations for local organizations and authorities.</p>
	Germany	Yes	<p>1. Yes, the ESF-funded programmes include several networks which offer support to immigrants and/or asylum seekers and refugees. Among them are the ESF-funded “Network IQ” and several programmes covered by the the Federal ESF Integration Directive (IvAF (“Integration of asylum seekers and refugees”), IdA (“Integration through Exchange”), IsA (“Integration, not exclusion”)). Support is available for a number of projects at the local, regional and national level which aim to promote the job opportunities of immigrants and/or asylum seekers and refugees in Germany. In addition, the Federal Ministry of Labour and Social Affairs supports “The Job of My Life”, a programme to promote the vocational mobility of young people interested in vocational training in Europe (MobiPro-EU). The programme funds projects which enable young Europeans to successfully complete a vocational training programme in Germany and provides support and mentoring for the participants during the training.</p> <p>2. The “Integration through Qualification” (IQ) programme has been in place since 2005 and aims improve immigrants’ opportunities on the labour market. A new priority area, “ESF qualification within the context of the Recognition Act”, will be included during the funding period 2015 – 2018. The aim is to help immigrants obtain a job in Germany which is appropriate for their level of education, irrespective of the residence permit. The 16 regional networks are responsible for the regional implementation of the programme. Each is managed by a regional coordinator and covers a range of operative subprojects. The regional networks cooperate closely with relevant local players, such as employment agencies, job centres, chambers and counselling centres. They offer counselling for credentials recognition and skills advancement and develop as well as implement the necessary bridge training to attain full recognition of foreign qualifications. In addition, they provide information, advice and training to labour market stakeholders in order to raise awareness for the specific concerns of migrants and disseminate specialised knowledge. In addition to the regional networks, there are five</p>



competence centres dedicated to migrant-specific concerns at the federal level. They provide expert advice and assistance to the regional networks and develop training schemes, instruments and policy recommendations for integrating migrants into the labour market. In addition, they are responsible for giving specialist advice to decision-makers in politics, business and public administration. This can range from the development of quality standards and learning materials to the dissemination of research results.



3. The sixteen regional networks with 365 sub-projects across all federal states will focus on three priority areas during the 2015 – 2018 funding period. Priority area 1: Counselling on credential recognition and job training Counselling on credential recognition and job training is provided in the framework of the IQ Network in order to ensure a sustained and skill-appropriate integration of immigrants into the German labour market. Those who have obtained vocational qualifications abroad can obtain help from a network of experienced and competent IQ counselling centres. They receive advice on the recognition procedure, on bridge training and compensatory measures and, if necessary, for securing employment that is appropriate for their qualification. Focus 2: Bridge training within the context of the Recognition Act The subprojects belonging to the second priority area of the IQ programme focus on bridge training or other training schemes to clear the way towards full recognition of existing professional credentials. Any qualifications still needed for full recognition can be obtained in bridge trainings once an official notification has been issued which certifies “partial equivalence” or “no equivalence” of the existing professional credentials. Priority area 3: Development of intercultural competence The third priority area of the IQ programme is the development of intercultural competence. Its main goal is to identify cultural hurdles, overcome them in a practical and sustainable way, start intercultural opening processes and eliminate discrimination in close cooperation and direct exchange with job centres, employment agencies, local governments and small and medium-sized enterprises and their associations.

4. The first two priority areas of the programme are funded by the Federal Ministry of Labour and Social Affairs (BMAS) and the European Social Fund (ESF). The Federal Ministry of Education and Research (BMBF) and the Federal Employment Agency act as strategic implementation partners. The third priority area is financed through federal government funds.

			<p>5. Homepage of the IQ network: http://www.netzwerk-iq.de/network-iq-start-page/network-iq/programme-description.html Guidelines for IQ support: http://www.esf.de/portal/EN/Programming-Period-2014-2020/ESF-Programmes/bmas/ESF-qualification-IQ.html?nn=120642 Information concerning the Federal integration directive: http://www.esf.de/portal/EN/Programming-Period-2014-2020/ESF-Programmes/bmas/ESF-integration-directive.html?nn=120642 Information on MobiPro-EU: http://www.foerderdatenbank.de/Foerder-DB/Navigation/Foerderrecherche/suche.html?get=views;document&doc=11828&typ=KU (in German)</p>
	Hungary	Yes	<p>1. No. 2. N.A. 3. N.A. 4. N.A. 5. N.A.</p>
	Ireland	Yes	<p>1. Ireland does not have a centralised immigrant support network as envisaged by the question. However, information on Ireland's resettlement programme, as an example of a coordinated programme, is available at the following link: http://www.integration.ie/website/omi/omiwebv6.nsf/page/resettlement=en</p> <p>2. . 3. . 4. . 5. .</p>

	Italy	Yes	<p>1. Yes.</p> <p>2. In Italy, the social integration process begins with the so-called second-line reception and mainly concerns asylum seekers and beneficiaries of international protection. In particular, this process is implemented through the SPRAR – System for the Protection of Asylum Seekers and Refugees. Between 1999 and 2001 associations and NGOs, the Ministry of the Interior (Department for Civil Liberties and Immigration), the National Association of Italian Municipalities (ANCI) and the United Nations High Commissioner for Refugees (UNHCR) made the experience of decentralised reception services within a network. Then, by Law No 189/2002, this experience was given a firm basis and the System for the Protection of Asylum Seekers and Refugees (SPRAR) was set up (Article 32). The Ministry of the Interior established this System and entrusted its operation to ANCI. The SPRAR consists of projects implemented by local authorities all over the country with the help of local associations. This system provides ‘integrated reception’ interventions to asylum seekers and beneficiaries of international protection.</p> <p>3. Besides providing food and accommodation, the SPRAR arranges social support activities, helping asylum seekers and refugees to get to know the local community and to access local services, primarily social and healthcare assistance. Other activities concern learning Italian, access to education, legal information on the international protection procedure and on the rights and obligations of beneficiaries of international protection in relation to their status, as well as services intended to help them integrate socially and economically. As regards this last aspect, training and professional retraining pathways have been developed over time.</p> <p>4. In the light of the Agreement between Government, Regions and local authorities of 10 July 2014, and for the purposes of expanding the SPRAR, on 10 July 2014 the Ministry of the Interior adopted a decree simplifying the access to the National Fund for Asylum Polices and Services for local authorities. These funds are used by local authorities to start reception projects within the SPRAR network. Please note that SPRAR projects are financed for 95% by the Ministry of the Interior (through National Fund for Asylum Polices and Services) and for 5% by local authorities.</p>
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			<p>5. The main documents can be found at the following link: http://www.sprar.it/index.php?option=com_k2&view=itemlist&layout=category&task=category&id=19&Itemid=667</p>
	Latvia	Yes	<p>1. No, but Latvia has two effective tools for integration of third country nationals and for establishing an effective cooperation between involved actors. First, for years we have Information Centre for Immigrants, from this year it has an obligation to coordinate NGO and civil society activities in process of integration of third country nationals. Second, Latvia has an action plan for receiving and integration of persons in need for international protection. Based on the plan we can speak about common network approach in the case of asylum seekers, refugees, and persons with subsidiary protection where the state institutions, local government actors and NGOs are involved.</p> <p>2. N/A</p> <p>3. N/A</p> <p>4. N/A</p> <p>5. N/A</p>
	Lithuania	Yes	<p>1. No.</p> <p>2. -</p> <p>3. -</p> <p>4. -</p> <p>5. -</p>



	Luxembourg	Yes	<p>1. No, in Luxembourg there are no institutionalised/centralised immigrant support networks developed on state, regional and/or local level. However, the government hosts websites which provide all the necessary information for new arrivals and residents: http://www.luxembourg.public.lu/en/vivre/sinstaller/index.html which provides all the necessary information for settlement and adaptation, and http://www.guichet.public.lu/citoyens/fr/immigration/en/plus-3-mois/index.html where all the information necessary on every type of authorisation of stay can be found. Some other websites provide also information to the new arrivals, but they are not institutional networks, such as: http://www.justarrived.lu/en . See also LU answer to EMN Ad-Hoc Query on the counselling service to promote legal migration opportunities.</p> <p>2. N/A</p> <p>3. N/A</p> <p>4. N/A</p> <p>5. N/A</p>
	Netherlands	Yes	<p>1. In the Netherlands there are several networks that could fall under the description of ‘immigration support networks’ as outlined in the question. In the following we will describe two networks: ‘Expatcenters’ and the ‘Taskforce Employment and Integration Refugees’. However, next to these two there are many other initiatives and organisations that play an important role in the integration of migrants in the Netherlands, such as “Taalmaatjes” (an initiative which connects migrants to locals to learn Dutch), the foundation for refugee students (in Dutch “Stichting voor Vluchteling-Studenten UAF”) or VluchtelingenWerk Nederland (a major NGO supporting refugees).</p> <p>2. Expatcenters are located in a number of cities throughout the Netherlands and serve as one-stop-shop for highly skilled migrants and their partners (e.g. highly skilled migrant employees, scientific researchers, international entrepreneurs, international graduates). Each Expatcenter provides advice and helps with practicalities, such as residence and work permits, registration with the municipality and many other official matters. The Expatcenters are a cooperation of different actors, including the IND,</p>


the Dutch tax office and the municipality in which they are located. For an overview of the different Expatcenters in the Netherlands see: <http://www.iamexpat.nl/expat-page/official-issues/expat-centers-desks-the-netherlands> The Task Force Employment and Integration Refugees (in Dutch “Taskforce Werk en Integratie Vluchtelingen”) was created in October 2015 as a reaction to the increased influx of asylum seekers. The purpose of this taskforce is to enhance existing measures to supervise refugees to access employment and to identify and remove bottlenecks in the integration process. The Task Force wants to increase labour market participation and integration of beneficiaries of international protection through screening, matching, integration and improve the information exchange. For example through the introduction of an early screening it should become evident at the beginning of the integration process which work experience, degrees/certificates, and talents status holders possess. Moreover, actions are foreseen in the area of matching status holders to the labour market.. One result of the Task Force’s work was the launch of the website ‘Employment pointer for Refugees’ (in Dutch “Werkwijzer Vluchtelingen”). The website aims to help employers, non-governmental organizations (NGOs) and professional institutions to integrate refugees in the labour market by collecting, presenting and linking to information on immigration law and policy, supporting organisations and best practices. The following organisations are members to the Task Force: the Association of the Dutch Municipalities (in Dutch “Vereniging van Nederlandse Gemeenten”), employer organization VNO-NCW, trade unions FNV and CNV, the Social-Economic Council of the Netherlands (an advisory body), the Central Agency for the Reception of Asylum Seekers (“Centraal Orgaan opvang asielzoekers”), Divosa (an organization of managers in the social domain), VluchtelingenWerk Nederland (a major NGO supporting refugees), the foundation for refugee students (in Dutch “Stichting voor Vluchteling-Studenten UAF”), Refugee Organisation Netherlands (in Dutch “Vluchtelingen-Organisaties Nederland”), SME Netherlands (entrepreneurs' organisation), the Employee Insurance Agency (in Dutch “Uitvoeringsinstituut Werknemersverzekeringen UWV”), the Ministry of Security and Justice, the Ministry of Culture and Science, and the Ministry of Social Affairs and Employment.


3. See answer to previous question.


4. The Task Force Employment and Integration Refugees is not funded. All participants contribute by making time to meet and consult.

			5. We couldn't identify such documents.
	Portugal	Yes	<p>1. Yes.</p> <p>2. In Portugal, to support immigrant settlement and adaptation networks, High Commission for Migration provides a strong and wide network with specific offices across the country. Furthermore, there are many immigrant associations which play an important role regarding integration at local and regional levels.</p> <p>3. The network covers all domains: counselling, housing, language training and courses, legal and financial issues.</p> <p>4. The network is being funded by AMIF (Asylum, Migration and Integration Fund), ESF (European Social Fund) and the State Budget.</p> <p>5. Yes, the supporting document is PEM – Strategic Plan for Migration 2015-2020 (Resolution of the Council of Ministers n° 12-B/2015 of March 20).</p>
	Slovak Republic	Yes	<p>1. No, such support networks comprising private, public and third sector actors as described above do not exist in the Slovak Republic. As for the inter-institutional cooperation regarding strategic and policy documents on migration/integration, the following two working groups were established in the Slovak Republic in 2015/2016: • On asylum with focus on integration of beneficiaries of international protection (under the Steering Committee for Migration and Integration of Foreigners); • On the rights of refugees and migrants (under the Council of the Slovak Republic for Human Rights, National Minorities and Gender Equality).</p> <p>2. N/A</p> <p>3. N/A</p> <p>4. N/A</p>

			5. N/A
	Slovenia	Yes	<p>1. No, such support networks do not exist in Slovenia. Regarding the inter-institutional cooperation for providing strategic and policy documents on migration/integration the following working groups were established: • In 2012, Council for integration of foreigners was established with representatives from ministries responsible for migration/integration, civil societies, local municipalities and migrants. The Council main role is providing recommendations and opinions on national programs on integration of foreigners, participation at the relevant drafting legal procedures, etc. • In beginning 2016, the Inter-ministerial working group was established responsible for preparation of action plan for integration and coordination of newly arrived third country national, applicants for international protection status as part of relocation and EU resettlement programmes.</p> <p>2. NTR</p> <p>3. NTR</p> <p>4. NTR</p> <p>5. NTR</p>
	Spain	Yes	<p>1. No, there aren't similar networks. The immigrants integration national policy is based on the "normalization" principle, that is to say, migrants are supported to access autonomously to public services as the native population; public services are, in some cases, provided with means to better adapt to particular needs of migrants (i.e., language translation systems, intercultural mediators, staff training on intercultural skills, etc.). So, this process to promote socioeconomic integration of migrants with the aim to be autonomous in their daily lives lay down on a wide range of national NGOs that carry out a number of projects in different fields (schools, language training, host society introductory/civic orientation courses; labour market integration skills development, health promotion activities, women participation boosting in society, etc.), but it is not a network in itself. On the other hand, concerning reception and integration of refugees, we have a mixed network made of public centers (managed by the national public authority) and private facilities from NGOs which are funded</p>

			<p>by the national public authority. The aim of this network is providing accommodation and allowances as well as integration programs; this network of centers is co-ordinated by the national public authority in a flexible manner which allows facing emergency needs. In some regions there can be specialised public centers addressed to immigrants with the aim to provide information, guidance, training, legal assistance, psychological assistance, etc.; these centers are funded by the regional administration and can be managed by an NGO.</p> <p>2. -</p> <p>3. -</p> <p>4. -</p> <p>5. Concerning migration centers for refugees, please, see the link: http://extranjeros.empleo.gob.es/es/ProteccionAsilo/informacion/index.html (only Spanish version available)</p>
	Sweden	Yes	<p>1. No, there is no institutionalised / centralised support network in Sweden that would deal with the entire migration and integration chain. There is a clear distribution of responsibilities between the central state level, the regional level, and the municipal level, and there are a number of agencies / authorities that have different tasks concerning migration and integration. Regarding specific migration-related issues, specialised networks and co-operation structures have been established, such as on the validation / recognition of skills and qualifications that migrants have obtained abroad, on detection and identification of victims of human trafficking, on the establishment of organised activities for asylum seekers while they wait for a decision, and other structures. Another example is a network for diversity and human rights, which is run by the Swedish Association of Local Authorities and Regions. On some issues, one state authority may have been given a co-ordinating role, which means that it is supposed to work together with, and co-ordinate the activities of, other stakeholders. Since all the structures mentioned above each deal with particular aspects of migration and integration policy, they cannot be regarded as "migrant support networks" in the sense of this query.</p>

			<p>2. There is no representative example. The specialised co-operation structures that have been established in Sweden can involve different actors at various levels (state, regional, municipal, private).</p> <p>3. Generally speaking, the inter-agency co-operation structures that have been established in Sweden each focus on special aspects within the overall goal to improve the integration of new arrivals.</p> <p>4. This question cannot be answered in general terms. Inter-agency co-operation may be funded from the respective agencies involved, or, when they are tasked to carry out a specific project, by the state, and sometimes with EU-funding.</p> <p>5. No, the Swedish EMN Contact Point is not aware of any such strategic document.</p>
	<p>United Kingdom</p>	<p>Yes</p>	<p>1. The UK is committed to working towards achieving more integrated communities and creating the conditions for everyone to live and work successfully alongside each other. The Syrian Resettlement Scheme is an example of how we are developing ways to ensure refugees integrate into British society, including harnessing the extensive offers of support from the British public, and working with other government departments, local authorities and the third sector to improve outcomes for refugees. Last month, we launched a ‘Help Refugees in the UK’ register to make it easier for the public to support refugees in the UK. Local authorities are able to identify the goods and services they require to support refugees and individuals and organisations can submit offers which are then channelled to the areas where they are going to be used. We also launched a community sponsorship scheme to enable community groups to take on the challenging but rewarding role of welcoming and supporting a refugee family in the UK. Those who are granted refugee status in the UK are also given access to the labour market and benefits, and are encouraged to access organisations, such as the independent charity Migrant Help, which can assist with integration into the UK. The Counter Extremism strategy published in October committed the Government to build on existing programmes such as National Citizen Service and English language training to help break down barriers between communities. The previous government pledged £20 million of additional funding for English for Speakers of Other Languages (ESOL) courses to be introduced in October 2016. This funding will reach the most isolated communities in the UK to help them integrate into society.</p>

			<p>2. N/A</p> <p>3. N/A</p> <p>4. N/A</p> <p>5. N/A</p>
	Norway	Yes	<p>1. We unfortunately don't have the capacity to provide brief answers to this query. However, we do have a recently revised website that can be referred to: http://www.imdi.no/en/</p> <p>2. Primarily state and local municipal authorities provide support, but please refer to website for further details.</p> <p>3. Language training and helping to ease immigrants into labour market.</p> <p>4. Government/state funding.</p> <p>5. Please refer to website.</p>