



# **Report on the consultation on the integration and inclusion of migrants and people with a migrant background**

Final report

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# **Report on the consultation on the integration and inclusion of migrants and people with a migrant background**

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## **1 Introduction**

The integration and social inclusion of migrants are crucial not only to ensure the cohesion of our societies but also to address skills gaps, labour shortages, and to boost economic performance overall. The EU's competences in the area of integration are set out in the Treaty on the Functioning of the European Union. While the EU has no competence to harmonise laws and regulations in Member States related to integration, the EU may provide various incentives and support for Member States to advance the integration of third-country nationals legally residing on their territory. The Treaty on the Functioning of the European Union also sets out the EU's competence to support and complement Member States' activities in combating social exclusion and poverty.

The key documents setting out the scope for the EU action on integration of migrants are the 2004 common basic principles for immigrant integration<sup>1</sup> and the Commission's 2016 action plan on the integration of third-country nationals.

As part of the current European Commission's priority of promoting our European way of life, and as announced in the new Pact on asylum and migration, the 2020 European Commission work programme foresees a new action plan on integration and inclusion. In the context of the preparation of the Commission's action plan, the DG Migration and Home Affairs launched a public consultation and organised targeted consultation meetings with different stakeholders on the topic of integration and inclusion of migrants and people with a migrant background.

The purpose of the consultation was to collect views and to identify priorities from a broad range of stakeholders in order to inform the preparation of the action plan on integration and inclusion. The targeted consultation meetings aimed at complementing the public consultation with more targeted feedback from relevant stakeholders.

## **2 Summary of the main outcomes of the targeted consultation meetings on the action plan on integration and inclusion**

The following consultation meetings took place over the period July to October 2020 to inform the preparation of the action plan on integration and inclusion and complement the public consultation with more targeted feedback from relevant stakeholders.<sup>2</sup>

### **Main points**

A number of key points that should feature in the action plan emerged from the feedback of **several stakeholders**:

- Importance of involving the "host society" and supporting the active role of the community
- Stronger focus to support women migrant in their integration process
- Strong focus on integration in the labour market and on the obstacles to the use of skills and qualifications acquired outside the EU
- Role of local and regional authorities and of partnerships with employers and civil society organisations
- Inclusion of anti-racism and fight against discrimination
- Increase awareness of the needs and rights of migrant children

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<sup>1</sup> The 11 common basic principles are available at <https://ec.europa.eu/migrant-integration/librarydoc/common-basic-principles-for-immigrant-integration-policy-in-the-eu>.

<sup>2</sup> Section 2 of this document has been drafted by DG Home Affairs.

- Inclusion in the scope of the action plan of people with a migrant background who face similar obstacles than newcomers
- Improve access to housing and mental health for migrants
- Show benefits of integration and good examples of integration support
- Strengthen monitoring and evaluation of integration policies
- Fill digital gaps and explore digital opportunities
- Empower refugees and migrants and give the possibility to express themselves on measures that concern them
- Key role of EU funding

## **2.1 European Integration Network**

The European Integration Network (EIN) brings together representatives of national public authorities, mainly from the ministries responsible for migrant integration, from all the 27 EU Member States, as well as from two EEA<sup>3</sup> countries (Iceland and Norway). Belgium, Czechia, Germany, Estonia, Ireland, Greece, Spain, France, Croatia, Italy, Cyprus, Latvia, Luxembourg, Hungary, Malta, the Netherlands, Austria, Portugal, Slovakia, Finland, Sweden and Norway participated to an informal consultation on 2 July 2020.

The following **priorities** for the new action plan were highlighted:

- Need to involve more the “host society”;
- Strong focus on the situation of migrant women;
- Include second generation and children of immigrants;
- Include anti-racism and fight against discrimination;
- Strong focus on economic integration, especially in recession context;
- Promote approaches involving multiple stakeholders: national, regional and local authorities, civil society organisations, employers and other actors of integration;
- Collaboration between the national, regional and local level;
- Digitalisation of services, especially digital education and language teaching following Covid-19;
- Access to education to consider parental involvement to support the education of children;
- Include role of culture;
- Monitoring and evaluation of integration policies;
- Capacity building activities for national, local and regional authorities in the area of integration, prevention of discrimination and fighting racism;
- Guidance to national, local and regional authorities on EU funding support to the objectives of the action plan.

## **2.2 Representatives of local and regional authorities**

The Assembly of European Regions, the European Association for Local Democracy, the Council of European Municipalities and Regions, the Conference of Peripheral Maritime Regions, Eurocities and the Committee of the Regions participated to a consultation meeting with DG Migration and Home Affairs on 15 September 2020.

*Main challenges identified for local and regional authorities:*

- Move from emergencies to long-term strategies;
- Move from quick labour market integration to sustainable self-reliance and economic independence;
- Secure long-term structural funding (EU funding often short-term and project-based);
- Improve access to health, including mental health;

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<sup>3</sup> European Economic Area



- Improve recognition of qualifications;
- Overcome negative attitudes towards migration, anti-migrant rhetoric and sentiment.

*Priorities areas for the future action plan:*

- Access to basic services including housing;
- Intercultural approach in service provision;
- Use of digital tools for integration;
- Support unaccompanied minors, including capacity building of regions who need to prepare the youngsters once they turn 18 and leave the guardianship of the region;
- Teenagers aged between 16-18 need specific attention, including as regards quality vocational education and training;
- Attention to undocumented migrants to prevent their marginalisation;
- More focus on migrant women;
- Assessment/validation of skills and education for those with low skills;
- Address exploitation of newcomers who too often work under their qualifications
- Fighting racism, hate crimes and discrimination;
- Foster interactions and mutual understanding between migrants and local communities;
- Two-way process involving the whole society and supporting the inclusion and sense of belonging of migrants;
- Support the participation of migrants to society and democratic structures;
- Support capacity building for officials from local and regional authorities, with special attention to middle-sized cities and rural areas;
- Support the role of migrant organisations;
- Need for exchanges of knowledge between cities and regions;
- Expand spaces for collaboration and partnership between local authorities, Member States and the Commission;
- Further develop an effective multilevel governance structure;
- Improve data at local or regional level.

## **2.3 Oxfam - New Women Connectors**

Oxfam and New Women Connectors organised two rounds of consultations with migrant and refugee women on 15 and 18 September.

*Main messages and recommendations:*

- Lack of ownership by migrants over the integration process and feeling that their expectations and aspirations are not considered in the integration process. Authorities rarely communicate with newcomers regarding their integration process and, instead, consider them as passive recipients of decisions and instructions. For many, this meeting was the first time that they had been invited to talk about their integration process;
- In addition to the challenges that generally affect third-country nationals, migrant women may face additional obstacles and discrimination due to other factors, such as gender, visual appearance and choice of clothing (for example, expressions of their religion);
- Generally, migrant and refugee women feel that certain circumstances, especially connected to their appearance or their accent, can fuel negative stereotypes held by local communities and is often combined with stereotypes about women in non-European societies;
- Women based in smaller cities or regions generally experience additional difficulties to enter the job market, and to access some services, such as language learning, due to deficiencies such as lack of public transportation;
- Outreach and information activities often fail to break barriers set by language and privilege and require knowledge of a European language and computer orientation.

Due to the lack of tailored measures, views of more vulnerable groups such as children and women are likely to be excluded from the broader picture;

- To improve this situation, women stressed on the general level the need of receiving specific attention and solutions, because they often do not participate in the same activities as men and have specific needs.

## **2.4 Representatives of civil society organisations**

Two meetings took place with civil society organisations - on 25 September and on 2 October 2020 - including discussions in plenary and in small groups. The following organisations were involved:

On 25 September: Caritas Europa, European Council on Refugees and Exiles, European network against racism, European network of migrant women, Eurodiaconia, Fédération européenne des associations nationales travaillant avec les sans-abri, Generation 2.0 for Rights, Equality and Diversity, Global Refugee Sponsorship Initiative, Hello Europe, International Catholic Migration Committee Europe / SHARE, International Rescue Committee, Migration Policy Institute Europe, New women connectors, Oxfam, Platform for international cooperation on undocumented migrants, Red Cross EU office.

On 2<sup>nd</sup> October: Defence for Children, Diesis Network, European Social Network, European Disability Forum, European Forum of Muslim Women, Federation of Protestant Churches in Italy, Global Refugee-led Network, Jesuit Refugee Service Europe, Lifelong Learning Platform, SOLIDAR Foundation.

*Main messages and recommendations:*

### Scope of the action plan and relations with other EU policies

- Involve migrants more, as they can contribute to finding solutions;
- Include people with migrant background in the scope of the action plan;
- Put more focus on unaccompanied children and their transition to adulthood;
- Ensure coherence between all aspects of migration policies and assess their impact on integration outcomes. A focus on measures to control migration has an impact on the public discourse and also on integration;
- New action plan to be strategic, rather than a "patchwork" of actions, and include a roadmap to achieve the objectives, as well as inclusive mechanisms for monitoring and evaluation;
- Strengthen connections with EU policies in the areas of gender equality, anti-racism, digital education, anti-poverty or skills;
- Adopt an intersectional approach: recognise that migrants face additional barriers and that migrant women face additional barriers still, as they are more likely to be excluded from integration programmes;
- Take account of the disruptive impact of COVID-19, especially for migrants;
- Consider digital gaps and opportunities.

### Pre-departure measures

- Draw attention to "humanitarian corridors", where legal pathways are connected to integration, and reinforce pre-departure measures for migrants as well as measures to raise the awareness and prepare the host country population.

### Asylum seekers and reception

- Review reception conditions to welcome asylum seekers in local communities rather than in isolated premises with difficult access to public transport; large scale reception centres are not working while small scale centres spread across the territories are more successful models of reception;
- Conditions in the first period of life in the EU, during the asylum procedure, influence the attitudes of refugees towards integration and towards EU values;
- Strengthen the link between reception and integration policies: need for core integration services in the reception phase and for early access to labour market

for asylum seekers. Delaying the start of integration support is detrimental to the outcomes.

#### Role of host society

- Give an active role to communities, public authorities, refugees and migrants; include the perspective of refugees and migrants, consult the host society otherwise integration is a one-way process;
- Give possibilities to migrants to express themselves and everything they bring with them as this can support a positive integration process. Role of cultural practices, that could be scaled up at European level, such as local initiatives inviting refugees to tell their stories in theatres and share with locals who would not have the chance to meet otherwise;
- Civil society organisations should be seen as co-designers and as service providers;
- Fostering community building, encounters and active participation in the society is crucial, yet very challenging at the moment due to COVID19, which has installed a barrier to encounters. Include a first phase on addressing COVID-19 related challenges in the new action plan;
- The role of authorities is to provide services, while civil society organisations are uniquely placed to provide "community": friends and social life. They can build bridges and change the perception. For example, the role of public authorities is to give language classes, while the role of volunteers would be to create encounters to practice the language;
- Recognition that many municipalities are willing to support newcomers but lack funding;
- Refugee-led and migrant-led organisations also play a big role, often with no support;
- Share positive stories of integration and support change on narrative - examples of engaging host communities, such as community sponsorships.

#### Children

- Address the lack of awareness of the rights and needs of migrant and refugee children;
- Length of the period to obtain residence documents can be detrimental for integration, especially in the case of children;
- Need for a policy framework more conducive to integration with a long term prospect; starting life in Europe in long detention destroys trust, especially among children;
- Better support social services at local level who are supporting unaccompanied children;
- Raising awareness on the situation of refugees and other migrants within the education system and the local students. Non-formal and informal education provide meaningful settings for learning; new technologies can help, but need to fill the technological gap;
- Policies need to go beyond education and jobs. Children integrate better if they have peer-to-peer activities with nationals. It also has positive repercussions on parents, as social ties help understand how the new society works.

#### Housing

- Even the best employment schemes will have a limited impact if there is no home to stay, and no peace of mind to look for a job;
- Promote innovative systems of co-housing that can also help preventing social isolation. Civil society organisations can accompany people who are looking for housing: migrants experience discrimination in the housing market and face administrative barriers, and finding an accommodation is easier with a network;
- It is still early to identify good practices since COVID-19, but the pandemic has highlighted the importance to work on integration in a comprehensive manner.

While third-country nationals are the first to suffer from this pandemic, at the same time their role is essential, and this includes undocumented migrants;

- Difficulty of family reunification processes negatively affects integration.

#### Employment

- Focus on labour market participation and working rights; promote regularisation and legal pathways, and also good practices for compliance with workers' rights;
- Role of social economy and social enterprises, in particular to support migrants wishing to set up their own enterprises;
- Due to the significant barriers and delays in recognising qualifications and certifying skills and competences, many skilled migrants are working in low-skilled jobs;
- Adopt "reverse thinking" on skills: people have skills already and the focus could be shifted towards what people can do and finding ways to support them in doing that, even if the language of the destination country is not perfectly mastered;
- All basic services need to be accessible for migrants with disabilities, and specific measures are also needed, such as support for deaf people to learn the national sign language, or access to the labour market for parents with a child with disabilities;
- Special attention to women, as there is a lack of specific programmes to support their integration, especially in the labour market;
- Ensure the full participation of Muslim migrant women in the labour market and in education. Need to address the limited awareness of how islamophobia particularly affects women, as they face prejudice due to their gender and to their religion, in a context of negative media coverage and political discourses. Migrant Muslim women face additional obstacles. Ensure the enforcement of the equality directives.

#### Anti-racism

- An anti-racist approach to integration would signal that the whole society shares the effort of inclusion, so it does not remain entirely on the shoulders of migrants;
- An anti-racist approach also addresses the institutional level and how multiple identities intersect, in addition to the individual occurrences of racism;
- Need for proactive dealing with hate speech and racial, ethnic discrimination that are rampant.

#### Other points

- A very positive initial attitude of migrants can be undermined by living in a precarious situation for a long time, and by feeling that they are not able to start a new life, as well as by possible negative personal experiences of first interactions with public authorities. Perception by migrants of their own integration matters;
- Mainstreaming integration measures instead of singling out activities for migrants or refugees and rather find creative solutions for making society inclusive;
- Need to facilitate effective access to justice.

## **2.5 Round table for migrant-led organisations organised by ECRE and PICUM**

DG Migration and Home Affairs participated to the round-table organised by the European Council on Refugees and Exiles (ECRE) and the Platform for International Cooperation on Undocumented Migrants (PICUM) on 29 September 2020.

#### *Main messages and recommendations:*

- When it comes to receiving and welcoming refugees, European societies are hesitant;
- Show the benefits of integration and good examples; this will contribute to "easing the panic" due to the focus on borders and security;

- Provide integration support and assessment of skills for asylum seekers from day one, allow and support the integration of asylum seekers in the labour market;
- There are good examples of early intervention in many Member States, but a model that works 100% does not exist. Identifying the most successful elements from different Member States and combining them in a comprehensive model would be very helpful;
- Need to have the private sector on board, many employers are very reluctant to hire refugee people; public authorities need to support refugees in dealing with issues that may arise in the workplace;
- Migrants face difficulties in accessing health services: lack of information, lack of interpreters, cultural misunderstandings, difficult access to mental health services, and major obstacles in accessing health services for undocumented migrants;
- Very difficult for young migrants and refugees to access higher education because they lack information and digital skills;
- Mental health challenges arise from being uprooted from countries of origin and having difficulties to feel at home in the new country. Living in fear can cause mental problems;
- Negative attitudes in host community make integration very difficult; it is often a one-way street not a two-way process; need to sensitise the locals and the police; extreme-right harassment towards migrants;
- Disparities across Member States in integration support are a real problem. Highlighting good examples of national measures could help;
- More support needed to start a business, beyond training;
- Many migrant women end-up in cleaning, caring for children or elderly, no matter their skills and qualifications;
- Many migrants and refugees never heard of Commission projects or initiatives
- Importance of political participation: facilitation to participate to local elections;
- There is a lack of information, and many people can lose their residence permit because they are not aware of the rules, for example, when they spend a period in their country of origin to take care of an ill relative, or are unable to continue studies for financial reasons, or when a marriage ends due to domestic violence.

## **2.6 United Nations High Commissioner for refugees (UNHCR)**

A meeting with the UNHCR took place on 15 October 2020, focusing on integration of beneficiaries of international protection.

*Main messages and recommendations:*

- Engaging with municipalities is key;
- Remove administrative and practical obstacles to access education, support teaching staff (skills and resources, such as materials on the topic of asylum and migration and raising awareness and pedagogical support working with refugee children);
- COVID 19 reinforced the risks associated with drop out: lack of equipment, collapse of psychosocial support;
- Discrimination and xenophobia in school environment;
- Two risk groups: unaccompanied children and teenagers close to the limit of obligatory schooling with only a few years of language and education;
- Work with refugees: consultation on integration programmes, with a participatory process and representation, refugee advisory role to local and regional authorities, support the training of local actors on refugee rights;
- Housing is a key issue;
- Need for flexibility for access to AMIF funding, especially direct access for local and regional authorities;
- Financial inclusion of migrants important for integration.

## **2.7 Social and economic partners**

The following organisations participated to a meeting with DG Migration and Home Affairs on 19 October 2020: European Trade Union Confederation (ETUC); Business Europe; European Centre of Employers and Enterprises providing Public services (CEEP); SME United; Association of European Chambers of Commerce and Industry (Eurochambres).

*Main messages and recommendations:*

- Reinforce pre-departure measures;
- Language and cultural training is essential;
- Matching labour market needs and migration;
- Promote positive images of refugees and migrants;
- Capacity building for local and regional authorities;
- Improve knowledge of national, regional and local authority;
- Encourage the fast track integration as in Northern Member States;
- Encourage multi-stakeholder approach at national, regional and local level;
- Increase the funding, simplify the access to funds and provide guidance on the synergies; support projects for cooperation of stakeholders.

## **2.8 Business Refugee Action Network (BRAN)**

Representatives of the following businesses working on refugee integration as part of the BRAN network took part into the discussion organised by the International Rescue Committee (IRC) on 20 October 2020: Ben & Jerry's, the Adecco Group, DLA Piper, GSMA, Ingka Group (IKEA Retail), Unilever, Hanken & SSE Executive Education, Allianz, Virgin Group, the TENT foundation and the B team.

*Main messages and recommendations:*

- Enhance refugees and migrants' rights (e.g. intra EU mobility) to foster their integration in the labour market;
- Fight against racism as a key element of integration;
- Main challenges for employers concern the status and access to the labour market, language, recognition of qualifications and skills;
- Mentoring/coaching/professional buddies are good ways to foster integration in the workplace and in general;
- Digitalisation of services to migrant and refugees is an emerging trend;
- Empower refugees and migrants, allow them to participate, ask their opinion on what concerns them;
- Need to change the narrative on migrants and refugees;
- Double challenge: refugees are not familiar with labour markets and businesses are not aware of refugees' skills; incentives to businesses play a role;
- Importance of EU funding to scale-up small successful initiatives;
- Importance of data, monitoring and evaluation.

## **2.9 International Organisation for Migration (IOM) - Europe**

A meeting between representatives from IOM Europe and DG Migration and Home Affairs took place on 26 October 2020.

*Main messages and recommendations:*

- Some people with a migrant background, including EU citizens, may still face similar challenges in the integration process than third-country nationals;
- Reinforce orientation measures in the pre-departure phase: improving the work done during the orientation phase, both to give migrants all the necessary tools to navigate the new horizon and to provide host communities with all the information to ensure a smooth integration process;

- Industries and employers' specific pre-departure orientation measures deserve further attention, as well as the measures linking the migrants and the host communities;
- Additional measures and initiatives to better understand the characteristics of the newcomers, for example through collection of data on their skillset. Such information greatly facilitates the work of the public employment services;
- Digital platforms could have a great added value, especially in services delivered digitally and how to connect migrants with the communities, while always taking into account the potential exclusionary effect. Strengthening the digital skills of the newcomers, especially for the more vulnerable;
- Xenophobia and discrimination should find more emphasis on the new action plan, including in its digital form (i.e. hate speech).

## **2.10 Council of Europe**

Representatives of the Council of Europe met DG Migration and Home Affairs on 23 October 2020.

*Main messages and recommendations:*

- Key role of the intercultural integration approach based on equality, diversity and interaction principles<sup>4</sup>
- Need for gender-sensitive integration and inclusion policies;
- Need for a targeted support of migrant children in integration policies;
- Importance of conventions underpinning these policies: the European Convention of Human Rights and its case law, the Social charter as well as key Council of Europe Conventions, the General Policy Recommendations of the European Commission against Racism and Intolerance.

## **2.11 Commission expert group on the views of migrants**

The first meeting of the expert group on the views of migrants<sup>5</sup> took place on 12 November and focused on integration and inclusion. Commissioner Ylva Johansson was present during the first part of the meeting.

*Main messages and recommendations:*

- **Participation and representation:** need to signal more clearly that diversity is important at the EU and at national level. Increased representation can enhance a sense of belonging. Involving migrants in the design, preparation and implementation of integration policies is essential. Generally, migrants do not have equal rights to participate. Migrant representatives must really take part in the decisions that concern them, and not be "utilised" as a "token".
- **Change the narrative on migration and integration:** the current narrative increases polarisation and can be destructive. It is necessary to recognise the fear of some citizens that the work on integration is done at the expense of other (vulnerable) groups in the population. Need to reassure and explain that

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<sup>4</sup> On the Council of Europe's approach to intercultural integration see:

<https://www.coe.int/en/web/culture-and-heritage/-recommendation-on-intercultural-integration>.

<sup>5</sup>The expert group on the views of migrants in the field of migration, asylum and integration was established to provide advice and expertise on policies in the field of migration, asylum and integration of migrants. Actively involving migrants, including asylum applicants and refugees, in the design and implementation of policies in this field is essential to make them more effective and better tailored to the needs on the ground. For further information, please see

<https://ec.europa.eu/transparency/regexpert/index.cfm?do=groupDetail.groupDetail&groupID=3734>.

we all win (or lose) together. Improvement is needed in showing examples of how all can be included in the society. Migration is a normal and necessary aspect of life and not a threat. It is taking a very long time to recognise the contribution of migrants, as well as the inequalities within our societies. Making more efforts to bring people together, so they get to know each other, and facilitating peer-to-peer activities are needed to support a change in the narrative.

- **Implementation:** there is a gap between general principles, for example in the action plan on integration adopted in 2016, and the implementation at national level. Refugees and other migrants have different access to courses and measures across the EU. Some experts expressed serious concern that some countries have no national integration policy. The expert group should have a role in the monitoring and evaluation of the new action plan. Civil society has an essential role to support inclusion for all. The EU has a role vis-à-vis governments that prevent civil society organisations and local and regional authorities from supporting inclusion of migrants.
- **Integration and reception policies:** It is necessary to start integration at a very early stage and reduce the time for processing asylum claims. Too often integration starts after a protection status is determined and this process can take months or years. Recognise the damage to mental health caused by a long process, including the time awaiting a second decision when a first decision is negative. Integration is not possible for thousands of people living in camps. All this can have a detrimental impact on people who end up receiving a protection status. It would be useful to build bridges between humanitarian migration and labour market integration.
- **Integration policies:** Terms such as “inclusion” or “empowerment” should be preferred to “integration” which can be associated with assimilation. The EU should support a more coordinated intervention to enable a dignified life and an active participation of migrants across the Union. Structure and design of EU funding instruments should reflect policy priorities at EU level and the rule of law. Host communities have a huge role to welcome migrants and support the development of their capabilities. Education is the most powerful tool for integration. Cultural aspects of integration should play a bigger role, including by sharing each other’s culture on a day-to-day basis, and make real the motto of an EU “united in diversity”. A homogeneous approach to integration is not effective: there is a need to recognise the specific challenges and additional difficulties faced by children, women, LGBTIQ people, or people with a disability as well as the diversity among migrants. An intersectional approach should be used to support integration. Integration activities are more likely to target migrant men. Mental healthcare of migrants is an important issue to address as a priority, for refugees and other migrants. An improvement of migrants’ digital skills is also needed.
- **Anti-racism:** racism has a severe impact on mental health and is a huge obstacle for integration; it leads to marginalisation. Anti-racism should move to the top of the migration, asylum and integration agendas, including understanding the impact of the different types of racism in policies and reflections on the need for a more “de-colonial” approach. It is necessary to improve the alignment of anti-racism, gender equality, victims’ rights and digital rights policies, including the bias inherent to algorithms. Serious violations of the rights of migrants are taking place without effective control at EU level. Crimes related to migrants tend to be amplified and contribute to racism.
- **Skills:** There is a need to improve the assessment and validation of skills and shape a positive vision of migration as an opportunity to use new skills in all areas. It is especially important to recognise and make possible that migrant women use their skills, as many migrant women are relatively well educated



but likely to see their skills depreciate. The skills of women and girls are the least used resource in the world. Anticipation must be improved by learning from good practices in the world on how to access the skills, before arrival.

- **Employment:** for most migrants, employment is the only source of income. Access to employment is crucial to avoid a life in poverty and in a “ghetto”. Employers are not always on board and they need to be inclusive and think differently: migrants can enrich the situation, they can bring solutions. Using incentives for employers to hire migrants and refugees should be considered. The current emphasis on rapid integration in the labour market must be changed towards more sustainable inclusion. Regularisation of undocumented migrants should also be considered.
- **Awareness:** much more needs to be done to raise the awareness among migrants on the community they live in, as well as of existing possibilities, including information and support for victims of gender-based violence, information on education opportunities and on fundamental values of free democratic societies.

### **3 Analysis of the public consultation**

#### **3.1 Overview of responses and contributions to the public consultation**

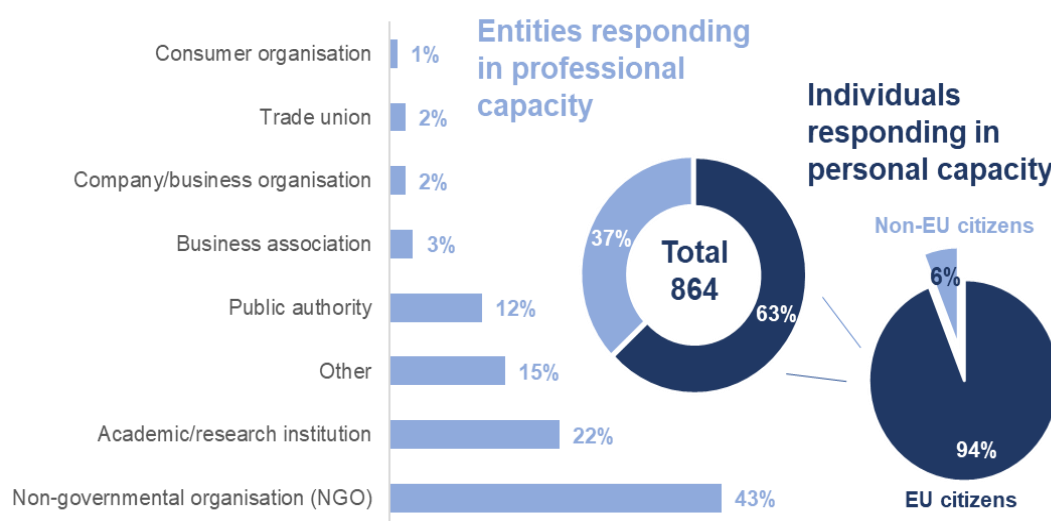
The online public consultation on integration and inclusion (hereafter 'the PC') was open for 12 weeks from 22<sup>nd</sup> July until 21<sup>st</sup> October 2020. It received 864 responses. In addition, 53 written contributions were received from 7 individuals (all EU citizens) and 46 organisations. Section 5 includes a summary of the written contributions.

##### **Profile of respondents (n=864)**

A majority of respondents answered as individuals (63% or 541 responses out of all responses). Out of those, 94% (or 508 responses) were EU citizens and 6% (or 33 responses) were non-EU citizens. The rest of the respondents (37% or 323 responses) answered the PC as organisations.

The main types of organisations represented in the PC were non-governmental organisations (43% or 139 responses out of 323) and academic/research institutions (22% or 72 responses). In addition, responses from public authorities accounted for 12% (or 40 responses) and business associations for 3% (or 9 responses). Trade unions and company/business organisations accounted for 2% (or 8 and 6 responses), respectively. Only 2 contributions from consumer organisations were received. 15% of respondents (or 47 responses) defined themselves as other categories of organisations, including 6 associations, 2 religious organisations, 2 networks and one foundation.

Figure 1. Profile of respondents



### Country of origin of respondents (n=864)

Responses were received from all EU Member States and the main countries represented were Slovakia (38% or 324 responses), Belgium (9% or 81 responses), Spain (9% or 73 responses), Germany (7% or 63 responses), Italy (6% or 52 responses) and France (5% or 39 responses). Responses from 12 Member States<sup>6</sup> were modest and accounted for less than 1% of the total responses, respectively.

The highest number of responses from organisations were received from Belgium (62 responses or 19% of the replies from organisations received); followed by Spain (54 responses), Germany (36 responses) and Italy (35 responses). The highest number of responses from individuals were received from Slovakia (318 responses or 59% of the replies from individuals received); followed by Germany (5% or 27 responses), France (21 responses), Belgium (19 responses) and Spain (19 responses). 13 non-EU based organisations provided a response<sup>7</sup>.

With the exception of Slovakia, the main countries of origin of the respondents seem to follow logically the size of the Member States in terms of population (Spain, Germany, Italy, France). The high number of respondents from Belgium can be explained by the number of replies from EU-umbrella organisations working on migration based in Belgium.

The PC received a particularly high number of responses from Slovak citizens (318 responses) who overall expressed a negative perception of migrants or of migrants' integration<sup>8</sup>. This high number of replies represents almost 60% of the replies by EU citizens and more than a third of all replies. In order to take into account this high number of answers originating from the same Member States in the presentation of the results, the analysis below therefore systematically assesses the number and

<sup>6</sup> Croatia, Hungary, Malta, Poland, Denmark, Romania, Cyprus, Lithuania, Luxembourg, Slovenia, Bulgaria, Latvia, Estonia

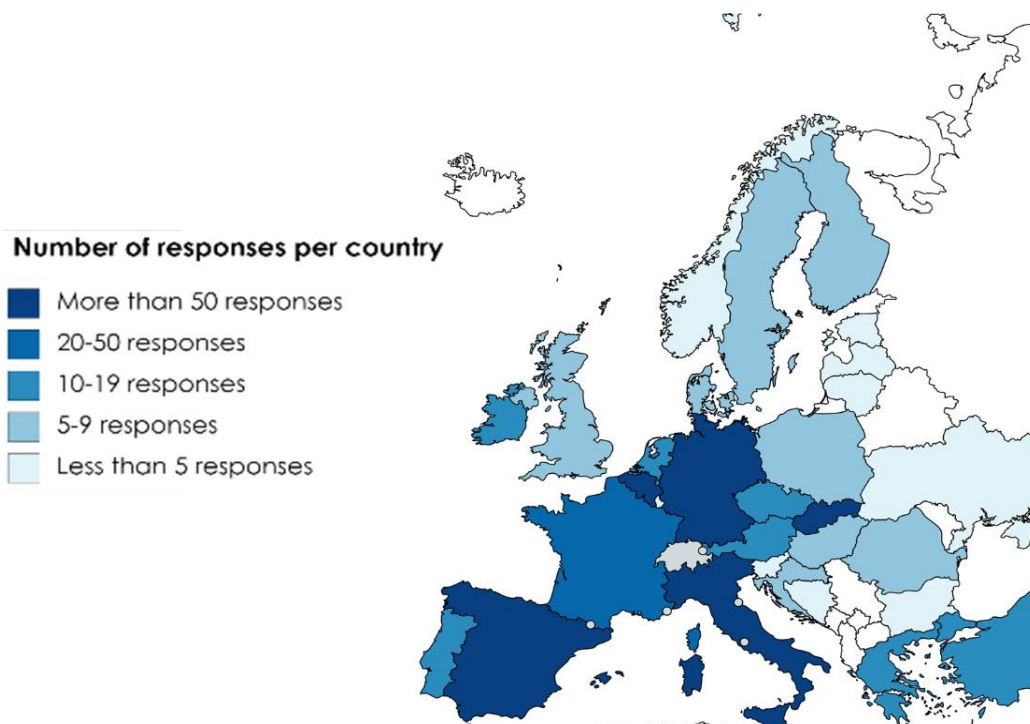
<sup>7</sup> This figure includes organisation based in Australia, Bosnia and Herzegovina, Ecuador, Israel, Morocco, Norway, Turkey and the United Kingdom. Ten organisations that mentioned in their response a non-EU country as country of origin, are based or likely to be based in the EU and were therefore not included in this figure. The discrepancy is likely to be explained by the country of origin of the person replying in the name of the organisation.

<sup>8</sup> No specific campaign has been identified. In Slovakia, the information on the public consultation was widely published in different online media news websites between 23 and 28 July 2020 (around 30 articles) which was shared via social media. The bulk of the responses were concentrated in 2 days – i.e. 142 respondents replied on 7 October and further 84 on 8 October 2020. Respondents formulated their own views in their own words – i.e. not identical or very similar responses received.

share of responses from this specific group of Slovak citizens in addition to analysing the total replies from EU citizens, non-EU citizens (individuals) and the organisations.

In addition, 36 non-EU countries were mentioned as countries of origin in the responses<sup>9</sup>. The highest number of responses were received from Turkey (12), followed by the United Kingdom (8), Morocco (7), Syria (4) and Cameroon (3). Also, single responses were received from 11 countries and two responses from 6 countries (predominantly African countries).

Figure 2. Respondents' profile: country of origin



More information on the profile of the respondents, including on the language of the contributions, the number of responses per EU country, the size and type of organisations, is available in the annex.

## 3.2 Analysis of the responses to the public consultation

### 3.2.1 Definition of integration (Q1 to Q7)

**Q1: Since 2004, the Common Basic Principles for Immigrant Integration Policy in the EU define at EU level the founding principles of integration of migrants. What does it mean in your view for migrants and people with a migrant background to be successfully integrated and socially included? (n = 791)**

Overall, the views of individuals and organisations on what constitutes successful integration and social inclusion of migrants were aligned, with the exception of a group of individuals mainly from Slovakia who conveyed a negative perception on migrants or migrant integration.<sup>10</sup>

Most of the respondents pointed out to specific factors and prerequisites for sustainable integration. **Labour market participation** was most commonly seen as a defining factor for migrant integration, as the combined percentage of respondents who reported this was nearly 22% (or 177 respondents) across all respondents. Another important factor highlighted by 21% of respondents (or 169 respondents) was

<sup>9</sup> This includes countries of origin mentioned by non-EU citizens, EU citizens and organisations.

<sup>10</sup> 59% (or 265 respondents) of the 447 responses were received from Slovak respondents.

speaking **the language of the host country**. In addition, over 7% and 4% of respondents (or 61 and 35 respondents) respectively reported the need for adequate **housing** and access to **healthcare** as other contributing factors for integration. Another key prerequisite pointed out by 19% of respondents (or 151 respondents) was **equal treatment** in terms of **access to the same rights, social protection and the same socio-economic opportunities**.

More than 10% (or 84 respondents) indicated that migrants would need to feel a **sense of belonging, acceptance or contentment** in the host country to be successfully integrated and socially included. Additionally, over 12% (or 99 respondents) mentioned that it was important for migrants to be part of a **community, through events** (for example, local clubs or charity events) **and to establish networks of friends and contacts** (particularly with residents), to be able to socially integrate into society. Some respondents also indicated that migrants should not have to give up their **own identity, culture and religion** to be successfully integrated and socially included.

Nearly 7% (or 55 respondents) reported that **integration is a two-way process**, and **respect, value and humanity** were required by both migrants and EU citizens to create the space for successful integration. Non-EU citizens, in particular, felt that host citizens should not view them as 'other' and should have an interest in their culture, whilst both individuals and organisations highlighted that migrants **should not experience discrimination or prejudice** (8% or 63 respondents). About 7% (or 59 respondents) reported **political participation** and obtaining **citizenship** as other factors contributing to migrant integration.

Another 22% (or 173 respondents) reported adopting the **local culture and customs** and **respecting the culture and laws** of the host country as important for the integration process. However, these answers were often coupled with a negative perception of migrants or migrants' integration, i.e. that migrants are reluctant to integrate or are willing to change the culture of the host country.

About a third of all responses constituting about half of responses received from EU citizens mostly conveyed a **negative perception on migrants** or migrant integration – many of them concentrated among Slovak respondents. About half of these respondents did not think that integration worked and some even expressed anti-Muslim sentiments, particularly against migrants from African and Arab countries. In general, these respondents were of the opinion that migrants should be helped in their countries of origin, with many seeing them as a **burden** on the social security system.

<p><b>Q2: What are in your view the main challenges for the successful integration and inclusion of migrants? (n=848) (at most four choices)</b></p>
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Respondents indicated a number of challenges for successful migrant integration, with slight variations between organisations and individuals. Respondents saw a **lack of knowledge of the language** of the host country as the top challenge indicated by 57% of all respondents – with both organisations and individuals perceiving this as a key challenge. Other indicated main challenges included **difficulties in recognition of qualifications and skills validation** (32% of all respondents); **discrimination, xenophobia and racism** (30%) as well as **difficulties in finding a job** (30%). **The long asylum processes and difficulties in obtaining legal status** were also seen overall but to a lesser extent as a key challenge, more by organisations (63%) than by individuals (37%<sup>11</sup>). The biggest differences between the perception of organisations and individuals reflect the influence of the choices by Slovak respondents. For example, only four Slovak respondents considered discrimination as a main challenge,

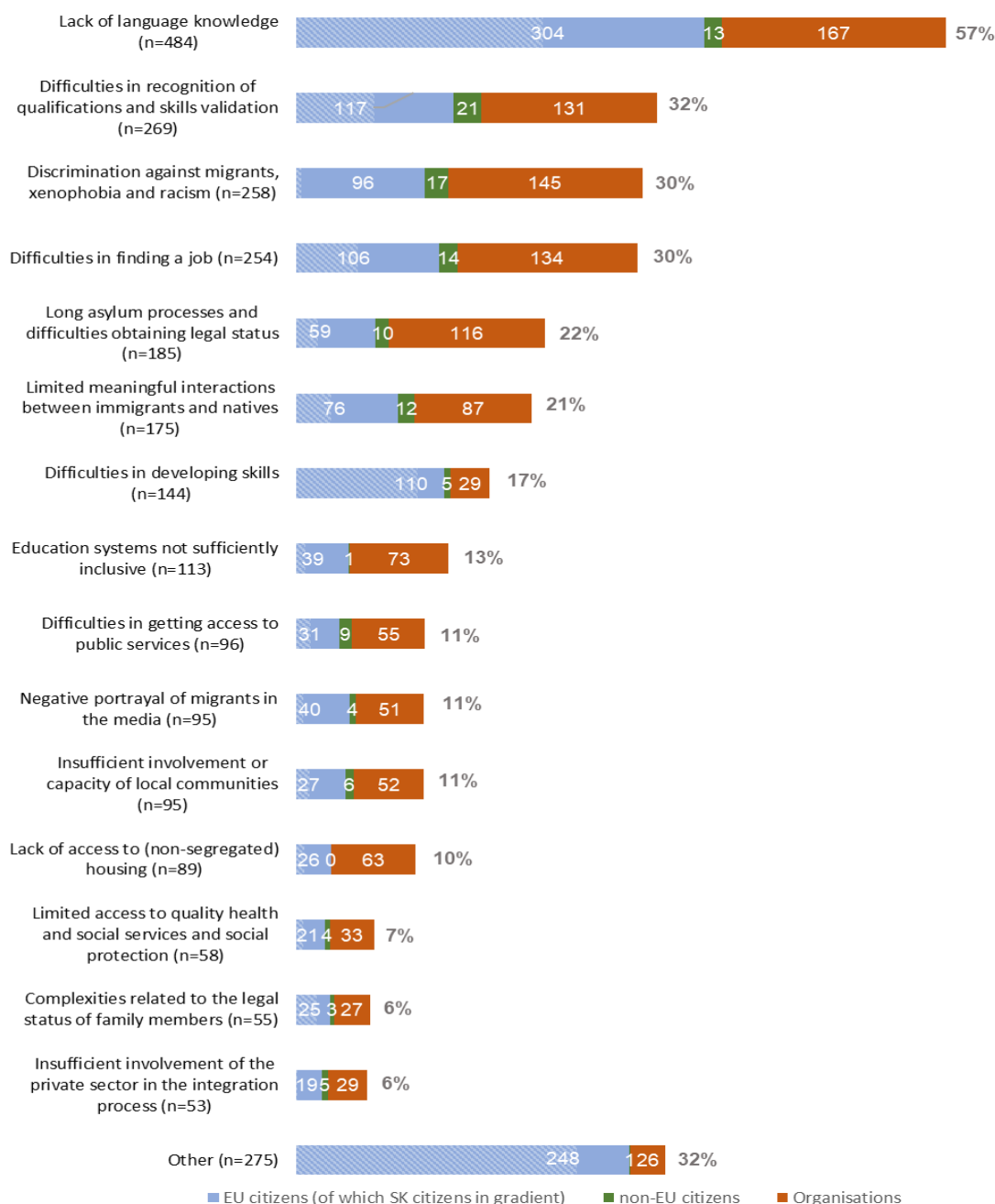
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<sup>11</sup> Slovak respondents considered this challenge as less relevant.

while discrimination is the second most important challenge for organisations, non-EU citizens and other EU citizens<sup>12</sup>.

Around 30% of all respondents indicated that there were 'other' challenges too, of which 90% were EU citizens, mostly Slovak respondents<sup>13</sup>. Other most frequently indicated challenges included lack of knowledge and acceptance of European values and culture; the lack of provision of mental health awareness and support to vulnerable migrants; and the formation of segregated migrant communities.

*Figure 3. Main challenges for successful integration(n=848)*



<sup>12</sup> Discrimination is therefore ranked third overall. The impact of the number of Slovak respondents is also seen on the perception of the difficulties in developing skills, which was seen by individuals, especially Slovak respondents, as a key challenge, whilst only 21% of organisations indicated it as a challenge.

<sup>13</sup> Of which 80% were Slovak respondents who expressed strong anti-migrant views

**Q3: Are there in your view areas where migrants and other groups in the society face similar challenges? (n=822)**

A majority of respondents, both individuals and organisations, (76% or 626 respondents) considered that there are areas where migrants and other groups in society face similar challenges. 85% of the 196 who responded negatively were EU citizens, including 127 Slovak respondents.

As indicated by respondents, the most common areas where migrants and other groups in society face similar challenges were **employment** (57%), followed by **social inclusion** (52%), **education** (45%) and **housing** (39%). Conversely, areas that were not commonly selected by respondents included vocational training (14%), health (15%) and participation in social life (24%). Other areas indicated by respondents included social mobility, justice, bureaucracy and digitalisation.

Figure 4. Shared challenges with other groups (n=822)

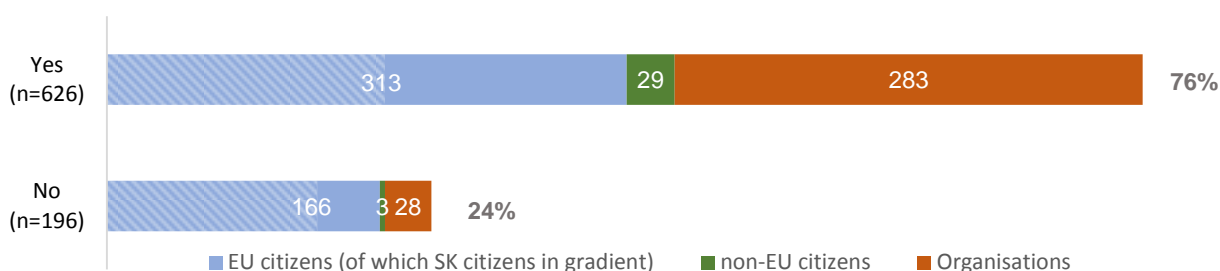
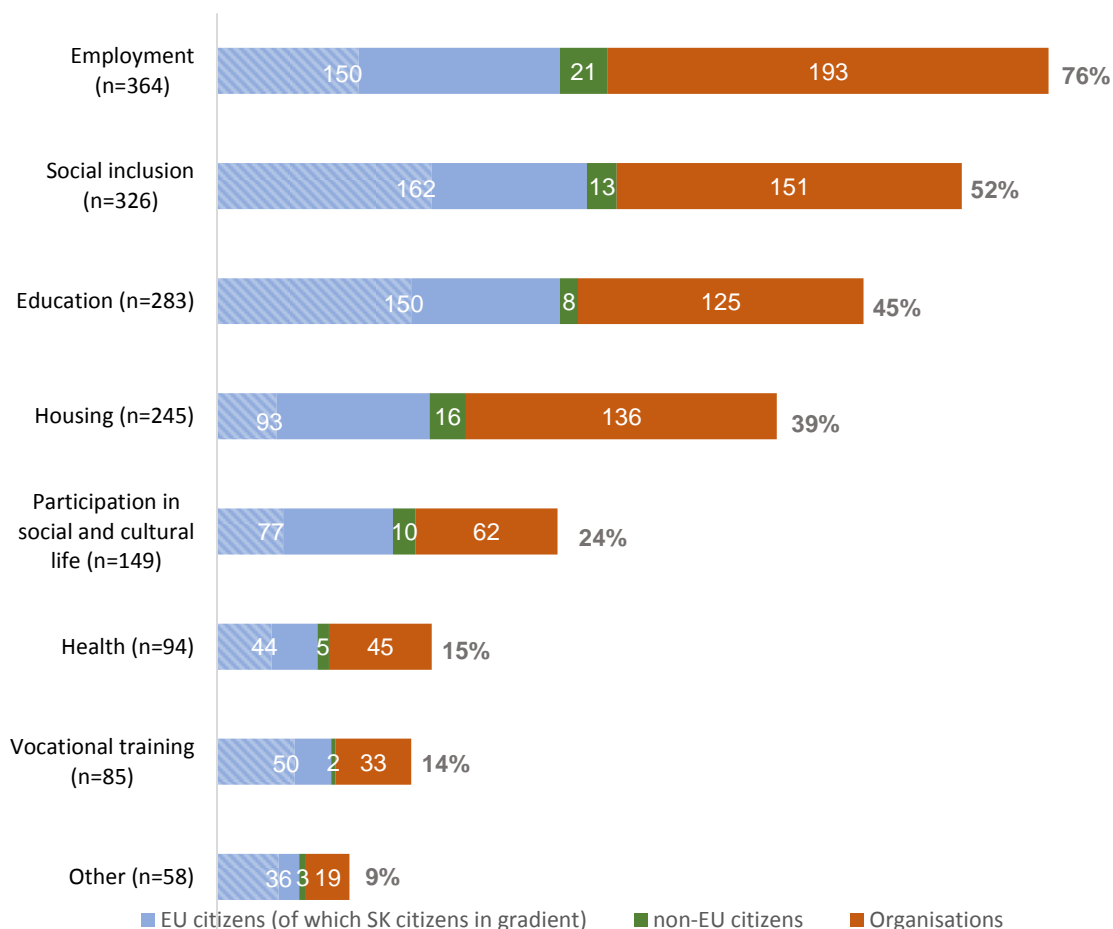


Figure 5. Areas where migrants and other groups in the society face similar challenges (n=626) up to 3 choices



**Q4: Which are in your view the key challenges that migrants share with other groups in society? (n = 739)**

Overall, respondents recognised that migrants experience similar challenges as other groups in society. The most significant of these challenges – as reported by 25% (or 185 respondents) – is **employment and access to the labour market**. In particular, respondents perceived migrants as more likely than other groups in society to experience unemployment and limited access to work opportunities, especially in terms of jobs commensurate with their skills and experience. **Financial insecurity, precarious work and exploitation**, alongside **prejudice and discrimination** in the labour market were reported as a challenge by nearly 15% (or 110 respondents). Seven respondents also mentioned **issues surrounding the recognition and validation of qualifications and skills**, meaning that migrants may be more likely to under-use their skills in the host society.

Respondents also identified the **lack of social assistance or access to services** as a challenge for migrants and other groups in society. For example, 19% (or 137 respondents) and 15% (or 111 respondents) referred respectively to access to adequate **education or training** and **adequate or affordable housing** as major issues. Two per cent (18 respondents) reported issues with accessing appropriate **healthcare services**, for example, due to migrants' language barrier, lack of medical history or problems with navigating the healthcare system of the host country. Some respondents noted that reduction in public services and austerity cuts have resulted in further challenges for migrants to access the services they need.

Six per cent (or 48 respondents) also reported **discrimination, marginalisation and social exclusion** of migrants as a major challenge. In particular, respondents found that migrants may face discrimination similar to other vulnerable or minority groups, for example, women, people with disabilities, LGBTQI persons, homeless people, the Roma community or ethnic minorities in general.

Another area that was identified by over 4% (or 32 respondents) as a major challenge affecting migrants were **inequalities between socio-economic groups**, resulting in poverty and social exclusion<sup>14</sup>.

**Q5: Do you think that social inclusion measures targeting migrants could also benefit other groups in society? (n = 832) If yes, could you give an example of a measure to support the social inclusion of migrants you are aware of that in your view could benefit also other groups in society? (n = 498) If no, could you explain why not? (n = 229)**

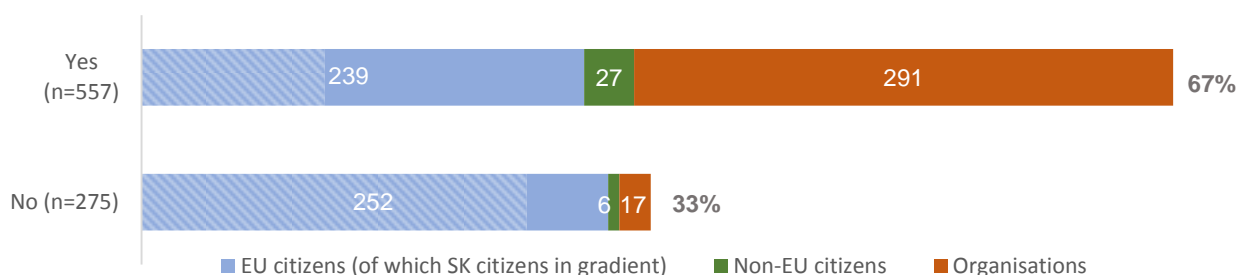
Out of 832 responses, 67% or 557 respondents thought that social inclusion measures targeting migrants could also benefit other groups in society, whereas 33% (or 275 respondents) did not.

Of those who did not agree with the above statement, nearly all were EU citizens (252 respondents including 208 replies from Slovak individuals). Therefore, if the group of Slovak respondents was not included in the total number of respondents, the overall share of the "no" answer would decrease from 33% to 13%.

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<sup>14</sup> Some respondents noted that migrants might have difficulties adapting to their new environment and culture – however, most of them expressed this in a negative or critical sense, i.e. that migrants are reluctant to integrate. In general, these respondents (mainly among Slovak respondents), seem to lack trust and even fear migrants. Just over 30% or 246 (of the 739) respondents to this question were from Slovak citizens.

Figure 6. Do you think that social inclusion measures targeting migrants could also benefit other groups in society? (n=832)



Out of 498 responses, over 17% (or 87 respondents) reported improved **access to education** and **de-segregation of schools** as a way to support the social inclusion of migrants in society. Respondents thought that class sizes should be decreased and measures put in place to improve the quality of education for all groups.

Another 17% (or 84 respondents) identified the need to ensure equal **access to employment** for all groups, including **tackling discrimination** at the workplace and improving (job) inclusion (8% or 38 respondents). According to 10 respondents, more help should be provided to support entrepreneurs and small businesses<sup>15</sup>.

For 15% (or 76 respondents), ensuring **access to affordable housing** was another important measure to provide equal access to migrants and other groups in society, whether this is social housing or state-supported subsidies in housing costs. Eleven per cent (or 56 respondents) also identified the provision of **training (and retraining) for jobs or vocational education** as important for migrants, especially.

Some 8% (or 41 respondents) thought that **anti-discrimination** measures would benefit both migrants and particular groups within society, notably the Roma community, LGBTQI persons and women. A small number of respondents also reported the importance of introducing measures to combat hate speech, cyber-bullying or misleading narratives against migrants in the media.

About 6% (or 28 respondents) thought that **social or cultural events** would support not only the social inclusion of migrants but also benefit other groups in society. This included sporting events, cultural sharing of food and activities, neighbourhood projects such as befriending migrants or social community projects run to help integration between multicultural groups. It was additionally mentioned that community spaces should be made available to help support community activities.

Of the 275 respondents who stated that they did not think that social inclusion measures targeting migrants could benefit other groups in society, many conveyed a negative perception on migrants or migrant integration. However, some other reasons given for this answer included: the difference in migrants' legal status as compared to others; the presence of dedicated organisations and services already available to support migrants; and the need for targeted measures to promote the social inclusion of migrants that may not have the same impact if other groups were included.

**Q6: Are there specific groups of migrants that in your view need targeted support? (n=843)**

66% of the respondents considered that specific groups of migrants needed targeted support with an equal share of individuals and organisations. The vast majority of the 287 respondents who responded negatively were EU citizens, including 205 Slovak respondents. The overall share of "no" answer to this question would decrease from

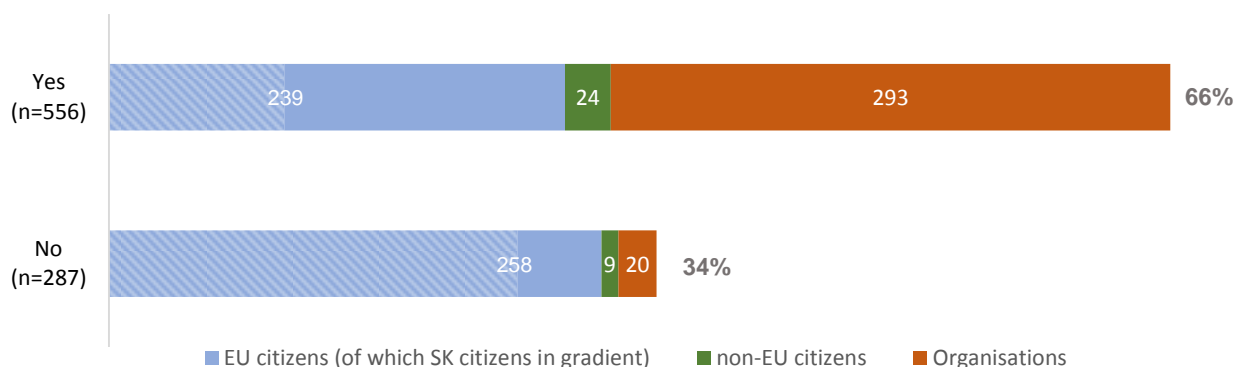
<sup>15</sup> Two respondents thought everyone, including migrants, should have more involvement with trade unions; and another two respondents suggested introducing a minimum income system.



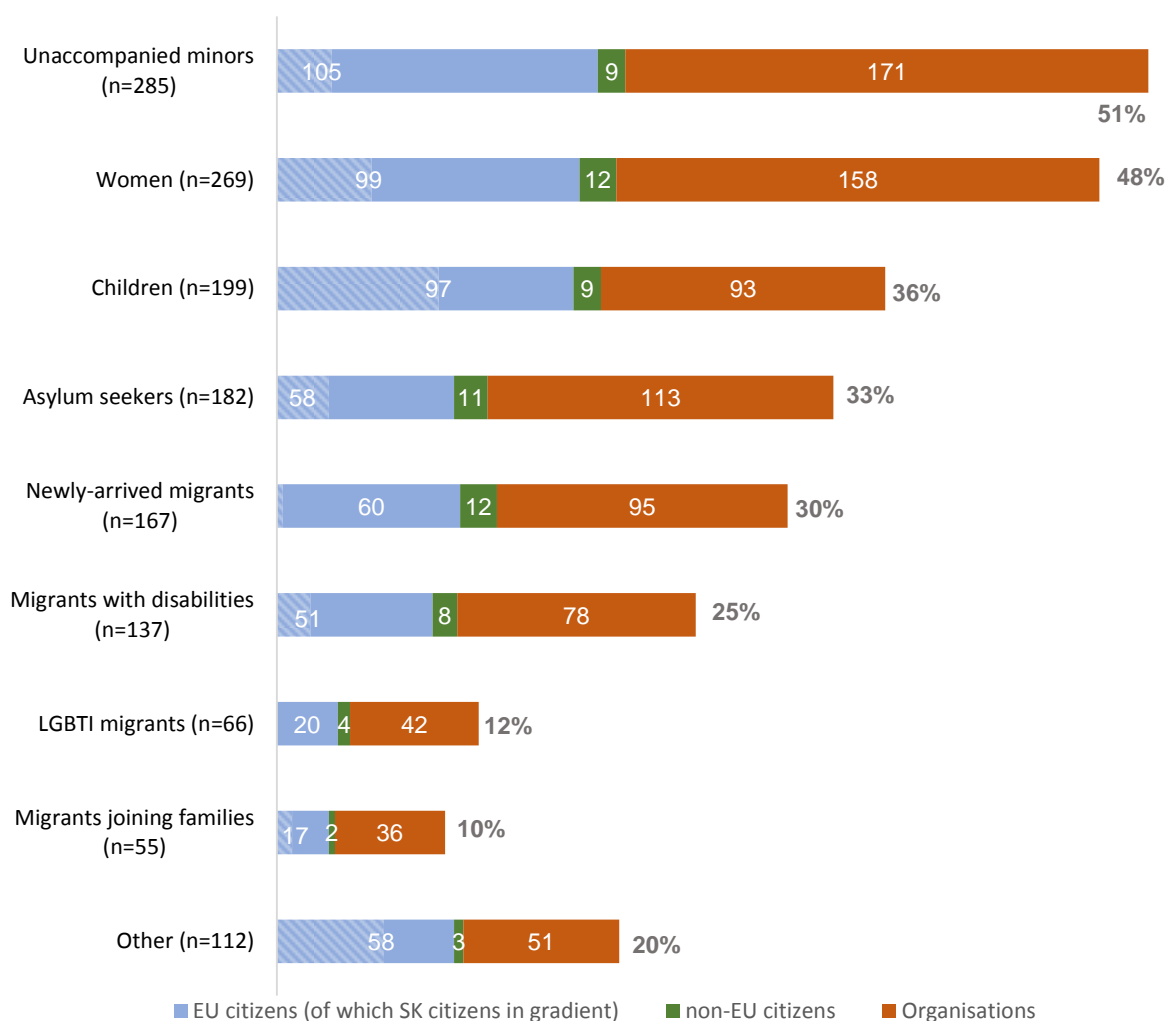
34% to 14%, if the group of Slovak respondents was not included in the total number of respondents.

The top group considered in need of targeted support was unaccompanied minors (51% of 556 respondents), followed by women (48%), children (36%) and asylum seekers (33%).

*Figure 7. Are there specific groups of migrants who need targeted support? (n=843)*



*Figure 8. Specific groups of migrants in need targeted support (n=556)*

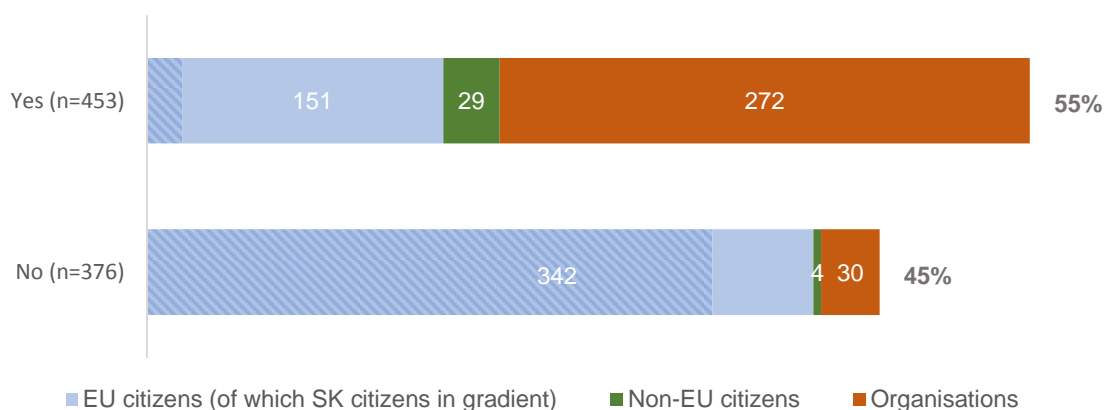


**Q7: Should there be targeted measures envisaged to facilitate the integration of people in need of protection that are being relocated between Member States? (n=828) If yes, should private sponsors and local communities be, for instance, particularly involved? (n=431)**

Overall, a slight majority of respondents stated that targeted measures should be in place to facilitate the integration of people in need of protection being relocated between Member States (55%). However, the overall share of those responding with 'Yes' increases to 84% if the group from Slovak citizens is not included in the total number of respondents<sup>16</sup>.

From those who were in favour of targeted measures (453 respondents), 78% (338 respondents) responded favourably to the involvement of private sponsors and local communities. Respondents saw the role of local communities as particularly important. Such arguments were present in 33% of the favourable answers to the open question (and in 28% of the answers of respondents who had already responded positively to question 7). They also were present in 40% of responses by organisations.

Figure 9. Should there be targeted measures to facilitate people being relocated? (n=829)



### 3.2.2 Role of different actors in the integration process (Q8 to Q11)

**Q8: In your view, how important is each of these stakeholders in the integration and inclusion process?**

Respondents generally perceived all pre-defined stakeholders as important in the integration and inclusion process, as the combined percentage of respondents who replied with very important and important exceeded 50% in the cases of all actors.

There were some variations between the responses of individuals and organisations. For instance, 58% (or 290 responses) of those who indicated that national authorities are very important were individuals (EU and non-EU citizens) compared to 42% (or 210 responses) for organisations. Organisations accounted for 57% (or 102 responses) of those who indicated European institutions as very important compared to 43% (or 78 responses) for individuals. In addition, while organisations generally perceived international organisations as very important (54% or 87 responses), individuals accounted for a majority (94% or 193 responses) of those who believe they are not at all important<sup>17</sup>.

However, the differences between the responses of individuals and organisations would decrease if the group of Slovak citizens was not included in the total number of respondents. For example, the share of individuals perceiving international

<sup>16</sup> 290 responses out of the total 376 "No" responses were from Slovak citizens

<sup>17</sup> Slovak respondents accounted for 84% of the 193 responses

organisations and European institutions as not at all important would decrease respectively from 25% to 9% and from 24% to 6%.

Respondents considered **local, regional and national authorities and organisations** amongst the most important stakeholders. For instance, they considered local authorities (87% or 717 responses) and local communities and volunteers (69% or 564 responses) to have a very important or important role in the integration and inclusion process. Similarly, respondents emphasised the importance of **national authorities** (84% or 718 responses) and **regional authorities** (80% or 647 responses). In contrast, respondents perceived supra-national level stakeholders as slightly less important – with 42% (or 340 responses) and 55% (or 451 responses) of respondents, indicating **European institutions** and **international organisations** respectively as very important or important. However, if the group of Slovak respondents is not included in the total number of respondents, these shares of those indicating **European institutions** and **international organisations** respectively as very important or important increase to 59% and 78%.

**Service providers** - such as education and training providers and public employment services (PES) – play a specific role in the integration and inclusion process. Respondents generally believed that these organisations play an important role to a varying degree – with education and training providers (75% or 621 responses) and PES (65% or 530 responses) perceived as very important or important.

**Social partners** are given relatively high importance, such as employers (67% or 552 responses) and employers' associations, chambers of commerce and trade unions (63% or 523 responses) considered as very important or important.

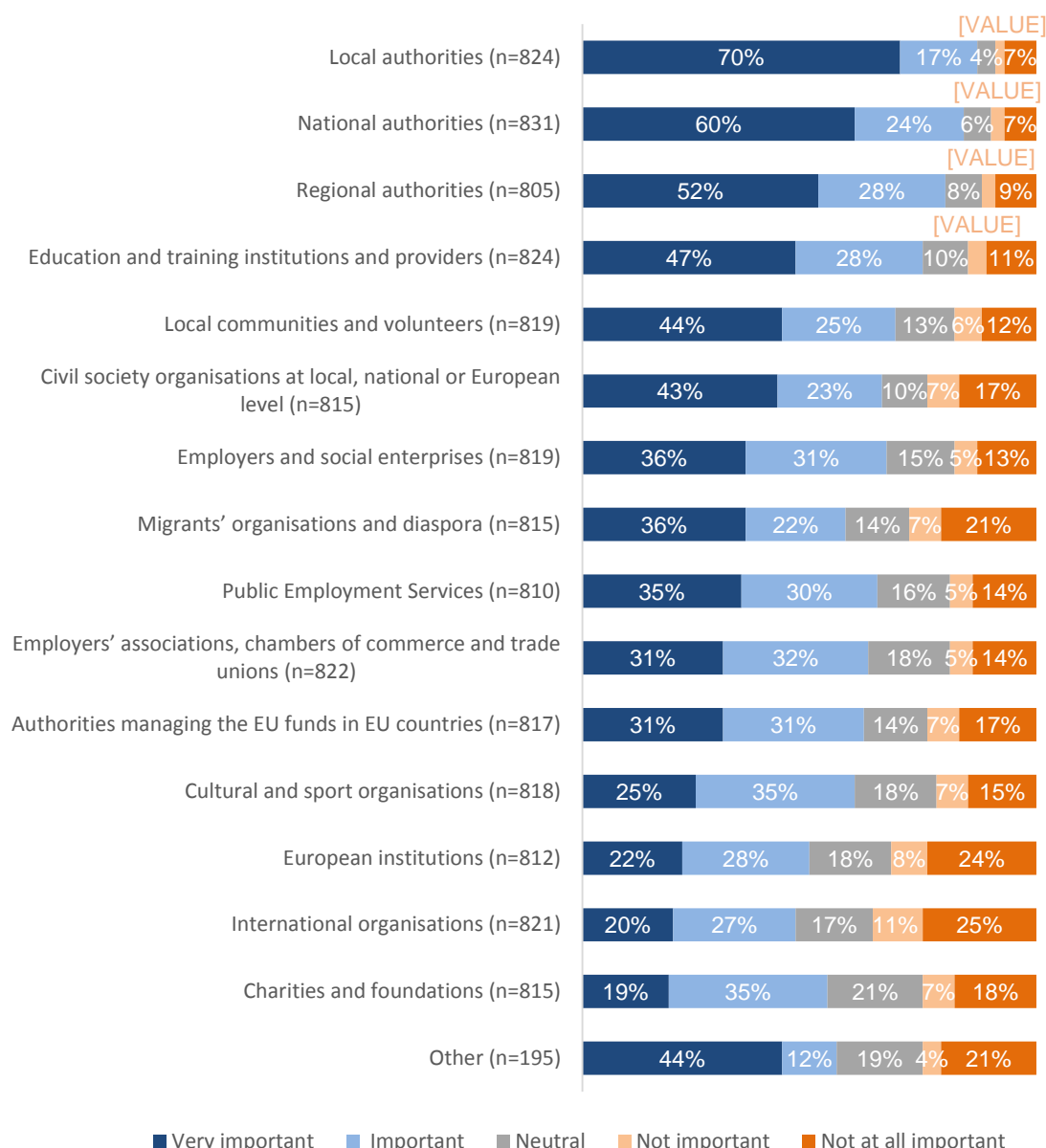
**Civil society organisations (CSOs), migrant groups and interest groups** were typically considered slightly less important than the previous stakeholder groups. This includes CSOs at local, national or European level (66% or 531 responses); cultural and sports organisations (60% or 491 responses), migrant organisations and diaspora (58% or 473 responses) and charities and foundations (54% or 438 responses) being seen as very important or important. However, if the group of Slovak citizens is not included in the total number of respondents, these shares respectively increase to 90% for CSOs at local, national or European level, 81% for cultural and sports organisations, 82% for migrant organisations and diaspora, and 74% for charities and foundations.

Finally, respondents mentioned as important or very important in the integration and inclusion process **other stakeholders** such as local citizens/organisations (22 responses), church / religious organisations (20 responses), migrants themselves (14 responses), the media (8 responses) and government of the country of origin (4 responses)<sup>18</sup>. For a detailed overview of respondents' perception of the importance of different stakeholders in the integration and inclusion process, please see Figure 10 below.

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<sup>18</sup> In addition, 18% (or 31 responses) from respondents that selected other conveyed a negative perception on migrants or migrant integration, not directly answering the question. Slovak respondents accounted for 87% of the 31 responses

Figure 10. Importance of different stakeholders in the integration and inclusion process



**Q9: How can in your view, local communities (e.g. neighbourhood initiatives, volunteers, etc.) contribute to the integration and inclusion process? (n=807)**

Respondents generally thought that local communities could contribute to the integration and inclusion process. Respondents highlighted that becoming ambassadors/mentors, helping migrants navigate the job market or learning the language as the most prominent ways for local communities to contribute (55% or 444 responses). Putting in place initiatives to prepare the community for the arrival of migrants was selected as the least popular way to involve local communities in the integration process (35% or 286 responses).

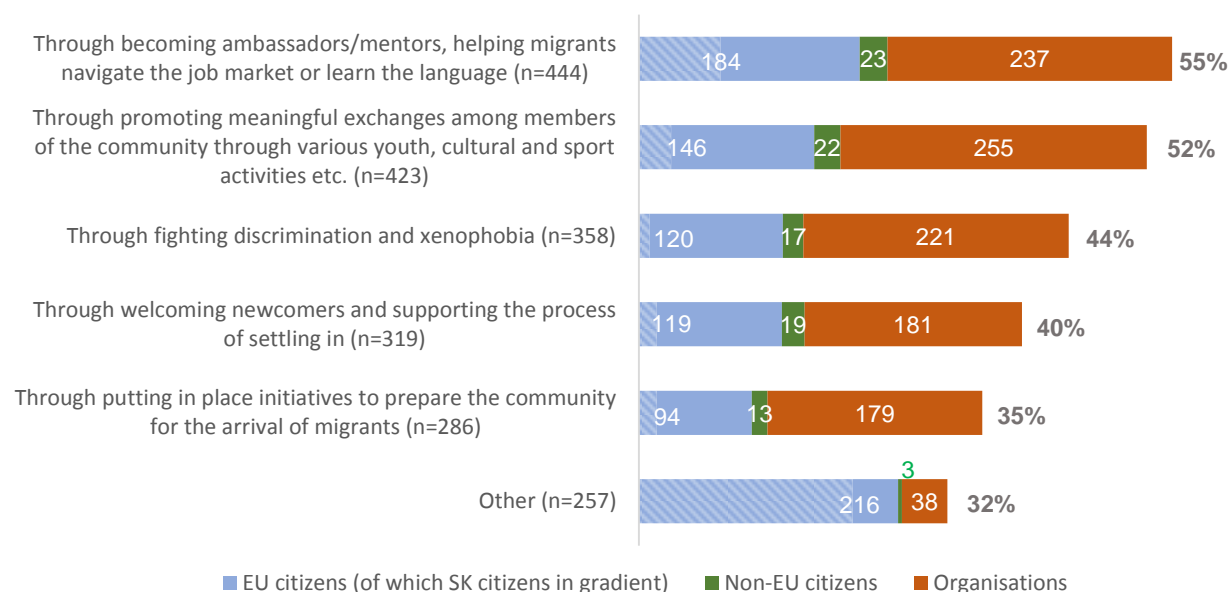
Organisations strongly perceived that local communities should be involved in all of the specified ways (percentages varying from 53% to 63%).

Other ways indicated for local communities to contribute were: through educating migrants about local culture (16 responses), through cooperating with relevant

authorities (15 responses), through promoting mutual respect (8 responses), through educating about migrants' culture (7 responses), through including migrants in local initiatives (7 responses) and through promoting the employment, education and learning of languages (6 responses).

It was mainly EU citizens that perceived that there are other ways for the involvement local communities (84% or 216 responses). However, the vast majority of these replies were received from Slovak respondents (82% (or 178)) and 118 responses were critical of migrants or of EU migration policies and not directly answering the question<sup>19</sup>.

*Figure 11. Ways local authorities contribute to the integration and inclusion process (n=807)*



**Q10: How important is it in your view to involve migrants and people with a migrant background in the design and implementation of integration and social inclusion measures? (n=839)**

Respondents generally perceived that it is important to involve migrants and people with a migrant background in the design and implementation of integration measures, as the combined percentage of those who replied with very important and important accounted for 62% of the total responses. Respondents who perceived that this is not important or not at all important accounted for less than 30%, a share largely influenced by numerous Slovak respondents estimating that involving migrants and people with migrant background was not important.

Organisations represented 62% (or 245 responses) of the respondents who indicated that the involvement of migrants is very important.

On the other hand, EU citizens, mostly Slovak respondents, accounted for almost all (97% or 177 responses<sup>20</sup>) of those who thought that the involvement of migrants was not at all important and for a large majority (93% or 52 responses<sup>21</sup>) of those who indicated not important. Therefore, if the replies from the Slovak respondents were separately taken into account, the overall share of respondents who perceived that

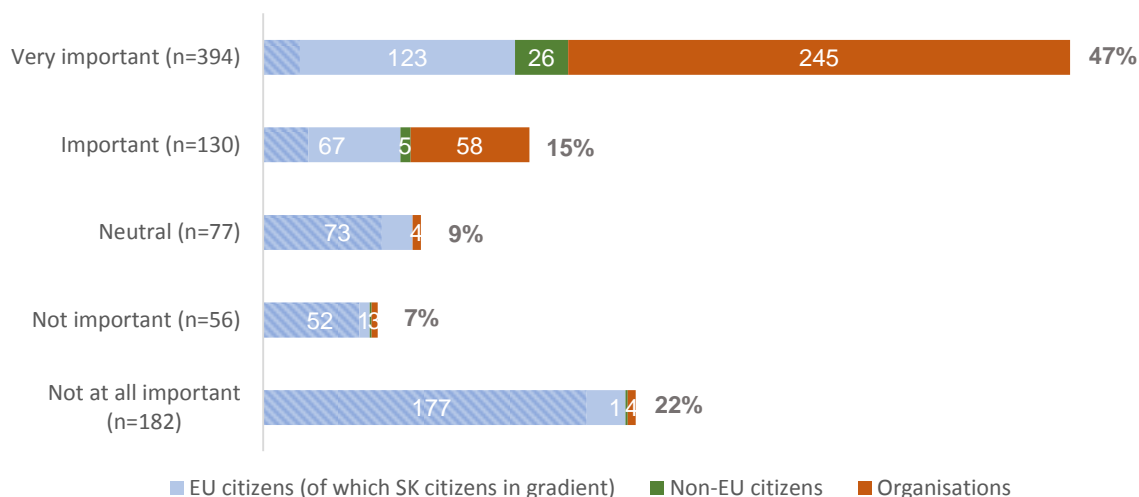
<sup>19</sup> 90% of the 118 responses were received from Slovak respondents.

<sup>20</sup> With 158 from Slovak respondents.

<sup>21</sup> With 47 from Slovak respondents.

involving migrants was not important or not at all important would decrease from 29% to 6%.

Figure 12. Perceived importance of the involvement of migrants in the design and implementation of integration and social inclusion measures (n=839)



**Q11: How should migrants be involved in your view? (at most one choice) (n=837)**

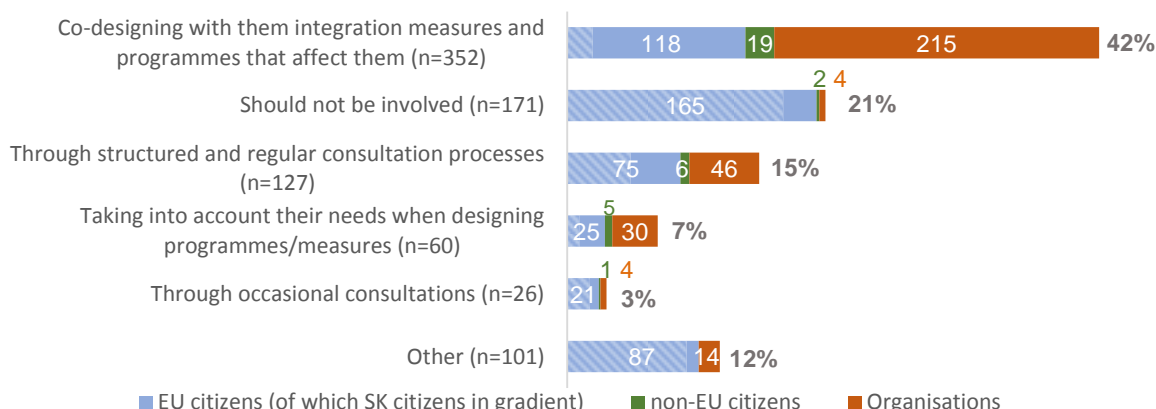
A majority of respondents (79%) generally thought that **migrants should be included in some way in the design and implementation of integration and social inclusion measures**. The **co-design** of integration measures and programmes that affect migrants was considered as the most important way to include migrants in the process (352 responses) while including migrants through occasional consultations was selected by only 26 responses.

Overall organisations were positive towards the involvement of migrants in the design and implementation of integration and social inclusion measures, as they accounted for 61% (or 215 responses) of those who thought migrants should be included in the co-design of the integration measures and programmes.

21% of respondents (or 171 responses) thought migrants should not be involved. Most of the replies were from EU citizens (165 responses), with the vast majority (143 responses) from Slovak respondents. Therefore, if the group of Slovak respondents was not included in the total number of respondents, the overall share of respondents considering that migrants should not be involved would decrease from 21% to 5%. A majority of the 101 respondents who selected other types of involvement conveyed a negative perception on migrants or migrant integration, with the vast majority of replies originating from Slovakia<sup>22</sup>.

<sup>22</sup> 80% of the 101 responses were received from Slovak respondents. Replies vary from the obligation for migrants to work, to learn European values to the simple refusal of immigration and the necessity to return migrants and prevent them to come. Replies in the "other" category from other countries are overall more positive towards migration and towards the involvement of migrants.

Figure 13. Ways to involve migrants in the design and implementation of integration and social inclusion measures (n=837)



**Q12: Taking into account the role of the EU, on which kind of support should the EU focus its action in your view? (at most four choices) (n=841); If other, please specify (n=231)**

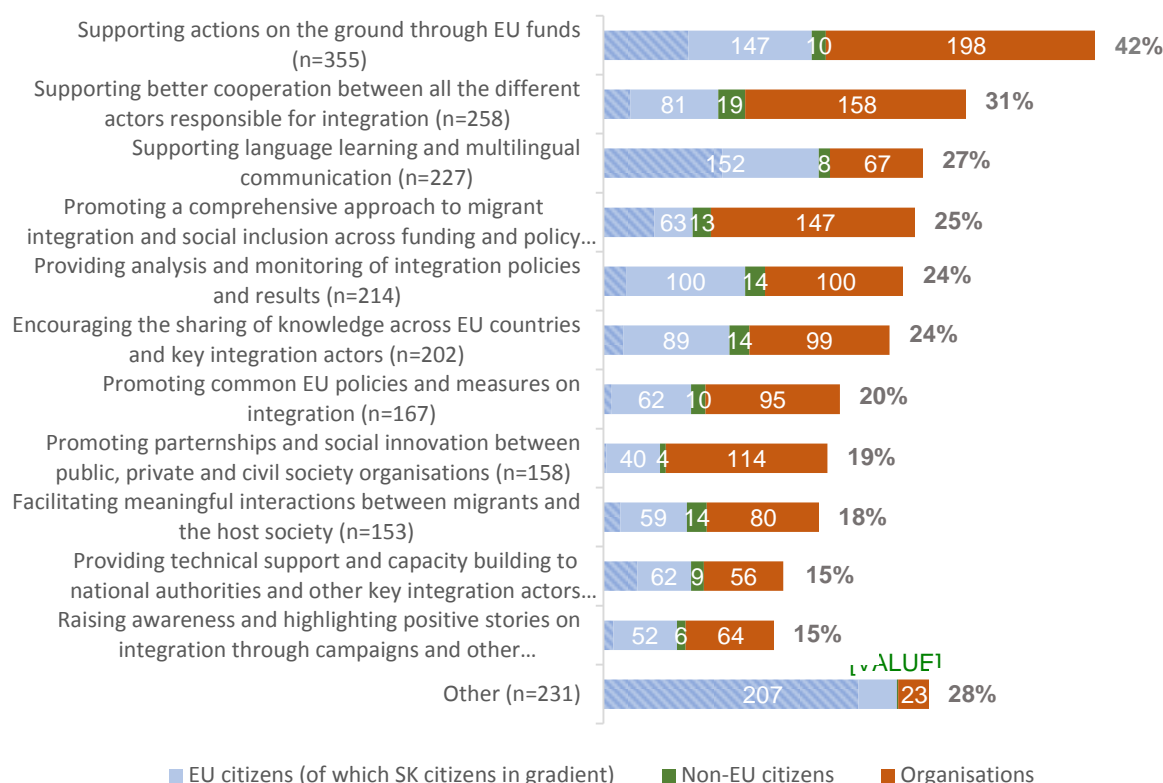
The largest share of respondents considered that the EU should focus on **supporting actions on the ground through EU funding** (42%, important for both EU citizens and organisations), while only 15% considered that the EU should focus on raising awareness and highlighting positive stories on integration through campaigns and communication tools. Providing analysis and monitoring of integration policies were considered as relatively important for all types of respondents.

EU citizens and organisations had differing views on the most important types of support. On the one hand, organisations strongly considered that the EU should focus on the promotion of a comprehensive approach to integration and the social inclusion of migrants across funding and policy areas (66% of organisation responses or 147 responses), as well as on supporting better cooperation between the different actors responsible for integration (61% of responses or 158 responses), a point supported by the responding non-EU citizens. EU citizens, on the other hand, considered that the EU should focus on supporting language learning and multilingual communication (67% of responses or 152, of which 84 are from Slovak respondents).

In addition, 28% (or 231 responses) of all respondents, mostly from EU citizens (207 replies) and especially Slovak respondents (180 replies) provided other suggestions for support that the EU could focus on. From these suggestions, 21% (or 48) provided concrete examples of action to support integration, such as more EU-level measures to raise awareness on the benefits migrants bring to the host society and to fight discrimination (16 such examples); more EU funding for projects in the areas of education and employment (15 examples); increased cooperation and EU support to local authorities (7 such examples); more measures to regularise irregular migrants and create legal pathways (5 examples); and increased support for the provision of social services, such as housing and healthcare (5 examples). The remaining 79% or 183 responses conveyed a negative view on migration and/or integration, most of which originated from Slovak respondents<sup>23</sup>.

<sup>23</sup> The most common type of views voiced were that Member States should be allowed to decide whether to receive migrants or not, that the EU should focus on securing external borders to limit irregular migration, and provide direct support to countries of origin of the migrants instead of supporting migrants on EU territory. Two responses from two Slovak respondents were not included in the analysis of 'other' responses as these did not reply to the question and were therefore considered irrelevant.

Figure 14. Types of support on which the EU should focus its action (n=841)



### 3.2.3 The role of the EU and priority areas for EU action (Q12 to Q18)

**Q13: In your view, which actors should the EU primarily support through exchanges of practices and expertise and other practical tools? (at most three choices) (n=828)**

Nearly half of respondents (400 respondents) believed that local authorities should receive EU support through exchanges of practices and expertise and other practical tools – with both individuals and organisations providing local authorities as their top answer. Civil society organisations and national authorities were ranked second and third overall by respondents.

The preferences of EU citizens and of the organisations<sup>24</sup> were different regarding the ranking of several other actors. There were much more preferred support for **civil society organisations** by organisations (190 respondents) than by EU citizens (74), with a remarkable low share of Slovak citizens (10 respondents). A similar pattern can be seen for **migrants' organisations** (121 respondents from organisations, 54 from EU citizens, with only 5 from Slovakia). On the other hand, EU citizens were likely to favour **national authorities** as needing EU support, with 181 respondents, including 108 from Slovakia, compared 94 from organisations).

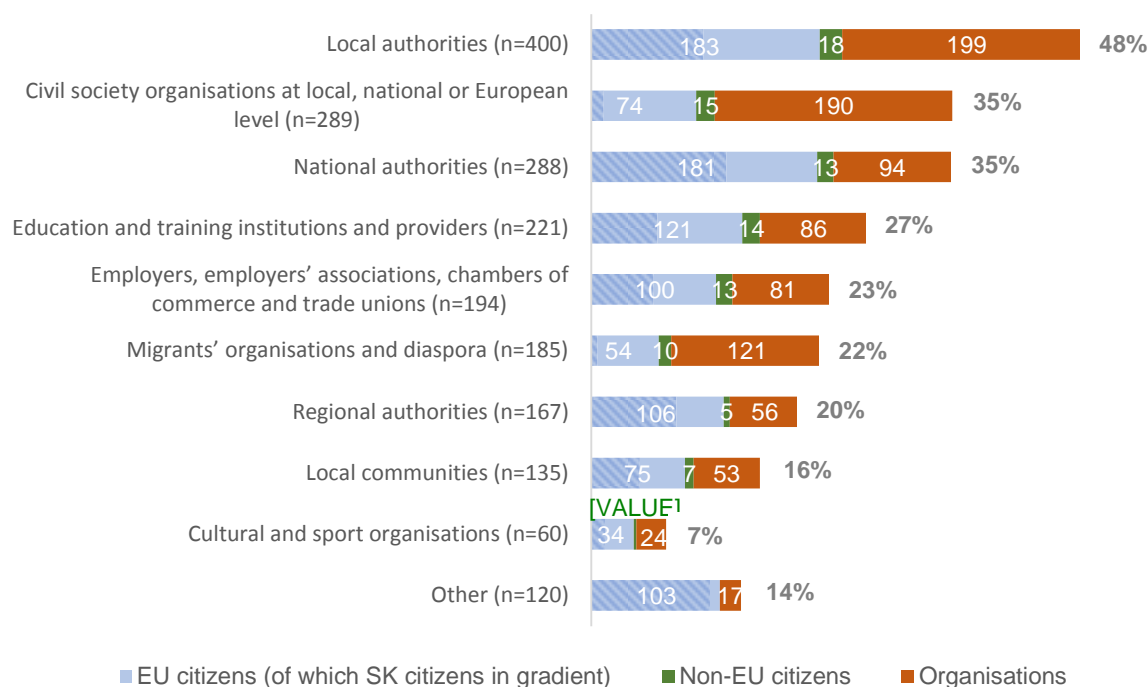
In addition, most of the 119 respondents who indicated 'Other' conveyed a negative perception on migrants or migrant integration – broadly in favour of limiting or preventing migration, as well as limiting EU support for migrant integration – and not directly answering the question.<sup>25</sup>

<sup>24</sup> Preferences of non-EU nationals were overall in line with the overall ranking.

<sup>25</sup> 80% of responses were received from Slovak respondents. Among them, 85% (102 responses) were EU citizens and 15% (17 responses) were organisations. Among the EU citizens, 94 responses were from Slovak respondents and almost all of Slovak respondents conveyed a negative perception on migrants or



Figure 15. *Actors which the EU should support through exchanges of practices and expertise and other practical tools (n=828)*



**Q14: What should be in your view the priority areas of the EU work on integration and the social inclusion of migrants? (at most five choices) (n=831)**

A large number of respondents viewed **professional spheres and processes** as priority areas for the EU's work on integration and social inclusion of migrants (employment: 51%; vocational training: 34%; recognition of skills: 33%). Furthermore, a significant proportion of respondents mentioned **educational and youth efforts** (education, including early childhood and care; reducing education and spatial segregation; promoting participation through youth, culture and sport represent cumulatively 591 responses out of 2 995).

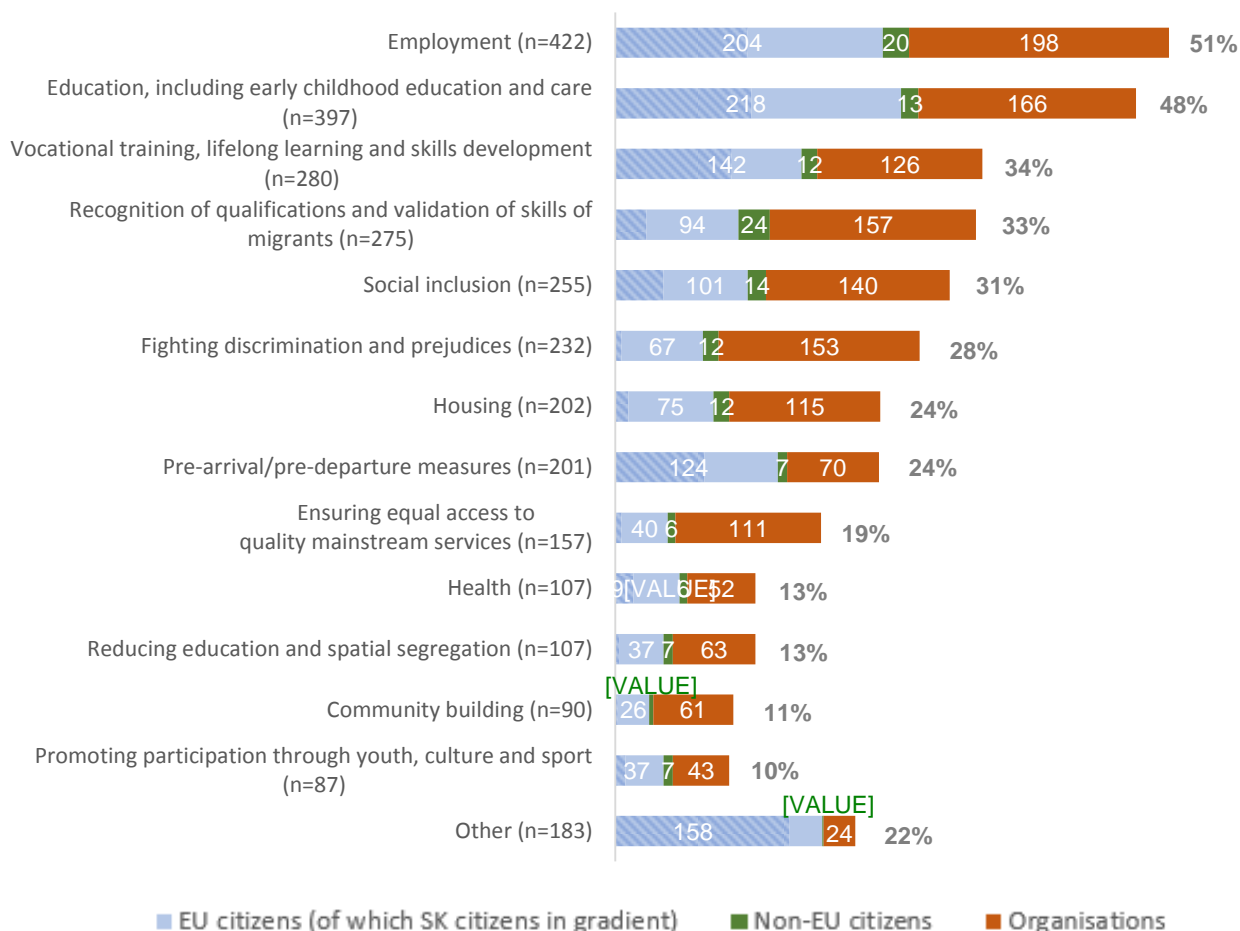
Broadly, organisations appear to favour more than EU citizens **socially oriented measures** such as **health, social inclusion, fighting discrimination and prejudices, housing, access to services and community building**. EU citizens appear to be more focused on **economically oriented measures** such as **employment and vocational training** than socially oriented measures.

183 respondents<sup>26</sup> indicated 'Other' areas and highlighted **teaching the language of the host country** as well as the teaching of the **host countries' values, and the migrants' desired relationship with these values**. These open responses, however, were also a means to express negative views on migrants, favouring border management and return measures.

migrant integration, usually showing support for limiting or preventing migration, as well as limiting EU support for migrant integration.

<sup>26</sup> Out of which 133 Slovak respondents.

Figure 16. Priority areas of the EU work on integration and the social inclusion of migrants (n=831)



**Q15: How do you assess the impact of EU funding in the field of integration and social inclusion of migrants? (n=824)**

A majority of respondents perceived the impact of EU funding in the field of integration and social inclusion of migrants as very important and important (60% or 500 responses), while respondents who perceived that this impact was not important or not at all important accounted for 25% (or 205 responses).

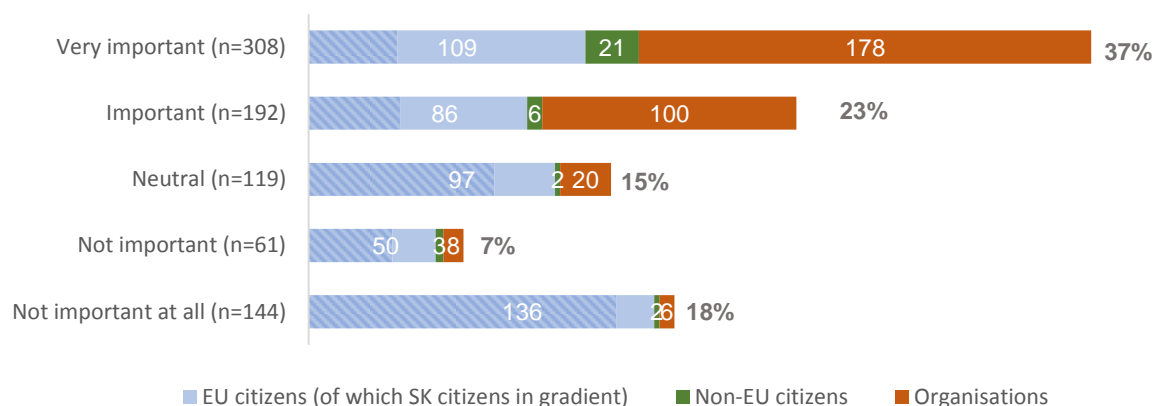
EU citizens accounted for almost all of those who thought that the impact was not at all important ((95% or 136 responses, with a large share of Slovak respondents<sup>27</sup>) and for a large majority (50 responses<sup>28</sup>) of those who indicated not important. Organisations on the contrary accounted for a minority of those who indicated not important (8 responses) or not important at all (6 responses) and were 278 to consider the impact was important or very important.

Therefore, the overall share of respondents considering that it is not "not important at all" and "not important" would decrease from 25% to 9% if the group from Slovak respondents was not included in the total number of respondents.

<sup>27</sup> 121 Slovak respondents out of 136 respondents.

<sup>28</sup> Including 33 from Slovak respondents.

Figure 17. Importance of EU funding in the field of integration and social inclusion of migrants (n=824)



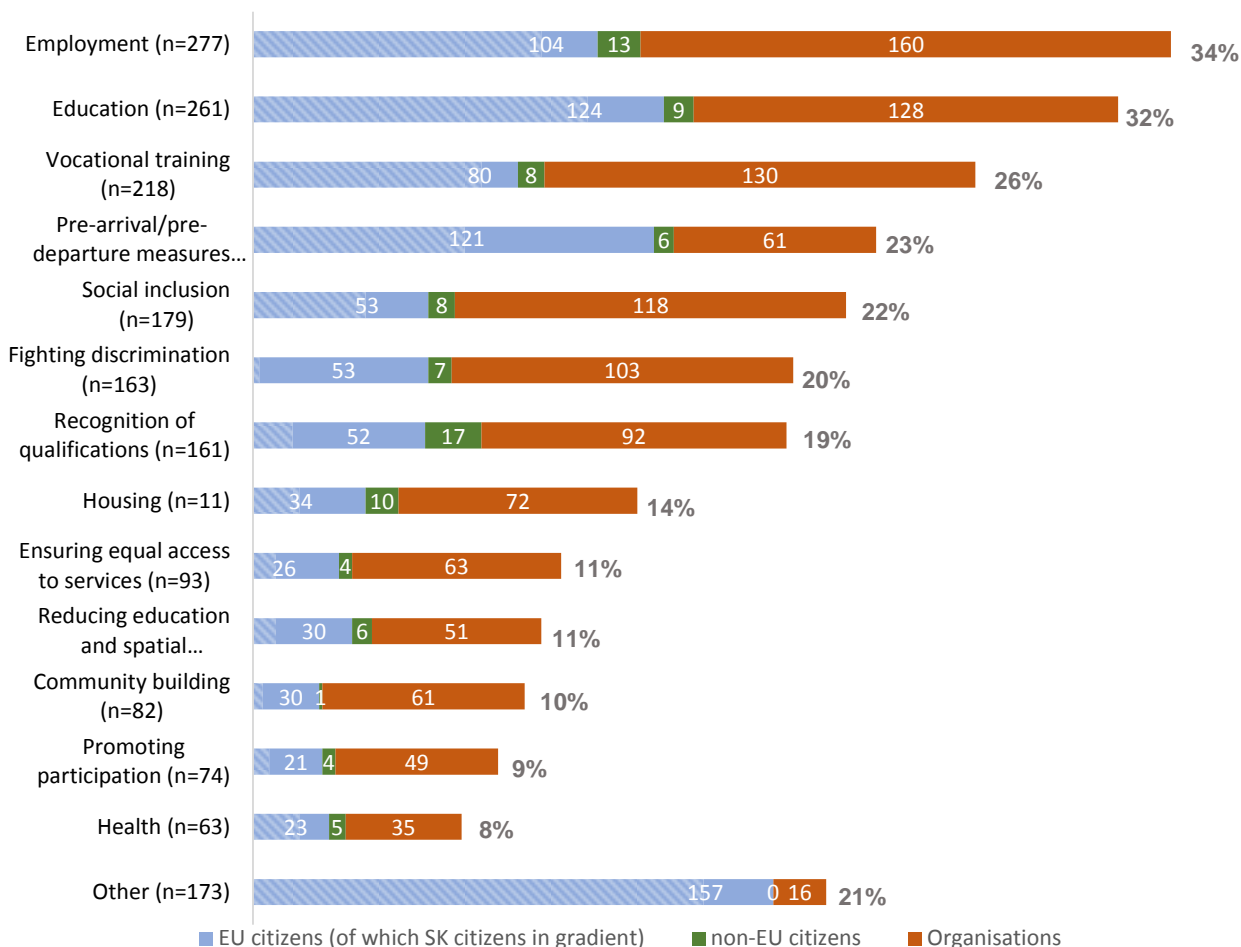
**Q16: Which are in your view the fields where EU funding can provide the most benefit to promote integration and inclusion? (at most four choices) (n=826)**

Overall, the views of individuals and organisations were aligned (with slight variations) in terms of the areas where EU funding can provide the most benefits to promote integration and inclusion. The top area indicated by 34% of all respondents was **employment** -which was indicated as a top answer by individuals (117 responses) as well as organisations (160 responses); followed by **education** (32% of all responses) and **vocational training** (26% of all responses). Organisations also considered that social inclusion would be a field where EU funding could provide benefit (118 responses), while one of the top areas for EU citizens was pre-departure measures (121 responses). Recognition of qualification was the top area for non-EU citizens followed by employment.

From those who responded 'Other', the vast majority were EU citizens (91%), a majority<sup>29</sup> of which expressed negative views on the EU provision of funding in the areas of integration and inclusion, arguing that the EU should either not be involved or should not provide funding in this area. Others expressed doubts of the efficiency and effectiveness of EU funding already provided in this area.

<sup>29</sup> 67% of which were received from Slovak respondents.

Figure 18. Areas where the EU can provide the most benefit to promote integration (n=826)



**Q17: In your view, which actors should the EU support in priority through EU funds? (at most three choices) (n=819)**

Overall, individuals and organisations were aligned with slight variations in their views on which actors should the EU support with funding. **Local authorities** were the top answer (49%) of all respondents; followed by **civil society organisations** (38%); **national authorities** (27%) as well as education and training institutions (25%). Conversely, cultural organisations (10%) and local communities<sup>30</sup> (17%) received the smallest share of respondents. One of the main differences between EU citizens and organisations concerned migrants' organisations. This option received the third highest number of responses from organisations<sup>31</sup> while it almost ranked last for EU citizens (only 51 responses<sup>32</sup>).

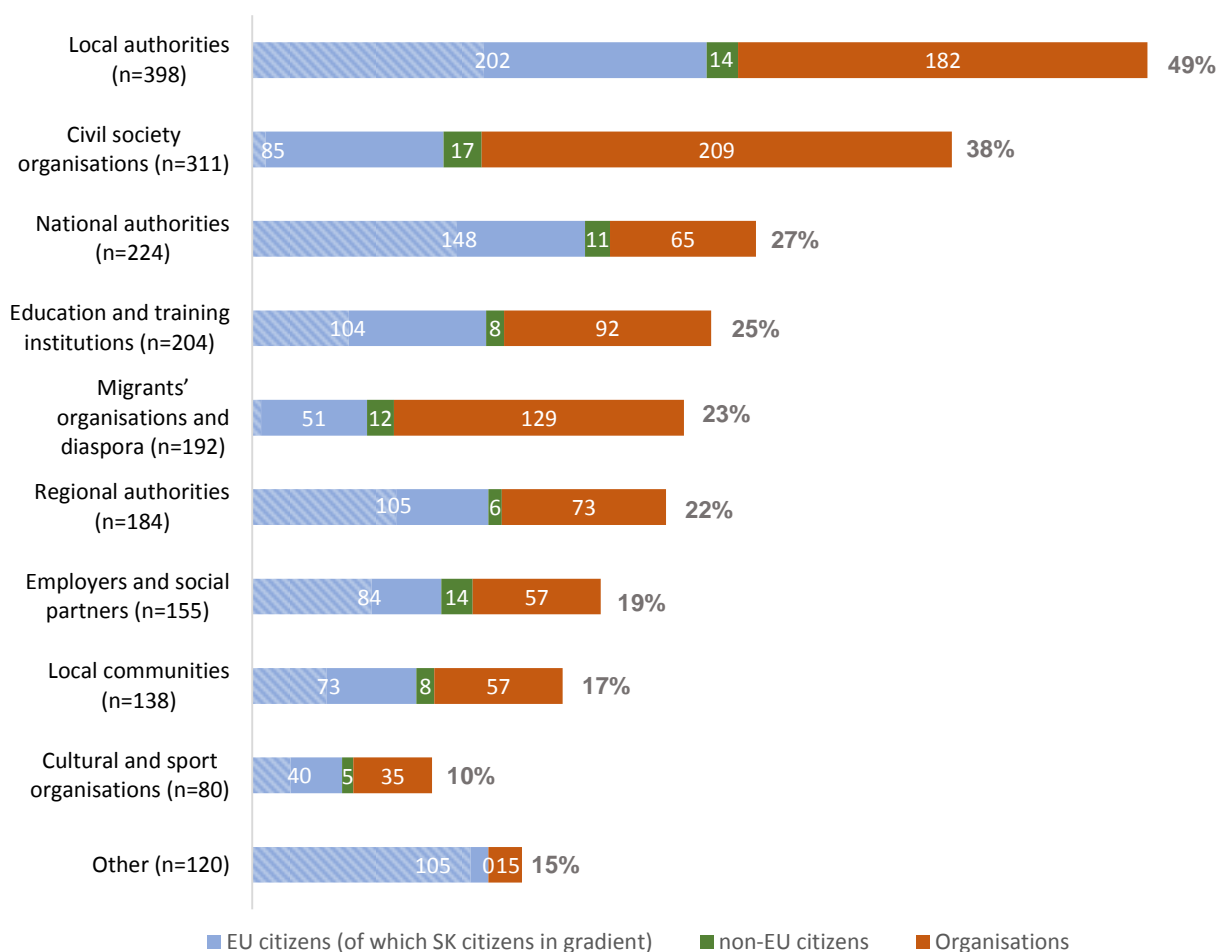
<sup>30</sup> Some respondents expressed confusion as to the definition of local communities which may be indicative of the lower number of respondents for this option.

<sup>31</sup> It was also ranked fourth by non-EU citizens.

<sup>32</sup> Only four responses from Slovak respondents.

<sup>33</sup> Other organisations that should be supported with EU funding indicated by a small share of respondents included social enterprises, organisations supporting persons with disabilities and women's associations. The vast majority of EU citizens who responded 'Other' expressed anti-migration views and similarly to Q16 above argued that the EU should either not be involved or should not be providing funding in this area.

Figure 19. Actors in need of support of EU funding (n=819)



**Q18: Do you have any suggestions on how the use of EU funding for integration can be improved? (n=639)**

Respondents provided a number of suggestions on how the use of EU funding for integration may be improved. Overall, the views of individuals and organisations were largely aligned (with the exception of about a third of mostly negative responses received from EU citizens, mainly from Slovakia<sup>34</sup>).

Some respondents – 7% (or 47 respondents) – advocated for easier **access to EU funding** (involving less bureaucracy, particularly for smaller organisations who wish to apply for EU funding). In this regard, some respondents recommended that EU funding schemes should be more widely advertised; and six respondents reported that more EU funding should go towards **smaller initiatives** (instead of large projects).

Some respondents suggested that EU funding should be distributed independently from national governments, notably: **local and regional authorities** should be more involved, both in terms of managing and receiving EU funding (the latter due to their proximity to the migrants), as reported by 39 respondents. As well, 33 respondents noted that more EU funding should go to **NGOs and migrant community organisations**. Some respondents recommended including migrants in the development of projects at a local level and managing the funding (instead of it being a top-down approach). Others noted that organisations receiving EU funding should employ a certain number of migrants.

<sup>34</sup> More than 35% of the responses received were from Slovak nationals who mostly do not agree with the integration of migrants.

About 5% (or 33 respondents) suggested improving the **monitoring and evaluation** of EU funded projects (to make sure the funds are benefiting beneficiaries and the results of projects are considered in future decisions on funding). Some respondents also recommended **stricter controls** and management over the funds and how they are spent (20 respondents). Other respondents reported that there should be more **transparency and scrutiny** to ensure the funds are allocated after the project or programme has shown that the outputs or targets are achievable (18 respondents).

15 respondents suggested increasing the **duration of EU funded projects** to at least three or four years as, in their view, one to two years of funding is not sustainable given that integration is a long-term process. Nine respondents suggested that there should be an equal **distribution of EU funding** between, as well as within Member States, depending on the number of migrants in the country/region.

Finally yet importantly, many respondents reported that **further funding is needed to support integration initiatives in the Member States**. Suggestions most commonly included providing migrants with access to the basics: education, vocational training and / or language learning, employment, and appropriate housing. Some respondents recommended investing in employers, providing support to employers when they employ migrants and reducing discrimination in the labour market. Projects or campaigns to achieve social inclusion and tackle prejudice or discrimination against migrants, in general, are other areas respondents deemed worthy of more funding. Other respondents suggested additional funding for host organisations or local authorities supporting the integration of migrants, refugees and asylum-seekers or focusing on groups such as women, children, unaccompanied minors, undocumented migrants and migrants with disabilities. Strengthening the financial and material resources for local clubs and communities, as well as support for migrant entrepreneurship/start-ups were also mentioned.

### **3.2.4 Practical actions at EU level (Q19 to Q21)**

**Q19: Which concrete new actions would you recommend the EU put in place to promote integration and inclusion of migrants and people with a migrant background? (n = 680<sup>35</sup>)**

95% of organisations (257 responses) provided at least one suggestion of a concrete action to promote integration and inclusion of migrants. A lower share of individuals (153) provided such suggestions. The remaining responses from individuals portrayed a negative view of migration or integration (239), with the majority of such responses originating from Slovak respondents (90% of negative responses).<sup>36</sup>

The most common actions recommended by all stakeholders related to support with finding **employment and the development of skills** through, for example, vocational training and the validation of diplomas (23% of the suggestions made); **educational programmes** for migrants, such as language and culture courses (20%); fostering **interaction between migrants and the host community** (11%) through for example the organisation of cultural events and 'buddy' systems; **increased migrant participation in decisions** relating to integration and the design of integration programmes at EU, national, and local levels (10%); the provision of **additional EU funding** for integration, particularly for local and regional initiatives (10%); the **raising of awareness** around the realities faced by migrants coming to the EU or the benefit migrants bring to host societies (9%); and the increased sharing of integration **best practices** (8% of suggestions).

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<sup>35</sup> 60% (or 410) of respondents to this question were individuals<sup>35</sup> and 40% (or 270) organisations. From the individuals, 60% (or 248) were Slovak respondents.

<sup>36</sup> In addition, 4% (or 18) replied that they did not know, and 7 replies were excluded from the analysis as they did not at all reply to the question and were considered irrelevant (5 EU citizens, 1 non-EU citizen and 1 other entity).

Other types of actions, mentioned by less than 8% of stakeholders providing suggestions, included measures to tackle discrimination, racism and xenophobia; the implementation of a Common European Asylum System; increased EU-level initiatives to support integration; the need for more legal pathways to reduce the need for persons to migrate irregularly; counselling and mentoring of migrants; and targeted support for vulnerable migrant groups such as unaccompanied minors or members of the LGBTIQI community.<sup>37</sup>

**Q20: Do you know of an innovative practice to promote integration and inclusion in your city/region/country that in your opinion could benefit other EU countries? (n=614<sup>38</sup>)**

Most organisations (230) provided examples of successful practices used at local, regional, national or EU level to promote inclusion. A much smaller number of individuals (106) provided such examples<sup>39</sup>.

A majority (336) of all respondents highlighted examples of innovative practices. Similarly to question 19, the most common practices suggested related to the provision of vocational training, mentoring and other activities aimed at supporting the development of migrants' skills to foster **labour market integration** and self-reliance (24% of examples provided); language courses and the facilitation of access to primary, secondary and higher **education** through tailored programmes or student exchanges (11%); projects fostering **migrant entrepreneurship** (11%); the enhanced provision of **social services** such as health clinics for women and the capacity-building of social workers and cultural mediators (8% of examples); innovative examples of local, regional or transnational **cooperation** (7%); and the sharing of **best practices** through online platforms, workshops, or the guidelines (5%).

Other respondents stressed the need to implement more initiatives targeted at particularly vulnerable groups such as children or women (5% of examples); shared good practices relating to private sponsorship schemes (3%); mentioned local integration strategies recently adopted by cities (3%); and commented on the effects the recent COVID-19 pandemic had on integration initiatives, with project participants often changing planned in-person activities to online events (3%).

**Q21: How could you (or your organisation) contribute to possible new initiatives on the integration and social inclusion of migrants? (n=587<sup>40</sup>)**

Similarly to questions 19 and 20, most organisations (97% or 269) provided at least one example of how they could contribute to new initiatives on the integration and social inclusion of migrants. A minority of individuals (45% or 139) provided such examples<sup>41</sup>.

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<sup>37</sup> Among replies demonstrating a negative perception on migrants or migrant integration, the most common were those who expressed the view that no action should be taken to promote the presence of migrants or their integration in the EU; irregular migrants should be returned to their countries of origin; EU external borders should be better patrolled or closed to limit or reduce migration; and support should be provided to migrants in their home countries rather than in the EU.

<sup>38</sup> 362 replies (59%) to this question were provided by individuals and 252 by organisations (41%).

<sup>39</sup> 143 individual respondents otherwise provided comments which conveyed a negative perception of integration and/or migration. Most of such responses originated from Slovak respondents (128 responses). In addition, 31% of individuals stated that they did not know, or replied only "yes" or "no" to the question.

<sup>40</sup> 53% (or 311) of all respondents to this question were individuals<sup>40</sup> and 47% (or 276) organisations. 10 replies, from 9 EU citizens and 1 non-EU citizen were excluded from the analysis as they did not reply to the question and were considered irrelevant.

<sup>41</sup> A slightly larger share conveyed a negative perception of migration and/or integration (48% or 148)<sup>41</sup>. Most of those individuals providing a negative response were Slovak respondents (139).

The most common examples provided by all stakeholders included support with **education, training, professional development or mentoring** (30% of examples provided); the **sharing of best practices** based on their own experience and **cooperation** with other organisations or individuals (20%); actions aiming to **raise awareness** about the situation of migrants in order to **tackle discrimination, racism or xenophobia** (13%); contributing to **policy development, policy evaluation and/or programme design** (12%); and the provision of **other services** such as legal advice, administrative information, counselling and targeted support to particularly vulnerable groups (12%).

**Other examples** provided related to fostering interaction between migrants and the host community through **cultural and/or sports events** (9%); **research** on social inclusion (7%); fostering **migrant participation** in the co-designing of integration activities, programmes or policies (6%); **capacity-building** for social workers, mediators, local authorities and other actors involved in integration initiatives (4%); **volunteering** (4%); and developing digital tools to foster social inclusion (2%).

### **3.2.5 Governance and cooperation (Q22 to Q30)**

***Q22: How important is it in your view to build partnerships between different stakeholders in the work on integration and social inclusion of migrants? (n=831)***

Two-thirds of respondents (67%, 555 responses) considered it important or very important to build partnerships between different stakeholders working in the area of integration and social inclusion of migrants. On the other hand, 22% of respondents (185 responses) perceived that it was not important or not at all important.

EU citizens accounted for almost all (97% or 147 responses) of those who thought that building partnership is not at all important and for a large majority (91% or 30 responses) of those who indicated not important. On the other hand, organisations represented 64% (or 251 responses) of those who indicated that this is very important. Most non-EU citizens considered it as well very important

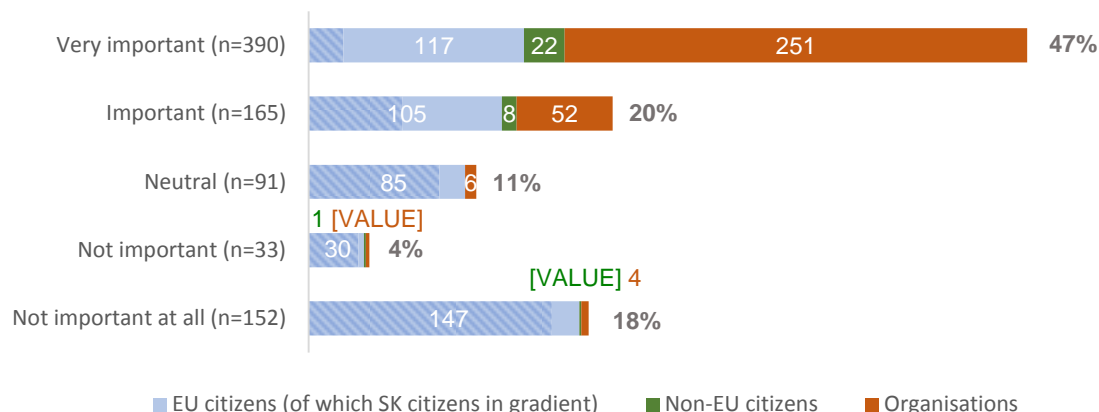
Given the large share (90%) of Slovak respondents among those EU citizens (177) who thought that building partnership is not important or not important at all, the share of respondents considering that it is not "not important at all" and "not important" would decrease from 22% to 5% if the Slovak respondents were not included in the total number of respondents<sup>42</sup>.

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<sup>42</sup> Whereas the share of those responding with "very important" and "important" increases from 67% to 91% if the group from Slovak citizens is excluded from the total.



Figure 20. Perceived importance of building partnerships between different stakeholders in the work on integration and social inclusion of migrants (n=831)



**Q23: How important is it in your view to have a strong cooperation between the EU, national and local level on integration and social inclusion of migrants? (n=831)**

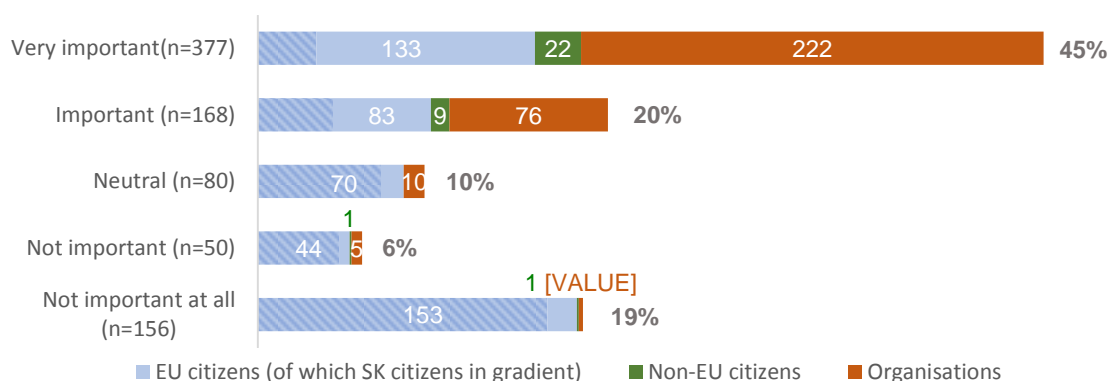
Almost two-third of respondents (545 respondents or 65%) considered important or very important to have strong cooperation between the EU, national and local level on integration and social inclusion of migrants. On the other hand, 25% respondents perceived that this is not important or not at all important.

EU citizens accounted for almost all (98% or 153 responses) of those who thought that a strong cooperation is not at all important and for a large majority (88% or 44 responses) of those who indicated not important. On the other hand, organisations represented 59% (or 222 responses) of those who indicated that this was very important. Most non-EU citizens considered a strong cooperation between the different levels as equally very important

Given the large share (90%) of Slovak respondents among those EU citizens (197) who thought that having strong cooperation is not important or not important at all, the share of respondents considering that it is not "not important at all" and "not important" would decrease from 25% to 5% if the group of Slovak respondents was not included the total number of respondents<sup>43</sup>.

<sup>43</sup> Whereas the share of those responding with "very important" and "important" increases from 65% to 91% if the group from Slovak citizens is excluded from the total.

Figure 21. Perceived importance of building cooperation between EU, national and local level on integration and social inclusion of migrants (n=831)



**Q24: If you wish, please share examples of good practices of successful partnership/cooperation in the field of integration and social inclusion of migrants. (n=388<sup>44</sup>)**

Overall, 60% (or 231) respondents gave their views on successful partnership in the field of integration and inclusion of migrants. Most organisations (94% or 176) provided at least one suggestion of good practice of successful partnership and/or cooperation in the field of integration and social inclusion of migrants. A lower share of individuals responding (27% or 55) provided such suggestions. The opinions of individuals and organisations were aligned.

22% (or 50 respondents) reported that in the field of integration and social inclusion of migrants, successful examples of partnership or cooperation occurred at the **local level**. The main actors identified as crucial in the integration process are **local authorities** such as municipalities (18 responses), local administrations (5 responses), as well as **NGOs** (25 responses), associations that count on the support of **volunteers** (9 responses), **educational institutions** (9 responses), **civil society** (7 responses), local **companies** (6 responses). 45% (or 103) respondents (out of 231) provided concrete examples of successful projects and networks in their respective countries in the field of integration and social inclusion of migrants, which were possible thanks to the existence of strong partnerships.

The most common activities that such partnership and cooperation involved were **educational programmes** for migrants (36 responses) such as language training courses and tailored skills training; **networking groups** (30 responses); **cultural events** (18 responses) such as raising awareness campaigns and open discussions between migrants, local authorities and main actors involved in the integration field; **sports activities** (7 responses) which promote integration while boosting tolerance and cultural exchanges; initiatives to ensure migrants' equal **access to housing and healthcare** (5 responses).

<sup>44</sup> 200 respondents to this question (or 52%) were individuals and 48% (or 188) were organisations. From the individuals, 62% (or 123) were Slovak nationals. 78 responses (20%) of the total responses conveyed a negative perception of migration and/or integration, with 68 responses from Slovak respondents. Moreover, 10% (or 40) of respondents that they did not know, 4% (or 15) replied only "no" to the question. Finally, 6% (or 23) of the total replies were excluded from the analysis as they were considered irrelevant.

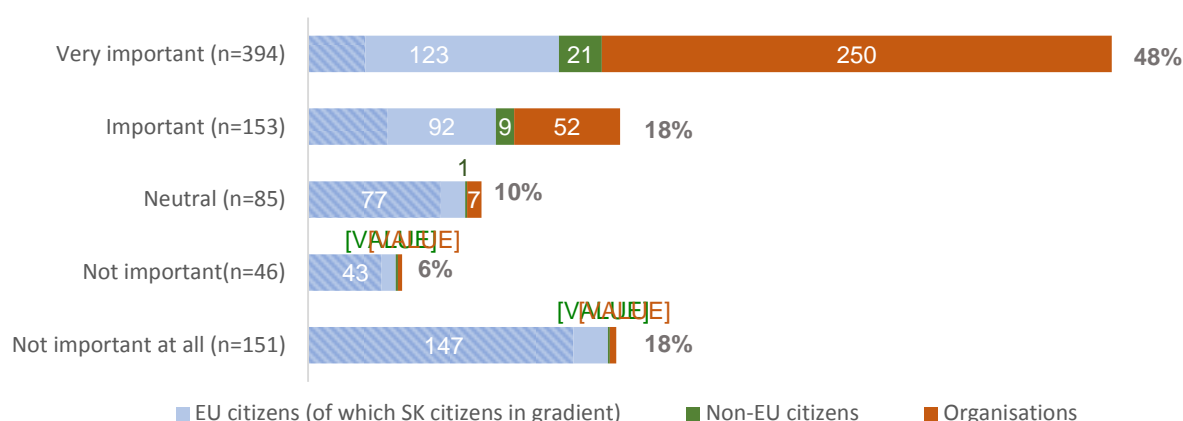
**Q25: How important is it in your view to take into consideration the specific situation of migrant women, men and children in integration and inclusion policies? (n=829)**

66% of the respondents generally perceived that it was important or very important to take into consideration the specific situation of migrant women, men and children in integration and inclusion policies. On the other hand, 24% of respondents considered that this was not important or not important at all.

There were some variations between the responses of EU citizens and organisations. For instance, EU citizens accounted for almost all (97% or 147 responses) of those who thought that taking into consideration the specific situation of migrants is not at all important and for a large majority (94% or 43 responses) of those who indicated not important. On the other hand, organisations represented 63% (or 250 responses) of those who indicated that this is very important.

Given the large share (87%) of Slovak respondents among the 190 EU citizens who thought that taking into consideration the specific situation of migrant women, men and children in integration and inclusion policies was not important or not important at all, the share of respondents considering that it is not "not important at all" and "not important" would decrease from 24% to 6% if the Slovak respondents were not included in the total number of respondents<sup>45</sup>.

Figure 22. *Perceived importance of taking into consideration the specific situation of migrant women, men and children in integration and inclusion policies (n=829)*



**Q26: Could you suggest a good practice in integration and inclusion taking into account the specific needs of migrants in all their diversity (sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation)? (n=487)<sup>46</sup>**

Most organisations (89% or 172 organisations) responding to this question provided at least one suggestion of a good practice in integration and inclusion which takes into account the specific needs of migrants in all their diversity. Only 22% of the individuals responding (65) provided such suggestions.

Among those participants who suggested good practices (237), 30% (or 72) reported that integration and inclusion actions should be tailored for specific groups of migrants. The most common categories of migrants identified were **women** (44

<sup>45</sup> Whereas the share of those responding with "very important" and "important" increases from 66% to 90%.

<sup>46</sup> 60% (or 294) of the respondents to this question were individuals<sup>46</sup> and 40% (or 193) organisations. From the individuals, 66% (or 195) were Slovak respondents. 38% (or 177) of the total responses conveyed a negative perception on migrants or migrant integration, and among them 89% (or 157) were Slovak respondents. Moreover, 2% (or 7) of respondents that they did not know, 6% (or 29) replied only "no" to the question. Finally, 5% (or 21) of the total replies were excluded from the analysis as they were considered irrelevant.

responses), **children** and **young** migrants (23 responses), **LGBTQI** (10 responses), **victims of trafficking** (6 responses) and **families** (6 responses).

The most common specific examples of good practices provided by stakeholders related to the development of migrants' **educational, language and work skills** (31 respondents) through, for example, training courses, learning projects, workshops and language courses; the implementation of **network and dialogue groups** (27 respondents) and **counselling and mentoring programmes** (21 responses) aimed at socialising and promoting interaction between migrants and the host community; the organisation of **community and intercultural events** (16 responses); the launch of **raising of awareness campaigns** (9 responses) on the realities faced by migrants reaching the EU; and the creation of actions aimed at sensitising around the thematic of **gender equality** (11 responses). Other types of suggestions included practices aimed at individualising migrant's needs through **individual assessments** (12 responses); equal treatment of migrants in terms of access to **housing** and **healthcare** (13 responses); and **social** and **political** participation of migrants (4 responses).

**Q27: How important is it in your view that public services (e.g. schools, healthcare, employment services etc.) take into account the specific needs of migrants and people with a migrant background? (n=831)**

57% of the respondents considered that it was important or very important that public services took into account the specific needs of migrants and people with a migrant background. On the other hand, 36% respondents perceived that this was not important or not at all important.

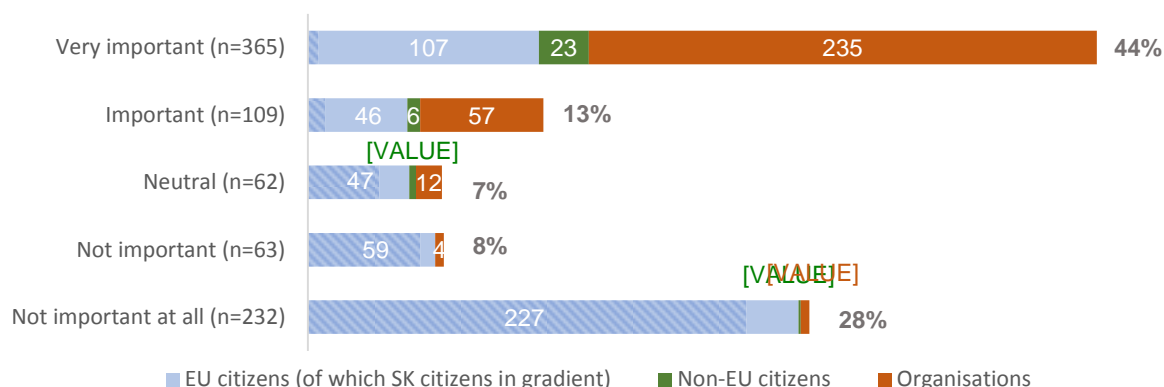
There were some variations between the responses of EU citizens and organisations. For instance, EU citizens accounted for almost all (97% or 227 responses) of those who thought that public services take into account the specific needs of migrants was not at all important and for a large majority (94% or 59 responses) of those who indicated not important. On the other hand, organisations represented 64% (or 235 responses) of those who indicated that this was very important. So did the majority of non-EU citizens.

Given the large share of Slovak respondents 89% out of the 286 EU citizens who considered not important or not important at all that public services take into account the specific needs of migrants, the share of respondents considering that it was not "not important at all" and "not important" would decrease from 36% to 7% if the Slovak respondents were not included the total number of respondents<sup>47</sup>.

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<sup>47</sup> Whereas the share of those responding with "very important" and "important" increases from 57% to 87% if the Slovak respondents is excluded from the total.

Figure 23. Perceived importance of public services, taking into account the specific needs of migrants and people with a migrant background (n=831)



**Q.28: Do you have suggestions for actions that should be prioritised through social inclusion policies to remove barriers to migrants' participation in the labour market? (n= 572<sup>48</sup>)**

Most organisations (96% or 235 organisations) responding to this question provided at least one suggestion of actions that should be prioritised through social inclusion policies to remove barriers to migrants' participation into the labour market. A lower share of individuals responding (38% or 126)<sup>49</sup> provided such suggestions.

Overall, 59% or 337 of all respondents highlighted examples of actions that should be taken and prioritised to promote migrants' integration into the labour market.<sup>50</sup> Among those responses, the most common actions suggested related to the promotion of **educational programmes and training** (128 responses) such as language courses (86 responses); recognition of **qualifications, skills, and learning outcomes** acquired by migrants in their country of origins (73 responses); **raising awareness campaigns** fighting xenophobia and discrimination while promoting social cohesion (35 responses); **financial incentives** and other support for employers who hire refugees and for actors that provide training places for asylum seekers (21 responses); ad hoc **mentoring** programs (19 responses). Other types of actions included *inter alia* procedures aimed at simplifying and accelerating the procedure to issue migrants' **work permit** (19 responses); using of **anonymous work application processes** (12 responses); ensuring **equal treatment** of migrants in terms of **work conditions** (7 responses), access to **housing** (6 responses) and **healthcare** (7 responses); and introducing **quotas** for people with a migrant background in the workplace (3 responses).

<sup>48</sup> 57% (or 328) of respondents to this question were individuals<sup>48</sup> and 43% (or 244) organisations. 27% (or 152) of the total responses conveyed a negative perception on migrants or migrant integration, and among them 88% (or 134) were Slovak citizens. Moreover, 3% (or 16) of respondents that they did not know, 4% (or 23) replied only "no" to the question and 1% (or 5) that there are not obstacles for migrants' integration. Finally, 2% (or 13) of the total replies were excluded from the analysis as they were considered irrelevant.

<sup>49</sup> Among those, 107 were EU citizens.

<sup>50</sup> 202 organisations; 33 other entities; 102 individuals.

**Q29: In your view, what should the EU do to ensure that education policies are inclusive of the needs of migrants and people with a migrant background? (n=587<sup>51</sup>)**

Almost all (99%) organisations responded to the question with some form of a suggestion for education policies, whilst a lower share of individuals responding (58% or 203 respondents)<sup>52</sup> provided such suggestions.

Some of the most common responses were those that sought to make education policies more inclusive by focusing on **language**: 12% (73) of all respondents believed that language education should be prioritised as a way to integrate further migrants in an educational context. These responses were mainly divided between respondents who promoted **teaching of the host-country language** (36 responses) and teaching of the **home country language** (i.e. Arabic, Pashtu, etc.) (30 responses).<sup>53</sup> A number of respondents also highlighted the need to **define and combat discrimination in schools** (50 respondents). Among these, the leading suggestions were to **develop anti-discriminatory school curricula** (20 responses), **conduct studies on the state of anti-migrant discrimination in schools** (12 responses) and **conduct EU-sponsored campaigns targeted at children to prevent discrimination** (12 respondents).<sup>54</sup> Respondents also proposed **teacher training in multicultural, linguistic and human rights issues** (55 responses), **migrant-targeted educational needs consultations** (30 responses), **EU-wide best practice education models** (20 responses) and **punitive measures for discriminatory schools** (10 responses).

**Q30: Are specific measures needed to address the impact of discrimination on the integration of migrants as a whole, or specific groups such as LGBTI migrants, women, or children? If so, which ones? (n=590<sup>55</sup>)**

61% (358) of respondents believed that specific measures should generally be considered to address the impact of discrimination on the integration of migrants. Of these responses, 212 were organisations and 130 were EU citizens. 58 of these respondents stated that **both migrants 'as a whole' and as 'specific groups'** should benefit from measures to address the impact of discrimination on integration. Among those (71) who stated that **migrants should be treated as a whole**, many mentioned **racism** in their responses (60) while others insisted that **discrimination on the basis of race or religion was a more urgent issue** for migrants' integration than issues of gender or sexual orientation (41).

81 respondents stated that **specific groups** of migrants such as LGBTQI migrants, women and children should be specifically targeted by measures to address discrimination against migrants. Organisations in particular stated that **LGBTQI migrants should be supported** (44) while EU citizens (32) tended to **consider women and children** as more vulnerable and in more need of specific support. Among respondents stating that they favoured a focus on specific groups, 50 respondents stated that particular focus should be put on **education**, specifically on efforts to **promote anti-racism for all audiences in educational spheres**. Some (11 responses) responded that **migrants were often discriminated against within migrant communities** for their sexual orientation.

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<sup>51</sup> 59% of respondents (350) were individuals, while 41% of respondents (237) were organisations. Of all EU citizen responses (326), 60% (or 203 responses) were from Slovak respondents. Among replies demonstrating a negative perception on migrants or migrant integration, the majority suggested that the EU should not take any actions to ensure that education policies become more inclusive (62%), expressed the fear of discrimination against host country nationals in school systems (10%) or voiced general anti-migrant % (or 10 responses) were from non-Slovak citizens while 93% (or 133 responses) were from Slovak citizens.

<sup>52</sup> Among those, 183 were EU citizens.

<sup>53</sup> Highlighted by 12% (or 72) of respondents. Among them, 21 were EU citizens and 34 were organisations.

<sup>54</sup> Highlighted by 9% (or 50) respondents. Among them, 4 were EU citizens and 46 were organisations.

<sup>55</sup> Of the respondents to this question, 63% were individuals (373) and 37% (217) were organisations. Of all EU citizen responses (347), 70% (or 242 responses) were from Slovak citizens.

The most favoured common measures by respondents to address the impact of discrimination against migrants were **education** (50), **positive discrimination in favour of women and LGBTI migrants** (39) **punitive measures for discriminatory behaviour and practices** (22).

On the other hand, 39% of all respondents ((232 replies, including 186 from Slovak citizens) were not in favour of measures to address the impact of discrimination, and among these respondents, 83 were specifically opposed to the reception and integration of LGBTIQI migrants<sup>56</sup>.

### 3.2.6 Overview of written contributions received within the public consultation

53 written contributions were received from 46 organisations (41 organisations and 5 other entities) and 7 individuals (all EU citizens). The written contributions submitted include 37 position papers, ten reports, two academic papers, and 4 other types of contribution.<sup>57</sup> Seven written contributions have been excluded from the overview for the following reasons: two CVs and one cover letter were deemed irrelevant to the consultation, while 4 position papers were submitted in duplicate versions; the duplicates were therefore excluded. Table 1 below provides an overview of contributions by type of organisation and topic covered.

Table 1. Overview of written contributions received

Type document	of Type Respondent	of Summary of key topics covered
Position papers (37)	17 NGOs, 9 other entities, 3 unions, 3 citizens, 2 public authorities, 2 Academic/research institutions, 1 Business association.	The position papers provided suggestions or comments on EU integration policy relating to the need to include a gender perspective in the design and implementation of EU and national integration policies; to ensure the protection of the human rights of migrants, refugees and asylum-seekers; the importance of targeted support for unaccompanied minors, women and families; the need for an equal distribution of migrants among EU Member States; the need for additional EU funding for asylum reception infrastructures, education, and vocational training; and the need to learn from best practices in the response to the COVID-19 pandemic.
Reports (10)	5 NGOs, 3 citizens, 2 other entities	The reports presented research or project findings in various aspects relating to integration, such as developments in national asylum legislation; best practices for labour market insertion of migrants, for migrant participation in community-led initiatives, for the prevention of racism and xenophobia and for the development of digital skills of migrants; challenges faced by researchers with a refugee background; documented human rights violations towards asylum-seekers, migrants or refugees; and instances of criminalisation of humanitarian assistance for refugees and migrants.
Academic articles (2)	1 Academic/research institution, 1 citizen	One article investigated the links between citizenship, identity, and a person's sense of belonging. The other looked at the EU's role in conflict resolution and the value of cross-border cooperation.

<sup>56</sup> Of all negative responses from EU citizens, 92% (or 213 responses) were from Slovak citizens.

<sup>57</sup> These included the cover of a book, a list of articles, the slides of a PowerPoint presentation, and a local strategy for integration.

Other (4)	2 NGOs, Academic/research institution, 1 other entity.	1 Topics covered included the insertion of migrants into the labour market; an example of a strategic plan for the promotion of multi-culturalism and social inclusion at the city level; best practices for language learning; and a list of articles on cases of discrimination against migrants in Denmark.
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## Annexe: Detailed overview of respondent profiles

### Country of origin

Table 2. Number of responses with an EU country as country of origin, per EU country<sup>58</sup>

Country	Total number of responses	% of total responses	Number of responses from individuals	%	Number of responses from organisations	%
Slovakia	324	38%	318	98%	6	2%
Belgium	81	9%	19	23%	62	77%
Spain	73	9%	19	26%	54	74%
Germany	63	7%	27	43%	36	57%
Italy	52	6%	17	33%	35	67%
France	39	5%	21	54%	18	46%
Austria	16	2%	11	69%	5	31%
Greece	16	2%	6	38%	10	62%
Netherlands	16	2%	8	50%	8	50%
Ireland	13	2%	7	54%	6	46%
Czechia	11	1%	8	73%	3	27%
Portugal	10	1%	6	60%	4	40%
Finland	9	1%	3	33%	6	67%
Sweden	9	1%	1	11%	8	89%
Croatia	8	0.93%	2	25%	6	75%
Hungary	8	0.93%	8	100%	0	0%
Malta	6	0.69%	1	17%	5	83%
Poland	6	0.69%	2	33%	4	67%
Denmark	5	0.58%	1	20%	4	80%
Romania	5	0.58%	1	20%	4	80%
Cyprus	4	0.46%	0	0%	4	100%
Lithuania	4	0.46%	0	0%	4	100%
Luxembourg	3	0.35%	0	0%	3	100%
Slovenia	3	0.35%	1	33%	2	67%
Bulgaria	2	0.23%	1	50%	1	50%
Latvia	2	0.23%	0	0%	2	100%

<sup>58</sup> The information is based on the replies to the question "country of origin" of the questionnaire. It is to be noted that 21 EU citizens mentioned a non-EU country as country of origin and two non-EU citizens mentioned a EU country as country of origin. In addition, 10 organisations that provided a response are based or likely to be based in the EU even if the country of origin mentioned in the response is a non-EU country. A possible explanation is the country of origin of the person replying in the name of the organisation.

Estonia	1	0.10%	1	100%	0	0%
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The majority of responses mentioning a non-EU country as country of origin originated from individuals (68% or 51 responses out of 75 responses). Table 3 below provides an overview of these responses.

Table 3. Number of responses with a non-EU country as country of origin per country<sup>59</sup>

Country	Total number of responses	Number of responses from individuals	Number of responses from organisations
Turkey	12	11	1
United Kingdom	8	3	5
Morocco	7	6	1
Syria	4	1	3
Cameroon	3	3	0
Israel	3	1	2
Ukraine	3	3	0
Brazil	2	1	1
Colombia	2	1	1
Iran	2	1	1
Lebanon	2	1	1
Pakistan	2	2	0
United States	2	2	0
Angola	1	1	0
Australia	1	0	1
Bhutan	1	1	0
Bosnia and Herzegovina	1	0	1
Ecuador	1	0	1
Egypt	1	1	0
Ethiopia	1	1	0
Ghana	1	1	0
Guinea	1	1	0
Kenya	1	1	0
Moldova	1	1	0
Nigeria	1	1	0
Norway	1	0	1
Palestine	1	1	0

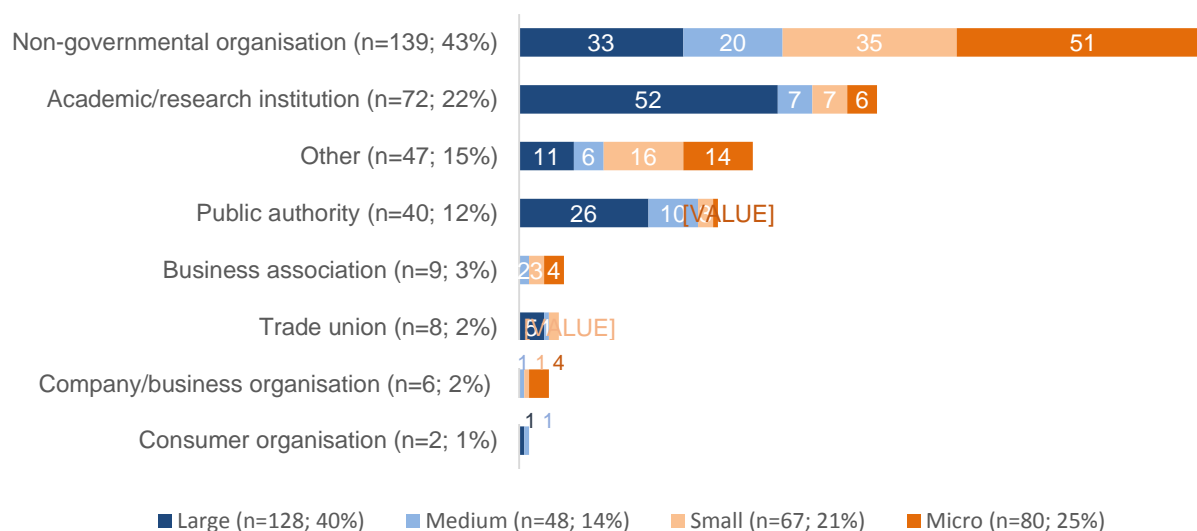
<sup>59</sup> It is to be noted that 21 EU citizens mentioned a non-EU country as country of origin and two non-EU citizens mentioned an EU country as country of origin. In addition, 10 organisations that mentioned a non-EU country as country of origin are however based or likely to be based in the EU. A possible explanation is the country of origin of the person replying in the name of the organisation.

Peru	1	1	0
Philippines	1	1	0
Rwanda	1	1	0
São Tomé and Príncipe	1	0	1
Taiwan	1	1	0
Tunisia	1	1	0
Uzbekistan	1	0	1
Yemen	1	1	0
Zimbabwe	1	0	1

## Organisation size (n=323)

A notable share (40% or 128 responses) of the organisations that responded to the PC were large organisations<sup>60</sup>. Micro organisations<sup>61</sup> and small organisations<sup>62</sup> were represented by 25% (or 89 responses) and 21% (or 67 responses), respectively. Medium organisations<sup>63</sup> accounted for 14% (or 48 responses) of all organisations. Figure 24 below shows an overview of the organisation size by type of entity.

Figure 24. Respondents' profile: Organisation size (n=323)



## Scope of organisations (n=40)

All of the entities, which replied to this question were public authorities. Local (38% or 15 responses) and regional authorities (35% or 14 responses) represented a notable share of all organisations. National authorities accounted for 25% (or 10 responses), while international authorities were represented by merely 2% (or 1 response).

<sup>60</sup> (i.e. having 250 or more employees)

<sup>61</sup> (i.e. having less than 10 employees)

<sup>62</sup> (i.e. having less than 10 to 49 employees)

<sup>63</sup> (i.e. having less than 50 to 249 employees)

Figure 25. Respondents' profile: scope of organisations (n=40)

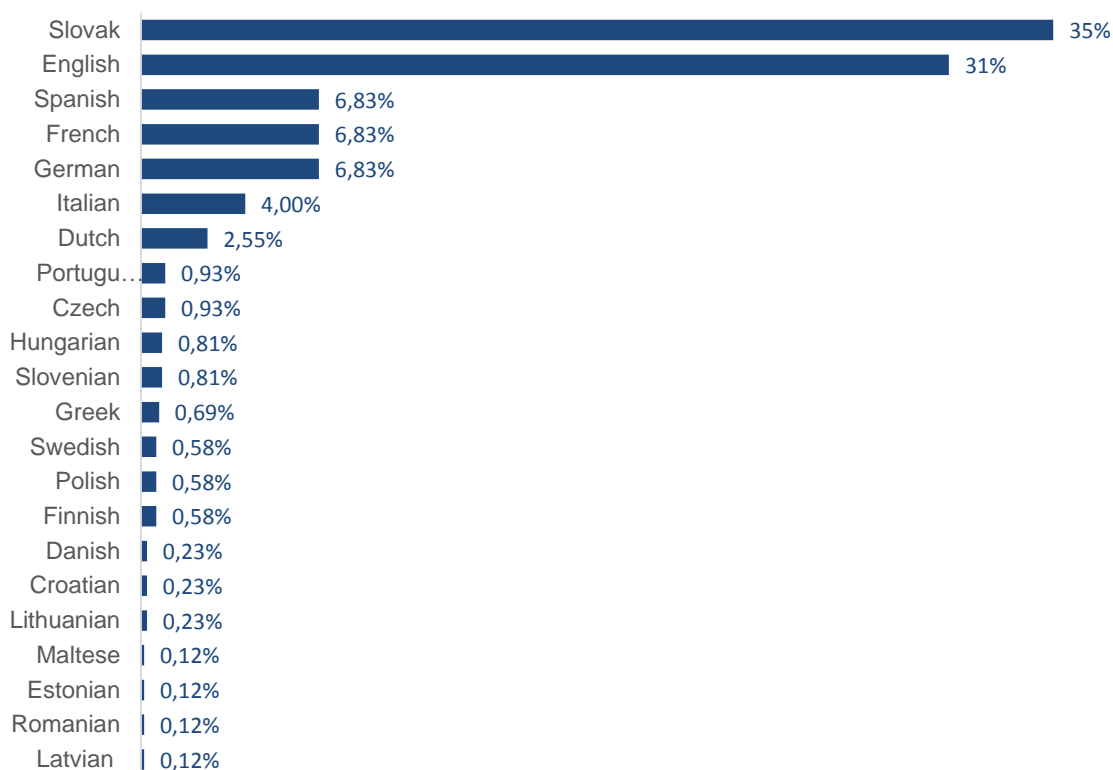


### Language of contributions (n=864)

Respondent contributions to the public consultation were received in 22 EU languages – Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish and Swedish.

The largest share of contributions was received in Slovak (35% of all responses) and in English (31%). Contributions in Spanish, French and German and French (7% of all responses respectively) and Italian (4% of responses) also represented a notable share of all contributions. In addition, responses in 15 EU languages<sup>64</sup> were modest and each accounted for less than 1% of the total responses.

Figure 26. Language of contributions



<sup>64</sup> Croatian, Czech, Danish, Estonian, Finnish, Greek, Hungarian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovenian and Swedish

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