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INTI Project: One-Stop Shop: A New Answer for Immigrant Integration?

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0. Abbreviations

European Union	EU
Germany	DE
Greece	EL
Ireland	IE
Italy	IT
Netherlands	NL
Non-Governmental Organisation	NGO
One-Stop Shop	OSS
Portugal	PT
Spain	ES

1. Immigration Background

- Germany**
- Labour immigrants arrived predominantly in the 1960s and 1970s
 - Immigration has been a prominent social and political issue over the past fifteen to twenty years
 - Immigrants: 8.2% (6.76 million) of total population (82.3 million) in 2006
 - Population with immigrant background: 19% (15.3 million)
 - Top-10 non-EU nationalities (percentage of total non-EU): Turkey, Serbia and Montenegro, Croatia, Russian Federation, Bosnia-Herzegovina, Ukraine, USA, Vietnam, China, Iraq.
- Greece**
- Mass immigration occurred mainly in the early 1990s
 - High number of irregular immigrants (immigration flows occurred in a quite non-regulated manner)
 - Immigrants: 7.3% (797,091) of total population in 2001 (approximately 10%, counting immigrants in regular and irregular situations)
 - Top-10 non-EU nationalities (percentage of total foreigners): Albanian (55.6%), Georgian (2.9%), Russian (2.3%), Ukrainian (1.8%), Pakistani (1.4%), Turkish (1%), Egyptian (1%), Armenian (1%), Indian (0.9%), Iraqi (0.9%) and Filipino (0.9%)
- Ireland**
- Mass immigration after 1995
 - Fastest growing population in the EU
 - Immigrants: 10% (420,000) of total population (4,239,848) in 2006
 - Non-EU immigrants: 3.24% of total population (137,643)
 - Top-10 non-EU nationalities (percentage of total non-EU): Nigerian (11.0%), USA (8.4%), Chinese (7.5%), Filipino (6.4%), Indian (5.7%), South African (3.7%), Pakistani (3.4%), Russian (3.0%), Brazilian (3.0%), Australian (2.9%)
- Italy**
- First big influx of immigrants from 1984 to 1989
 - Second big influx of immigrants between 1996 and 2004
 - Immigrants (in regular and irregular situation): 6% (2,938,922) of total population in 2007
 - Non-EU immigrants: 4% (2,337,382)
 - Top-10 non-EU nationalities (percentage of total non-EU): Albania (16%), Morocco (15%), China (6%), Ukraine (5%), Filipino (4%), Tunisia (4%), Macedonia (3%), India (3%), Ecuador (3%), Peru (3%)
- Portugal**
- Main immigration flows: late 1980s-1990s and after the year 2000
 - Immigrants: 4% (409,185) of total population (10,599,095) in 2006
 - Non-EU immigrants: 3% (315,952) (*excluding Romanian and Bulgarian citizens*)
 - Top-10 non-EU nationalities in 2006 (percentage of total non-EU): Cape Verde (20.7%), Brazil (20.7%), Ukraine (12%), Angola (10.5%), Guinea-Bissau (7.8%), Moldova (4%), São Tomé and Príncipe (3.4%),

China (3.1%), Mozambique (1.9%), India (1.1%)

Spain

- Main immigration flows: 1999-2000
- Immigrants: 7.8% (3,525,657) of total population (45,200,737) in 2007
- Non-EU immigrants: 5% (2,272,226)
- Top-10 non-EU nationalities in 2007 (percentage of total non-EU): Morocco (27.5%), Ecuador (16.8%), Colombia (10.8%), China (5.1%), Peru (4.9%), Argentina (4.1%), Dominican Republic (3.0%), Bolivia (2.9%), Algeria (1.9%), Cuba (1.9%)

2. Legal Framework for Immigration

- Germany**
- 1990-1998: admission and immigration of ethnic German immigrants was made more difficult;
 - 1992/1993: Germany's Asylum Law (one of the most significant methods of entry in the late 1980s/early 1990s for third-country nationals) was changed, resulting in a new, more restrictive system;
 - 1999/2000: Citizenship Law was changed (it became easier to acquire with the introduction of a *jus solis* element);
 - **2005**: Immigration Law – official recognition of Germany as a country of immigration; residence statuses were simplified; annual quotas were established; labour market access for foreign university students was made easier; a special method of entry for foreign investors was created; the Federal Office for Migration and Refugees was established in Nuremberg; mandatory advice programmes and mandatory integration courses for new immigrants were implemented.

- Greece**
- 1991: Immigration Law – mainly defensive and policing measures
 - 1998: first regularisation programme – modest results and high drop-out rate (42.7%)
 - 2001: Immigration Law – first provisions (though strict) for a naturalisation procedure; new regularisation programme; the competence for migration issues passed from the Ministry of Public Order and the Police to the Ministry of the Interior and local authorities (to Prefectures for work permits and Municipalities for residence permits);
 - **2005**: Immigration Law – first concern with integration; simplification of residence statuses; concern with victims of trafficking, family reunification and long-term residents.

- Ireland**
- 1999-2004: Four Immigration Acts, mostly dealing with measures of control.
 - 2004: new framework for citizenship (more restrictive).

- 2006: Employment Permits Act (includes 6-month residence permit for students who have just graduated in Ireland to seek a job and apply for a work permit)
- **2008**: New Immigration Act is likely to be enacted – provisions for biometric ID cards; irregular immigration as an automatic offence; accelerated procedures for deportation; ban on marriage for people seeking asylum and people with temporary employment permits; three-year refugee status; five-year long-term residence status; period of reflection for victims of trafficking in human beings and discretionary powers for the Minister for Justice.

Italy

- 1986-2002: Five regularisation acts (1986; 1989; 1995; 1998; 2002)
- 1992/1998: Immigration Law
- 2002: more recent changes in the Law:
General principles: annual quota is established to meet labour shortages; centralised political responsibilities for immigration issues. Citizenship policies date from 1992 (*jus sanguinis*)
- **2007**: reform proposal, not yet discussed at the Parliament – aims at providing a more flexible matching system for labour demand and supply and simplifying the procedures and requirements for permits.

Portugal

- 1981-2003: Five Immigration Acts
- 1992/1996: Two regularisation processes
- **2007**: New Immigration Act – documents required for obtaining or renewing visas were reduced; more efficient channels to facilitate information exchange between services were created; a single visa for residence purposes was created, aiming at reducing the inequality inherent in the previously existing legal status.

Spain

- Law 4/2000 (amended by Laws 8/2000 and 14/2003)
- Regulation **2004**: residence status for exceptional reasons (victims of an offence or gender violence, seriously ill); combating illegal hiring of workers; documents required and duration of procedures were reduced; allows for simultaneous request for family reunification and residence permit renewal; regulates the procedures for temporary workers.
- **2005**: Normalisation Process: An extraordinary regularisation process granted legal status to nearly 600,000 foreign workers who were working in the informal economy.

3. Integration Policies

- Germany**
- Integration has been a prominent social and political issue over the past fifteen to twenty years.
 - Since 2005, new immigrants are entitled/obliged to participate in an **integration course**: 600 hours of **language** training and 30 hours of **citizenship** education (also possible for longer-term residents who need German language training) – run under the **Federal Office for Migration and Refugees** (BAMF).
- Greece**
- In **1996** a legislative framework for **intercultural education** was established for the first time (26 intercultural schools have been set up throughout Greece since 1996).
 - With the Immigration Law 2001 there was an important **political position change**: “*foreigners do not constitute a supplementary charge for the Police, but persons and a social group with which the whole society must regulate its relations, through its institutional settings*”. The possibility of issuing residence permits for family reunification was introduced by this law.
 - **2005**: the first time integration was mentioned in a legislative text.
 - **2006**: introduction of long-term resident status.
 - Regular immigrants in the country are **guaranteed equal access to public health** institutions with Greek citizens.
 - **No voting rights** for legal immigrants (though the Government intends to provide for the possibility for long-term residence permit holders to participate in local elections in the future).
 - **Nationality**: *jus sanguinis*. The possibility of acquiring citizenship through naturalisation was legislated for in 2001.
 - An **Integrated Action Plan (2007-2013)**, funded both by national resources and the European Integration Fund, is about to take shape through a Common Ministerial Decision. The Plan, called “HESTIA”, will be monitored by an **Inter-ministerial Committee for the Monitoring of Migration Policy** and the **National Committee for the Social Integration of Migrants**.
 - **Local Policy**: The municipality of Sykies in western Thessaloniki was the first in the country to create a **local immigrant council** aiming at proposing recommendations on immigrants’ issues to the city council. This strategy seems to have gained ground in other cities as well, such as Kozani in Western Macedonia.
- Ireland**
- **No official integration plan**
 - **Recent political concern with integration issues (1999**: first time integration is addressed at Government level)
 - **1999**: establishment of an **Inter-Departmental Working Group on the Integration of Refugees** in Ireland and the publication of the report *Integration: a Two-Way Process*.
 - **2006**: **Committee on European Affairs** (Houses of Parliament)

recommended that the Government publish a **white paper on integration**.

- **2006: National Economic and Social Council report on migration policy proposed** the creation of the **Immigrant Integration Unit** to lead Government thinking on integration and build a comprehensive integration policy.
- At a local level, **Dublin City Council** set up a **committee** to assist it in developing a Strategic Anti-Racism, Diversity and Integration Framework Plan, and other similar local-level initiatives are in place across the country.
- **2007: creation of the Minister of State for Integration:** The Office of the Minister for Integration plans to set up a **taskforce** in mid-**2008**, an **immigrant-led ministerial council for integration** and a **commission on integration in 2009**. (The immigrant-led council is to advise the Office of the Minister and to include immigrant representatives from every county).
- **National Consultative Committee on Racism and Interculturalism (NCCRI)**
- **National Action Plan Against Racism (NPAR) 2005-2008**
- **Immigrants have the right to vote in, and stand for, local elections**
- **All children**, regardless of their parents' status, have the **right to attend State-funded primary and secondary school** (age 5-18).
- **Nationality: *jus solis*** between 1998 and 2004. Elements of *jus sanguinis* were introduced in 2004.
- **No Long-Term Resident status.**
- **The National Development Plan 2007-2013** covers the promotion of social inclusion for disadvantaged groups.

Italy

- **Integration policies were first introduced in Italy in 1998.**
- **Public Bodies dedicated to immigrant integration:** 1) National Council for the Issues of Immigrants and their Families; 2) Special Committee for Foreign Unaccompanied Minors; 3) Territorial Immigration Councils; 4) National Council for Coordinating Migrant Integration Policies; 5) Office Against Racial Discrimination (UNAR).
- **Decentralised integration policies:** programme management and implementation are delegated to **Regions, Provinces** and **Municipalities**.
- Specific measures for **housing:** immigrants have the legal right to the intermediation services of regional social agencies and local authorities for assistance in finding rental housing or securing a loan for the construction, recovery or purchase of a house or apartment.
- All immigrants (in regular or irregular situations) have the **right to public healthcare and education** (minors)
- **No voting rights**
- **Nationality: *jus sanguinis*** (recent reform proposal has been presented by the Internal Affairs Minister).

- Portugal**
- **1991:** creation of the “*Entreculturas*” Secretariat under the Ministry of **Education**, with the purpose of responding to the new challenges of growing ethnic and cultural diversity at schools. Since March 2004, the “*Entreculturas*” Secretariat has been part of the High Commission for Immigration and Intercultural Dialogue (**Education and Training Office**).
 - **1996:** the creation of the post of High Commissioner for Immigration and Ethnic Minorities – **ACIME** – can be considered the **first concrete step in integration policy**.
 - **2002 (2007):** ACIME was enlarged and changed into an interdepartmental support and consultative body for the Government, and further changed into a Public Institute in **2007**, then renamed the High Commission for Immigration and Intercultural Dialogue (**ACIDI**)
 - **2001:** “*Programa Escolhas*” – a programme under the High Commission for Immigration and Intercultural Dialogue that aims to promote the social integration of young people from vulnerable socio-economic contexts, namely immigrant descendents and ethnic minorities.
 - **2007: Plan for Immigrant Integration** (Council of Ministries Resolution): 20 areas of intervention were defined and 122 measurable measures – as well as responsible Public Institutions – were identified.
 - Integration is defined as **one of the priorities** in the **Decree-Law** that regulates the present legal regime concerning the entry, stay and departure of foreigners – dating from November **2007**.
 - Legal status for **long-term residents** is regulated with this Law, being conceded after five years of legal residence in the country.
 - Access to **healthcare and education** are both rights that assist immigrants and their children independently of the legal situation.
 - Access to Portuguese **nationality** was regulated by the new Law of April 2006 making it easier to attain in some situations, while maintaining the *jus sanguinis* principle.
 - Immigrants’ **political rights** have so far been based on **reciprocity**: only immigrants coming from countries with which Portugal has specific agreements can vote and be elected for local elections.
- Spain**
- As from approximately **2001**, a large number of the regional and local public authorities started to define their own action plans in the field of immigrant integration. These plans targeted very similar fields of work to assist integration: reception, employment, health, social services, etc.
 - **2004:** immigration issues were given more political relevance with the creation of a Secretariat of State for Immigration and Emigration. Integration issues were also recognised as relevant at national level, and so the Directorate-General for Immigrant Integration was created.
 - **2005:** The Fund for the support of Reception, Integration and Education was created to help Autonomous Communities and Local Councils to implement immigrant integration policies.
 - **2006:** The National Forum for the Social Integration of Immigrants was

expanded, incorporating new public bodies such as the Women's Institute and the Ministry of Education, Social Policy and Sports. The number of representatives of NGOs and Immigrant Associations increased and more relevant functions were incorporated, such as mandatory prior consultation for integration laws and programmes.

- In **2007**, the **Strategic Plan for Citizenship and Integration** – PEI – was formulated as a basic factor in governing the process of mutual adaptation and a driving force for inter-ministerial coordination to apply effective integration policies.
- **2008**: The Ministry of Labour and Social Affairs was re-named the Ministry of Labour and Immigration.
- Although integration policies are shared by National and Regional Governments, most of the competencies concerning immigrant integration are the responsibility of the Autonomous Communities which must arrange and provide education, employment, health, housing, social services, etc, under the basic principle of “**normalisation**”. Moreover, many municipalities are, in fact, implementing services for assisting immigrants (such as reception programmes) with the financial support of the national Government.
- **Voting rights** in local elections are based on **reciprocity**. This has not yet been implemented because of legal or political complexity in some countries of origin. Voting rights in national elections is linked to nationality.
- Nationality: *Jus sanguinis* is the general principle, but a restricted form of *jus solis* is also implemented: those born in Spanish territory acquire Spanish nationality automatically if either of the parents was also born in Spain or their parentage is unknown. Specific access on the basis of residence

3.1. Comparative analysis regarding integration policies

	INTEGRATION POLICIES									
	Official Integration Plan	Education	Health	Nationality	Family reunification	Political Participation	Employment	Language	Housing	Anti-discrimination (positive discrimination)
Germany	No official integration plan	Childcare and schooling for immigrants on an equal basis with that of all German children and families. As schools in immigrant districts have become embroiled in educational controversies, educational policies increasingly focus on schools in immigrant neighbourhoods. This special focus is usually institutional, rather than directed at individuals and their needs.	(no info)	The new Citizenship Law facilitated naturalisation, introducing an element of <i>jus solis</i> . Since 2000 legal immigrants with means of subsistence in Germany can naturalise after eight years of residence, without a criminal record. Moreover, children of foreigners who legally resided in Germany for at least seven years acquire dual citizenship at birth. Tolerance of dual citizenship only lasts until age 23.	Germany allows family reunification to a certain degree, with parents, children or spouses. Given the large numbers of immigrants in West Germany in 1973 when systematic immigration and labour recruitment was stopped, family reunification developed into the prime gate of long-term entry for immigrants (as apart from ethnic German immigrants); Since summer 2008 immigration via family reunification was made more complicated by introducing language tests for spouses who migrate from third countries.	Political participation in the fullest sense - the right to vote and the right to be elected is not available for non-naturalised third-country nationals, not even at the local level. These rights can only be gained upon naturalisation.	Work permits for new immigrants from third countries usually require a (temporary) residence permit. Moreover, third-country nationals can only fill a vacant position when no German or EU citizen can be found for the job. Residence permits can be issued for self-employed work, if a positive effect on the economy can be expected.	Compulsory language and citizenship training for new immigrants	Immigrants access the regular housing market, unless they are seeking asylum or are ethnic German immigrants. Then they are first assigned to special camps. Strict protection laws limit the upper level of rent and its (moderate) increase. For people in need, housing is subsidised, or special social housing is available.	The Senate Direction Centre against discrimination for ethnic, religious and ideological reasons, under the Commissioner for Integration, has the duty to support the implementation of anti-discrimination law and provide advice in cases of discrimination. In Berlin, the Berlin Commissioner for Integration is accompanied by the work of eleven District Integration Commissioners - one for every city district.

3.1. (Cont.)

	INTEGRATION POLICIES									
	Official Integration Plan	Education	Health	Nationality	Family reunification	Political Participation	Employment	Language	Housing	Anti-discrimination (positive discrimination)
Greece	<i>Integrated Action Plan: "Hestia" (2007-2013).</i>	Equal rights for documented and undocumented immigrants and children of immigrants; (until 16 years of age). Legislative framework for intercultural education (1996).	Equal rights for regular immigrants; Access limited to emergency cases for undocumented immigrants	<i>Jus sanguinis</i> (Law 3284/2004): Ten years of continuous legal residence during the last twelve years; sufficient knowledge of Greek language, history and culture.	Presidential Decree 131/2006	No voting rights for regular immigrants.	Regular immigrants have the same rights concerning employment benefits.	Certified knowledge of the Greek language (including history and culture) is required in applying for a long-term resident permit or nationality.	Benefits with regards to housing are similar for Greek citizens and regular immigrants. This is included in the <i>Integrated Action Plan</i> .	Law 1979: "Punishment of acts or activities that lead to racial discrimination" (amended in 1984 and 2001); Law 2005: "Implementation of the principle of equal treatment regardless of race or national origin, religion or other beliefs, disability, age or sexual orientation"

3.1. (Cont.)

	INTEGRATION POLICIES									
	Official Integration Plan	Education	Health	Nationality	Family reunification	Political Participation	Employment	Language	Housing	Anti-discrimination (positive discrimination)
Ireland	No official integration plan; On 1 May 2008, Government published a Ministerial statement that will form the basis for the development of an integration policy.	Minors have the right to education, even if in an undocumented situation. Rights of children of third-country students to public education are restricted.	Government health agency (HSE) developed an Intercultural Strategy (interpretation and training on interculturalism) in 2008. Undocumented immigrants have no eligibility to receive medical services other than in emergency situations.	Elements of <i>jus sanguinis</i> introduced by a Law in 2004: Children born in Ireland to at least one parent legally resident in Ireland for 3 of the 4 years prior to child's birth are automatically granted citizenship.	High level of discretion; Lack of explicit legislative provisions; Unmarried couples are not legally recognized.	Regular immigrants have the right to vote, and be elected, in local elections.	Employment Permits Act 2007 (Four employment schemes)	No official language and introduction policy	No specific measures for immigrants	Discrimination can be reported to the National Consultative Committee on Racism and Interculturalism and the Equality Authority. Robust legislation in this area.

3.1. (Cont.)

INTEGRATION POLICIES										
	Official Integration Plan	Education	Health	Nationality	Family reunification	Political Participation	Employment	Language	Housing	Anti-discrimination (positive discrimination)
Italy	No official integration plan.	Minors have the right to education, even if in an undocumented situation.	Equal rights for documented and undocumented immigrants (with some limitations for the latter).	<i>Jus sanguinis</i> (Law 1992): Citizenship is granted to: descendants of Italian citizens by birth; Children born in Italy and legally living in Italy without interruption until the age of 18; 10 years of legal residence or married to an Italian citizen for at least 2 years.	Decree 8 January 2007: family reunification granted to: 1) spouse; 2) minors; 3) adult children legally dependent due to total disability – health problems; 4) parents legally dependent.	No voting rights for regular immigrants.	Annual quota for entries according to labour market needs; Regular immigrants have the same rights concerning employment benefits (except for employment in the Public Service, which is limited to Italian citizens)	Transmission of knowledge, culture and civic values are among the priorities of a Directive issued by the Ministry of Social Solidarity and the Ministry of Human Rights and Equal Opportunities.	Immigrants have the legal right to the intermediation services of regional social agencies and local authorities for assistance in finding rental housing or securing a loan for the construction, recovery or purchase of a house or apartment.	Discrimination is dealt with by the Office Against Racial Discrimination (UNAR), under the Department for Equal Opportunities of the Presidency of the Council of Ministers.

3.1. (Cont.)

INTEGRATION POLICIES										
	Official Integration Plan	Education	Health	Nationality	Family reunification	Political Participation	Employment	Language	Housing	Anti-discrimination (positive discrimination)
Portugal	<i>Plan for Immigrant Integration</i> , 2007-2009.	Minors have the right to education, even if in an irregular situation.	Equal rights for regular and irregular immigrants.	<i>Jus sanguinis</i> (Law no. 2/2006 of 17 April): Citizenship granted to people: married or in civil union with a Portuguese person for 3 years; Legal residence in Portugal for 6 years; Third-generation immigrants; Children born in Portugal, where at least one of the parents has lived legally in Portugal for 5 years; Children born in Portugal when they reach majority (if they have resided in Portugal for 10 years, even in an undocumented situation).	All citizens with a residence permit have the right to family reunification, independently of the type of permit and of the duration of stay, for: 1) Spouses or <i>de facto</i> partners (legally recognised) ; 2) Children (if minors or with a disability) under one or both members of the couple's guardianship; 3) Adopted minors; 4) Children who have reached majority but are single, studying in Portugal and under one or both members of the couple's guardianship; 5) Parents, if under the applicant's guardianship or that of his/her partner; 6) Brothers or sisters, if minors and under the applicant's guardianship.	Voting rights based on reciprocity: only immigrants coming from countries with which Portugal has specific agreements can vote and be elected for local elections.	Visas are granted to foreign citizens with an employment contract or valid employment agreement, depending on annually defined workforce needs; A Council of Ministries resolution defining an overall contingent of employment opportunities not filled by EU or other citizens benefiting from special agreements is annually approved (based on the National Employment Agency information system).	Nine measures were defined for Language in the <i>Plan for Immigrant Integration</i> (mainly related to increasing the number of Portuguese training courses for foreigners, production of multilingual material, training in interculturalism); The Ministry of Education assumes responsibility for assessing Portuguese knowledge for naturalisation.	No specific measures for immigrants	Six anti-discrimination measures were defined in the <i>Plan for Immigrant Integration</i> (seminars and information campaigns, promoting research, reinforcing the active role of the Commission for Equality and Against Racial Discrimination)

3.1. (Cont.)

INTEGRATION POLICIES										
	Official Integration Plan	Education	Health	Nationality	Family reunification	Political Participation	Employment	Language	Housing	Anti-discrimination (positive discrimination)
Spain	<p><i>Strategic Plan for Citizenship and Integration, 2007-2010</i></p> <p>Fund to support Reception, Integration and Educational Reinforcement of Immigrants</p>	<p>Since 2004, all foreigners under 18 (irregular and regular) are entitled to education, including access to the public system of scholarships. A sufficient number of pre-school places is guaranteed. All children have to register in the Local Census register, in order to ensure that all children under 16 are in the education system.</p>	<p>Foreign nationals receive healthcare on an equal footing with Spanish nationals if included in the Local Census register (also includes irregular immigrants), as well as minors or pregnant women. There is a universal right to public emergency healthcare in the event of serious illness or accident, whatever the cause.</p>	<p><i>Jus sanguinis</i> is a general principle, but a restricted form of <i>jus solis</i> is also applied. Those born in Spanish territory have nationality automatically if one parent was born in Spain or their parentage is unknown. Spain has dual nationality arrangements with Argentina, Bolivia, Chile, Costa Rica, Ecuador, Honduras, Nicaragua, Paraguay, Peru and Dominican Republic.</p>	<p>Applicants for family reunification must have one year's regular residence, be in the renewal process and prove adequate housing and means of subsistence. Those who can be reunified are: spouses, children (also children of the spouse and adopted), under 18 or disabled and unmarried; Parents under their guardianship.</p>	<p>Participation in the political process is linked to citizenship. In Spain, only Spanish nationals over the age of 18 have the right to vote. Voting rights in local elections are based on reciprocity. This has not yet been implemented because of legal or political complexity in some countries of origin.</p>	<p>Since 2004, third-country nationals must reside in their countries of origin to get a first residence and working permit. Access to regular status is possible also through a process of proving labour and social roots. Employers are responsible for getting the work and residence permit; Temporary immigrant workers are also regulated. The Catalogue of Difficult-to-Cover occupations sets out the needs of the Spanish labour market. There is also a database to be jointly accessed by the different Ministries involved in granting visas and issuing permits to reside and work in Spain.</p>	<p>Local Centres for Adult Education run language courses for foreigners. Official Schools of Languages also have courses. Language learning is part of social integration policies, a competency shared by national and regional Governments. Centres for Refugees and for Temporary Stay deliver this kind of training. The DGII funds NGOs to deliver this training within Integral Reception.</p>	<p>There are a series of policies to promote access to housing, through ownership or rental. Services to facilitate access to housing for immigrants; information and advisory services and mediation services. These services are often provided by NGOs or specific public offices.</p>	<p>The Council for the Promotion of Equal Treatment and Non-Discrimination of People because of Race or Ethnic Origin was regulated in 2007 to assist victims of discrimination and has been recently moved to a new Ministry of Equality. Spanish Observatory for Racism and Xenophobia (under the Secretariat of State for Immigration and Emigration).</p>

4. Integration Services

- Germany**
- New Immigration Act 2005 delegated the work of central social and legal **advice** for newcomers to Germany's **welfare organisations**. It deals with individual issues such as residence statuses and permits, work permits, housing and access to social and welfare benefits.
 - **Migration Preliminary Advisory Service:** advice service for new immigrants introduced by the Immigration Act in 2005. Includes advice for newcomers in the areas of education, employment, health, housing, and social welfare.
 - **Berlin's Commissioner for Integration and Migration** provides services for immigrants and foreigners to deal with their issues (legal, social, economic or political).
 - The **Federal Office for Migration and Refugees** provides compulsory language and citizenship education.
 - Several emerging **mentoring programmes** for immigrants and foreigners, partly initiated by **foundations** and **NGOs**, partly by **immigrant organisations** (mostly also NGOs).
- Greece**
- **Education:** primary intervention area:
 - **Institute for the Greek Diaspora Education and Intercultural Studies (IPODE)**, is the competent authority affiliated to the Ministry of Education for consulting and monitoring multicultural education;
 - **1980:** creation of **reception classes** for children coming from abroad in order to support, mainly through language courses, their integration in the Greek educational system and society. In **1983** reception classes as well as tutorial classes were enforced by Law.
 - **1995:** establishment of the **Institute for Continuous Adult Education (IDEKE)**, affiliated to the General Secretariat for Adult Education (GGEE) of the Ministry of Education – implementation of the programme “Learning Greek as a Second Language for Migrant Workers”.
 - **Local policies (Athens):** the Intercultural Centre of the City of Athens provides special courses to immigrants in the Greek language, computers, etc. The municipality of Ymittos in Athens, with the cooperation of the local Committee of Solidarity to Migrants, has recently set up language courses for adult immigrants (language courses are also undertaken by different civil society actors).
 - The **Greek Manpower Employment Organisation (OAED)**, which is the competent public institution for (re)insertion in the labour market, **does not provide specific services to immigrants** in terms of its general policy. There is however a Service for Special Social Groups, where all vulnerable social groups are included (the main supporting actors in this field are **trade unions**).
- Ireland**
- **2001:** the **Reception and Integration Agency** was responsible for:
 - integration of refugees and people with leave to remain; the direct provision system for people seeking asylum; administering the UNHCR resettlement of refugees; integration policy; administering grants for local integration initiatives; repatriation of EU migrants not qualifying for social welfare under the Habitual Residency Condition (*most of these functions have now been transferred to the Office of the Minister for Integration*)
 - **Irish Naturalisation and Immigration Service (INIS):** responsible for

admissions, residence, asylum, visa applications in Dublin, statistics, citizenship and integration.

- **Integrate Ireland Language and Training (IILT)**: this Governmental Agency provided English and introduction courses for recognised refugees and immigrants with long-term residence permits. *(The Government withdrew the contract in July 2008; these services are likely to be mainstreamed through the Vocational Education Committees).*
- **Qualifications Recognition Ireland (QRI)**: administers the recognition of foreign qualifications.
- **Labour Inspectorate**: responsible for employment rights compliance (inspectors with language skills to be recruited).
- **Equality Authority**: independent State agency that promotes equality and prevents discrimination on nine grounds including religion, nationality and ethnicity (related to employment).
- **Training and Employment Authority (FÁS)**: provides English and computer courses to immigrants, with a training allowance.
- **Health Service Executive (HSE)**: the Government health agency developed an Intercultural Strategy, published in February 2008.
- There is **no Government agency that specifically focuses on housing for immigrants**. A number of NGOs provide services to homeless people, a disproportionate number of whom in recent years have been immigrants.
- **Legal Aid Board**: Government-funded independent organisation providing professional and accessible legal aid and advice. The Legal Aid Board also provides a Refugee Legal Service (RLS) to provide legal services to people applying for refugee status and in appropriate cases on immigration and deportation issues.
- **Department of Social and Family Affairs**: administers the social welfare system in Ireland (**immigrants and ethnic minorities** are considered a specific target group for Government anti-poverty policies).
- **The National Consultative Committee on Racism and Interculturalism** collates the data on racially motivated crimes.
- **Garda Racial and Intercultural Office** in Dublin city centre: provides advice, and monitors and coordinates police activity in relation to racial, ethnic, religious and cultural issues.

Italy

- **1998**: establishment of **Italian language classes** for children attending compulsory schooling who do not speak Italian, and for adult immigrants legally residing in Italy, administered by schools in partnership with private organisations (local level).
- **Housing agencies** set up by local authorities for mediation between owners and immigrants.
- Public services at a territorial level (though not specifically for immigrants):
 - Registry Office (Municipality)

- Social services, educational services and sports services (Municipality)
- Employment (Province)
- Health (Region)
- Housing (Region)
- Education (State)
- Welfare and insurance system (semi-State organisations)
- **Public entities providing services for immigrants at local level**
(Rome): 1) Urban Centre for Migration, Asylum and Integration (deals with helping immigrants in finding accommodation); 2) Immigration Services Centres (provide support in finding a job)

- Portugal**
- **2001: “Portugal Acolhe”** programme, under the **Institute for Employment and Professional Training**, composed of Portuguese Language and Citizenship modules.
 - **2003: SOS Immigrant Telephone Line** (under ACIDI)
 - **2004: Weekly television programme “Nós”** contributes to publicising immigrants’ culture (ACIDI)
 - **2004: Creation of the National and Local Immigrant Support Centres** under ACIDI
 - **2006: Telephone Translation Service:** provides the necessary instruments for a simultaneous conversation between the professional of the institution who requests the service, the translator and the immigrant, in a conference call format (ACIDI)
 - **2007: creation of the “Immigrant UNIVA Network”** (partnership between the support units of the Institute for Employment and Professional Training – IEFP – and ACIDI, designed to promote professional integration) in order to assist immigrants’ specific needs. It involves 25 civil society organisations.
 - **Portuguese language courses** are provided by a number of non-Governmental organisations, associations, public schools or municipalities and by the National Immigrant Support Centre in Lisbon since March 2007, free-of-charge.

- Spain**
- Immigrants’ integration policy is developed under the general principle of “**normalisation**”, promoting the access of immigrants to Government services on an equal footing with the native population.
 - Most integration competences fall to **Autonomous Communities** and local governments (often with NGOs delivering services)
 - Integrated Offices for Foreigners: recently launched, will enable the immigrant population to complete the employment and residence procedures in person at one single place (the first of these offices is located in Madrid).
 - Providing education is a competence of the Autonomous Communities. “Reception classrooms” exist for children under 18 years (newcomers) to accelerate their acquisition of Spanish or another autonomous language. Mediation services between families and schools as well as extracurricular activities are also implemented, often through NGOs.

There is also language learning for adults in non-formal education centres.

- Health services are delivered by Autonomous Communities. Intercultural mediation is carried out in some health centres. Information on healthcare rights, advice on how to get healthcare card and supporting campaigns on healthcare for specific groups are often carried out by NGOs.
- Employment Services are managed by Autonomous Communities. Some measures and programmes aim at facilitating their labour integration (occupational training and promoting hiring) as vulnerable groups. Moreover a number of NGOs carry out programmes to support their labour integration (information on labour rights, advice for job-seeking, mediation with companies, pre-training and basic skills to access the labour market, etc).
- Housing Services are delivered by Autonomous Communities and local councils and are mainly information and advisory services as well as mediation services between immigrants and owners in order to facilitate housing access. Services are often provided by NGOs or specific public offices.
- Social Services (Autonomous Communities and local councils) are increasingly using intercultural mediators. This is often the first door to access other public services or resources.
- Language learning and knowledge about the receiving society are often provided through NGOs or specific public centres for immigrants (these latter in few regions). No standardised courses exist.
- Hosting Programme: The management of centres for hosting immigrants is shared by national (the CARs and CETIS of the DGII) and regional governments through a system of agreements. Some NGOs are also funded to implement shelters (Red Cross, etc). A recent IT system (SIRIA) allows coordination of all the places, services and benefits granted to the immigrants concerned.

4.1. Comparative analysis regarding Government Integration Services

	INTEGRATION SERVICES							
	Education	Health	Employment	Language	Housing	Legal Advice	Border Police/ other services	Social Support/ Social Welfare
Germany	Advice on education is offered by the Migration Preliminary Advisory Service	Advice on health is offered by the Migration Preliminary Advisory Service	Job Centres arrange for jobs and training positions, consult employers and employees, promote training on the job, vocational retraining or orientation. At job centres immigrants may also apply for grants to support their professional training. Advice on employment is also offered by the Migration Preliminary Advisory Service	Federal Office for Migration and Refugees provides compulsory language and citizenship education	Counselling on housing is offered by the Migration Preliminary Advisory Service	Berlin's Commissioner for Integration and Migration	Federal Office for Migration and Refugees	Berlin's Commissioner for Integration and Migration
Greece	Institute for the Greek Diaspora Education and Intercultural Studies (IPODE) : competent authority affiliated to the Ministry of Education for consulting and monitoring multicultural education.	No specific Government Services for immigrants	Greek Manpower Employment Organisation (OAED) : competent public institution for (re)insertion in the labour market – it does not provide specific services to immigrants , but there is a Service of Special Social Groups where all vulnerable social groups are included	Reception classes for children to support, mainly through language courses, their integration in the Greek educational system and society; Institute for Continuous Adult Education (IDEKE) of the Ministry of Education – “Learning Greek as second language for Migrant Workers”; Intercultural Centre of the City of Athens provides special courses to immigrants in Greek, computers, etc.; the municipality of Ymittos in Athens , with the cooperation of the local Committee of Solidarity to Migrants provides language courses for adult immigrants	No specific Public Services for immigrants	Information about residence permit requirements are given by the relevant agencies: Immigration Bureaus of Municipalities and the Direction of Social Integration of the Ministry of Interior	Ministry of Interior (Department of Social Integration)	No specific Public Services for immigrants

4.1. (Cont.)

	INTEGRATION SERVICES							
	Education	Health	Employment	Language	Housing	Legal Advice	Border Police/ other services	Social Support/ Social Welfare
Ireland	Qualifications Recognition Ireland (QRI): administers the recognition of foreign qualifications	Health Service Executive (HSE): Government health agency that developed an Intercultural Strategy, published in February 2008.	Labour Inspectorate: responsible for employment rights compliance (inspectors with language skills to be recruited). Equality Authority: independent state agency promoting equality and preventing discrimination on nine grounds including religion, nationality and ethnicity	Integrate Ireland Language and Training (IILT): this Governmental Agency provided English and introduction courses for recognised refugees and immigrants with long-term residence permits (<i>The Government withdrew funding in June 2008</i>); Training and Employment Authority (FÁS): provides English and IT courses to immigrants, with a training allowance	No Government agency that specifically focuses on housing for immigrants	Legal Aid Board: Government-funded independent organisation providing professional and accessible legal aid and advice. It also provides a Refugee Legal Service (RLS) to provide legal services to people applying for refugee status and in appropriate cases on immigration and deportation issues	Irish Naturalisation and Immigration Service (INIS): responsible for admissions, residence, asylum, visas in Dublin, statistics, citizenship and integration . Garda Racial and Intercultural Office in Dublin city centre: provides advice, and monitors and coordinates police activity in relation to racial, ethnic, religious and cultural issues. Reception and Integration Agency Office of the Minister for Integration	Department of Social and Family Affairs: administers the social welfare system in Ireland (immigrants and ethnic minorities are considered a specific target group for Government anti-poverty policies)

4.1. (Cont.)

	INTEGRATION SERVICES							
	Education	Health	Employment	Language	Housing	Legal Advice	Border Police/ other services	Social Support/ Social Welfare
Italy	<p>Support from educational services at municipal level: information on recreational services, catering, school and pre-school registration; organisation of cultural and sports activities at the municipal level.</p> <p>Specific programmes for immigrant women, unaccompanied children and Roma can be planned and funded at the national level, by the General Directorate for Immigration (Ministry of Labour, Health and Social Policies).</p>	<p>Recently (April 2007) a former NGO, San Gallicano, became the National Institute for support of immigrants' health [Rome, Foggia (Puglia) and Agrigento (Sicily)]</p>	<p>Rome (local level) Immigration Service Centres: provides support in finding a job</p>	<p>Italian language classes for children attending school who do not speak Italian, and for adult immigrants legally residing in Italy, administered directly by schools, and funded either by the Ministry of Education (Internal Directive on schools that have more than 10% foreign students) or by the Ministry of Labour, Health and Social Policies (Fund for Social Inclusion).</p> <p>Public language courses for immigrants are also organised by "Permanent Territorial Centres" (CTP – <i>Centri Territoriali permanenti</i>).</p>	<p>Rome (local level) Urban Centre for Migration, Asylum and Integration: helps immigrants in finding accommodation; Housing agencies set up by local authorities for mediation between owners and immigrants</p>	<p>UNAR (Office Against Racial Discrimination) provides legal advice</p>	<p>Immigration Office</p>	<p>No specific services for immigrants</p>

4.1. (Cont.)

	INTEGRATION SERVICES							
	Education	Health	Employment	Language	Housing	Legal Advice	Border Police/ other services	Social Support/ Social Welfare
Portugal	ACIDI Services: CNAI (Ministry of Education Office), CLAI (information), SOS Immigrant phonenumber, Telephone Translation Service (for professionals of any area)	ACIDI Services: CNAI (Ministry of Health Office), CLAI (information), SOS Immigrant Telephone Line (mainly informative), Telephone Translation Service (for professionals of any area)	“Immigrant UNIVA Network” (partnership IEPF and ACIDI) for assisting immigrants’ specific needs concerning professional integration	“Portugal Acolhe” programme, under the Institute for Employment and Professional Training , composed of Portuguese Language and Citizenship modules; CNAI’s language courses; Municipalities’ language courses	ACIDI Services: CNAI (Housing Support Office), CLAI (information), SOS Immigrant phonenumber, Telephone Translation Service (for professionals of any area)	ACIDI Services: CNAI (Legal Support Office), CLAI (information), SOS Immigrant phonenumber, Telephone Translation Service (for professionals of any area)	Foreigners and Borders Service (uses socio-cultural mediators)	ACIDI Services: CNAI (Social Support Office), CLAI (information), SOS Immigrant phonenumber, Telephone Translation Service (for professionals of any area)

4.1. (Cont.)

	INTEGRATION SERVICES							
	Education	Health	Employment	Language	Housing	Legal Advice	Border Police/ other services	Social Support/ Social Welfare
Spain	Lectures and classes for immigrant families; Translation and cultural mediation to facilitate communication with the families of immigrant pupils; reception classes for children to accelerate language learning; Special support aimed at accelerating acquisition of the local language or other basic learning skills; Specific support to immigrant pupils to help them progress in problematic areas; Preventing truancy among immigrant schoolchildren. Measures provided by Regional Education Services (Public Administration).	Healthcare centres: Access to the healthcare system via a national health card as a requirement for inclusion in their constituency's voting register; Access to the system for persons suffering grave illness, even in absence of a healthcare card. Mediation through intercultural agents in order to enhance understanding and communication between the immigrant population and health practitioners; Access to information and materials on prevention - including health guides - in different languages.	Municipalities' specific programmes and NGOs programmes to support labour integration (personalised itineraries for employment insertion). No specific Public Employment Service for Immigrants.	Education Centres for Adults in every Region (no specific for immigrants) NGOs are funded to deliver language learning courses at national and regional level for immigrants.	Measures in the Strategic Plan . Guidance on housing support services; Accommodation and basic maintenance of newly-arrived and/or homeless immigrants; Mediation between immigrants and owners, by NGOs or regional or local councils. Mediation in rental accommodation to prevent abusive conditions and/or facilitate access to rented accommodation; Guidance and information regarding acquisition and/or rental of housing. Regional and local councils are responsible for providing these services directly or through an NGO or social entity.	No specific body. Legal advice is given through CARs and CETIS; many NGOs and Immigrants Associations are funded to provide this service, other entities such as Lawyers' Associations also provide specific legal advice.	CETI – Centres for Temporary Housing for immigrants (reception centres providing emergency care for newly-arrived immigrants in Spain), directly managed by the General Directorate for the Integration of immigrants.	Government Community Services: Drafting specific reports on the immigrant population: on social integration (route to regularisation) or reports on household habitability (required for family reunification); Projects aimed at avoiding conflicts among neighbours; intercultural social service provision.

5. Obstacles concerning immigration/integration policies

The following aspects correspond to some of the main obstacles and limitations regarding each country's immigration and integration policies, as identified by each report's author.

- Germany**
- Legal immigration has become almost impossible for third-country nationals, unless they come as highly skilled investors or entrepreneurs. The only two options beyond this are family unification and entry as ethnic German immigrant from the Russian Federation or Central Asia.
- Greece**
- Many immigrants are failing to keep their residence permits renewed and subsequently they lose their legal status.
 - No voting rights.
- Ireland**
- No official language and introduction policy – particularly urgent in view of the fact that language requirements will in the future be part of the naturalisation process.
 - The lack of affordable childcare (shared by all members of the society) is one of the principal barriers to the economic inclusion of immigrants in Ireland, as is the discretionary nature of the family reunification system.
- Italy**
- Lack of law on the right of asylum.
 - Requirement of meeting labour market needs (proposal for revision of annual quota).
 - No voting rights.
 - Complexity of the naturalisation processes (present reform proposal).
 - Legal immigration almost impossible for third country nationals, unless they come as highly-skilled investors or entrepreneurs (resulting in illegal entries);
 - Discretionary attitude towards the clients by public officers and employees;
 - Lack of coordination between the various offices.
- Portugal**
- Specific housing support measures for immigrants do not exist in Portugal.
 - Reciprocity concerning the right to vote (though in the latest COCAI meeting of September 2007, civil society organisations, immigrant representatives and political parties agreed on the need to revise this particular aspect of reciprocity, which discriminates against some of the most numerically significant immigrant communities)
 - Nationality process: immigrants with disabilities or who cannot read and write see their process blocked due to the need to undergo the written test on Portuguese language knowledge.
 - Costly and time-consuming procedures.
 - Difficulty in qualifications recognition, mainly due to the complexity

and time-consuming nature of the process, in spite of the Government giving priority to this field of intervention.

Spain

- Lack of coordination between ministries in reception services.
- Lack of assistance to persons in vulnerable or irregular situations.
- Lack of translation services and mediation upon arrival in the receiving country.
- Creation of ghettos in reception services.
- Ethnocentric focus in school curricula and discrimination.
- Lack of materials and activities which address the issues of linguistic and cultural diversity.
- Lack of measures aiming at facilitating access to non-compulsory levels of education.
- Lack of services to assist adults in learning the language of the receiving country.
- Bureaucracy and problems involved in obtaining recognition of qualifications obtained in country of origin.
- Lack of information on professional and vocational training, with special attention to younger members of the population.
- Lack of monitoring of training courses and individuals who complete such courses.
- Discrimination, lack of information and lack of mediation in access to housing.
- Inadequate information on programmes concerning health and the healthcare system.
- Lack of intercultural skills among health professionals.
- Right to vote in local elections is based on the reciprocity principle.
- Lack of material and human resources in the Social Services.

6. Joined-up governments and Governmental and non-Governmental partnerships concerning Migration

- Germany**
- Cooperation between the **Federal Office for Migration and Refugees** and the established welfare organisations (**Berlin**).
 - **Foreigners' Office in Berlin** was reformed in cooperation with some of the welfare organisations, aiming at its modernisation.
- Greece**
- **Inter-ministerial Committee for the Monitoring of Migration Policy** (2005, amended in 2007): Ministers of the Interior, Public Administration & Decentralisation, Economy & Finance, Foreign Affairs, National Defence, Development, Education and Religious Affairs, Employment & Social Protection, Health & Welfare, Rural Development & Food, Justice, Culture and Merchant Marine.
 - **National Committee for the Social Integration of Migrants** (2007): General Secretaries of eight ministries, President of the Hellenic Migration Policy Institute, representatives of local authorities, of the Greek Orthodox Church, university professors, and representatives of parliamentary political parties; trade unions; employers' associations; the International Organization for Migration; and the Athens Bar Association.
 - Main goals:
 - a) to propose policies and actions regarding the social integration of immigrants to the competent Inter-ministerial Committee
 - b) to manage the social dialogue on integration and
 - c) to work out and monitor actions and programmes particularly within the framework of the *Integrated Plan for Social Integration*.
 - Partnerships between Government and non-Government actors have started from several **European Projects** (for example):
 - Network of seven municipalities (Hospitable City)
 - Developmental Society of North-western Thessaloniki (14 municipalities).
- Ireland**
- There is currently **no cross-departmental structure on immigration and integration** in Ireland, nor national or local structures for formal consultation with ethnic minorities.
 - The establishment of the **Office of the Minister for Integration Policy** is a step in this direction.
 - **Examples of inter-governmental co-operation not specifically for immigration:** the Office of the Minister for Children (with representation from the departments of Health and Children, Education and Science, and Justice) and the Office for Social Inclusion (which undertakes consultation with the Departments of Justice, Finance, Education, Employment and Health and with the National Consultative Committee on Racism and Interculturalism, the social partners, the British Irish Council and the Combat Poverty Agency).

Italy

- **1999: Territorial Immigration Councils:** Consultative bodies operating at provincial level, consisting of public representatives, representative associations of foreigners in the territory, and representatives of the third sector particularly active in aid and assistance to immigrants – aiming at promoting interventions to be implemented at local level.
- **1998: National Council for the Problems of Immigrants and their Families:** established under the Ministry of Labour and Social Policies. It is composed of representatives from trade unions, immigrant associations, and public administration both at national and local level, dealing with integration. This Council monitors the status and living conditions of immigrants and develops proposals for improving and facilitating integration. **At the moment, this Council has been suspended.**
- **Special Committee for Foreign Unaccompanied Minors:** responsible for safeguarding and policing the residence of foreign minors temporarily admitted to the Italian territory and for coordinating the activities of the competent administrations. It is made up of representatives of the Ministries of Foreign Affairs, Interior, Justice, representatives of the National Association of Italian Municipalities (ANCI), and of the Union of Italian Provinces (UPI).
- **Immigration Office:** officials from different public bodies (Ministry of Labour, Ministry of Interior, Tax Agency) work together at the Immigration Office in order to handle procedures regarding the arrival of foreign workers from abroad, family reunification and changes in the reason for a permit of stay in Italy – **addresses only entry issues**
- **Other partnerships between Governmental and non-Governmental bodies** (e.g.: Doctors Without Borders and the Local Public Health Office; Office Against Racial Discrimination and Christian Association of Italian Workers)

Portugal

- **1998: Advisory Council for Immigration Affairs (COCAI)** became part of ACIDI as one of its bodies in 2002. Promotes consultation and dialogue with public and civil society organisations representing immigrants in Portugal, or operating in this area.
- **1999: Commission for Equality and Against Racial Discrimination** is an independent body which started functioning under ACIDI's structure and coordination in 2002. Government and National Assembly representatives, immigrant associations, anti-racist organisations, trade unions, employers' associations and organisations acting for the protection of human rights can be listed as some of the Commission's members.
- **2003: Local Immigrant Support Centres** - result from partnerships established between ACIDI and municipalities or civil society organisations (mainly immigrant associations or NGOs).
- **2004: National Immigrant Support Centres** - include Public

Administration institutions and support offices in different areas under ACIDI's responsibility. These centres result from a partnership not only between ACIDI and other public institutions, but also with different immigrant associations or NGOs working in the field, which allocate socio-cultural mediators, as immigrant communities' representatives, to work at the CNAIs.

- Spain**
- **High Council for Immigration Policies:** collegiate government body in charge of coordination and cooperation among the General State Administration, Autonomous Communities and Local Governments, attached organically within the Ministry of Labour and Immigration. The aim of this Council is to set up the basis and criteria which has to be developed for a comprehensive policy on social and labour integration of immigrants.
 - **Inter-Ministerial Commission of Foreignness** - inter-ministerial collegiate government body attached within the Ministry of Labour and Immigration. Aims at analysing, discussing and informing on the proposals and actions from ministerial departments that affect foreigners, immigration and asylum and to be informed on agreements and development of actions implemented within the European Union, likewise within other international bodies and to evaluate their influence and its implementation in Spain.
 - **Council for the Promotion of Equal Treatment and Non Discrimination of People caused by their Race or Ethnic Origin** - government collegiate body attached within the Ministry of Labour and Immigration through the General Directorate of Immigrant Integration and under the State Secretariat of Immigration and Emigration. This Council is responsible for the promotion of the principle of equal treatment and non-discrimination of people caused by their racial or ethnic origin in education, healthcare, provisions and social services, housing and, in general, in supply and access to any goods and services. It is also responsible for access to employment, self-employment and independent professional practices, membership and participation in trade unions and employers' organisations, working conditions, professional promotion and professional occupational and continuous training. It consists of representatives of Professional Associations, civil society organisations, trade unions and employers' organisations.
 - **Forum for the Social Integration of Immigrants** - advisory and consultative body for the Government on immigration issues. It consists of a balanced tripartite representation among the Public Administration, Immigrant Associations and social support organisations, including trade unions and employers' organisations. This Forum is a channel for participation and dialogue, focusing aspirations and demands from the immigrant population and involving the whole society in searching for solutions and alternatives.
 - **Fund to Support the Reception and Integration of Immigrants and Educational Assistance** - inter-ministerial cooperation mechanism for the integration of immigrants (cooperation between the Ministry of Labour and

Immigration via the Directorate-General for Immigrant Integration, Autonomous Regions and local authorities).

- **Tripartite Labour Commission of Immigration:** is a collegiate national body attached to the State Secretariat of Immigration and Emigration (DGII) of the Ministry of Labour and Immigration to facilitate dialogue between the Ministry of Labour (Migration, Employment, Social Security and Social Services Departments) and the most representative employers' organisations and trade unions on labour migration flow management. It is composed of the President (representative of SEIE), two Vice-presidents (one is chosen among the members representing trade unions and the other among the employers' organisations) and 24 members: eight from the Ministry of Labour and Immigration, eight from the most representative national employers' organisations and eight from the most representative trade unions.

7. Socio-cultural mediators

- Germany** • Socio-cultural mediators **are not yet an integrated part of the German Government's immigration and integration work.**
- Greece** • In Greece, socio-cultural mediators **are not a very widespread tool** of integration. Translators are occasionally used in the Citizens Service Centres in order to better serve immigrant users. Nevertheless, the public administration is not yet eager to generalise the employment of mediators on a more permanent basis.
- Socio-cultural mediators have been employed mainly, if not exclusively, within projects carried out by **NGOs or private institutions**, as well as **trade unions** (in many trade unions that represent branches where immigrant workers are numerous – construction, cleaners, agricultural workers etc. – immigrants have been elected to the boards, with the main purpose of facilitating contact between unions and immigrants).
- Ireland** • The **Irish Government does not currently employ socio-cultural mediators on a widespread basis.** The Health Services Executive and Social Services use socio-cultural mediators. The **NGO** Access Ireland has established a Cultural Mediation Service in Dublin city centre (the roles of cultural mediators trained by Access Ireland are to provide a communication link between service providers and minority ethnic users, provide information on services, support and encourage minority ethnic users in using services and delivering training and awareness-raising sessions).
- Italy** • Law **1998** introduced the figure of the **intercultural mediator** to “facilitate the relationship between individual governments and foreigners belonging to different ethnic, national, linguistic and religious groups” and that of **cultural mediator** concerning the education of foreigners and intercultural education.
- Intercultural mediation experiences since the **1990s** (in sectors such as health, schools, social services, cultural activities, reception centres for foreigners, police, prisons, foreigners' offices, employment offices, business organisations). Positive concrete experiences but **no formal/legal definition of the role** (the status of cultural and intercultural mediator was legislated for in 1998 but respective competences and duties have not been clarified).
- Portugal** • The figure of the socio-cultural mediator was established with the **Portuguese Law no. 105/2001** of 31 August 2001. Socio-cultural mediators' **competences and duties** are by law defined as follows:
- To promote intercultural dialogue by stimulating respect and deeper mutual knowledge of cultural diversity and social inclusion;
- To cooperate in the prevention and resolution of socio-cultural conflicts and in the definition of social intervention strategies;

To actively cooperate with all actors in social and educational intervention processes;
To facilitate communication between service-providers and users of different cultural origins;
To assist users in relations with public and private services and their employees;
To promote the inclusion of citizens from different social and cultural origins, in equality of circumstances;
To respect the confidentiality of all information related to families and groups affected.

- Administratively, the figure of the socio-cultural mediator is guaranteed through a **protocol** signed by the State or local authorities on the one hand, and associations, cooperatives or outsourcing companies – created by immigrants or different ethnic groups – on the other hand.
- Socio-cultural mediators should preferably be **immigrants themselves, with mediation competences and knowledge of the socio-cultural characteristics of the target communities.**
- As concerns intervention with the immigrant population, socio-cultural mediators have worked on the **Immigrant Phoneline** since 2003, at the **National Immigrant Support Centres** since 2004 and at the **Foreigners and Borders Service (SEF)** since 2006.

Spain

- Most **local councils** in cities with a large immigrant community have involved intercultural mediators in direct advocacy actions, such as Community **Social Services**. They have also become active in **schools** and primary **healthcare** services.
- **Lack of uniform definition** of intercultural mediators' functions.
- Several national centres offering **training in mediation** within Autonomous Communities and local council structures, as well as a number of NGOs that provide specific courses in this area:
 - School for Multicultural Mediation and Competence, ASMIN (Association of Intercultural Mediators of Granada)
 - School of Social Mediators for Immigration (EMSI), Autonomous Community of Madrid
 - School of the Network of Multicultural Mediators of Andalusia – Acoge

8. Immigrants' experiences

- Germany**
- **Lack of communication** between State and immigrant organisations.
 - Service-providers' and their employees' awareness of immigrants' concerns has increased and **attitudes** have **improved**.
- Greece**
- **Easy accessibility:** immigrants can submit their visa applications and required documents in numerous locations (13 Regional Administrative Divisions in the country, Municipality Immigration Bureaus, Citizens Service Centres and in the case of Athens the Foreigners Service Centre, and even the Department of Residence Permits at the Ministry of the Interior).
 - **Dispersed authorities:** many required documents have to be obtained from a number of dispersed authorities and organisations, which can lead to missing a whole working day.
 - **Opening hours** are also an obstacle (except in the case of Citizens Service Centres)
 - **Language and communication difficulties** (even though the application forms are translated into nine languages and much of the information about legal, employment and other issues has been published and is available in several languages from the Ministry of Interior, trade unions and other stakeholders)
 - **Costly** procedures
 - **Lack of information** on existing services and immigrants' own rights
- Ireland**
- **Difficult access:** many Government services are located only in Dublin, and immigrants may have to travel a significant distance in order to access the services. People often find it very difficult to navigate the various Government services.
 - **Language and communication difficulties** (attitudinal barriers, lack of understanding of the system and of the services available prevent immigrants from properly accessing Government services).
 - **Costly** procedures
 - **Lack of transparent and accessible information** regarding people's rights and entitlements: **contradictory or incorrect information** is sometimes provided.
 - **Improvement in waiting times:** The Garda National Immigration Bureau (GNIB) moved to a central city location in 2002, resulting in a substantial improvement in terms of queues.
 - **Time-consuming procedures:** naturalisation, long-term residence and family reunification permit application processes currently involve significant waiting times, and decisions can be discretionary.
 - **Discrimination in accessing** private housing, accessing credit and being harassed by neighbours or badly treated by service-providers' employees.
- Italy**
- **Language and communication difficulties** (attitudinal barriers).

- **Costly and time-consuming** procedures.
- **Opening hours** difficult for workers.
- **Waiting times** and queues.
- General attitude of **disrespect** by the employees and officers towards the clients.

- Portugal**
- The **opening hours** of Government services is a difficulty (the CNAIs have the same opening hours).
 - **Waiting times.**
 - **Language and communication difficulties** (attitudinal barriers).
 - Difficulties in **filling in documentation** (often related to the language obstacle) are also experienced by immigrants in relation to Government services.
 - **Complexity of procedures**, excess of required documentation, frequent alterations in requirements, delay in the conclusion of processes or difficulties in getting information about the progress of an application.
 - **Incoherence of information** provided by the various organisations.
 - **Costly and time-consuming procedures.**
 - Experiences connected with **racism and discrimination** occur in the health and education sector (refusals to provide medical assistance or children's registration at schools are registered)
 - **Employment** sector: other examples of exploitation experiences (the area of **labour conflicts** is not covered by specialised Public Services targeting immigrant population).

- Spain**
- **Complexity of procedures.**
 - **Language and communication** difficulties.
 - Lack of **transparent and accessible information.**
 - **Waiting times** and **queues.**
 - **Time-consuming** procedures.
 - **Discrimination** in the rental **housing market.**

9. Obstacles/limitations concerning immigrants' experiences and integration policies

The following table organises the information and positions each country in relation to the main obstacles and limitations, whether felt by the immigrant population or perceived at State level, concerning existing integration policies, as presented in the country reports. This section therefore aims to identify and compare common and specific obstacles, from a dual perspective.

	Immigrant	State
Accessibility (services' opening hours/ location)	EL, IE, IT, PT	EL, IE, IT, PT
Services waiting times	EL, IE, IT, PT, ES	EL, IE, IT, PT, ES
Language and Intercultural communication	EL, IE, IT, PT	EL, IT, PT
Cost to the immigrant	EL, IE, IT, PT	
Provision of information	EL, IE, IT	EL
Coherence of information provided by various organisations	EL, IE, IT, PT, ES	EL, IT
Racism and discrimination in accessing certain services (eg.: housing or credit)	IE, IT, PT	IE, IT, PT
Voting rights	DE, EL, IT, PT, ES	DE, EL, IT, PT, ES
Complex and time-consuming processes (visa renewal, naturalisation)	EL, IE, IT, PT, ES	EL, PT

10. Can One-Stop Shop examples be found in all countries?

The following examples were presented by the author(s) of each country report. Though all the reports state that there is no equivalent to a one-stop shop model, with the exception of the Portuguese case through the National Immigrant Support Centres, each country presents examples of structures offering elements that might have similar characteristics to some of the one-stop shop components, whether targeting the immigrant population, general citizens, or other target groups.

- Germany**
- **No equivalent to the One-Stop Shop model**
 - Berlin **Citizens Offices** (though only providing information)
 - **Foreigners' Office**: undergoing efforts to be redesigned as an agency providing help and support for immigrants and foreigners wanting to reside temporarily or permanently in Berlin (limitation: internal resistance as the Foreigners' Office historically was seen as an institution preventing long-term residence of foreigners and immigrants in Germany rather than simplifying it)
- Greece**
- **No equivalent to the One-Stop Shop model** (Government services are dispersed and limited to the Ministry and the department they are affiliated with, while structures held by other social partners focus on specific areas).
 - **Citizen Service Centres**: in these centres one can carry out a series of transactions with public authorities, from obtaining necessary documents concerning civil status, birth certificates, tax, social insurance etc. to filling in applications for a wide range of cases.
 - **Athens: Foreigners Service Centre**, located near the city centre, where immigrants can get support in relation to several administrative issues, such as information for the issue and renewal of residence permits.
- Ireland**
- The **Irish Naturalisation and Immigration Service (INIS)**, within the Department of Justice, is a 'one-stop shop' for admissions, residency and naturalisation applications, and the enforcement of immigration and asylum legislation. INIS has assumed the Department of Foreign Affairs' responsibility for issuing visas in Dublin, though applications from abroad continue to be processed by Foreign Affairs. Border control remains the duty of the Garda National Immigration Bureau (GNIB), located in the same building as the INIS.
 - The **Citizens Information Board** (national support agency for the provision of information, advice and advocacy on social services) provides an example of integrated service provision to immigrants. This service is aimed at the general population, but in practice a high

proportion of service-users are immigrants.

Italy

- **No equivalent to the One-Stop-Shop model**
- **Single Immigration Desk (Sportello Unico)** is the most similar to a One-Stop Shop model, though addressing only entry issues.

Portugal

- **Citizens Shops** (integrates different Public Administration services)
- **2004: National Immigrant Support Centres** in Lisbon and Porto

Spain

- **No equivalent to the One-Stop-Shop model**
- **Integrated Offices for Foreigners** (makes it possible to complete the employment and residence procedures at one single place. These new offices will also process the registration certificates of EU citizens, authorisations to return and procedures associated with their settlement. They also handle the issuing of student and foreigners' cards, in addition to providing information and advisory services regarding immigration)
- **CAR** (Centre for Refugees Aid)
- **Integrated Reception Measure**

11. Common findings

▪ *Immigration/ integration background*

Integration is a recent topic in most of the Partner Countries of the Project (Greece, Ireland, Italy, Spain and Portugal). In Germany, the country that presents the longest history of immigration, integration has been a primary social and political subject over the last 15 to 20 years. Whereas Italy is closest to Germany in relation to immigration history, Greece, Spain, Ireland and Portugal have experienced their first major influxes in the 1990s, with even greater developments after the year 2000 in the latter three countries.

▪ *Immigrant population*

The weight of the total immigrant population in the compared countries varies between 4% in Portugal and 11.5% in Ireland (8% in Germany and Spain, 7% in Greece and 6% in Italy), taking only those in a regular and registered situation into consideration. It is more difficult to compare the weight of only non-EU citizens due to shortage of disaggregated information in some reports. However, those that provide this information reveal similar percentages (3% in Portugal, 3.2% in Ireland, 4% in Italy and 5% in Spain¹).

Greece presents the most significant specificity concerning immigrant populations, since more than 55% are from one single group – those with Albanian nationality. Albanians are also the most represented group in Italy, followed by Moroccans. In Ireland, Nigerian and US Americans are the main nationalities, in Portugal they are Brazilians and Cape Verdeans and in Spain, Moroccans and Ecuadorians. Portugal and Ireland present one particular aspect in this respect, since both main nationalities (in Portugal, Brazilians and Cape Verdeans account for more than 40% of total non-EU immigrants) come from Portuguese and English speaking countries, respectively, as well as Ecuadorians in Spain. This is nonetheless more noteworthy for the Portuguese case, since 6 of the 10 main nationalities are Portuguese-speaking countries.

¹ In Spain, it is not yet clear whether these also include Romanians.

- *Territorial settings*

Greek, Portuguese and Irish policies are orientated at the national level. Germany, being a Federal Republic made up of different States, as well as Italy and Spain, whose territories are divided into Regions, Provinces and Municipalities in the first case and Autonomous Regions in the second, present, on the other hand, decentralised integration policies. In Spain, however, the Strategic Plan for Citizenship and Integration was recently implemented at national level in order to act as a framework for the regional and local integration policies, enhance coordination and, using different instruments, foster the integration of immigrants in Spanish society.

- *Immigration Legislation*

All countries have recent immigration acts. Germany and Greece passed the last immigration act in 2005 and Portugal in 2007. As for Italy and Ireland, reform proposals have been discussed in 2007, but not yet legislated. They are likely to be legislated in 2008. In the new laws that have already been passed, resident statuses have been simplified (Germany, Greece and Portugal), and the same is expected to occur in Italy. In Spain, the latest law dates from 2000, but had its most recent regulation in 2004.

- *Integration policies/ Government integration services*

Integration services in all countries are divided between those provided by State Agencies and Non-Governmental Organisations, and also between those that integrate general social integration measures and specific measures for the immigrant population. An overall outlook reveals that many areas are covered by NGOs in most countries, though integration policies are already implemented at State or Regional level regarding certain areas. Greece, Portugal and Spain are the only countries with an official Plan for Integration, in all cases drawn up in 2007.

Health and education are considered primary integration areas in most countries. Equal access to healthcare independently of legal status is possible in Italy, Spain and Portugal, whereas in Ireland this concerns education only, in addition to emergency health situations.

Language is consensually considered another key area of intervention. Language training is compulsory in Germany, as part of the integration course for new immigrants, together with citizenship education, run under the Federal Office for Migration and Refugees.

Different national and local agencies provide language training in the other countries, such as:

Greece: 1) the Institute for the Greek Diaspora Education and Intercultural Studies, 2) the Institute for Continuous Education, 3) the Intercultural Centre of the City of Athens and 4) the Municipality of Ymittos in Athens;

Ireland: 1) Integrate Ireland Language and Training (closed down in July 2008) and 2) FÁS - the Training and Employment Authority;

Italy: Italian language classes for legal immigrants and their children were established by law in 1998;

Portugal: 1) the National Agency for Employment and 2) the National Immigrant Support Centre in Lisbon. In Portugal, however, the majority of Portuguese language courses are provided by NGOs and Immigrant Associations. The Ministry of Education assesses Portuguese knowledge for the purposes of citizenship.

Spain: 1) Municipalities have specific programmes and there is special support aimed at accelerating acquisition of the local language (Spanish or the local co-official regional languages) or other basic skills (habits and customs).

As concerns employment, a number of specific measures can be highlighted. In Greece, several programmes for vulnerable social groups operate in this area, though Governmental Agencies focusing on employment for immigrants do not exist; in Germany the Job Centres operate in this area; in Portugal, a partnership between the National Agency for Employment (IEFP) and ACIDI, I.P. recently created a network of Support Centres for Professional Integration focusing specifically on immigrants, though these Centres already existed for the general population; in Italy, the Province of Rome provides support in this area through the Immigration Service Centres, located in

the centres for employment; and in Spain services in this area are also the responsibility of municipalities, with specific programmes.

Housing is not an area with specific differentiated measures for immigrants in most countries' policies, with the exception of Italy – where immigrants have the legal right to the intermediation services of regional social agencies and local authorities for assistance in finding housing for rent, loans for construction, recovery or purchase of a house or apartment – and Spain, where mediation in the rental of accommodation is provided, as a measure coordinated by the Labour and Immigration Ministry together with the Housing Ministry. Apart from these examples, support in this area is mainly covered by NGOs in most countries.

If we analyse two other fundamental areas regarding immigrant integration – Political Rights and Citizenship – some other common and different points arise. Whereas no voting rights are given to immigrants in Germany, Greece, Italy or Spain, in Ireland and Portugal they have the right to vote in and stand for local elections. In Portugal, however, this right is given only to those immigrants coming from countries with which Portugal has specific agreements, while in Ireland it applies to all legally resident immigrants. Regarding nationality, *jus sanguinis* is the predominant principle, though a number of reforms in each country's legislation have already provided easier channels for obtaining citizenship. In Germany a *jus solis* element was introduced into the law in 1999/2000. In Portugal the most recent nationality law passed in 2006 also opened new possibilities for naturalisation, mainly to immigrant descendents, and Italy has recently presented reform proposals for the 1992 nationality law, which mainly consist of creating easier channels for citizenship acquisition and introducing *jus solis* elements. Greece presents a particular aspect as concerns nationality policies, since the possibility to obtain citizenship through naturalisation was legislated for the first time in 2001. Ireland, on the contrary, had its nationality policy based on *jus solis* until 2004, when *jus sanguinis* elements were introduced.

- *Immigrant experiences*

Difficulties felt by immigrants regarding access to services are common in all countries and mainly relate to communication, language, attitudinal barriers and services' opening hours. In addition to access to services, immigrants experience complex, costly and

time-consuming processes, with regard to visa acquisition or renewal, or nationality acquisition, just to mention a few examples.

- *Integrated services/ Governmental and non-Governmental partnerships*

Most countries already have experiences of integrated services and Governmental and non-Governmental partnerships. Citizens Offices are the example in most countries concerning integrated services, though they operate at different levels, being mostly informative in some countries.

- ✓ Integrated services targeting the general population: Citizens Offices (Germany, Greece, Ireland and Portugal – though mainly informative services); Office of the Minister for Children (*Departments of Health, Education, and Justice*) and Office for Social Inclusion (*consultation with the Departments of Justice, Finance, Education, Employment and Health and with the National Consultative Committee for Racism and Interculturalism, the social partners, the British Irish Council and the Combat Poverty Agency*) (Ireland);

- ✓ Committees/Councils targeting the immigrant population:

Greece: 1) Inter-ministerial Committee for the Monitoring of Migration Policy (*Ministers of the Interior, Public Administration & Decentralisation, Economy & Finance, Foreign Affairs, National Defence, Development, Education and Religious Affairs, Employment & Social Protection, Health & Welfare, Rural Development & Food, Justice, Culture and Merchant Marine*) and 2) National Committee for the Social Integration of Migrants (*General Secretaries of eight ministries, President of the Hellenic Migration Policy Institute, representatives of local authorities, of the Greek Orthodox Church, university professors, and representatives of parliamentary political parties, trade unions, employers' associations, the International Organization for Migration and of the Athens Bar Association*);

Italy: 1) Territorial Immigrant Councils (*public representatives, representative associations of foreigners in the territory and representatives of the third sector particularly active in aid and assistance to immigrants*), 2) National Council for the Problems of Immigrants and their Families (*representatives from trade unions,*

immigrant association, public administration both at national and local level, dealing with integration), 3) Special Committee for Foreign Unaccompanied Minors (representatives of the Ministries of Foreign Affairs, Interior, Justice, representatives of the National Association of Italian Municipalities (ANCI), and of the Union of Italian Provinces);

Portugal: 1) Advisory Council for Immigration Affairs (*High Commissioner for Immigration and Intercultural Dialogue, representatives of different immigrant communities and institutions that work with immigrants, representatives of employers' associations, trade unions and Private Social Solidarity Institutions, representatives of the National Association of Municipalities and Government representatives*) and 2) Commission for Equality and Against Racial Discrimination (*Government and National Assembly representatives, immigrant associations, anti-racist organisations, trade unions, employers' associations and organisations acting for the protection of human rights*).

Spain: 1) High Council for Policies of Immigration (*Government body in charge of coordination and cooperation among the General State Administration, Autonomous Communities and Local Governments, attached organically within the Ministry of Labour and Immigration*), 2) Inter-Ministerial Commission of Foreignness (*Government body attached within the Ministry of Labour and Immigration*), 3) Council for the Promotion of Equal Treatment and Non Discrimination of People caused by their Race or Ethnic Origin (*Government body attached within the Ministry of Labour and Immigration through the Directorate-General for Immigrant Integration and dependent on the State Secretariat of Immigration and Emigration. It consists of representatives of professional associations, civil society organisations, trade unions and employers' organisations*) and 4) the Forum for the Social Integration of Immigrants (*advisory and consultative body for the government on immigration issues. It consists of a balanced tripartite representation among the Public Administration, Immigrant Associations and social organisations of support, including trade unions and employers' organisations*).

▪ *One-Stop Shop examples*

Partial examples of One-Stop Shops for immigrants are presented in most country reports, though they are not equivalent to a full model integrating all governmental and

non-governmental services/areas of intervention addressing immigrants needs, some of them dealing mainly with entry issues: Foreigners Office (Germany); Foreigners Service Centre (Athens, Greece); Irish Naturalisation and Immigration Service and Office of the Minister for Integration (Ireland); Immigration Office (Italy); Integrated Offices for Foreigners (Spain). The Portuguese CNAI model – National Immigrant Support Centres – involving all components of the One-Stop-Shop model for immigrants, was created with the following objectives and through the following actions:

OBJECTIVES	ACTIONS
<ul style="list-style-type: none"> • To provide integrated solutions to the problems faced by immigrant citizens, by providing all the services required to meet their needs, at a single point. • To focus on the particular requirements of immigrants, by trying to minimise the time they take to legalise their situation. 	<ul style="list-style-type: none"> • Identifying needs; • Inviting key Public Administration organisations involved in immigration issues to participate; • Bringing in other immigrant support services, dependent on ACIDI, into a single unit; • Introducing a common IT platform for all services, allowing for standard data capturing, document issuing, and communications among the various services. • Training specialised staff to sort the various immigrant requirements in order to better route users (by evaluating their queries and issues and verifying their documentation beforehand), thus contributing to speeding up the required procedures.

- To narrow the gap between Public Administration services and immigrant citizens, namely by introducing socio-cultural mediators, and fostering cultural, language-orientated and emotional involvement among the staff.
- To foster the adoption of a new attitude to public service, thereby creating a pleasant and dynamic environment.
- Contacting immigrant associations and NGOs with a view to entering into cooperation agreements with them, and with a view to recruiting socio-cultural mediators;
- Training mediators.
- Implementing a common service point, prioritising close contact between the various services, as well as between those services and CNAI management.

EXISTING INTEGRATED SERVICES AT THE CNAI

Public Administration Services	ACIDI Support Services
Foreigners and Borders Service	Legal Advisory Service for Immigrants
Social Security	Unit for Insertion in Active Life – Employment
Working Conditions Authority	Entrepreneurship Support Office
Central Registry Office (Ministry of Justice)	Family Reunification Support Office
Ministry of Education	Housing Support Office
Ministry of Health	Social Support Office

▪ *Cultural mediators*

Experiences of scultural mediators exist in Greece, Ireland, Italy, Spain and Portugal. In Greece and Ireland socio-cultural mediators are employed by NGOs or private institutions and not at Government level. In Italy, Spain and Portugal the figure of cultural mediator is defined by Law (named intercultural mediator in Italy and Spain, and socio-cultural mediator in Portugal) but there are some constraints in the legal definition and standardisation of their functions. In Italy they have been working in

different sectors since the 1990s (health, schools, social services, cultural activities, reception centres for foreigners, police, prisons, foreigners offices, employment offices, business organisations) and in Spain mainly in Social Services, Schools and Healthcare services. In Portugal they work at different immigrant support services (Immigrant phoneline since 2003, National Immigrant Support Centres since 2004 and Foreigners and Borders Services since 2006) and at schools since 2000.