



REGIONE DEL VENETO

giunta regionale



Towards a welcoming society

European benchmarking programme on the policies
for the immigrants' integration

edited by  *Italia lavoro*

Towards a welcoming society

European benchmarking programme on the policies for the immigrants' integration

Introduction of Mr. Oscar De Bona, Deputy of the Regional Government for the Immigrants' Integration Policies

Introduction:

The migration flows are a complex phenomenon and so are the political and institutional decisions to be taken to resolve the problems therein.

Some European countries move towards good standards in compliance with the European directives for the integration policies, others are more prudent and are looking to other more experienced countries for suggestions and best practices.

According to an independent research carried out by the National Council for the Economy and Labour, the Veneto Region is the first in the list of the Italian regions implementing good policies aiming to immigrants' integration.

This positive result is due to the specific development model, its social capital and the networking between the public and private organizations.

Therefore, the situation in the Veneto region is good enough, but it is necessary to improve day by day all the measures to be adopted: this is the reason why our regional government decided to set up a benchmarking programme to research on the best practices towards immigrants' integration in four European countries: France, Germany, Great Britain and Spain, to favour the transfer of every useful know how and the prevention of the errors.

Our appreciation of the contributions we have received up to now from the institutions (public or private) of the other countries and regions is great: we thank them sincerely and hope to continue to have a profitable exchanges with them also in the future.

The present draft report wants to communicate the first outcome of this programme: we are very grateful to all our partners and referents, for their availability, kindness and honesty. They have not hidden or kept aside all the heavy difficulties they have met or are meeting in the solution of this huge challenge.

It is important for us to learn from their experience and also from their problems, drawing the attention to the long term strategy and the slowness of the processes of integration we are developing in order to achieve our aim.

The creation of a steady network with our European partners will be very useful for both our government and our local public and private institutions in the region: it will enable us to have a benchmark for our path towards a welcoming society.

Oscar De Bona
Deputy of the Regional Government for the Migration Flows

ROLES AND AKNOWLEDGEMENT

Project management :

National responsible of the Project :

Mrs. Gabriella Noè, responsible of the Staff Partnership and International Relations of ITALIA LAVORO SpA, Agency of the Ministry of Labour, Rome

Regional responsible of the Project :

Mr. Mario Barbieri, responsible of the Territorial Unit of ITALIA LAVORO SpA in Veneto region.

Team of the Project & Research:

Mr. Romano Toppan, Professor at the University of Verona, scientific coordinator of the research and benchmarking programme, author of the Final Report , except for the parties specifically indicated.

Components of the Team :

Mrs. Chiara Borsatto, research assistant, responsible of the organization, author of the section 1.4.2.- second part (The other international sources and references)

Mr. Pierluigi Masia, responsible of the creation of the portal concerning the project and coordinator of the classification and registration of the documents in database

Mrs Elisa Rambaldo, database

Mrs. Maria Alessandra Montuori, database

Mrs. Giovanni Savini, author of the section 1.4.2 – first part and 3.3.3. (the role of the regions)

Index:

1. Veneto and immigration: towards a welcoming society

- 1.1. Presentation of the region
- 1.2. The scope and aims of the research
- 1.3. To clarify the conceptual framework and the philosophy of the integration policies
- 1.4. Sources and references

2. Investigation and benchmarking: a consultative action

- 2.1. The choice of the partners and referents: a panel of qualified public and private institutions involved in the immigrants' integration management
- 2.2. The tools of the research: database, questionnaires and indicators
- 2.3. The outcomes: difficulties and solutions

3. For the future:

- 3.1. A common strategy
- 3.2. A permanent dialogue
- 3.3. An operational agreement

1.Veneto and immigration: towards a welcoming society

1.1.Presentation of the Region

The Veneto Region, promoter of the benchmarking programme on the best practices for the immigrants integration, is one of the most developed regions of Italy: it was pioneer of the original local development through the " industrial clusters & districts" and the bottom up strategies with specific incentives for the business and job creation in small and medium size enterprises.

This development model is well known in Europe and has resulted in very high economic performances: the GDP increased 2,5 times from 1970 to 2000 and a certain number of the new global corporations have been set up in the region.

The link between social and economic capitals has played an essential role in providing the impulse of those performances: the Veneto Region wants to keep carefully such a link, in order to ensure both the continuity of the economic and territorial capital and the improvement of the social capital, through the social inclusion of all new people coming as immigrants and their capabilities, in the same way as the capabilities of the peasants and other marginalized people resident in the area were involved in the start up of the local development of the region in the sixties.

The statements and guidelines of the social balance approved by the regional government in 2004 require the creation of the best conditions to underpin the capabilities of each person and value his/her contribution for the community and its actors (enterprises, labour and human resources, schools, etc.)

Three countries invited to the benchmarking programme (France, Germany, The United Kingdom) have a longer and well tested tradition in this domain: this is the reason why the Veneto Government would be grateful for any help, suggestion or proposal coming from the best practices of these countries. One of the partners, that's Spain, is involved in the immigration more or less since the eighties, like Italy: its experience could be a good affinity in the processes adopted to face such a challenge in appropriate ways.

The outcomes of the benchmarking project will be introduced into the programmes of the regional government for its policies and plans.

1.1.1. A land of migrants becomes a land of immigrants

Since the end of the 18th century until the seventies of the 19th, more than 5 millions (of) inhabitants of the region migrated abroad.

Nowadays Veneto is one of the first regions for the number of immigrants coming from other countries: they join (they make up 5% of the local population) a percentage of 5% of the population.

Immigrants are necessary for two reasons: from the demographic point of view and from the economic sectors.

According to the available data of 2003, 4 sectors are especially interested: mechanical manufacturing, services to the persons (particularly the aged people assistance), the building industry and the textile and fashion production.

1.1.2. Strengths and weaknesses

The key words for the Veneto description are the following: a vital social capital, huge territorial networks, eminence of the third sector, governance style through decentralization, a cosmopolitan atmosphere for many centuries (even in the period of occupation under the austro-hungarian empire, at present thanks to the relevant tourist flows), a personality forged by pragmatism and work culture (a winning code of

reciprocal empathy is the work and commitment therewith: a person who presents himself as job seeker is immediately perceived in a positive way everywhere in the region), low profile and absence of rhetorical attitudes, the civic shaping roots of the "serenissima", the internalized tradition of the catholic personalism and subsidiarity, an omeopathic anticapitalism which gave birth to an impressive number of independent workers and a rate of small enterprises of 1: 9 inhabitants.

Moreover, Veneto is a sort of web of small towns (no one is over 500.000 inhabitants and many of them are sometimes bigger than their capital), industrial clusters (more or less 30), tourist districts (aprox. 20), decentralized poles of financial and advanced services providers (e.g. scientific and technological parks, business incubators etc.), important universities and colleges (Padua has one of the most ancient universities in the world), many little popular banks, a constellation of cooperatives (both social and economic), artisans' workshops, small and medium size businesses, associations of every type. Even the biggest corporations (some of them are competitive at global level) of the region have and keep their headquarters in their original villages (with not more than some thousands of inhabitants). The birth of the development model of Veneto happened much more in the villages and rural areas than in the urban ones, constituting one of the most meaningful examples of the so-called "Adriatic way to local development".

According to the industry index, Veneto is at the 8th place in the list of 199 European regions.

The result of this change is to be attributed mainly to the initiatives of the small firms, which permitted to carry out the transition from the rural culture and society to an advanced industrial culture and mentality in a well-balanced way.

Therefore, Veneto has developed a territorial and social competitiveness and its territorial marketing moves towards the external areas and attracts resources from them, human resources included.

The competitive advantages with regards to the migration flows are:

- the decentralization of the enterprises and small businesses clusters (many of them are labour intensive activities, but not necessary with backwards technologies, even if the risk is to attract too many low competencies);
- the spread capacity of job and enterprises' creation and the appraisal of people which have affinity with this job attachment;
- the absence of the big urban agglomerations and peripheries;
- the intensive experience of the internationalization and globalization of the markets through the strong rate of export activities (this makes the region deal worldwide with all countries and cultures);
- the presence, for 40 years, of massive flows of tourists from all over the world, thanks to a huge tourist organization and hospitality industry (Veneto region holds the first place in the number of arrivals and overnights in Italy);
- the consistency of the social capital and the presence of the third sector (the region is the first for the number of volunteers' organizations and NGO);
- the latent cultural inspiration of the historic brand of the "Serenissima", which shaped the region for more than 5 centuries in two specific "visions": the lay and republican priority over all the other concepts and constitutional principles (*salus reipublicae ante omnia*), avoiding the presence of every fanaticism or religious war, Inquisition included, and the cosmopolitanism, as openness of the action to all directions (à tout azimout) on the basis of the commercial and pragmatic interests, in spite of the cultural, religious or ethnic differences.

The weaknesses of the region are:

- a meaningful part of the economic activities is focused on traditional sectors of the manufacturing industry, submitted to a severe competition (e.g. with China and other emergent countries) and threatened by a rapid decline because of their low added value;
- the delocalization of many industrial activities causes an internal negative impact on the level of employment rates, which have been until recent years one of the highest in Europe;
- the social anxiety and a certain close minded reactions to the new world challenges are present and form visible barriers just against the new comers;
- the environment impact has been sometimes hard and harmful for the sustainable requirements of the development and the conservation of the natural and cultural heritage;
- the infrastructures endowment is partly not fitting and does not conform to the new economy needs and expectations (e.g. the transport facilities, roads, highways, airports etc.)

1.1.3.The positioning of the region in the immigrants' integration policies

The last national research on the integration policies in the different Italian regions, promoted by CNEL and Caritas Migrantes, adopted a detailed grid for the evaluation of the integration of the immigrants, through 3 indexes and 21 indicators, according a Likert scale of 5 levels:

- ***Polarization index***
- ***Social stability index***
- ***Job insertion index***

According to this research, Veneto is evaluated as the region where the offer of opportunities of integration policies is the highest in the country, followed by the following regions: Marche, Emilia Romagna, Trentino-Alto Adige and Friuli-Venezia Giulia.

1.1.4.The strategy of the regional government

The leading strategy of the regional government tries to improve all the factors (tangible and intangible) connected with a positive and pacific integration policy, through the following guidelines:

- to favour the bottom up governance style and the decentralization of the responsibilities and programmes ;
- to facilitate the matching between demand and offer through consultative bodies and economic players involvement;
- to ensure the minimal conditions of the hospitality and avoid the marginalization through social actors and municipalities involvement ;
- to be oriented towards a pragmatic approach as a lab where to test and to be pioneer with pilot projects before adopting definite plans ;
- to be up to date in performing and providing services and to monitor them for a continual improvement ;
- to exploit the internationalization of its economy to play a role also in the countries where the flows are generated ;
- to value the vast emigrants community of the Veneto population spread in the world (especially in Latin America) to create useful links for the recruitment of human resources ;
- to be player and not only payer in the enlargement of the international cooperation with effective micro-realizations (e.g. the re-installation of economic activities of the immigrants in their countries);
- to aim to use its resources for the cooperation and its contributions to the international agencies in "direct" ways (one to one), considering the huge waste of these funds and taking into account that the same resources, used with its own criteria cost-benefits, achieve a result many times more useful and effective.

What happens for the integration policies and the tendency to find the best level of the practices for the integration at regional and local level (permit to stay included), is the same symptom of the benefit of the decentralization governance and its benefits therewith.

1.2. The scope and aims of the research:

1.2.1. Why a benchmarking on the immigrants' integration policies ?

The benchmarking is one of the most used tools in the application of the Quality Systems (with or without certification).

It is a sort of "contractual" code stipulated with oneself and the parties involved, with their contributions, on the basis of which the partners commit themselves to actions, methods and projects of the best quality available, in accordance with the strategy established by the European programmes.

It is an instrument, a reference point to assess the **coherence, pertinence, and effectiveness** of the choices and actions that each partner accomplishes in its own territory and to be used by all the parties involved, both private and public, on the actual application and progress.

The objectives to be achieved are basically 2:

- to adopt one's own governance style looking for good practices and measures already tested in the other European countries, so that solutions could be applied, critical points could be avoided, errors could be prevented
- to spread the responsibility at all levels, public and private, and to create in the territories networks and reference points as a guarantee of an open and welcoming society.

1.2.2. The target groups of the research

The research is offered as a guide and reference point for all the subjects who, being involved in the immigrants' integration strategies, are partly responsible for their success.

In particular, it is addressed to the local institutions, especially regions, municipalities and districts or provinces, as these are mostly responsible for the good management of many of the key elements of the integration as well as for the definition of some guidelines which serve as stimulus and/or as a reference point for the actions and choices of the private sector, especially to ensure the ethic of responsibility, to avoid or control the negative reactions or the crude exploitation without any long term vision.

On reading this report, all these subjects, being the 'protagonists' of the system, will learn to make precise and concrete efforts to create a quality policy and to perform an integrated management of the migration flows.

Besides the government institutions, both national and regional, local authorities, the representatives of social and economic sectors (deserve) need to be mentioned, as well as the representatives of the Third Sector or System (ONG), especially those devoted to the daily activities of welcoming, hospitality, assistance, advising, housing etc.

The first step to be undertaken was the identification of qualified institutional referents, according to (its) their long and well tested experience on the creation of institutional networks with the Italian Government and to their expertise in carrying out a lot of international projects.

The programme promoted by the Veneto Region Government "European comparison and exchanges for integration actions and policies" needs the establishment of partnerships and direct contacts supporting common projects.

The programme is composed by the following stages:

- the research and the collection of documents and data, on paper or on line, concerning the experiences and projects of the four countries which are partners in the programme (UK,E,D,F)
- study visits by the main referent-partners for a discussion and for supplementary documentation (June);
- the drawing up of a progress report on the research which is expected to be examined, integrated and approved by the partners involved (September);
- the dissemination of the programme outcomes at an European meeting of all the partners in Brussels (October)
- the official agreement on possible lines of action between the Veneto Region Government and the partners (November).

1.3. To clarify the conceptual framework and the philosophy of the integration policies:

To have clear ideas and conceptual bases, is not always a premise for a good practice, but it is even more certain that bad ideas or wrong cultural settings (e.g. affected by stereotypes and prejudices) leads lead towards unfit actions and policies.

The first step we have tried to do is to clean as well as possible our conceptual framework concerning the immigration flows and the multi facet integration system.

1.3.1. The paradoxes:

- **Migration flows between development and decline**

The paradoxical aspect is: the more the flows increase, the more we see the signals of demographic and economic decline of several European countries.

On one side, we need them, on the other we are in trouble for our decline.

For example, the " latinos" are today in the USA 20% of the population, but they have 50% of the children and support most part of some economic sectors, especially in the agriculture and services for the persons and families.

We are in a typical paradoxical syndrome: we would like to have the benefits of their presence, and at the same time to avoid that they achieve so much relevance in our society (demographic and economic).

- **Migration flows and their relation with the globalization trade exchanges**

The paradoxical aspect is :the migration flows are the effects of the global trade exchanges we are carrying out in the relation between the "developed" and underdeveloped countries, especially after the failure of the Development round o Doha round of WTO.

The report quotes many data, provided by economists like Stiglitz, Amartya Sen, Dahrendorf and others, who state clearly that the relation between the increasing of the flows and the unbalanced commercial exchanges between the world areas, is the main reason of the phenomenon. We complain about the irreducible flows of immigrants and at the same time we continue to adopt commercial policies which cause the phenomenon we refuse.

According to studies about the relation between the income of the immigrants in their countries in comparison with the income in the destination countries (with the criterion of the Purchasing Parity Power), the migration flows stop when the relation is 1: 5 (or max. 1:4).

- **Nomadism of the rights and instability**

The wish of many people who generate the migration flows is to find a social frame where they have the possibility to enjoy the basic human rights .The paradox is: this expectation could cause the instability of the societies where migrants are looking for stability of their rights.

Nevertheless, the force of the aspiration to live in a social context where the dignity and the capabilities are acknowledged is irreducible in the human soul.

To migrate is not a "joke", says Dahrendorf. All should escape from the social and economic conditions of certain countries.

- **Migration is temporary or permanent?**

The paradox is: the migration flows have been perceived as temporary by many governments (less by the residents) of the states or nations, but at the same time it was perfectly clear that it was not at all temporary. This "wishful thinking " was a harmful expedient, to face the integration policies as late as possible, like a bad housewife who hides the dust under the carpet.

- **Does a shared wealth mean necessarily to become poorer ?**

The paradox is: to share our wealth with others means necessarily to become poorer.

The access of the poor countries to the wealth of the richest ones, is sometimes perceived as a threat for the level of their standard of well-being and prosperity. It is false and not necessarily so. On the contrary, the increasing of wealth of the poorest countries permits a "general and global" increasing of the wealth in the world (e.g. the Marshall Plan after the second world war in Europe did not cause less wealth in the United States in spite of the increasing of the wealth in the European countries).

The paradox is: to believe that to share our wealth with the "others" causes a lower wealth of our countries, this belief generates a self-accomplishing prophecy, because it doesn't permit to the market flows and exchanges to be so profitable and fluent that our produces can be sold. Normally the real threats to the level of our wealth don't come from the poorest people, but from the richest ones, especially from the biggest corporations.

- **The values tables between stated and latent goals**

We want that the values and principles tables which form the base of our institutions and societies are respected, but at the same time we see that many of us behave exactly in the opposite way.

This lack of coherence is perceived by the immigrants and causes a burn out of the dependability and accountability of the rules they are required to follow.

This could move a better survey on the respect of the values and rules by us before claiming it by the immigrants.

- **The risk of the social capital**

Our societies are normally proud for the close relation between the quality of the social capital and the quality of the economic development: interactions based on trust form the pillar of every sound society.

The migration flows are a proving test for the consistency of the social capital of our societies.

To ask "citizenship in exchange for democracy" is trustworthy if our societies have a good social capital to offer.

- **Ethic versus ethnic discrimination**

Another impressive paradox is how our societies use discrimination to preserve themselves from dissolution. Many people presume that the criteria to ensure such a preservation are connected with ethnic discrimination or the differences of nationality or other similar features. In a healthy society the only discrimination is founded on the same ethic and observable behaviours in accordance with the values table and legislation framework of the country, and nothing else.

1.3.2. Attitudes and dynamics to be considered

Another point to clarify in our preliminary analysis of the immigration integration policies, is the different and multifacet attitudes and dynamics (psycho-social and anthropological) to be considered.

One of the most important requirements of a correct integration policy, is to know a good "vocabulary" of these multiform attitudes:

- *Refuse*: the offer of the integration policy can be refused. The result is the separation;
- *Opportunism*: the offer of the integration policy is accepted à la carte like a menu;
- *Inclusion/exclusion*: the offer of the integration policy is an integrated part of the "inclusion" policy for all the people, citizens included;
- *Assimilation*: it is an adaptation of a social or ethnic group (usually a minority) to another. It includes the loss of the former identity;
- *Acculturation*: it is an adoption of another culture, keeping the one's own;
- *Integration*: it is a process through which the immigrants are accepted in a society;

- *Alternance*: an individual is able to be a member of two different cultures through a *bicultural competence*
- *Multiculturalism*: an individual is able to be a member of many cultures and develop a positive identity in each of them;
- *Fusion*, better known as *melting pot*.
- *Marginalization* : an individual has scarce interest for both his culture and the others.

According to this accurate proposal of attitudes, the integration policies should necessarily be addressed to the "person" not to the masses, because the attitudes are different within the same ethnic groups or similar in different ethnic groups.

The integration is a result of a "process" (generally slow and gradual): paving a way to the integration becomes possible only through the "subjective" key of the behaviours and attitudes above mentioned.

1.3.3. The awkward mythologies

A relevant part of the report is devoted to the analysis of the mythologies which brake or block the integration path:

- The myth of identity
- The myth of the contemporaneity
- Te myth of the elective affinities

A philosophical and anthropological approach to these myths is exposed, following the cultural studies of eminent personalities like: Popper, Sen, Appiah, Todorov, Bauman, Giddens, etc., in order to draw the attention of the policy makers and the European citizens on the "real" condition of the human being as being unique.

1.3.4 Are the best practices always transferable?

The best practices on the integration policies could be transferable under certain conditions. Therefore, we have to be prudent in this transfer because of the following factors:

- a) *Temporal gap between the different countries*
- b) *The common errors sometimes are more frequent than the common solutions*
- c) *The well spread concern about the vast illegal behaviours of the citizens (e.g. black work)*
- d) *The lack of coordination between the European countries.*

1.3.5. The governance style of the European Union

The governance style of the European Union appears incredible: there is no country no region, no population who has perceived the process of "unification" as something imposed.

The new Europe considers the cultural differences as an asset.

It becomes the great lab where all can be citizens of the world and the immigrants 'integration policies are coherent with its identity and mission.

1.4. Sources and references

1.4.1. Sources about the conceptual framework on the integration

- Appiah, Kwame Anthony, *Cosmopolitanism: Ethics in a World of Strangers*, W.W. Norton, New York, 2006.
- Augé, Marc, *Il senso degli altri*, Bollati Boringhieri, 2000.
- Bauman, Zygmunt, *Intervista sull'identità*, Laterza, 2003.
- Beck, Ulrich, *Cosmopolitan Vision*, Polity Press., Cambridge, 2006.
- Benhabib, Seyla, *The Claims of Culture: Equality and Diversity in the Global Era*, Princeton University Press, Princeton, 2002.
- Bianchi, Enzo, *Cristiani nella società*, Rizzoli, Milano, 2003.
- Bourdieu, Pierre, *Ce que parler veut dire. L'économie des échanges linguistiques*, Fayard, Paris, 1982
- Bourdieu, Pierre, *La distinction. Critique sociale du Jugement*, Minuit, Paris, 1979
- Bourdieu, Pierre, *La domination masculine*, Seuil, Paris, 1998
- Bourdieu, Pierre, *La Misère du monde*, Paris, 1993
- Bourdieu, Pierre, *Libre-échange*, Paris, 1994
- Bourdieu, Pierre, *Questions de sociologie*, Minuit, Paris, 1980
- Bourdieu, Pierre, *Raisons pratiques. Sur la théorie de l'action*, Seuil, Paris, 1994.
- Castells, Manuel, *The Rise of the Network Society*, Blackwell Publishers Ltd., Oxford.
- Cassese, Antonio, *I diritti umani oggi*, Editori Laterza, Roma-Bari, 2005.
- Dahrendorf, Ralph, *Auf der Suche nach einer neuen Ordnung: Vorlesungen zur Politik der Freiheit im 21. Jahrhundert*, Beck, München 2003
- Dworkin, Ronald, *Sovereign Virtue*, Harvard University Press, Cambridge, MA, 2000.
- Dworkin, Ronald, *Taking Rights Seriously* Harvard University Press, Cambridge, MA, 1977.
- Fukuyama, Francis, *The End of History and the Last Man*, Free Press, New York, 1992.
- Giddens, Anthony, *The Third Way and Its Critics*, Polity Press, Cambridge, 2000.
- Guolo, Renzo, *L'Islam è compatibile con la democrazia*, Laterza, Roma-Bari, 2004.
- Habermas Jürgen, *Struggles for Recognition in the Democratic Constitutional State*, in A. Gutmann (ed.), *Multiculturalism. Examining the Politics of Recognition*, Princeton University Press, Princeton, 1994.
- Habermas, Jürgen. *The inclusion of the Other. Studies in Political Theory*, Cambridge, Polity Press, Cambridge, 1998 (Traduzione Italiana: *L'inclusione dell'altro*, Feltrinelli)
- Habermas, Jürgen, Taylor, Charles, *Multiculturalismo*, Feltrinelli, 1998
- Huntington, Samuel P., *The Clash of Civilizations and the Remaking*
- Huntington, Samuel P., *The Clash of Civilizations and the Remaking of World Order*, Simon & Schuster, New York, 1996.
- Kant, Immanuel, *Perpetual Peace: A Philosophical Sketch*, 1795.
- Kant, Immanuel, *Idea for a Universal History from a Cosmopolitan Point of View (1784)*. Translation by Lewis White Beck. From Immanuel Kant, "On History," The Bobbs-Merrill Co., 1963.
- Kundera, Milan, *Identity*, Faber and Faber, London, 1998.
- Laplantine, François – Nouss, Alexis, *Métissages*, 2000.
- Lévi-Strauss, Claude, *L'identité. Séminaire interdisciplinaire dirigé par professeur au Collège de France*, Grasset, Parigi, 1977.
- Maalouf, Amin *On Identity*, Harvill, London, 2000.
- Montesquieu, Charles-Louis, *Considérations sur les causes de la grandeur des Romains et de leur décadence*. Lausanne, 1749
- Montesquieu, Charles-Louis, *De l'esprit des lois* 1748
- Montesquieu, Charles-Louis, *Lettres persanes* 1721
- Morin, Edgar, *L'humanité de l'humanité* (t.5), 1. *L'identité humaine*, Le Seuil, Paris, 2001. (traduzione Italiana: *Dialogo. L'identità umana e la sfida della convivenza*, Scheiwiller, 2003)
- Popper, Karl R., *Objective Knowledge: An Evolutionary Approach*, Oxford University Press, Oxford, 1972.
- Rawls, John, *A Theory of Justice*, Oxford University Press, Oxford, 1971.
- Rawls, John, *Globalization and the Need for Universal Ethics*, *Apel European Journal of Social Theory*, 2000; 3.
- Rawls, John, *Political Liberalism*, Columbia University Press, New York, 1993.
- Rawls, John. *Justice As Fairness A Restatement*, Harvard University Press, Cambridge, MA, 2001.
- Reale, Giovanni, *I valori dimenticati dell'occidente*, Bompiani, 2004.
- Remotti, Francesco, *Contro l'identità*, Laterza, 2001.
- Ricoeur, Paul, *Parcours de la reconnaissance. Trois études*, Stock, coll. «Les Essais», Paris, 2004.
- Sen, Amartya Kumar, *Development as Freedom*, Business & Economics, New York, 2001 (traduzione italiana: *Lo sviluppo è libertà*, Mondadori, 1999)
- Sen, Amartya Kumar, *The Argumentative Indian: Writings on Indian History, Culture and Identity*, Penguin Books, New Delhi, 2005 (Italian translation: *L'altra India. La tradizione razionalista e scettica alle radici della cultura indiana*, Mondadori 2006).
- Stiglitz J.E. *In un mondo imperfetto. Mercato e democrazia nell'era globale*, Donzelli, Roma, 2001.
- Taguieff, Pierre André, *Cosmopolitismo e nuovo razzismo*, Mimesis, Milano, 2003
- Todorov, Tzvetan, *Nous et les autres. La réflexion française sur la diversité humaine*, Seuil, Paris, 1989.
- Todorov, Tzvetan, *On human diversity: nationalism, racism, and exoticism in French thought*, (transl. by Catherine Porter), Cambridge, MA, 1987.
- Todorov, Tzvetan, *The Conquest of America: The Question of the Other*, University of Oklahoma Press, 1999.
- Touraine, Alain, *Can We Live Together? Equality and Difference*, Polity Press, Cambridge, 2000.
- Turner, Adair, *Just Capital: The Liberal Economy*, Macmillan, London, 2001 (Italian translation: *Turner, Adair, Just Capital: critica del capitalismo globale*, Laterza, Bari, 2002)
- Viola, Paolo, *L'Europa moderna. Storia di un'identità*, Einaudi, 2004.

1.4.2. Sources and references of the great national and international institutions

- The basic reference: European Union

The report offers a careful outlook on the European policy about the immigrants' integration and its evolution in these last years from the emphasized "*securization*" to the directives concerning the full citizenship.

The list of the European documents is:

Legal and political background

- Treaty establishing the European Community

Immigration policy became a full Community responsibility with the entry into force of the Treaty of Amsterdam on 1 May 1999. Article 63 makes immigration a competence of the EU.

Excerpt: Article 63 of the Treaty establishing the European Community (ex Article 73k)

The Council, acting in accordance with the procedure referred to in Article 67, shall, within a period of five years after the entry into force of the Treaty of Amsterdam, adopt:

3. *measures on **immigration** policy within the following areas: conditions of entry and residence, and standards on procedures for the issue by Member States of long term visas and residence permits, including those for the purpose of family reunion, illegal **immigration** and illegal residence, including repatriation of illegal residents;*
 4. *measures defining the rights and conditions under which nationals of third countries who are legally resident in a Member State may reside in other Member States. Measures adopted by the Council pursuant to points 3 and 4 shall not prevent any Member State from maintaining or introducing in the areas concerned national provisions which are compatible with this Treaty and with international agreements. Measures to be adopted pursuant to points 2(b), 3(a) and 4 shall not be subject to the five year period referred to above.*
- Vienna Action plan. PART1. Introduction1. The European Council, meeting at Cardiff called on the Council and the Commission to submit at its meeting in Vienna an action plan on "how best to implement the provisions of the Treaty of Amsterdam on an area of freedom, security and justice". Heads of State or Government further confirmed the importance they attach to this subject by agreeing to hold a special European Council in Tampere in October 1999. *Official Journal C 019 , 23/01/1999 p. 0001 - 0015*
 - Tampere European Council - 15 and 16 October 1999. Presidency conclusions. A special meeting of the European Council held at Tampere, Finland, in October 1999, was dedicated to the establishment of an Area of Freedom, Security and Justice and elaborated the political guidelines for the next years, including in the field of immigration. **Relevant conclusions: 10 to 27**
 - Laeken European Council. 14-15 December 2001. Belgium
 - Scoreboard - a detailed work programme to implement the Tampere conclusions, complete with deadlines, updated every six months
 - Charter of Fundamental rights of the European Union. 18/12/2000. Conscious of its spiritual and moral heritage, the Union is founded on the indivisible, universal values of human dignity, freedom, equality and solidarity; it is based on the principles of democracy and the rule of law. It places the individual at the heart of its activities, by establishing the citizenship of the Union and by creating an area of freedom, security and justice. The Union contributes to the preservation and to the development of these common values while respecting the diversity of the cultures and traditions of

the peoples of Europe as well as the national identities of the Member States and the organisation of their public authorities at national, regional and local levels; it seeks to promote balanced and sustainable development and ensures free movement of persons, goods, services and capital, and the freedom of establishment. To this end, it is necessary to strengthen the protection of fundamental rights in the light of changes in society, social progress and scientific and technological developments by making those rights more visible in a Charter.

Fonte: *Official Journal C 364, 018/12/2000*

Directives:

- 25/11/2003. Council Directive 2003/109/EC of 25 November 2003 concerning the status of third-country nationals who are long-term residents.
Official Journal L 016, 23/01/2004, p. 0044 - 0053
- 22/09/2003. Council Directive 2003/86/EC of 22 September 2003 on the right to family reunification,
Official Journal L.251 , 03/10/2003 p. 0012 - 0018
- 02/05/2002. COM/2002/0225 final - CNS 1999/0258. 52002PC0225. Amended proposal for a Council directive on the right to family reunification.
Official Journal C 203 E , 27/08/2002 P. 0136 - 0141. Decision follow-up
- 13/03/2001. COM(2001)127 final. Proposal for a Council directive concerning the status of third-country nationals who are long-term residents.
Official Journal C 240 E , 28/08/2001 P. 0079 - 0087. Decision follow-up

Decisions:

- 16/01/1996. 31996D0116(01). Council Decision on monitoring the implementation of instruments already adopted concerning admission of third-country nationals.
Official Journal C 011 , 16/01/1996 p. 0001 - 0001
- 31/12/1996. 31996D0749. Council Decision on monitoring the implementation of instruments already adopted by the Council concerning illegal immigration, readmission, the unlawful employment of third-country nationals and cooperation in the implementation of expulsion orders.
Official Journal L 342 , 31/12/1996 p. 0005 - 0005

Communications:

- 30/11/2005. COM(2005) 621 final. Communication from the Commission to the Council and the European Parliament: Priority actions for responding to the challenges of migration: First follow-up to Hampton Court
- 03/06/2003. COM(2003) 336 final. Communication from the Commission to the Council, the European Parliament, the European Economic and Social Committee and the Committee of the Regions on immigration, integration and employment
- 03/06/2003. COM(2003) 323 final. Communication from the Commission to the European Parliament and the Council, in view of the European Council of Thessaloniki on the development of a common policy on illegal immigration, smuggling and trafficking of human beings, external borders and the return of illegal residents
- 14/10/2002. COM(2002) 564(01). Communication from the commission to the council and the European parliament on a community return policy on illegal residents.
- 03/12/2002. COM/2002/703 final. Communication from the Commission to the Council and the European Parliament, integrating migration issues in the European Union's relations with third countries
- 10/04/2002. COM/2002/0175 final. 52002DC0175. Green paper on a community return policy on illegal residents
- 15/11/2001. COM/2001/0672 final. 52001DC0672. Action plan on illegal immigration (part III, points 4.1. to 4.8.). Communication from the Commission to the Council and the European Parliament on a common policy on illegal immigration
- 09/07/2001. COM/2001/0387 final. 52001DC0387. Communication from the Commission to the Council and the European Parliament on an open method of coordination for the community immigration policy
- 22/11/2000. COM(2000)757. Communication from the Commission to the Council and the European Parliament on a Community immigration policy

Proposals:

- 10/10/2005 (COM(2005) 480 final). 52005PC0480. Proposal for a Council Decision on the establishment of a mutual information procedure concerning Member States' measures in the areas of asylum and immigration
- 07/11/1997. COM/97/0387 final - CNS 97/0227. 51997PC0387. Proposal for a Council Act establishing the Convention on rules for the admission of third-country nationals to the Member States.
Official Journal C 337 , 07/11/1997 p. 0009

Other sources:

- Justice and Home Affairs meetings within the European Council of Ministers
- The portal to the European Union law. EUR-Lex.
- Monitoring of the decision-making process between institutions. Pre-Lex search facility.
- Access to public register of Council documents. Search facility.
- Access to official documents of the European Parliament. EUROPARL: search facility.

1.4.3. The other international sources and references:

The report exposes the contribution of the other international organization to the immigrants' integration policies: OECD, IOM, Global Commission on International Migration (United Nations), Council of Europe etc.

1.4.4. The documentation and the portal:

All the documentation of the present research is collected and accessible on the portal of the region:

<http://www.venetoimmigrazione.com/Default.aspx?tabid=426>

Another source on line is:

http://bancadati.italialavoro.it/BDD_WEB/searchIndex.do?cod=IMMIGRAZIONE.

2. Investigation and benchmarking: a consultative action

2.1. The choice of the referents: a panel of qualified public and private institutions involved in the immigrants' integration management

2.1.1. Our partners and referents:

The core partners of the programme are institutional public partners: our benchmarking programme referred to them for accreditation of the supplementary partners, the start up and the implementation of the consulting activities and the evaluation of the final reports.

The list of the European partners involved in the project includes:

France

- ANAEM – Agence National de l'Accueil des Etrangers et des Migrants
- ANPE – Agence National pour l'emploi
- CIEMI - Centre d'information et d'études sur les migrations
- DAL – Droit au logement
- Fondation Abbé Pierre pour le logement des défavorisés
- GISTI – Groupe d'information et de soutien aux travailleurs immigrés
- Intransit International Ltd
- Observatoire des statistiques de l'immigration et de l'intégration du Haut Conseil à l'Intégration (HCI-OSII)

Germany

- Arbeitsagentur - Regionaldirektion Bayern
- Beauftragter des Senats für Integration und Migration – Berlin
- Bundesamt für Migration und Flüchtlinge
- Deutscher Caritasverband e.V.
- Deutsches Institut für Urbanistik

United Kingdom

- Jobcentre Plus
- C.E.T.R.A. - Council for European Training Research and Arts
- East of England Regional Assembly

Spain

- Ministerio de Trabajo y Asuntos Sociales – DG Integración de Inmigrantes
- Observatorio Permanente de la Inmigración- Secretaría de Estado de Inmigración y Emigración - Ministerio de Trabajo y Asuntos Sociales
- ACCEM
- AESCO
- Asociación Socio Cultural IBN BATUTA
- Foro para la integración social de los inmigrantes
- Instituto Universitario de Estudios sobre Migraciones, Universidad Pontificia Comillas

2.1.2. The seminar:



European benchmarking and exchanges on the integration policies and actions for immigrants between the Regional Government of Veneto and the United Kingdom, France, Germany and Spain

- preliminary workshop for the presentation meeting of October, 26 -

Brussels
25th October 2006

Venue : Tulip Inn – Bergen meeting room

- | | |
|-------|---|
| 9.00 | <p>Marina Da Forno - Staff “Partnerships and International Relations”, Italia Lavoro</p> <ul style="list-style-type: none">• <i>Integration and social inclusion policies for the immigrants in Europe and in the world: scenario, trends and evolution in the frame of the globalization</i> |
| 9.15 | <p>Romano Toppan – Coordinator of the benchmarking programme, Italia Lavoro</p> <ul style="list-style-type: none">• <i>Presentation of the draft report</i>• <i>Presentation of the partners</i> |
| 10.00 | <p>Panel of the partners :</p> <p>Marie-Claude Blanc – ANAEM General Codirector (F)
Helen Giles – Coordinator Jobcentre Plus of Bristol (UK)
Bettina Reimann – Institut für Urbanistik of Berlin (D)
Rosa Aparicio Gómez – Director of the review “Migraciones”, Instituto Universitario de Estudios sobre Migraciones, Universidad Pontificia Comillas de Madrid (E)</p> |

- *Immigrants' integration policies in the United Kingdom, France, Germany and Spain*

11.00 *Coffee break*

11.20 **Carla Collicelli** – CENSIS Deputy Director

Elisa Di Cataldo – CETRA Past Director

Ugo Melchionda – IOM Project Manager

- *The meaning of the research on immigrants' integration in the frame of the European policy and of the international scenario*

12.00 Debate

Lunch Buffet

12.45

Panel of the representative social, economic and cultural actors:

14.30

Carla Collicelli, CENSIS Deputy Director, Chairman

Paolo Brigo, AISA, Social Agency for Housing integration (Padua)

Antonio Sambo, Third Sector Forum-Veneto, Social and civil integration

Giampaolo Pedron, Deputy Director of Industry Federation of Veneto

Orazio Colosio, Principal of the Educational Institutes of Asolo

Laura Marziale, C.E.T.R.A. Project Manager, Migrants Resource Centre (London)

Heiko Wagner, Officer for Judicial and Home Affairs, Office of the Land Berlin to the EU

Pedro Viana, Editor in chief of the review "Migrations Internationales" of CIEMI (Migration Studies Centre - Paris)

Joaquim Sabater, General Manager, Asociación Ibn Batuta (Barcelone)

- *Best practices on immigrants' integration in the United Kingdom, France, Germany and Spain*

Coffee break

16.00

16.15

Final debate and preparation of the agreement for the permanent benchmarking programme

17.30

Conclusions:

Mario Barbieri, Director of the Veneto Unit, Italia Lavoro SpA
Enrica Sardei, Regional Government for the Migration Policy

2.2. The tools of the research: database, questionnaires and indicators

The data concerning the immigrants' integration policies have been explored by means of 3 tools of the social research:

1. A questionnaire/interview, partly closed and partly open, with a detailed inquiry about the main factors and a relevant number of "indicators" of immigrants' integration
2. Visits and meetings with the directors of the institutions (public and private) involved
3. A proposal of "documents, papers and web sites " which were useful to provide a full picture of the knowledge of the integration policies of the country concerned.

In this way, it has been possible to identify just in time all the specific behaviours and actions that are running in the country. Some partners, who are specialized in one or another "factor", are asked to fulfil the section of their interest.

The main "factors" of the integration policies represent the contents of the benchmarking programme we have agreed to develop with the European partners of United Kingdom, France, Germany and Spain.

They are five:

- ⇓ *Documentation and data about the general scenario of integration*
- ⇓ *Housing Integration policies*
- ⇓ *Culture, education and language integration policies*
- ⇓ *Social and civil integration policies*
- ⇓ *Vocational training and labour market integration policies*

2.2.1. The indicators:

A series of relevant indicators concerning the processes of the integration has been applied for each factor in the form of "clusters": they form integrated groups of the most meaningful elements or components of the factors, which show their multiform features to permit a careful analysis of the subject and the way they are perceived by the experts in the field.

After a statement, which presents a short introduction to each cluster of indicators, the partners were requested to express an evaluation of the processes adopted in the integration actions in their country.

The sociological methodology is a mixed use of the "known experts" technique and the Delphi comparison approach for the scenarios' analysis and trends' perception.

All the indicators were evaluated in a Likert scale of 5 levels:

- 0 (no evidence at all of the indicator)
- 1 (some traces of objective evidence of the indicator ,but largely insufficient)
- 2 (modest objective evidence, without sufficient precision and accuracy)
- 3 (good objective evidence of the indicator, with several gaps
- 4 (excellent objective evidence of the indicator and available to be considered as best practice)

They permit the evaluation, mostly of qualitative type, with reference to the quality of objective evidence, consistency, effectiveness , usefulness etc. that an indicator implies, to be considered operational: the (signals) results coming from the indicators' performance offer an analytical methodology to establish a comparative relationship between the different actors or players of the benchmarking.

Moreover, the questionnaire clarifies both the expected result from the evaluation and the experiences which are known or can be considered as best practices of that specific indicator. This last aspect is the crucial one for the success of the benchmarking programme.

The expected result or outcome was:

- ⇓ To find a general benchmark to propose an actual and precise improvement for all the partners, that's to say the position within the indicators and how much a partner should improve its performance to be at the level of the best in class: in our case, the Veneto Region Government, the promoter of the programme ,is interested in developing a comparative evaluation with such a benchmark;
- ⇓ To detect from the experiences of the other countries the indicators we are in or factors of integration policies we have more successful levels or strengths and also the indicators of factors we can find the most evident weaknesses or difficulties we need to overcome to join acceptable levels of integration ;
- ⇓ To find out a series of more specific benchmarks in each factor or in each cluster of indicators, to introduce more focused improvements, that can rise from one or another partner.

The research is only a sort of "cradle" of the path or track to follow: although this first trial is only similar to the feasibility study of a programme for the integration policies, we are convinced that the method of the Regional Government of Veneto has obtained a substantial validation and a solid foundation.

A. Documentation and data on the general scenario of the factors concerning the integration of immigrants

Statement:

To have a good preliminary knowledge of the complete and up-to-date data on the migration flows and their features is an important indicator of a good performance in the policies concerning the management of that problem and the pertinence of the decisions to be undertaken therein.

The legislation and norms framework is very important to achieve and implement the integration policies and the consequent actions . To have good laws and good rules on this matter facilitates the actual acknowledgement, even in progress, of the human rights in every domain, from (the) housing to education, from the cultural identity protection to the religious beliefs, the reconciliation of the families and so on.

Additionally, the legislation of the concerned countries tries to be coherent with the values table of the equality, freedom and solidarity established by the constitutional charters and the international declarations and treaties accepted by the majority of the states.

We are facing a paradoxical situation: the democracy implies the actual application of the rights for every human being, but the barriers on this path are multiple.

Therefore, it is quite difficult to find feasible solutions and to legitimate rapidly all the policies of integration. In this field, the experience of the countries which have been tackling these difficulties for several decades, can be very helpful for our programme.

Indicators:

A.0. Statistical Data

- Availability, traceability of the statistics on the migration flows in general
- Degree of the up-to-date statistics on the migration flows in general
- Availability, traceability and degree of precision of the statistics about the features of the flows (age, origin, competencies, permanency, steady stay, long stay, increase, impact...)

A.1. Legislation and norms

- International charters of the human rights (UN, ILO, UNESCO, Council of Europe, European Union etc.): degree of conformity of the immigration legislation framework and integration policies to the requirements of the charters
- European Union Directives: degree of reception and application into the juridical framework of the country
- Regional laws or decisions of the institutional intermediate bodies: the regions and the other local authorities approve laws, decisions or deliberations coherent with the national legislation framework

B. Integration in the housing policies

Statement: One of the first needs of the immigrants is to have a house. The explosion of the migrations' flows, produced a gap between the quantity and quality of the demand and the quantity and quality of the offer. To rule such a fact is difficult and almost in all the countries the integration policies in the housing are late.

Home has so many anthropological implications for the self-esteem, identity, integrity and safety of the persons, that any improvement in such an integration policy implies important benefits: a benchmarking with the experiences of other countries, regions, towns, public and private organizations, which are able to join creative, appropriate and transferable solutions, can be very helpful to be known and imitated.

An actual housing integration policy can be evaluated also, in its quality, through the location strategies, which establish a sort of "semiotics" of the both urban and rural territories, where people can decode the degree of the social exclusion and inclusion of the immigrants and their communities. This "imprinting" of the territory is often a self-generating vicious circle that produces new forms of exclusion.

An integration policy can be favoured or not by the reactions of the residents to arrivals and settlements of the immigrants and to the social behavioural patterns adopted.

Acceptance and hostility, dialogue and refuse, tolerance and prejudices deeply penetrate into the social dynamics and quality of relationships.

It seems evident that these dynamics are placed along a continuum hostility-hospitality: facts and events can change the positioning of the residents in the continuum.

A housing policy for the immigrants' integration also depends upon the quality of their social behaviours. They can present and develop behaviours and attitudes of assimilation, adaptation, tolerance and reception of the rules and social basic values (e.g. democracy) adopted in the host country, or on the contrary behaviours and attitudes of refuse and hostility against these rules and values.

The creation of specific offices (e.g. One-stop-shop for services to the immigrants), supporting territorial networks, effective communication strategies with user-friendly, access, is strictly connected with a real and steady responsiveness to the primary need of housing.

To meet or match demand and offer in this field favours without any doubt the integration policies.

The existence of specific offices, networks (especially when mixed public/private), NGOs etc that undertake the mission to be helpers towards this policy, is an indicator of excellent performance in the integration. Key to this policy is of course the communication strategies, to let immigrants know what, how and where to look for a solution of their needs.

Indicators:

B.0. Statistical Data

- Availability, traceability and degree of precision of the statistical data concerning the present and presumable needs of houses for the immigrants
- Availability, traceability and degree of precision of the statistical data concerning purchasing or location of houses for immigrants
- Availability, traceability and degree of precision of the statistical data concerning the troubles of the housing integration policies and the bad conditions of the immigrants therein
- Existence of pilot experiences

B.1. Norms and rules

- Availability and traceability of national and regional documents concerning the housing integration policies
- Accreditation and surveillance on the housing market with respect to immigrants' demand and needs
- Norms, rules and strategies of the local authorities, municipalities, districts etc. in the urban planning connected with the immigrants housing policies
- Existence of grants, facilitated loans etc. to favour the housing integration policies

B.2. Location strategies

- Location strategies of the houses reserved to immigrants
- Distribution strategies of the houses for immigrants
- Quality of the actors who manage the offer and the distribution of houses
- Facilities e services which are complementary with housing and settlement

B.3. Social behaviours of the autochthonous residents

- Quality of the relationships and interactions or transactions between residents and immigrants
- Degree of reception-refuse attitude towards the immigrants
- Objective evidence of discrimination and marginalization (direct or indirect) of the immigrants and their communities

B.4. Social behaviours of the immigrants

- Type and quality of the social behaviours of the immigrants in general
- Type and quality of the social behaviours of the specific immigrants' communities
- Evidence of assimilation and adaptation
- Evidence of the passive resistance and narrow minded culture
- Evidence of open refuse of the rules and social values (e.g. women discrimination)

B.5. Specific Offices , Territorial networks and communication strategies for the housing integration policies:

- Existence of agencies for housing offers to immigrants
- The existence of One-stop-shops for services to the immigrants or somewhat similar for the immigrants in the public or private institutions
- The level of specialization of the personnel in charge of the offices or services
- The level of priority of these services or offices in the organizational design of the public institutions (e.g. social services or welfare assistance units)
- Quality of the communication strategies and the channel or tools used for information
- Advertising and diffusion of the information in appropriate languages

C. Cultural, educational and linguistic integration policy

Statement: The three above mentioned integration policies are considered in a unique cluster of indicators, for they are strictly bounded with each other.

It is not possible to obtain a cultural integration without a joint strategy of the education system and linguistic learning.

The successful practices of this type of integration policy is not so easily transferable and usually it happens in very complex and delicate forms, especially in the creativity sectors. For instance, the cross-fertilization between the different cultures in the United Kingdom or in France implied many objective evidences of the language and literature enrichment or in the performing arts, sports and other similar sectors in all the countries.

Nevertheless, we can learn through the best practices and experiences of such an integration with which concerned policies have normally a positive impact on the quality of many "intangible" values of the host societies, e.g. on the quality of the gastronomic variety and enjoyment.

An effective and sustainable integration policy for the immigrants in the cultural, educational and linguistic domains, needs to be connected with the creation of dedicated services and territorial support networks. However these cannot be only limited to the state responsibility, but should be also developed by the civil society, with bottom up programmes.

So the state uses the so called "long arm" strategy, ensures the basic services, encourages or endorses the actions and programmes set up and carried out by the vast networks of the social, cultural and educational actors of the society.

Indicators:

C.0. Statistical data

- Availability and traceability of the statistical data concerning the cultural, linguistic and educational programmes and actions
- Availability and traceability of the statistical data concerning the frequency and attendance at different level of the immigrants to the educational systems and schools
- Availability, traceability and degree of precision of the statistics concerning the present trends and future needs of integration of the immigrants children into the educational institutions

C.1. Education programmes and editing

- Presence of the colonization history and the immigration causalities in the texts adopted for the educational schemes without censure and misguidance
- Type and frequency of the stereotypes in the texts, literature, television emissions, meetings, press, concerning the immigrants or their segments
- Publications and issues of books, CD etc. on the historical, cultural and political profiles of the countries which the immigrants are coming from
- Education programmes for enhancing the awareness of the immigrants on the rights they can benefit from
- Existence of distance and customized training schemes for the immigrants

C.2. Investments and incentives

- Open tenders at least to the already resident immigrants
- Accreditation of schools and educational institutions specifically devoted to the immigrants' communities training
- Presence of cultural mediators
- Intercultural training schemes for the educators (trainers, teachers, animateurs)
- Offer of grants and scholarships to the students of the immigrants' communities

C.3. Dedicated offices, territorial networks and communication strategies for the cultural, education and linguistic integration policies

- Degree, frequency and diffusion of local specific actions, in favour of the immigrants' cultural, educational and linguistic integration, especially through the NGOs
- Level of accreditation and endorsement of the organizations promoting the actions
- Effectiveness of the communication strategies and channels or tools used for

D. Social and civil integration policy

Statement: We separated the social and civil integration from the cultural, educational and linguistic one, only for reasons of clearness and practical utility, but it is evident that all these forms of integration are strictly related to each other.

In fact, the long term goal of the social and civil integration is the "political" integration as full citizenship acknowledgement. Many doubts and oppositions have emerged on such a subject.

The demand of the civil and political participation is already emerging more and more: the example of the Hispanic community in the United States of America is nowadays enlightening.

Indicators:

D.0. Statistical Data

- Availability, traceability and degree of precision of the statistics concerning the actions and programmes set up and carried out for the social and civil integration of the immigrants

D.1. Norms and rules

- Degree of reception and application in the legislation and juridical framework of the statements and goals of the European Union Directives and the international charters and treaties (UN,OECD etc)
- Degree of openness of the national and/or regional legislation and rules with respect to the social and civil integration
- Presence of pilot experiences in the country concerning the social and civil integration of the immigrants
- Existence of a legislation concerning the asylum right
- Existence of legislative norms or rules for the health services for the immigrants
- Existence or legislative proposals in favour of the representation right of the immigrants or their associations within institutional bodies at least of consultative type
- Assurance of the equal opportunity norms, especially in favour of the women
- Presence of specific legislative protection against the practices insulting the physical integrity (e.g. mutilation of genitals) and other basic rights of the women and children (e.g. sexual exploitation)

D.2. Social behaviours of the residents

- Involvement of the immigrants as stakeholders in local development programmes or other projects and actions of the local communities at different levels (suburbs, districts, villages, municipalities, mountain communities, territorial pacts, local actions groups for Leader Programmes, Agenda 21, territorial marketing, tourist promotion and tourist destination management...)
- Participation of the immigrants in the Trade Unions, cooperatives and consortiums, sport associations, recreational associations....
- Involvement in the local Festivals, sport competitions, events...

D.3. Social behaviours of the immigrants

- Active participation in the communities life and projects
- Creation of associations and movements supporting the awareness education programmes for the intercultural and inter-religious dialogue
- Contribution with social, typical and original creativity forms to the good reputation and better positioning of the place, area, town, tourist destination etc. (e.g. through typical produces, traditional trades and shops, original kitchen, music events, exhibitions....)

D.4. Media industry impact

- Presence of the immigrants and their integration into the emissions of the media industry
- Quantity and quality of the publications, magazines, newspapers

E. Vocational training and employment policies

Statement: The basic motivation of the immigration flows is usually connected with the expectation of a job.

The access to the labour market should balance the benefits for both the references: the host country and the immigrants flows.

Generally, the basic weakness of the "factor" is due to the lack or absence of a clear strategy, to rule the dynamics between the demand and the offer, the competencies required and the real people received, the changes of the needs of manpower in the economic sectors and the number of the people asking a job: in the many cases, the paradigm to explain the event is called "fractals", that's the mathematic formula of the chaos.

The European Union is trying to find out an integrated policy in this field for all the members.

Moreover, a new approach is needed: for example, the so called "diversity management" considers the competitive advantages of the multiethnic and multicultural human resources as a strength and opportunity to be taken into account and to transform into new and original produces or services the old ones or to find new ways for the value chains.

As far as the statistics are concerned, the knowledge of the statistical data about the active immigrants in the labour market and their distribution in the different sectors, can be considered a source of the greatest interest to understand how the immigrants are shared, in which areas they are more concentrated, which are the trends of the productive sectors and the forecasts of their vitality and growth.

Indicators :

E.0. Statistical Data

- Availability, traceability and degree of precision of the statistical data concerning the present and future needs of the immigrants as manpower
- Availability, traceability and degree of precision of the statistical data concerning the programmes and actions in the field of the vocational training and other forms of professional preparation and empowerment
- Availability, traceability and degree of precision of the statistical data concerning the types of the jobs, the types of the contracts, the existence of creation of enterprises, the existence of the black work and occult works etc.

E.1.Norms and rules

- Degree of conformity and application in the legislation frameworks and norms of the European directives and international declarations and treaties (e.g. ILO) about the integration of the immigrant workers
- Degree of openness of the stay permits for job
- Effectiveness of the national or regional or private actions to promote and manage the vocational training, the orientation, recruitment and appointments of the immigrants
- Consistency and continuity of the immigration quotas

E.2.Investments and incentives for the creation of enterprises managed by immigrants

- Access to the credits and loans for self-employment and enterprises creation
- Participation in fairs and trading
- Diversity management
- Acknowledgement of the typical produces

E.3.Facilities and services for the integration in the vocational training and employment policies

- Presence and realization of actions concerning the integration of immigrants in the vocational training and employment policies from the recruitment to the orientation, from the training before job to the training on the job
- Existence and availability of services (One-stop-shops for services to the immigrants) in the employment centres and in the job agencies, with the help of intercultural and linguistic mediators
- Services for the accreditation and acknowledgement of the competencies
- Services of acknowledgment of the study certificates of their country
- Territorial mobility projects, to favour the reintegration in their original countries

E.4.Behaviours of the public and private offer for employment integration of the immigrants

- Pertinence and congruity of the immigration quotas
- Presence of a careful analysis of the needs and request of professional jobs in the labour market of the country
- Existence of concertation meetings between public institutions, employers' associations , workers' representative unions, concerned NGOs etc. in order to harmonize the immigrants' integration policies and programmes in the labour market
- The quality of the interactions and transactions between request (economy) and offer (manpower)
- Awareness of the immigrants on their rights in the job interactions and transactions
- Existence of specific agencies or services for the immigrants' employment
- Access of immigrants also to the Public Organization posts or vacancies
- Degree of reduction of the black market and commitment of the public authorities to avoid it

2.2. The outcomes: difficulties and solutions

A. Documentation and data on the general scenario of the factors concerning the integration of immigrants

All our partners have a good level of availability and accessibility of the statistic data concerning the immigration flows.

Comments:	References and proofs on the best practices:
GERMANY	
<p>Germany offers a very good level of availability and accessibility of the statistic data concerning the immigrants flows.</p> <p>The perception of the quality of the legislation framework and norms is also satisfying, especially for the clearness and application.</p>	<p>The references are:</p> <p>www.bmi.bund.de</p> <p>www.stamas.bayern.de/migration</p> <p>www.bamf.de</p> <p>BAMF – BUNDESAMT FÜR DIE MIGRATION UND FLÜCHTLINGE:</p> <p>They are responsible of the “first step” of the immigration integration: this Agency was founded with the mission to recognize the refugees and assist them for the first integration processes. Later, the number of refugees dropped and the mission of the Agency was enlarged to all immigrants.</p>
SPAIN	
<p>Our referents evaluate the availability and accessibility of the statistic data quite good (the private organizations consider them more positively than the public ones).</p> <p>Also the situation of the norms and legislation framework is considered good, although a certain degree of uncertainty is present, because of the great number of amendments of the main law n.4/2000, which generate a certain confusion both in the immigrants and in the public institutions. Some of them are still under judgement of the Constitutional Court.</p> <p>The best norms seem to be:</p> <ul style="list-style-type: none"> the registration of every immigrant(s) in the municipality, with access to the social and health services, without considering the legal status the creation of a Forum for the Social Integration of the Immigrants as main consultative body for the integration policies the juridical mandate to support and finance the NGOs and the immigrants' associations 	<p>For the statistic data:</p> <p>Observatorio Permanente de la Inmigración-Ministerio de Trabajo y Asuntos Sociales: www.estanjeros.mtas.es/es/general/ObservatorioPermanente_index.html</p> <p>Instituto Nacional de Estadística (INE)-Padrón: www.ine.es</p> <p>Ministerio del Interior –Oficina de asilo y refugio: www.mir.es</p> <p>Observatorio Vasco de Inmigración: www.ikuspegi.org</p> <p>Colectivo IOE: www.nodo50.org/ioe</p> <p>For the legislation and norms:</p> <p>Secretaria de Inmigración-Generalitat de Catalunya – Plan de Integración ciudadana</p> <p>Comunidad de Madrid – Plan de Integración: CASIS ; OFRIM: www.madrid.org</p> <p>Oficina del Defensor del pueblo: www.defensordelpueblo.es</p> <p>Observatorio Permanente contra el Racismo y la Xenofobia</p>
FRANCE	
<p>As far as the statistic data and their accessibility are concerned, it is necessary to point out that in France there</p>	<p>For the statistic data:</p>

<p>are some constraints about the personal data and it is not so easy to elaborate them, even if the goal concerns specifically the knowledge of the immigration flows and features.</p> <p>Anaem registers the data according to the medical visits for people who want to stay for more than 3 months, and the Home Office elaborates them according to the stay card. Therefore the data have many differences and do not distinguish the immigrants coming from extra-communitarian countries, communitarian countries or others.</p> <p>Nevertheless, the available data are good enough.</p> <p>The conformity of the French legislation and norms to charters of the human rights and the European directives is usually considered good.</p> <p>Moreover, the national legislation and normative framework establishes only the general orientation: the local authorities (Regions, Departments and Municipalities) are invited to organize and manage specific Plans and Programmes for the integration policies, like the PRIPI (Programme régional d'insertion des populations immigrées) for the regions and the PDA (Plan départemental d'accueil) for the Departments (executive decree n.2003-537 - 24 November 2003).</p>	<ul style="list-style-type: none"> INSEE: www.insee.fr http://www.insee.fr/fr/ffc/ipweb/ip1098/ip1098.html <p>For the best practices of the regional and local policies:</p> <ul style="list-style-type: none"> The Picardie Region has realized the action "Femmes et accès à l'emploi": 3 projects have been carried out . The first for the women to promote the access of women to the male professions and trades, the second the creation of a coaching team of 10 immigrant women who have had success : they accompany other young women just arrived to France to insert into the labour market, under condition they have a high school graduation ; the third action is the creation of a local development agent who works in favour of the employment of (the) women. A certain number of local authorities has published guides and manuals to facilitate the procedures of the immigrants. <p>Three institutions which operate good practices in the guarantee of the human rights of the immigrants are:</p> <ul style="list-style-type: none"> Against the discriminations: La Haute autorité de lutte contre les discriminations et pour l'égalité (HALDE): http://www.halde.fr/ ; FASILD: Fonds d'action et de soutien pour l'intégration et la lutte contre les discriminations: http://www.fasild.fr/ ; SOS Racisme: http://www.sos-racisme.org/ (testing and researches) For the educational integration: http://www.educationsansfrontieres.org/ For the asylum seekers: http://www.france-terre-asile.org/ For the job: http://www.gisti.org/
<p>GREAT BRITAIN</p>	
<p>The evaluation of our referents on the quality and traceability of the statistic data are different: for some the data are accessible and available with satisfying evidence, for other no.</p> <p>Generally speaking, the UK does apply the legislation of the European Union, although some specific opt-outs have been negotiated at international level.</p> <p>The position of refugees and asylum seekers is not entirely satisfactory as there can be long delays in investigating their situation and regularising their position. Until this is done, they can be confined for long periods, or allowed to live in the community, but barred from working, and with insufficient means of support.</p>	<p>http://www.ippr.org.uk/publicationsandreports/publications.asp (this website provides information about the overall migration presence in UK including economic migrants which is harder to monitor)</p> <p>It is easier to trace the numbers of asylum seekers coming to the UK with relative precision</p> <p>http://www.unhcr.org/cgi-bin/texis/vtx/statistics/opendoc.pdf?tbl=STATISTICS&id=4486ceb12</p> <p>The Workers' Registration Scheme statistics are published every six months. The Inland Revenue oversees the National Insurance numbers(?)</p> <p>Home Office contact's references For information on immigration rights: www.workingintheuk.gov.uk Accession monitoring report – latest May 2004-March 2006, on Home Office website: www.ind.homeoffice.gov.uk/aboutus/reports/accession</p> <p>Some signs of information being provided at an official level. The information available on the Home Office website, which includes provision in other languages, www.direct.gov.uk gives very clear guidance on many subjects such as benefits provision, workers' rights, driving regulations etc.</p> <p>Far more important has been the growth of advice and support groups which have been fairly uncoordinated and have arisen through local demand, plus work done by the TUC, Citizens Advice Bureaux etc.</p>

	<p>Trade Union Council brochure available in several languages www.tuc.org.uk/tuc/workingintheuk.pdf</p> <p>http://www.dea.org.uk/dea/index.html</p> <p>http://www.dea.org.uk/dea/r.html</p> <p>http://www.islingtonschools.net/Services/emas/mobility/teaching/</p> <p>http://www.continyou.org.uk/content.php?CategoryID=652 (supplementary mother tongue schools)</p> <p>References and best practices:</p> <p>http://www.islingtonschools.net/Services/emas/mobility/teaching/</p> <p>http://www.continyou.org.uk/content.php?CategoryID=652 (supplementary mother tongue schools)</p>
--	--

B. Integration in the housing policies

Comments:	References and proofs on the best practices:
GERMANY	
<p>As far as the statistical data about the housing integration policies are concerned, the situation is considered satisfying: however, the institutions or the organizations which collect and elaborate these data are private and do such a work very carefully.</p> <p>The evidence of proactive legislation frame in favour of the housing integration policy is poor, except for the German people coming from Soviet Union and those areas. The housing integration is completely under the market law. The purchase of a house is not connected with the citizenship.</p> <p>The evaluation on the location strategies is that the evidence of the mono-ethnic areas or the density of the immigrants in peripheries is quite high, even if there are no slums or "favelas". Nevertheless, the facilities and services are provided (traspnsports,water,electricity, telephones...).</p> <p>The barriers "off limits" are not evident and the discrimination is only "latent".</p> <p>Also the territorial networks and specific offices for the support in this problem, are satisfying.</p> <p>A note on the "one-stop office ": the experiences are not so positive and it is not easily applicable.</p> <p>As far as the social behaviour of the immigrants, there are no heavy problems, for the moment.</p>	<p>For the statistic data:</p> <ul style="list-style-type: none"> • Zentrum fuer Tuerkeistudien: www.zft-online.de • www.integrationsbeauftragte.de <p>For the best practices , our referents point out:</p> <ul style="list-style-type: none"> • Planerladen e.V. Dortmund: www.antidisk.de http://www.planerladen.de • Institut fuer Deutsch.Tuerkische Integrationstudien und interrligioese Arbeit e.V. -Luisering 15 68159 MANNHEIM Referenti: Talat Kamran e Ulrich Schaefer www.institut-mannheim.de • The National Programme „ Social Integrative City“ – www.sozialestadt.de
SPAIN	

<p>As far as the statistical data about the housing integration policies are concerned, the situation is considered satisfying.</p> <p>The evidence of proactive legislation frame in favour of the housing integration policy is poor. However, there are many agencies which take care of this problem.</p> <p>The evaluation on the location strategies is that the evidence of the mono-ethnic areas or the density of the immigrants in peripheries is quite high, even if there are no slums or “favelas”.</p> <p>As far as the social behaviour of the immigrants, there are no heavy problems.</p> <p>Our referents point out the phenomenon of the high prices of the houses lease.</p> <p>The interaction between residents and immigrants is not so good and positive, but tolerant enough.</p> <p>The territorial networks and offices for the support to the immigrants in the housing integration are not positively evaluated: nevertheless, there are some good practices, here mentioned.</p>	<p>Good practices for the statistic data:</p> <p>Colectivo IOE: www.nodo50.org/ioe The text: Aparicio R.,Tornos A.. Van Hum C, Gómez Sota F.: Inmigrantes y vivienda en la Comunidad Valenciana, Valencia,CIM,2003.</p> <p>To favour the housing integration:</p> <p>Provivienda (Organisation managed by Comunità Autonoma in Madrid to offer an information service about the housing market benefiting immigrants) : www.madrid.org/cservicios_sociales/provivienda.htm www.provivienda.org Sevilla Acoge (NGO)</p> <p>On the location strategies: Sylvia Fernandez, della Mancomunidad del Sureste (She has realized a good practice in the urban planning for the immigrants) (sylviafernandez@mancomunidadesureste.org)</p> <p>On the interactions between immigrants and residents:</p> <p>Centro de Investigaciones Dociales. It set up and carries out research and monitoring on the urban social integration : www.cis.es e-mail: cis@cis.es</p> <p>A good example of territorial network devoted to the integration is:</p> <p>AESCO, for the immigrants coming from Colombia: www.aescoong.org e-mail: aescoconcordia@yahoo.es</p>
<p>FRANCE</p>	
<p>For the statistic data, there are problems because of the privacy protection.</p> <p>The legislation and normative frame is focused on the standard of the house: according to a Decree of 30 January 2002, the house must be endowed with minimal standard (“decent”). The permit of stay is connected with the evidence of lodging.</p> <p>The evaluation of our referents on the commitment of the public institutions for the survey on that problem, is very positive.</p> <p>The evaluation on the location strategies is that the evidence of the mono-ethnic areas or the density of the immigrants in peripheries is quite high, even if there are no slums or “favelas” (except for some towns).</p>	<p>Best practices of commitment of the institutions in the housing integration policies:</p> <ul style="list-style-type: none"> • ANAEM (our referent) • Fondation Abbé Pierre: e-mail: abpierre@fondation-abbe-pierre.fr; http://www.fondation-abbe-pierre.fr/ • La direction de la population et des migrations (DPM): http://www.social.gouv.fr/ • CNH (Conseil National de l’Habitat) pour la lutte contre les discriminations dans le logement (2005) • FASILD: Fonds d’action et de soutien pour l’intégration et la lutte contre les discriminations: http://www.fasild.fr/ <p>For the researches on the interactions between residents and immigrants:</p> <ul style="list-style-type: none"> • http://www.sonacotra.fr/in-quisom.html

GREAT BRITAIN	
<p>As far as the statistical data about the housing integration policies are concerned, the situation is considered not satisfying.</p> <p>The evidence of proactive legislation frame in favour of the housing integration policy is poor.</p> <p>The evaluation on the location strategies is that the evidence of the mono-ethnic areas or the density of the immigrants in peripheries is quite high, even if there are no slums or "favelas"</p> <p>As far as the facilities and services the facilities and services (transports, water, electricity, telephones...), the situation is evaluated as sufficient.</p> <p>The housing integration is completely under the market rules.</p> <p>Also the territorial networks and offices, to support the immigrants in this integration, are weak.</p>	<p>For the best practices in the housing integration policies:</p> <ul style="list-style-type: none"> • Example of self-help community association www.sikorskipolishclub.org.uk National Federation of Poles in Great Britain www.zpwb.org.uk <p>Housing and educational policies do not fall within the remit of Jobcentre Plus, but it might be worth contacting Sue Stoner at Gloucester City Council for information on housing policies locally, and Penny Krucker and Mary Wormington for information on schools services. There is a project in Gloucestershire called 'Circle' aimed at immigrant inclusion.</p> <p>There are examples of positive experiences in the web sites:</p> <ul style="list-style-type: none"> • CRE (Code of Practice in Rented Housing) http://www.cre.gov.uk/gdpract/housing_code.html • HACT Development Agency http://www.hact.org.uk/ • Housing Corporation Black http://www.housingcorp.gov.uk/server/show/conWebDoc.3843 • BME Associations: ethnic-led housing associations www.housing.org.uk • Tackling Racial Harassment: Code of practice for social Landlords (DETR 2001) http://www.communities.gov.uk/index.asp?id=1155708 • Housing Race Equality Toolkit http://www.dmuracetoolkit.com/indexframe.htm • PATH (Positive Action Training in Housing) www.unesco.org/most/westeur5.htm, http://www.pathyorkshire.org.uk/ • The Big Issue http://www.mediauk.com/magazines/35984 • http://www.hact.org.uk/ • http://www.homeless.org.uk/ • http://www.casweb.org/kchp/ • http://www.refugeehousing.org.uk/ <p>For the behaviours of the residents:</p> <p>http://www.jrf.org.uk/knowledge/findings/socialpolicy/0085.asp</p>

C. Cultural, educational and linguistic integration policy

Comments:	References and proofs on the best practices:
GERMANY	
<p>For the availability and accessibility of the statistic data, the evaluation is very good.</p> <p>Also the other indicators concerning the educational programmes and the absence of stereotypes in the cultural production are quite evident.</p> <p>The presence of cultural mediators and programmes for the intercultural training of the teachers is weak.</p> <p>The integration of the immigrants children is very good in the low levels of the school (Kindergarten, primary school and vocational schools) but is less evident in the high school.</p> <p>The evaluation on the territorial networks of support, the situation is considered satisfying, thanks to the "self-helping" organizations.</p> <p>As far as the "linguistic" integration is concerned, the activities are mostly carried out by the private volunteers: sometimes the Ministry of the Culture provides contributions and grants. The employers give the permission to attend the courses during the working time. No many other supports.</p>	<p>Best practices on the cultural, educational and linguistic integration:</p> <ul style="list-style-type: none"> • cultural integration : www.deutscheausrußland.de • intercultural training for the teachers: www.bildungsserver.de • scholarships for the immigrant students: www.vodafone-stiftung.de e www.buddy-project.de • Spielend lernen in Familie und Stadtteil", Nürnberg www.bff-nbg.de • Project "Interkulturellen Pädagogik" www..ifp-bayern.de
SPAIN	
<p>The availability and accessibility of the data is good.</p> <p>Also the educational programmes and publications are positively evaluated by the institutional referents, less by the immigrants' organizations.</p> <p>All the other indicators receive a good evaluation of evidence.</p>	<p>For the data:</p> <ul style="list-style-type: none"> • CIDE (Centro de Investigación y Documentación Educativa)-Ministerio de Educación y Cultura: www.mec.es/cide/ <p>Best practices on the media attitudes:</p> <ul style="list-style-type: none"> • www.periodistasvascos.com/inmigración.html <p>Best practices on the editing of texts:</p> <ul style="list-style-type: none"> • Editorial Santillana: it makes a careful audit of the texts, to erase or avoid all the negative references to the immigrants' communities or societies. • The programme EQUAL " Madrid entre dos Orillas", started many actions and good practices on the cultural exchanges between the two rivers / Spain and Maghreb): www.entredosorillas.org • The Municipality Council of Madrid has created an Observatory on the immigration and the cultural life together": www.munimadrid.es/Principal/monograficos/ObservatorioMigra/
FRANCE	
<p>On the statistical data, the evaluation is positive. E.g. ANAEM elaborates dossiers for accompanying the educational activities connected with the integration contract.</p>	<p>For the best practices of the institutions and the institutional networks:</p>

<p>Also the other indicators concerning the educational programmes and the absence of stereotypes in the cultural production are quite evident. The presence of cultural mediators and programmes for the intercultural training of the teachers is weak. The integration of the immigrants children is very good in the low levels of the school (Kindergarten, primary school) but is less evident in the high school and Universities.</p> <p>FASILD organizes many actions in favour of the cultural integration policy, through women "relais", cultural mediators and social workers.</p>	<ul style="list-style-type: none"> • FASILD: Fonds d'action et de soutien pour l'intégration et la lutte contre les discriminations: http://www.fasild.fr/-M.me Bernard: mbernard@fasild.fr • CAI: Contrat d'Accueil et d'Intégration gestito dall'ANAEM http://www.social.gouv.fr/htm/pointsur/accueil/som_cai.htm • Ministère de l' Education Nationale: Project CLIN (classe d'initiation) , Project CLA (Classe d'adaptation) and MGI - Mission Générale d'Insertion: M.me Bargas –e-mail: dominique.bargas@education.gouv.fr
GREAT BRITAIN	
<p>The availability and accessibility of the data is good.</p> <p>Also the educational programmes and publications are positively evaluated by the institutional referents, less by the immigrants' organizations.</p> <p>All the other indicators receive a good evaluation of evidence.</p> <p>The integration of the immigrants children is very good in the low levels of the school (Kindergarten, primary school) but is less evident in the high school, but it is again high in the Universities and PhD courses..</p>	<p>For the educational and cultural integration policy:</p> <ul style="list-style-type: none"> • Community group START (Students and refugees together info@studentsandrefugeestogether.com) • Hampshire Ethnic Minority Achievement Service www.hants.gov.uk/education/ema/ • Islington Schools www.islingtonschools.net • Progress GB is a development Partnership with national and regional partners who are planning regional pilot projects and new national projects under Theme E (Lifelong Learning) They are consulting stakeholders , seeking match funding and establishing transnational partnerships for the implementation of the work. Central Coordination Team:- Lead Officer sue.waddington@niace.org.uk Progress GB Manager jane.watts@niace.org.uk • The main partners are NIACE (National Institute of Adult Continuing Education), Fiona.aldridge@niace.org.uk ; Learndirect, which operates the National Learning Advice line and will be developing 3 new language services to assist refugees and migrants, John Lawton at jlawton@ufi.com; Midland Refugee Council, a charity, working to enhance refugee access to self- • Academic research on immigrant and diversity issues www.workinglives.org, includes report on migrants in food and drinks sector. Joseph Rowntree Federation www.jrf.org.uk includes 'Fair enough? Central and East European migrants in low-wage employment in the UK' • Another example of local initiative for schools, in Hampshire www.3.hants.gov.uk/ema-school-newsheet-may-05pdf and www.hants.gov.uk/education/ema <p>For the linguistic integration policy:</p> <ul style="list-style-type: none"> • ESOL (English as Second or Other Language)provided by the Learning Skills Council. <p>Best practice for the portals or vortals concerning the cultural integration:</p> <ul style="list-style-type: none"> • Polski Bristol (a voluntary group which works towards the integration of Polish immigrants in the community

	<p>they live in. The description of this group can be found on) :</p> <ul style="list-style-type: none"> • http://www.swslim.org.uk/documents/themes/lt12-verne2.ppt
--	---

D. Social and civil integration policy

Comments:	References and proofs on the best practices:
GERMANY	
<p>For the statistical data and legislation frame, the evaluation is positive, except for the right of vote.</p> <p>The normative frame of Germany is particularly careful for the protection of the women and children.</p> <p>As far the present indicators are concerned, we have to draw the attention to the political and institutional evaluation of the immigrants status which was current until a few years ago: the "Gastarbeiter" were in Germany mostly as "job seekers", therefore the "cultural" integration and the specific attention to their own culture in education was considered a non-sense. The politicians hoped that finally these immigrants should come back to their country. On the contrary, the social perception of the normal population was opposite and much more realistic: they were not only "Gastarbeiter" in stand by looking forward to coming back, but they were "married", with families, with children, who are and feel much more "German" than Italian, Turkish or something else. Therefore, the "institutional" attention to the cultural integration (and also social, linguistic...) has been poor, at least until 2004 : this year is a turnabout in the integration policy , because it recognize that the immigrants are not longer only "Gastarbeiter", but integrated part of the German society and the social, cultural and civil integration must be accepted and favoured. But the "process" of that integration will be slow.</p> <p>The participation of the immigrants to the local development actions is good, thanks to the great number of immigrants' representative associations.</p> <p>The impact of the immigrants on the media industry is weak.</p>	<p>For initiatives involving immigrants in festivals, sport and events :</p> <ul style="list-style-type: none"> • Project "Zuwanderer in der Stadt" www.zuwanderer-in-der-stadt-de e www.schader-stiftung.de • Karneval der Kulturen (Berlino) • Ein neues Integrationsprogramm für Nürnberg: www.forum-interkultur.net • www.muenchen.de/interkult e <p>For the promotion of networks between immigrants' associations and communities:</p> <ul style="list-style-type: none"> • Interkultureller Rat: www.interkultureller-rat.de • Bundesarbeitsgemeinschaft der Immigrantenverbände: www.bagiv.de • Deutsch-Türkisches Wirtschaftszentrum a Mannheim www.dtw-mannheim.de • Internationaler Frauentreff Sossenheim, Frankfurt am Main www.frankfurt-sozialestadt.de/sossenheim_dunant.htm • Kunst im Stadtteil, Amburgo: www.mümmelmannsberg.de • Bundesarbeitsgemeinschaft der Immigrantenverbände: www.bagiv.de <p>Best practice of the presence of immigrants in the media industry:</p> <ul style="list-style-type: none"> • "Was guckst du ?" <p>www.sat1.de/comedy_show/wasgucksdu/show</p>

SPAIN	
<p>On this subject, the availability of statistical data is not yet developed.</p> <p>The normative frame is considered satisfying. The indicator concerning the "health services" is excellent.</p> <p>The other indicators concerning the participation of the immigrants associations and communities to the social life of the country are quite good.</p> <p>The impact of the immigrants on the media industry is evaluated high enough, and the actions of the immigrants in this domain are evaluated as excellent.</p>	<p>Best practice of immigrants' involvement in the local development policies:</p> <ul style="list-style-type: none"> • Foro para la Integración Social de los Inmigrantes (one of our referentes) -e-mail: lcachon@cps.ucm.es • "Mesas de dialogo y Convivencia ": <p>www.munimadrid.es/Principal/monograficos/ObservatorioMigra/</p> <ul style="list-style-type: none"> • http://www.terral.ws/ • http://orbita.starmedia.com/inmigracion_dely/ • http://www.somostetuan.net/node/163 • http://www.cuzroja.es/ • Consejo Ciudadanos de Participación – Città di Murcia: it is operating for the training and empowerment of the immigrants for the promotion of associations and the sensibilisation fo the residents • Network Ithaca-Città di Murcia : a very good initiative for the global integration policies • Organizzazione ACCEM http://www.accem.es
FRANCE	
<p>The availability of data is very good, thanks to a great number of public and private actors who are committed on this domain.</p> <p>The normative frame is very strong and clear for some subjects, like the protection of the women and children, equality in the couple relations, repression of the violence etc.</p> <p>France has created a High Authority for the actions against the discriminations (HALDE, above mentioned).</p> <p>The indicator concerning the "health services" is excellent.</p> <p>The quality of the social and psychosocial interactions is more positive for the immigrants than for the residents.</p> <p>The media industry seems more available than in the other countries to host the immigrants' cultures, opinions and experiences.</p>	<p>Best practices of the institutional commitment for the civil and social integration policies:</p> <ul style="list-style-type: none"> • ANAEM: ANAEM provides all the training activities connected with the "integration contract" (civil education, linguistic courses etc.) • FASILD: Fonds d'action et de soutien pour l'intégration et la lutte contre les discriminations: http://www.fasild.fr/ • GISTI: www.gisti.org • RESF http://www.educationsansfrontieres.org/sommaire.php3 <p>Best practice of the survey and studies on the social and psychosocial behaviours:</p> <ul style="list-style-type: none"> • http://www.sonacotra.fr/in-quisom.html • http://www.cites-unies-france.org/html/home/index.html
GREAT BRITAIN	
<p>The evidence of this cluster of indicators is very weak: the only indicator evaluated as sufficient is the immigrants' Organisations.</p>	<p>Best practice on the social integration:</p> <ul style="list-style-type: none"> • Local authority organisations working with migrants include in Lincolnshire www.migrantworker.co.uk and in Herefordshire www.welcometoherefordshire.co.uk

	<p>Other sources of best practices:</p> <ul style="list-style-type: none"> • New Link Centre www.peterborough.gov.uk/page-3838 • www.interfaith.co.uk • www.timetogether.org.uk • www.neighbourhood.gov.uk/faith_communities.asp?pageid=169 • www.adviceguide.org.uk
--	--

E. Vocational training and employment integration policies

Comments:	References and proofs on the best practices:
GERMANY	
<p>The availability of data is excellent.</p> <p>The main sectors which absorb immigrants' manpower are: tourism, handicraft and services to the persons and families. The presence of immigrant workers in the public administration, cultural industry and third sector is weak. Many of the jobs are refused by the residents.</p> <p>There is no evidence of a policy or programme for a recruitment of the immigrants before their arrival to Germany.</p> <p>There is evidence of the black work .</p> <p>The most part of the not regular workers are the women who assist the aged people: they normally are coming from Poland, Hungary and other new member states of the EU and they don't need the permission to entry.</p> <p>A particularly interesting trend is the creation of enterprises or self-employment initiatives by the immigrants. The typical products of the immigrants are appreciated in the German market.</p> <p>As far as the self-employment and enterprises creation, the changes of the welfare conditions in the legislation of the last years (the unemployed people receive a subsidy only for 1 year), many unemployed try to create a small independent business to achieve the status and the welfare benefits of the artisans and other corporations and trades. Moreover, the state favours such a solution and helps with many financial contributions and aids.</p> <p>Job Agencies provide technical assistance and counselling for that purpose. This is the reason why the evaluation of the evidence is 3 but the trend moves towards the evidence 4.</p> <p>The action concerning the reintegration for the immigrants for job or enterprises creation in their countries is carried out by the BAMF.</p> <p>The vocational training activities are well ensured.</p>	<ul style="list-style-type: none"> • Arbeitsagentur http://www.arbeitsagentur.de/ • Lotsenprojekt "Die Brücke": www.sparrplatz-quartier.de • REGSAM München www.regsam.net and REGSAM Moosach www.regsam-moosach.de • Project "Der Ausbildungsverbund des Interkulturellen Bildungszentrums" for the assistance and guidance of the young immigrants to the labour market www.ikubiz.de/abv.htm • Projects for the Vocational guidance (Berufliche Orientierung) to the Hummelsteiner Weg School of Nürnberg where approx. 70% of the students are immigrants www.suedstadtkids.de

<p>As far as the action of the different social actors involved in the employment services is concerned, the “best practice” is connected to the action of the immigrants’ associations, NGO or self-help organizations. The action of the Trade Unions and workers’ organizations is the second best. The employment services provided by the state and by the employers’ associations are poor and insufficient. The networking between all or part of these actors has no evidence or not yet.</p>	
<p>SPAIN</p>	
<p>The evaluation on the availability of data is sufficient.</p> <p>The main sectors which absorb immigrants’manpower are: agriculture,tourism, and services to the persons and families.</p> <p>Many of the jobs are refused by the residents.</p> <p>There is evidence of the black work .</p> <p>On the normative frame, the evaluation of the institutions and the immigrants’associations is different: more positive for the institutions, less for the immigrants. They complain their absence in the active policies for the employment.</p> <p>The evaluation on the investments and incentives for the enterprises creation or independent activities is very positive. There is also evidence of actions for the re-insertion of immigrants in their original country.</p> <p>Spain uses very much the table of agreement to match the local actors with the immigrants’representations, in order to find out the best solutions of the problems.</p>	<p>Best practices concerning the vocational and professional integration policies:</p> <ul style="list-style-type: none"> • Programme Equal: www.mtas.es/uafse/equal/documentacion.htm And also: www.eneas-equal.mtas.es <p>For the enterprises creation by the immigrants:</p> <ul style="list-style-type: none"> • Programme Equal di Unsolmon Foundation – Caixa cataluña di Barcellona: www.unsolomon.org or www.obrasocial.caixacatalunya.es (Charity). This Bak has a certain numner of initiatives called: “5 years of job creation projects”. <p>Best practices fro the territorial networking:</p> <ul style="list-style-type: none"> • Federación Acoge: www.redacoge.org
<p>FRANCE</p>	
<p>On the statistical data the evaluation is positive, especially for the conditions and requirements of the recruitment (the so called “ immigration choisie “).</p> <p>The impact of the black work and irregular workers is weaker in France than in the other countries.</p> <p>ANAEM confirms that 13% of the enterprises creation in France is due to the immigrants. The presence of the immigrants in the cultural industry, sport and third sector is also meaningful.</p> <p>The immigrants complain their absence in the active policies for the employment.</p>	<ul style="list-style-type: none"> • ANPE http://www.anpe.fr/ • Immigration et marché du travail (n.94 Avril-juin2006), in the magazine Formation emploi - Centre d’études et de recherches sur les qualifications (CEREQ) • Fédération AEFTI (Fédération des Associations pour l’enseignement et la formation des travailleurs immigrés et de leurs familles). http://www.aefti.fr/

GREAT BRITAIN	
<p>The statistical data are at different levels: more careful are those concerning the jobs which are “refused” by the residents, less for the other data.</p> <p>The access of the immigrants to the public administration jobs, to the cultural industry, to the media and third sector, is more evident than in the other countries.</p> <p>There are some evidence of the so called “diversity management”, (in the University courses).</p> <p>The typical produces of the immigrants’ communities are appreciated and the “kitchen” of the immigrants is very spread in the UK.</p> <p>Also UK uses very much the table of agreement to match the local actors with the immigrants’representations, in order to find out the best solutions of the problems.</p>	<p>Best practices on the vocational and professional insertion:</p> <ul style="list-style-type: none"> • The EQUAL programme is part of European Social Fund work. It is an initiative that tests and promotes new means of combating all forms of discrimination/inequalities in the labour market through transnational cooperation. www.objective3.org/equal and www.equal-works.com • employment by working with arts, community and business organisations : DavidForbes@mrcbirmingham.co.uk, Birmingham University, centre for Urban and Regional Studies, which will develop accreditation of prior learning and work based learning models Lisa Goodson at L.j.goodson@bham.ac.uk , Jenny Phillimore at j.a.phillimore@bham.ac.uk ;the North East Consortium for Asylum and Refugee Support, nadeem.ahmad@newcastle.gov.uk , Mohamed Nasreldin at mn@refugee.org.uk ;and the Exeter Council for Voluntary Service, which is working to develop a multi-agency network in the south-west for the integration, learning and employment of refugees. Gabi.recknagel@exetercvs.org.uk

3. Programmes for the future:

3.1. A common strategy

One of the most relevant problems to be resolved is the lack or the weakness of the coordination between the European countries in the immigrants’integration policies.

A remedy is to start and consolidate a steady programme of exchanges, not only at state or national government level, but also at regional and local level, where the impact of these policies is more direct and visible.

To set up a common strategy, it is basically and preliminarily useful to have a good documentation: scientific studies and researches, meaningful best practices as experiences of success, value tables in accordance with the same references, firstly with the European Union guidelines.

The seminar of Brussels has to become a “spark” for the common methodology and the common strategy.

The modern society is a networking society and the new governance implies a permanent cooperation: this is the new paradigm.

Moreover, the “European identity” is founded on the “pluralism” and the convergence of different languages, cultures, populations towards the unity: **to be plural in the unity.**

3.2. Tools for the permanent dialogue

For a common strategy, we need common tools:

- a programme of meetings
- an accessible portal, open to the contributions of the partners
- a continuous exchange of best practices

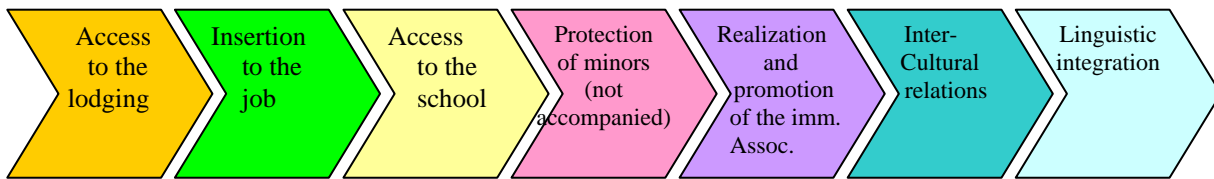
3.3. An operational agreement

3.3.1. The value chain of the integration processes :

The application of the integration processes should be implemented with a careful attention to the priorities to be established, to the methodology to be adopted according to the process concerned, to the networking to be created to support day by day an actual action.

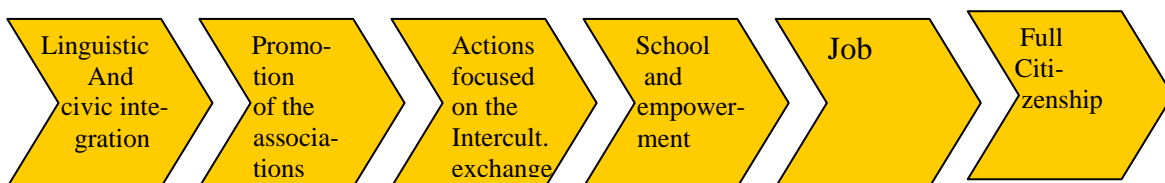
A first example is the process of the integration policy according to the point of view of the "mayors " and the "investment" to be ensured in the financial plans of the local authorities:

Fig. n.1: flow chart of the priorities according to the point of view of the mayors (source: Research of CNEL/CARITAS –2006).



Second example: the integration processes according to a "pedagogical and anthropological " point of view:

Fig.n. 2:Flow chart for the success of the social and cultural integration:

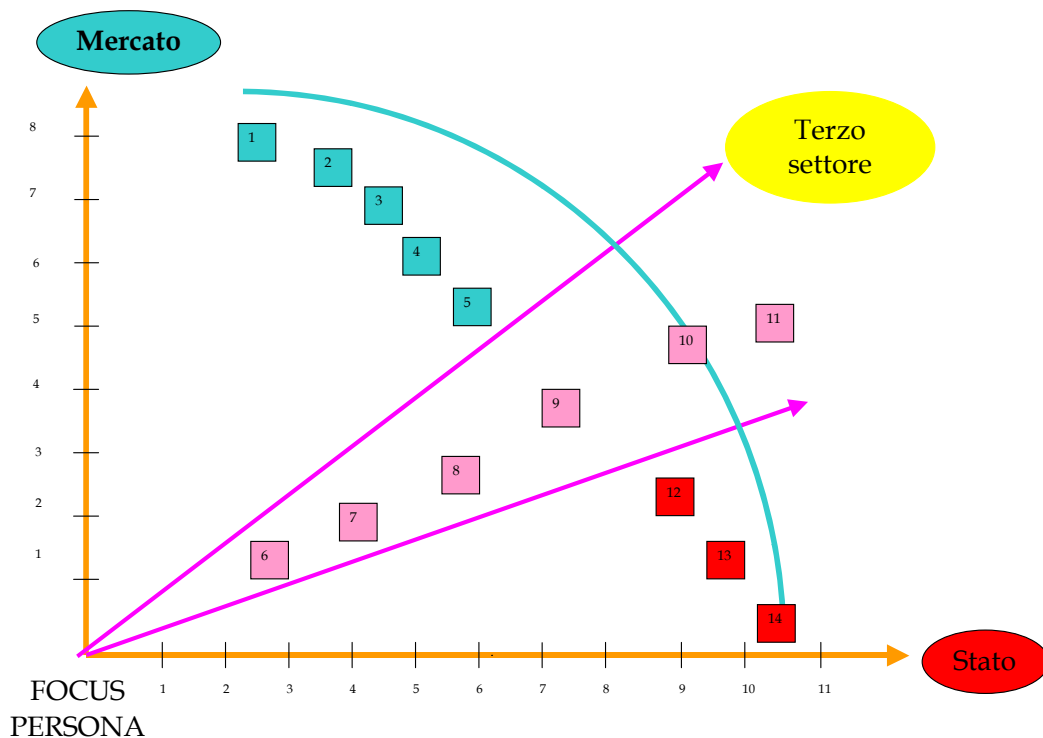


3.3.2. The role of the third sector: the hinge of the integration

The social policy aims to generate and re-generate the solidarity and trust between the citizens, especially for the those who are less favoured, like the immigrants.

But many problems of the modern society cannot be resolved with the two traditional actors or players: the state and the market.

Fig.n.3: Between the state and the market, the third sector plays a role more and more important in order to keep the focus on the persons and citizens in the globalization.



3.3.3. The role of the regions

Another very important actor for the success of the integration policies is the Region.

The report develops a long consideration about the role of the regions, in accordance with the Italian and European institutional frame and responsibilities.

The main subjects for this role are:

- *Planning and establishing the migration flows*
- *The vocational and professional training in the state of arrival, but also in the state where the immigrants come from.*

The regions should have more relevance and responsibilities about the problem. The present situation is not yet clear and applicable. At the same time, the impact of the migration flows is mainly in the local territories and communities: the region could be the first best institutions for the territorial networking thereby.

3.3.4. Examples of governance in two European regions:

- Comunidad Autonoma de Catalunya : a model of pragmatism
- Land of Berlin: a model of cosmopolitanism and open society

3.3.4.1. Comunidad Autonoma de Catalunya

The report devotes a description of the experience of the Fons Català de Cooperació al Desenvolupament, which has created a network for the creation of the local development initiatives in the countries where the immigrants come from, especially :

- Senegal: 40 Projects (agriculture,health,education..)
- Guinea Ecuatorial: 20 projects (infrastructures and education)
- Mauritania: 2 projects (agriculture and water)
- Gambia: 9 Projects (agriculture,health and education)
- Marrocco: 3 Projects (agriculture,infrastructures)

3.3.4.2. Land of Berlin: a model of cosmopolitanism and open society

Berlin is at the same time a Land and a town-state.

The commitment of this town for the foreigners in general, and for the immigrants in particular, has been always exemplar.

The report offers some best practices set up and carried out in the integration policy.