



Alto Comissariado para a Imigração e Diálogo Intercultural, I. P.



ONE STOP-SHOP: **A NEW ANSWER FOR IMMIGRANT INTEGRATION**

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MINUTES OF THE FIFTH STEERING COMMITTEE MEETING

I. DATE: Tuesday, 25 November 2008

HOSTED BY: Ministero del Lavoro, della Salute e delle Politiche Sociali – Italian Partner

LOCATION: Ministero del Lavoro, della Salute e delle Politiche Sociali – Via Fornovo 8 – (Conference Room – Palazzina A 3th floor), Roma - Italy

II. PARTICIPANTS:

- Catarina Reis Oliveira, ACIDI, I.P., Lisbon – Portugal, Project Coordinator
- Maria Miguel Santos Silva, ACIDI, I.P., Financial Coordinator
- Marisa Horta, Director of the National Immigrant Support Centre in Lisbon (the Lisbon One-Stop Shop)
- Maria Abranches, International Organization for Migration (IOM) - Lisbon Mission, Portugal & Country Researcher for Portugal
- Fidele Mutwarasibo, Immigrant Council of Ireland, Dublin – Ireland
- Emilia Zagrean, Immigrant Council of Ireland, Dublin - Ireland
- Rainer Ohliger, Netzwerk Migration in Europa, e. V. - Germany
- Gloria Pérez Arredondo, Country Researcher for Spain



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- Glória Carroccio, Ministry of Labour, Health and Social Policies, Rome - Italy
- Alessia Montuori, IPRS, Rome - Country Researcher for Italy
- Triantafyllia Avramid, Hellenic Migration Policy Institute (IMEPO), Athens – Greece
- Zoi Balomenou, IMEPO

III. MAIN ACTIVITIES:

1. Presentation of the main activities for immigrant integration by the *Ministero del Lavoro, della Salute e della Politiche Sociali* by Gloria Carroccio
2. Discussion of the main characteristics of the OSS model proposed for the *Handbook on how to implement a One-Stop Shop*. Presentation and discussion of the Draft Version of the Handbook. Definition of the examples and the boxes (per country) to be included in the Handbook, chaired by Catarina Reis Oliveira
3. Discussion of inputs brought by further minutes of Advisory Committee meetings
4. Planning Final Conference in Lisbon.
5. Account management of the Project.

IV. MAIN OUTCOMES:

1. Glória Carroccio of the *Ministero del Lavoro, della Salute e della Politiche Sociali* presented the characteristics and the main activities of the organisation. Several publications were also presented, including “The Handbook for Integration. Immigration how, when, where” of the Italian *Ministero del Lavoro, della Salute e della Politiche Sociali*.
2. Catarina Reis Oliveira presented a the draft version of the *Handbook on How to Implement an OSS* prepared by ACIDI and IOM with the following contents:
 - (1) Introduction: with a presentation on what is a One-Stop Shop, why to create it in member states (arguing for the benefits of its creation), the prerequisites and necessary steps for its implementation and the possible challenges or

difficulties in its creation. During the discussion on this chapter of the Handbook some of the Steering Committee members suggested that it should be clear in the book that although the One-Stop Shop targets third country nationals, in several member states it might make sense to provide the service to other immigrants, including those who are EU nationals (e.g. immigrants from Poland, Portugal or Bulgaria who are spread throughout the EU). In this respect Rainer Ohliger proposed defining a graph that would consider all the possible target groups (e.g. new arrivals vs. longer established migrants, illegal vs. legal migrants, short term vs. long term migrants) for this integration service provision in order that member states may choose whom to target depending on their own immigration characteristics and integration policy orientation. The partners agreed on the inclusion of this graph in the handbook and Rainer committed to sending a proposal. In the discussion of this chapter some country partners agreed on including relevant information on their countries in the boxes that will be in the Handbook to highlight examples. Keeping in mind that one of the challenges in the creation of the OSS is partnership between governmental services, Glória Carroccio agreed to provide a box example about why the Italian experience with the *Sportello Unico per l'Immigrazione* did not work.

- (2) Partnership in integration services: It was proposed that this chapter would have three sub-chapters on: (2.1.) coming together of partners, (2.2.) partnership among government services, and (2.3.) partnership between government and civil society. As in the previous chapter, several members of the Steering Committee agreed on sending relevant information about their countries to be included in the boxes, namely on: (a) forums or committees on immigrant integration that involve both public administration representatives and civil society stakeholders (e.g. Spain, Greece, Portugal, Germany), and (b) on integration action plans as examples of consistent partnership between several actors (e.g. Germany, Spain, Portugal, Ireland).
- (3) Mediation services by immigrant communities: this chapter should provide a definition of what is a mediator, an explanation on what the role of the cultural mediators in the one-stop shop is (the added value of the mediators in integration service provision), and how to reach and select the cultural mediators. During the discussion of this chapter's contents, Fidele Mutwarasibo raised a question related to the sustainable recruitment of the mediators (how to provide a salary that would contribute to retaining them in the service after the intensive training). It was agreed on that the Spanish partner would revise this chapter and add some important arguments, because of their consistent experience on mediation recognised even at the level of university degrees. Several other country partners will provide examples for



the boxes about examples of service provision where mediators have proven to play a fundamental role.

- (4) Services provided at the One-Stop Shop: it was proposed that this chapter will emphasise the importance of the OSS having two sorts of services – governmental services (all relevant governmental agencies that immigrants need to contact in their regular life in an EU member state) and support services specifically designed to provide information, advice and accompaniment to immigrant service users in their dealings with both governmental and private systems of the receiving society (e.g. legal advice, job centre, language learning, information phoneline). Related to this last category of services Rainer Ohliger argued that the Handbook should also mention dialogue with the countries of origin. The majority of the Steering Committee members agreed that although that dialogue is crucial in immigration policy, it would not be relevant within the OSS service provision as its aim is the integration of immigrants in the host society. Some other relevant services were suggested to be included by other country partners. (e.g. post service, voluntary return).
- (5) Accessibility: in accordance with the decisions in the previous meetings, this chapter will be divided into two sub-chapters: (5.1.) structural accessibility and (5.2.) accessibility of information. A detailed presentation of the contents made so far was provided and agreed on by the partners.
- (6) Economic and Public finance aspects: it was proposed that this chapter would be divided in two sub-chapters, one about the human resources needed for the OSS and a second on the material resources. It was argued, and the country partners agreed, that the implementation of OSS(s) in EU member states is a rational way to optimise state resources, as the several public services that immigrants need to contact during their daily lives in European societies are available in one single building. This chapter should be more developed to further discussion.

The partners agreed that they would revise the titles of each chapter and further discuss the proposed contents. ACIDI committed to send a more elaborate draft of the Handbook by the end of December. Each country partner also agreed to provide specific information to the project coordinator that illustrates examples for each chapter of the Handbook (that information will be included in boxes along with the main contents of each chapter).



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3. Each Partner gave a brief outline of developments at the national Advisory Committee meetings and agreed to send the final versions of the minutes to be made available on the official website of the project.
4. Catarina Reis Oliveira announced that the final conference of the project is scheduled to take place on 6 February 2009 in Lisbon. The date has been fixed according to the Portuguese Minister for the Presidency's agenda, as the conference will be high-level, with invitations for a number of EU ministers. At that conference, the final publication will be launched – the *Handbook on How to Implement a One-Stop Shop*. As a consequence the country partners agreed on and committed to contributing to a fully revised *Handbook* by the 15 December 2008 and approving the final version for publication at the beginning of January, as otherwise ACIDI would not have time to publish the book in time for the conference. The need for an extra meeting was also discussed. Accordingly ACIDI agreed to propose this extra Steering Committee meeting in Lisbon to the European Commission to finalise the *Handbook on How to Implement a One-Stop Shop* and for the partners to approve it, and to finalise the details of the final transnational conference of the project.
5. Maria Miguel Silva clarified some questions by each country partner about the account management of the project. The Partners were asked to send revised versions of progress financial reports as urgently as possible with expenses incurred until the end of November. They were also asked to provide copies of the invoices and receipts that justify their expenses.

V. EXTRA STEERING COMMITTEE MEETING

The extra Steering Committee meeting, subject to approval by the European Commission, will take place in Lisbon, Portugal, on 8 January 2009 and will be hosted by ACIDI. A new date was scheduled, in agreement with all the country partners, for 28 November.

Provisional Agenda for Extra Steering Committee meeting:

- i. Final Discussion of the Draft version of the *Handbook on How to Implement a One-Stop Shop*.
- ii. Approval by the country partners of the final text to be published in the *Handbook on How to Implement a One-Stop Shop*.



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- iii. Progress of Project Website and additional information that should be uploaded before the conference and before the end of the project.
- iv. Preparation for the Final Conference in Lisbon on 6 February 2009
- v. Account management of the Project.