

## JOINT POLICY RECOMMENDATIONS

### FOR THE EC PUBLIC CONSULTATION ON THE INTEGRATION AND INCLUSION OF MIGRANTS AND PEOPLE WITH A MIGRANT BACKGROUND

From October 14 to October 16, 2020, the European projects **MIICT**, **REBUILD**, **NADINE**, **MICADO**, **EASYRIGHTS** and **WELCOME**, which are all funded under the European Union's Horizon 2020 research and innovation programme, organized a Joint Migration Policy Roundtable. Each of the three sessions of the roundtable put a dedicated focus on one of the core pillars, which all the six projects have in common.

**Session 1** therefore focussed on the potential of ICT for supporting integration,

**Session 2** focussed on the benefits and challenges of co-creation and participatory design,

**Session 3** focussed on options to improve the multi-stakeholder collaboration with a focus on public authorities, policymakers, non-profit organisations and research.

This document presents a **first draft of policy recommendations** that are building on the core topics of the roundtable and have been derived from the documentation of the discussions.

The document provides the basis for further elaboration in a consolidated **Whitepaper** by MIICT, REBUILD, NADINE, MICADO, EASYRIGHTS and WELCOME, which will be delivered to the EC by the **end of November 2020** as a strategical input for shaping future migration policy in the EU.



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# 1. Policy Recommendations related to the potential of ICT for supporting integration

## 1.1 Digital transformation

- Encourage central governments, local authorities and public bodies to produce open APIs (software interfaces) and share open data to help private sectors and CSOs (Civil Society Organisations) to create a diversity of user-focussed and user-requirements-based tools and services that cater for the variety of needs of migrants coming from different backgrounds, and simultaneously safeguard transparency and democracy – while at the same time taking into account the GDPR regulation and respective legal frameworks or regulations.
- Support innovative ICT-tools and services development such as serious gaming and other creative online tools to increase awareness at local authorities, to promote migrants' integration within hosting communities
- Expand the digital infrastructure in all regions in Europe including affordable and secured access to internet for refugees, migrants and host communities
- Launch information and marketing campaigns to enhance the diffusion of apps and tools that haven been developed by EU projects
- Encourage member states to create dedicated Ministries for Digitalisation
- Support the co-creation of new ICT-solutions for better integration through future EC funding for projects as well as through contracted procurement by EU wide consortia as well as by individual member states, through national Ministries for Digitalisation (after the project has ended), as a "business model" that does not need to be exploited through the data market
- Establish political and technical EU-wide digital government standards for enhancing and scaling up services and for enabling cross-country interoperability of technologies
- Establish a holistic approach for future integration strategies by supporting integrated ICT, TV and radio campaigns
- Support experimenting innovative ICT solutions and technologies such as cloud computing while investigating issues such as surveillance, security, trust and racial biases issues.
- Encourage national governments to use their power to become an accelerator for innovation and digital transformation, to support integration and – related to that - education, healthcare, digital skills, etc.
- Support agile transformations at governments and encourage national governments to use their power and resources to introduce new jobs and support relevant skill sets to become an accelerator for innovation and digital transformation, to support integration and – related to that - education, healthcare, digital skills, etc.
- Support the development of new business models that are attractive for the private sector (as drivers of innovation) as well as NGOs but at the same time avoid the exploitation of information on the data market due to GDPR and further regulations



## 1.2 Innovation, research and development

- Support the development of apps for the most vulnerable asylum seekers, refugees and migrants since current apps are focussing on integration and are often not reflecting the complexities related to the refugee status
- Facilitate the recognition of host communities as important stakeholders in designing ICT tools and in participating in the information campaigns
- Support and promote the methodology of co-creation in ICT services development and beyond in order to create trust among migrants
- Support experimental ICT development for integration for co-creating new approaches building on gaming, virtual reality training and artificial intelligence
- Collaborate with EU and third-country initiatives for the development of ICT solutions and services to inform potential migrants, not only when they have already arrived in Europe, but before they even leave their country of origin

## 1.3 Digital education and infrastructure

- Provide sufficient resources for supporting digital education for enhancing the ICT-skills of public servants as well as of migrants for supporting inclusion
- Support the enhancement of digital skills of migrants through education and training
- Support government entities to utilize digital communication tools for enhancing “effective” virtual communications with migrants’ populations for assistance and building trust
- Promote a rights-based approach to ICT infrastructure among the EU-member states for tackling the challenge of the digital divide by enhancing access for migrants and indigenous groups via the provision of free WIFI and – at the same time – digital skills training
- Provide funding for allowing the establishment of an adequate ICT infrastructure and human resources of NGOs as migrants will usually go there to access services and tools
- Create an integrated strategy that makes use of established, existing technologies that can be used for supporting stakeholders and migrants in combination with social measures, communication, interaction and skills training.

## 1.4 Transparency and Privacy (and the Data Market Paradox)

- Address proactively together with the member states the issue of surveillance for tackling the common lack of trust of migrants in using technology that has been provided by state actors (while data and profiles are provided voluntarily to private (for-profit) companies)
- Support and promote the concept of a “Self-Sovereign Digital Identity” for supporting the access to and use of digital services and at the same time ensure the data ownership of the user

## 1.5 Future integration policies

- Shape future policies towards an integrated approach, which defines integration as an at least two-way social process that can be supported by ICT solutions (but which does not let ICT “lead” integration)



- Develop an EU-directive for interculturalism and multilingual immigrant information through ICT, which should become a national law; the directive should be promoted through projects and through direct funding to the states for supporting the implementation
- Strengthen with the help of ICT the service delivery at local level for better integration
- Optimize the usage of resources and support the maintenance of already implemented solutions (from one administration to another) and allow them to develop further instead of always implementing new ones and start things from scratch



## 2. Policy Recommendations related to co-creation and participatory design

### 2.1 Understand migrants' life as a prerequisite for participation

Meeting the migrants' interests in being cooperative could bring them to expose their own vulnerabilities, among the other the lack of knowledge related to access to services and poor understanding of concepts, processes and regulations, but also, they could show their strengths in order to improve the co-creation process. This does represent a key challenge in preparing successful participatory design. Flexibility, agility and modularity needs to be included as qualities of the co-design approach intending to focus on migrants' dynamic and evolving condition. Furthermore, speaking about "migrants" tends to be a simplification of a complex group of people, including both migrants already in an integration process, with ambitions of social integration depending on their capacity to access to the labour market and the capacity of the host society itself; and the newly arrived or the ones in an irregular administrative situation, who are seeking to satisfy basic needs such as accommodation and food. Therefore, service design and strategies cannot aim at "one size fits all" solutions.

### 2.2 Address specific issues and challenges in a wider perspective

Projects and initiatives focusing on migrant's integration are often designed and implemented with a silos-like approach, undermining the overall effectiveness of any solution, and their actual mid- and long-term sustainability. The experimentation cannot be done only with separate groups but should involve the entire local community, including citizenship, Public Authorities and other minorities. Having all the sectors in society diverse expectations and needs, solutions for integration might scale up and diversify accordingly, in order to treat everyone equally. Large and extensive experiments would also imply to consider time scalability in order to observe value, attitudes and behaviours changes along time.

### 2.3 Recognize the necessity of co-design for trust building

Making co-design allows us to collect and identify the perspective of a multitude of stakeholders, to build shared solutions and to find the way to involve at the same time local populations and migrants and refugees as novel citizens. Furthermore, co-design seeks for integration instead of separation, and does that by means of cooperation between migrants and local communities. Cooperation also means to eliminate the distrust and foster acceptance of the society and this could only be done via a transparent proposition and a clarity of objectives and values.

### 2.4 Remove barriers to participation first

Barriers to participation of migrants needs to be lowered as much as possible. We recommend to not underestimate the cultural difference in conceiving participation of migrants on one side, and local service providers on the other. Since there might be barriers to participation, such as linguistic, technological, cultural and functional literacy as well as pragmatic and ordinary barriers like lack of connectivity, no knowledge of a computer / laptop rather than provision of mobility and transportation fee in order to reach the test site. Illiteracy and its impact on digital capacities of migrants' users need to be taken into account, promoting alternative, visually rich modalities of communication and participation in the participatory design activities.



## 2.5 Pushing ahead participatory design

The current crisis of participation and crisis of engagement requires us to innovate the participatory design framework, at theoretical and methodological level. Traditional techniques to collaboratively design future solutions with the users and bring their knowledge to the application might not be sufficient anymore for the complex nature of our societies.

Our advice for turning participation in action with new methodologies means to go beyond public consultation and to find new pathways for involving all the citizens (not only migrants, not only LSP) as a first step to build a successful project. A regenerative governance framework could be a potential approach for considering migrants as sources of inspiration.



### 3. Policy Recommendations related to the improvement of the collaborations between policy makers and public authorities

#### 3.1 Towards a multi stakeholder approach

- Need for clear objectives, roles and responsibilities.
- Should be able to count on political support and have legitimate mechanisms to seek for such.
- Migrant representation is not always achieved via migrant representative bodies – other migrants should be consulted while developing policies.
- There should be an increase in the involvement of migrant associations and representatives and it should be supported in advocacy activities.
- Involve people in the community and not just the associations as well as local non-migrants.

#### Collaboration between public authorities and policy makers

- Importance of city interaction.
- Important to maintain collaboration of migrants and policy makers working together.
- Use results from the existing missions and initiatives, e.g. use of cultural mediators to inform future integration policies.
- The involvement of local administration depends on their sector of competence but also on their past experience. Therefore, important to share the good results.
- Volunteering can create collective experiences.
- Local authorities need to work hand in hand with the civil society sector (NGOs, grass root organizations etc) for the development of the collaboration.
- Co-creation process: user design. Collaboration could be refined through the creation of digital tool for consultation and surveys.

#### Collaboration with civil society actors

- Use of civil society actors. NGOs can listen to the Day to Day needs and expectations of migrants in collaboration with local authorities and private companies.
- It's crucial to define common objectives early and dialogues that already exist can be brought to a place of efficiency.
- Successful collaborations are the ones where NGOs and local authorities have a common goal, specific plan and clear responsibilities.
- Working groups need to be set up along with a monitoring strategy and an evaluation plan.
- Clearly define the roles and responsibilities of the relevant stakeholder groups.
- Need to ensure effective representation of migrant communities through intermediaries. NGOs and public authorities need to work to complement each other.

#### 3.2 Towards the delivery of digital services to migrants

- Involvement of multiple stakeholders in the early design process including migrants
- Creating flexible tools with flexible outputs.
- Use of platforms that are practical, reader friendly and have efficient information available in many languages for migrants.
- Important to provide digital services in a one-stop shop environment where services are connected.





- Have a centralised referral point with databases and tools so that the EU could play a big role in coordination and motivation of such processes and support the exchange of experiences and best practices.
- Creating a platform with different projects to share knowledge
- Intelligent Personal Assistance of migrants should be increased and supported.
- ICT support of bi-and multilateral migration European programs should be applied.
- Socio-psychological dimensions and ICT should be applied.
- ICT for cross-European migration service coordination should be applied.
- Support of authorities using AI should be applied.

### 3.3 Funding

- Coordination of funding for digital platforms that facilitate collaboration between stakeholders.
- Increase in funding.
- More support for migrant diaspora organisations.
- Knowledge on how to participate in a project to get funding should be shared among stakeholders.

### 3.4 The focus of the migration topic

- There is a need for an integrated reception model to promote life coaching and not only have an emergency limited support model.
- Multi-level and multi-stakeholder government system based on collaboration between policy makers and public authorities should be applied at a country level.
- Need to introduce migration into different policy areas as well.
- Networking initiatives and platforms need to be strengthened with the participation of regions as coordinators.
- Diversity should be as a fact in the policy making process.
- Common approach to emphasize the benefits of diversity. But diversity is not something to promote nor to be afraid of, embrace diversity as a given and set concrete, tangible inclusion goals.
- Diversity in society is not limited to migration background (intersectionality) and the inclusion of migrant is the responsibility of society as whole. Policies should be both issue and target based, as opposed as solely target based.
- Train public authorities to offer physical access to services.
- Need to improve the involvement of low-skills migrants and fight anti-migrant narratives.
- Policies should include a gendered perspective and gender stereotypes can only be fought via education and training.
- Need for skills building and sustainability of the platforms doing it already.
- It is important to consider the target group since only looking at the issue may marginalise people and not paint a full picture of the situation in Europe.

### 3.5 Success stories for migration reception and integration

- There is a need for evidence during negotiations and data through strategic research.
- NGOs have a responsibility to share the voice of the migrants they work with.
- They need to work with education and dissemination campaigns that have a positive message.



- Good results are shown in universities e.g. the young need to realise the role of migrants in our society.
- Need for more local quality data.
- Need for data that empowers migrants rather than making them more vulnerable.
- Show how things happen and how personal stories inform natural trends.
- Publish in mainstream media at local level.

